Patient Online Services Prescription

User Guide - All Countries

Version 3

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Contents

Patient Online Services Prescription User Guide

An Overview of Online Prescription Requests

Online prescriptions enable your patients to request acute and repeat medication at their convenience. You are responsible for allowing patients access and you can disable online services for patients you feel are abusing the service, you can also customise how your patients use the service.

Online Repeat Prescription Overview

- Your patients submit their medication request via your Patient online service website

- Requests are received by **Mail Manager** ready for processing

- Locate the message in the **Incoming Mail** folder, remember you can filter **Online Prescriptions** from the **Mail Category** folder

- Right click on the message and select **File All**, this opens the patient's record in **Consultation Manager**

- The requested items display and are selected, select **F9** on your keyboard to issue

- Press **F9** on your keyboard again to Print. You are prompted to return to **Mail Manager**, select **Yes** ready to process the next request

Online Acute Prescription Overview

- Your patients submit their medication request via your Patient online service website

- Requests are received by **Mail Manager** ready for processing

- Locate the message in the **Incoming Mail** folder, remember you can filter **Online Prescriptions** from the **Mail Category** folder

- Right click on the message and select **File All**, this opens the patient's record in **Consultation Manager** with the **Therapy** tab selected

- The free text request from your patient displays on the yellow **Reminder**, using this, add the medication in the usual way following your practice protocols

- Complete the process by double clicking the reminder line and completing the **Process Additional Online Prescription Request** screen

- Select **OK** and you are returned to **Mail Manager** ready to process the next request
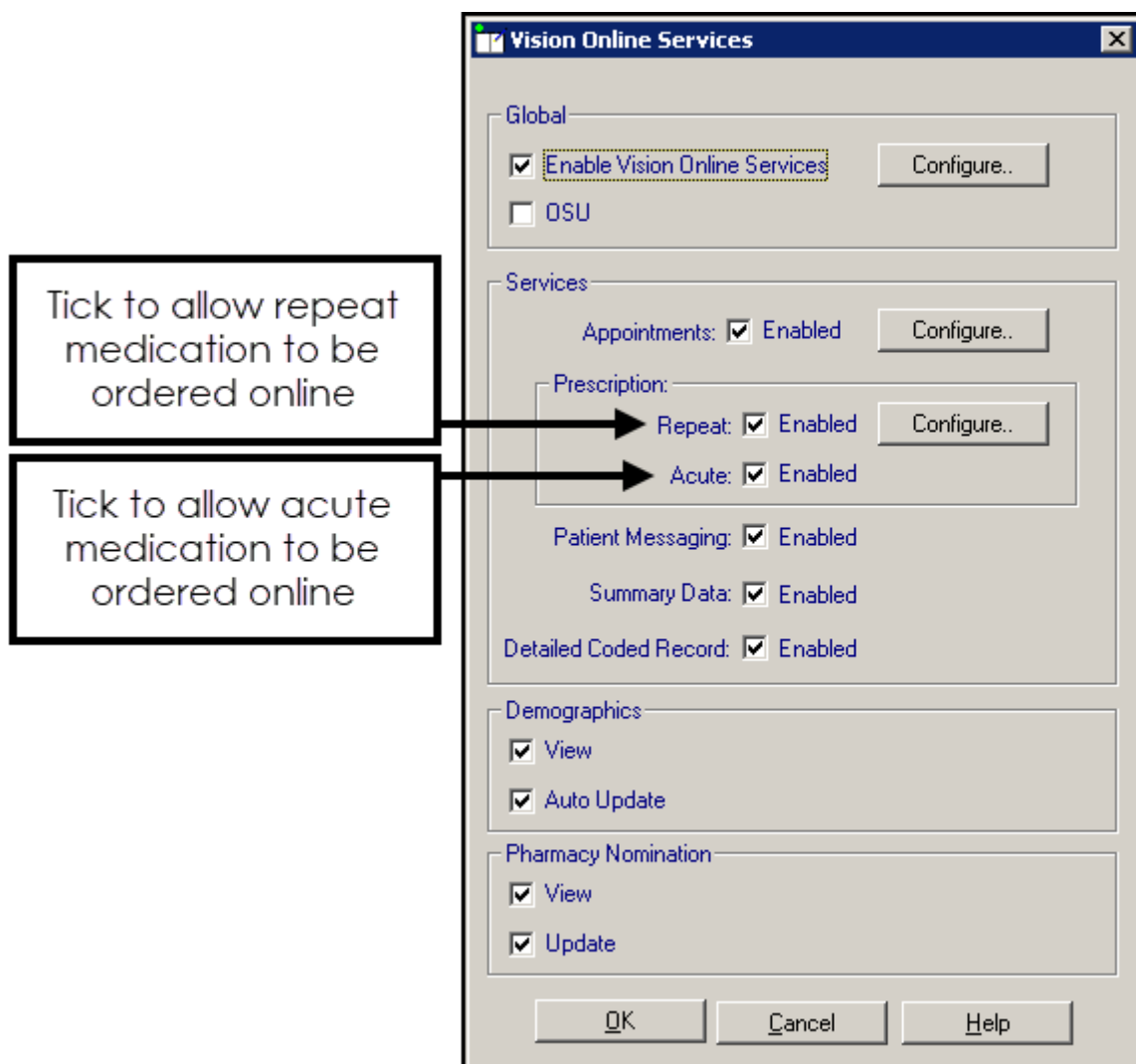
Configuring Online Prescriptions

🖊 **Note** - You must have System Administrator rights to enable and configure patient online services (England only – see RBAC Help in the Spine Services Help Centre for further details).

To enable online prescriptions:

1. From **Vision 3 - Management Tools**, select **Control Panel – File Maintenance - Online**.

2. The **Vision Online Services** screen displays, tick **Prescription**:

   - **Repeat** to enable your patients to order repeat medications online.

   - **Acute** to enable your patients to request acute (one off) medications:

3. Now select **Configure** to customise how online prescriptions works for your practice.

Configuring Online Prescriptions for Patients

You need to configure how your patients see prescriptions within your patient online services website. You should consider the following:

- From **Control Panel - Online**:
  - **Prescription Message** on page **8**
  - **History** on page **9**
  - **Patient Message** on page **9**
- And from **Consultation Manager**:
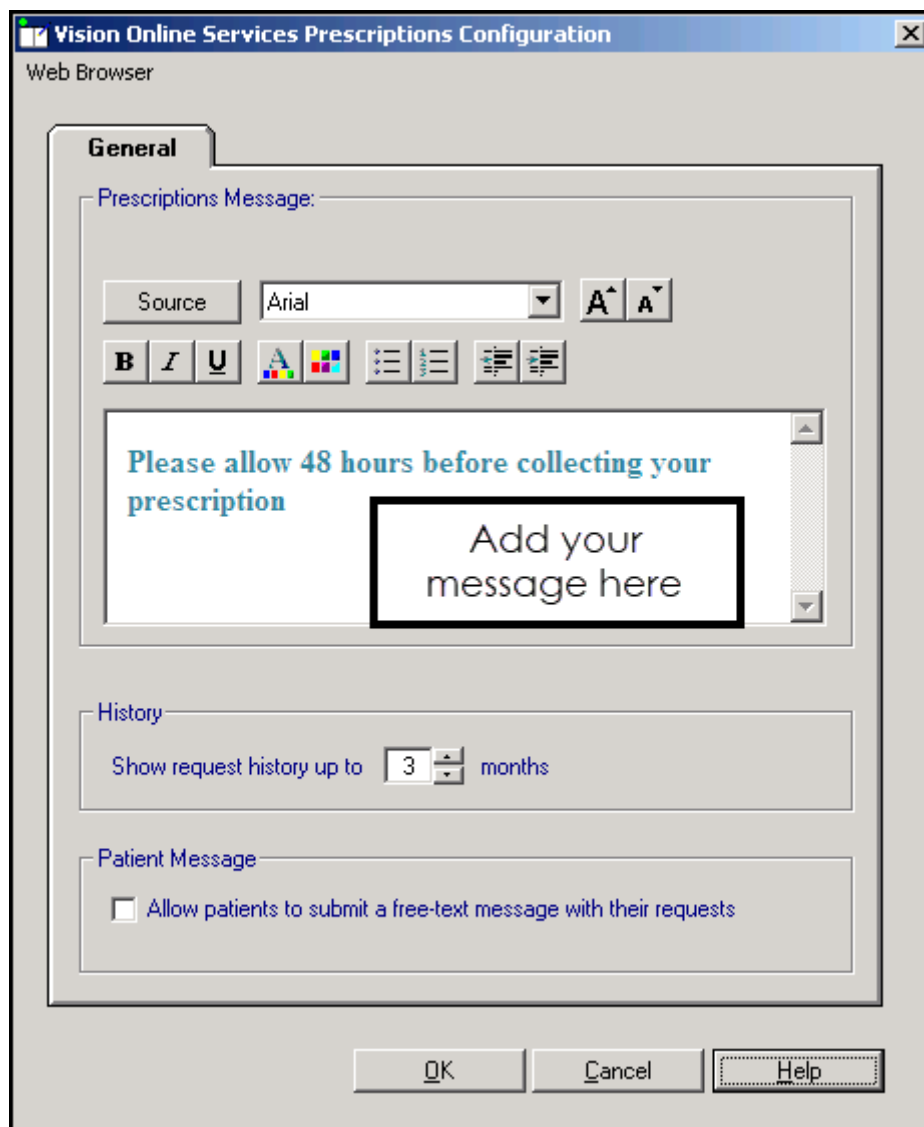 - **Define Old Repeat Offset** on page **10**

Once you have finished configuring each option, select **OK** to save and close.

Prescription Message

The prescription message displays within the **My Prescription** section of your patient online services website.

From **Control Panel - Online Services - Prescriptions Configuration**, enter your prescription message in the **Prescriptions Message** section of the **General** tab using either:

- The formatting editor provided, see **Using the Message Editor** on page **22.**

- Or, HTML formatting tags, see **Formatting HTML Messages** on page **24:**

![Vision Online Services Prescriptions Configuration dialog showing General tab with Prescriptions Message editor containing the text "Please allow 48 hours before collecting your prescription" and "Add your message here", History section "Show request history up to 3 months", and Patient Message section with checkbox "Allow patients to submit a free-text message with their requests"]

✎ **Note** - To help prevent confusion surrounding who to contact if your patients have a problem, we ask that you add the following to your **Prescription Welcome Message**: 'In the case of a query regarding a prescription please contact the surgery in the usual way'.

History

You can set a time frame for the patient repeat request history displayed:

- From **Control Panel** **- Online Services - Prescriptions Configuration - General - History** use the arrows to select a from between 1 - 12 month(s):
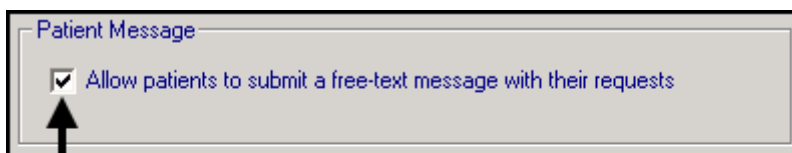

Select a time frame for prescription history to display

Patient Message

You can allow your patients to contact you via their prescription request:

- From **Control Panel** **- Online Services - Prescriptions Configuration - General - Patient Message** tick **Allow patients to submit a free-text message with their requests:**

Tick to allow patients to submit messages with their medication requests

Note - When this option is selected, a warning message displays, advising the practice to ensure that the necessary processes are in place to check any messages entered by the patient.
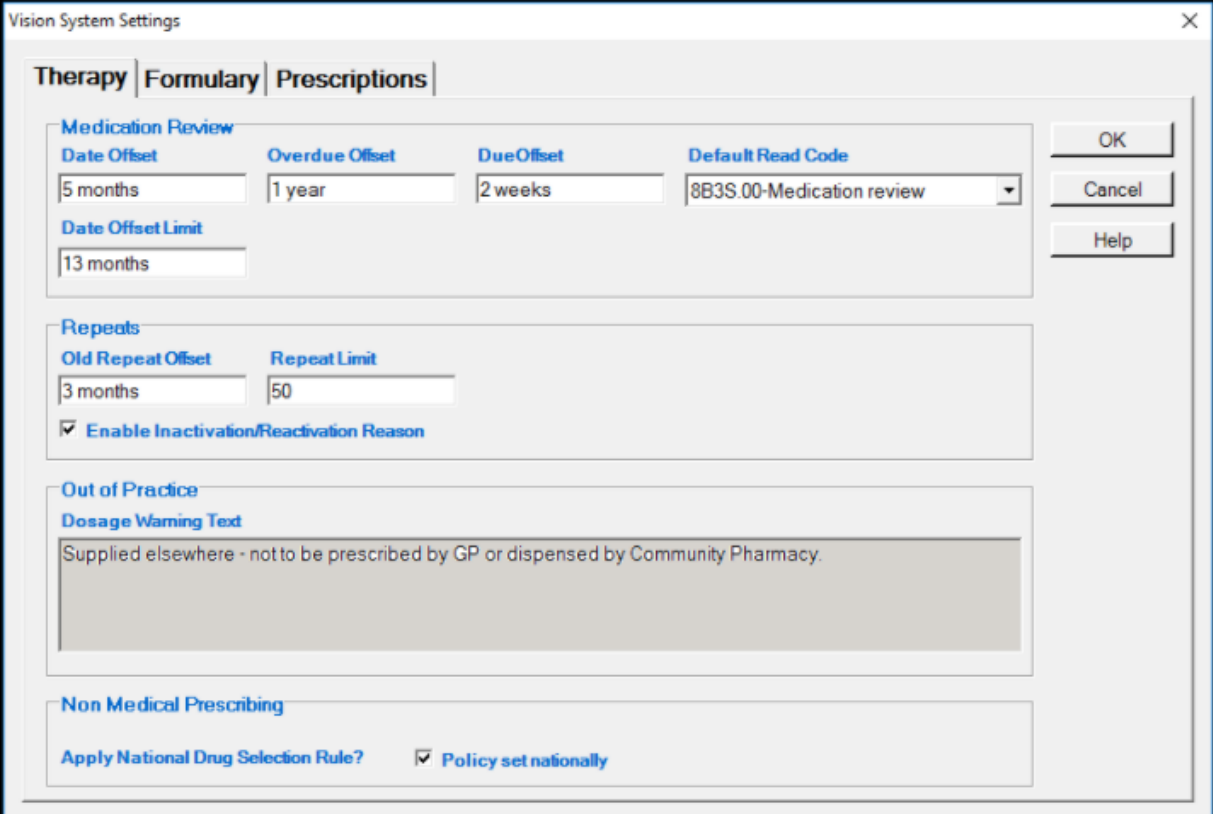
Define Old Repeat Offset

The **Old Repeat Offset** determines what repeat prescriptions can be ordered online.

To change the **Old Repeat Offset**:

1. From **Management Tools - Control Panel - File Maintenance**,

    select **Settings** Settings .

2. The **Vision System Settings** screen displays, select the **Therapy** tab:

3. In **Repeats - Old Repeats Offset**, enter a time span, for example, if you select an offset date of '3m', patients can only order repeat prescriptions issued within the last 4 months. Repeats not issued within this time display on the **Unavailable** list.
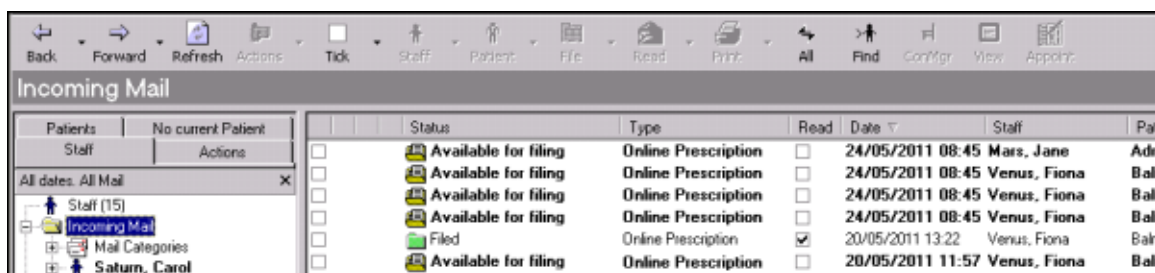
4. Select **OK** to save and close.

Processing Online Repeat Prescription Requests

Once your patient has requested a repeat prescription, via your patient online services website, requests can be viewed in **Mail Manager**. All prescription requests are listed in both the **Incoming Mail** and **Unallocated Mail** folder of **Mail Manager** they are not allocated to a specific staff member and can be viewed by all **Mail Manager** users. To process requests you must have permission in **Control Panel - Security** to issue and print a repeat master.

To fully process a prescription request:
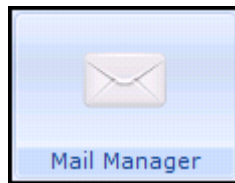
1. From **Mail Manager** , select **Incoming Mail - Mail Categories - Online Prescriptions**.

2. Request messages initially display with an **Available for filing** status. Highlight the message you want to process and check the request details displaying in the bottom pane, if the patient has added a message you can view it from here:
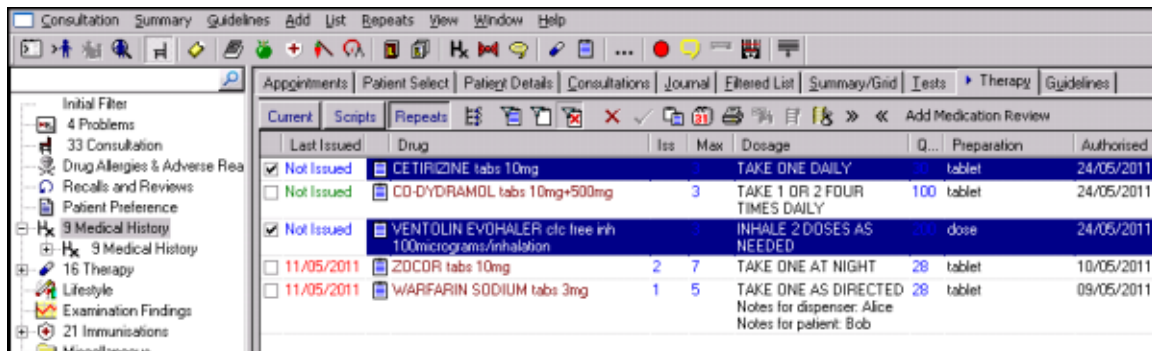

> **Note** - **Online Prescription** messages cannot be allocated to staff, actioned or copied. If you need to query the request with the GP, do so before processing the message. Messages can only be processed once, either fully or partially.

3. Highlight the message you want to process, right click and select **File All**.

4. A **Repeat Issue** consultation automatically starts for the patient in **Consultation Manager** and the **Therapy - Repeat** screen displays with the requested items selected:


5. Select **Print** or press **F9** on your keyboard, check the details and if correct select **Print/Finalise** or press **F9** on your keyboard to print the prescription. If prompted to preview the drug label details check the information and select **Continue**.

6. The '*The Vision Online Repeat request has been fulfilled, would you like to return to Mail Manager? Remember my selection for this session (until Consultation Manager is restarted), Yes/No*' message displays:

   - Select **Yes**, and you are returned to **Mail Manager**. The completed message status displays as filed and completed. Your patient's online account displays that the request is processed.

   - Select **No**, to stay with **Consultation Manager**.

7. Select the next prescription request and repeat steps 2 - 7.

To manually complete a repeat prescription request:

If you have issued the requested prescription manually, you must mark the **Online prescription** message as **Read**.
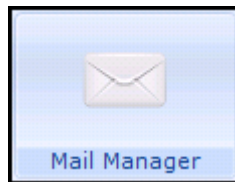
1. From **Mail Manager** [Mail Manager] select the **Online Prescription** request you wish to manually complete.
2. Right click and select **Mark as Read**.
3. Right click again and select **Mark as Complete**.
4. The **Event Log** window displays and you are prompted '*Are you sure you wish to mark this message as complete? Please supply a reason for marking this message as complete. The patient will be able to view this text within Online Repeats*'. Enter the reason for manually completing the message:
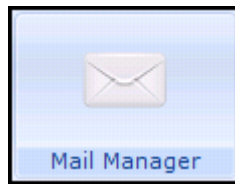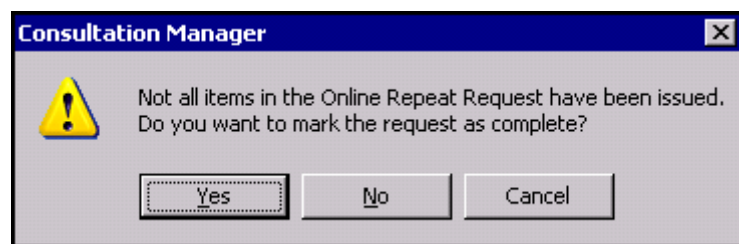

5. Select **OK**.
6. The request is marked as complete, and the status of the request is updated to **Processed** on the patient's online account.

To process the request without issuing all the items:

There may be occasions when you are unable to issue all the items requested by the patient, for example, medication may have been recently changed.
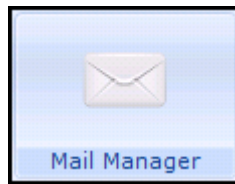
1. From **Mail Manager** , select **Incoming Mail - Mail Categories - Online Prescriptions**.

2. Request messages are initially displayed with an **Available for filing** status. Highlight the message you want to process. Check the request details displayed in the bottom pane, if the patient has added a message you can view it from here.

3. Highlight the message you want to process, right click and select **File All**.

4. A **Repeat Issue** consultation automatically starts for the patient in **Consultation Manager** and the **Therapy - Repeat** screen displays with the requested items selected.

5. Remove the tick from the items you do not want to issue.

6. Print the remaining prescriptions in the usual way and then select **Close Consultation** .

7. The '*Not all items in the Online Repeat Request have been issued. Do you want to mark the request as complete?*' message displays, select **Yes**:

8. You are prompted to give a reason for not issuing all the items. Enter the name of the drug and the reason why this has not been issued. This message displays for the patient.

9. Select **OK**.

10. The request is now marked as **Filed** in **Mail Manager**.

To reject a prescription request

If you do not wish to issue a prescription requested by a patient, you can reject it.

1. From **Mail Manager** , select **Incoming Mail - Mail Categories - Online Prescriptions**.

2. Locate and right click on the message required and select **Message - Cancel/Supersede**:
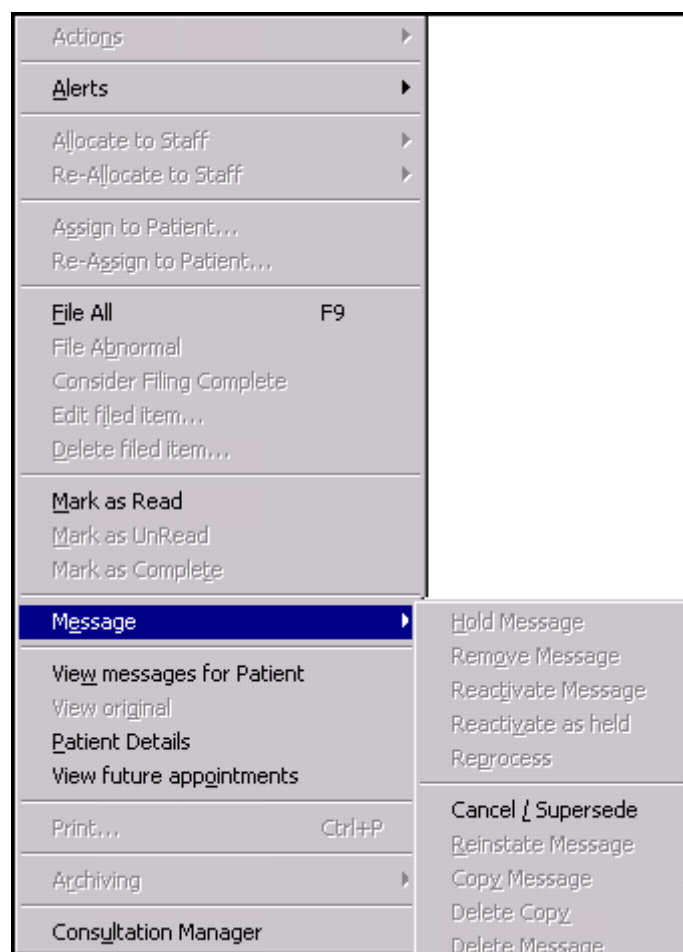
3. The '*Are you sure you wish to mark this message as cancelled/superseded? (You will not be able to reinstate this message) Please supply a reason for cancelling this message.*' message displays. Enter a message if required, this is optional but recommended as the patient is able to see why the prescription was rejected.

4. Select **OK**.

5. A confirmation message displays confirming the cancellation and showing the reason (if added):


```
Mail Manager                                              [X]
  (i)    Date: 20/07/2017 09:23
         Staff:
         Patient: Abbott, Catherine 19/05/1925
         Type: Online Repeat
         From:
         Message Reference: A032FE53-F9EA-4893-B8CE-581500C1489B

         This message has been marked as cancelled / superseded.
         Reason for cancellation: Prescription ordered too early

                          [    OK    ]
```

6. Select **OK** to close.

The online prescription request in **Mail Manager** is marked as **Cancelled/superseded** and the request status on the website updates, so the patient knows their request is rejected, and the reason why.

Processing Online Acute Prescription Requests

When a patient requests an acute prescription (also called Additional Medication Request), via your patient online services website, the request displays in **Mail Manager**. All prescription requests list in both the **Incoming Mail** and **Unallocated Mail** folder of **Mail Manager** they are not allocated to a specific staff member and can be viewed by all **Mail Manager** users.

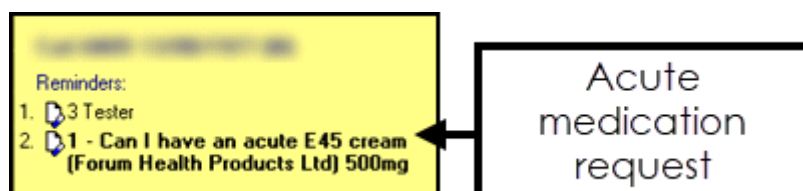To process an acute prescription request:
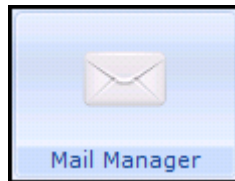
1. From **Mail Manager** , select **Incoming Mail - Mail Categories - Online Prescriptions**.

2. Request messages initially display with an **Available for filing** status. Highlight the message you want to process and the detail displays in the bottom half of the screen:
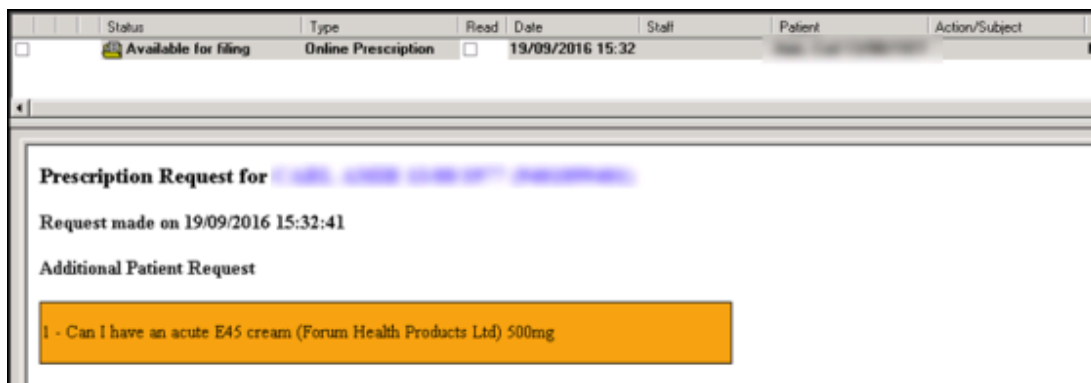
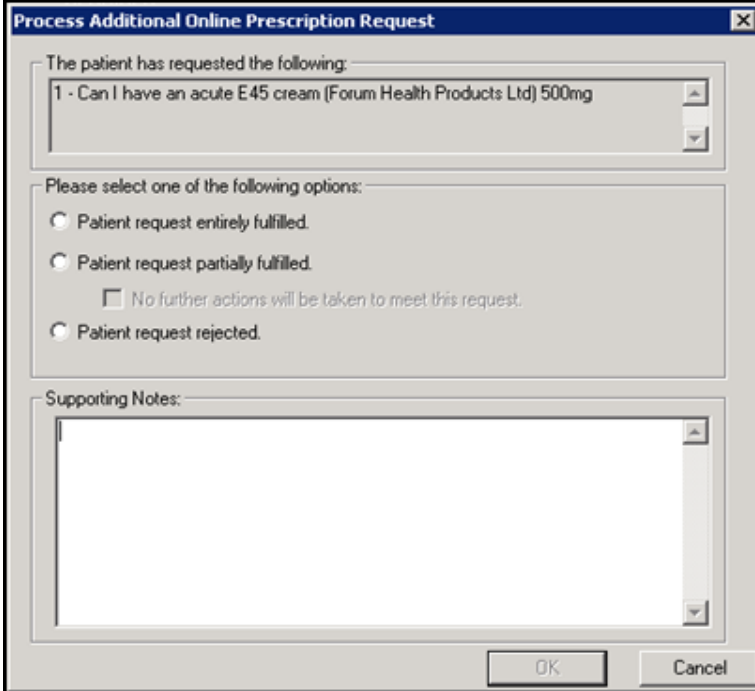> *✎* **Note** - The request completed by your patient is free text.

3. Right click on the message and select **File All**.

4. **Consultation Manager** automatically opens with the correct patient and the **Therapy** tab displaying. The free text request from your patient displays on the yellow **Reminder**:

Add the medication in the usual way following your practice protocols.

5. Double click on the request on the reminder and the **Process Additional Online Prescription Request** screen displays:

🖊 **Note** - If you deselect the patient without double clicking the reminder, the **Process Additional Online Prescription Request** is automatically triggered.

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6. Complete as appropriate:

- **Patient request entirely fulfilled** - Select to record the request has been fulfilled in full.

- **Patient request partially fulfilled** - Select to record the request has only partially fulfilled.

   - **No further actions will be taken to meet this request** - If only part of the request has been fulfilled, but the rest is not going to be fulfilled tick to complete the process. If you do not tick this the request remains outstanding on the reminder with a lined icon in front of the reminder.

- **Patient request rejected** - Select to refuse the request.

- **Supporting Notes** - Comments entered here appear on the patient's online services account, they should inform the patient of action you have taken and reasons if appropriate.

- If you select **Cancel**, a '*The Additional Patient Prescription Request has not been fulfilled. Do you want to mark the request as complete?*' warning displays.

   - Select **Yes** to complete the request.

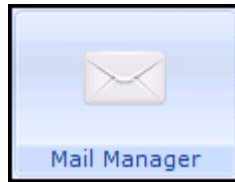   - Select **No** to leave the request outstanding.

9. Select **OK**.

In **Mail Manager**, the request displays as either:

- **Filed**, if you selected to fulfilled or partially fulfilled the request, or
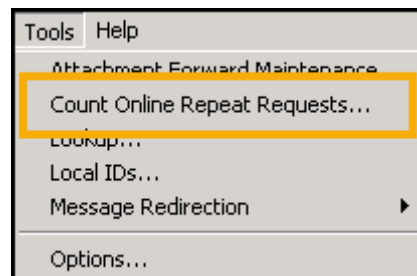- **Rejected**, if you rejected the request:

Online Prescription Request Report

A report can be run to count the number of online prescription requests within a specific time frame:

1. From **Mail Manager** select **Tools**.
2. Select **Count Online Repeat Requests**:

3. Select either:

    *   **All dates** for a count of all requests received to date, or
    *   **From Date** and **To Date** to search for a specific date.

4. Select **Run**.
5. Select **Close**.

Online Prescription Troubleshooting

Patient Not Registered

Repeat requests for inactive patients, for example, transferred out patients, cannot be processed. When you select a message for inactive patients, you are prompted "*Warning this message is assigned to an inactive patient*". This also displays in the message details screen.

Event Log

An audit trail of all **Prescription Request** messages can be viewed in the **Event Log**:
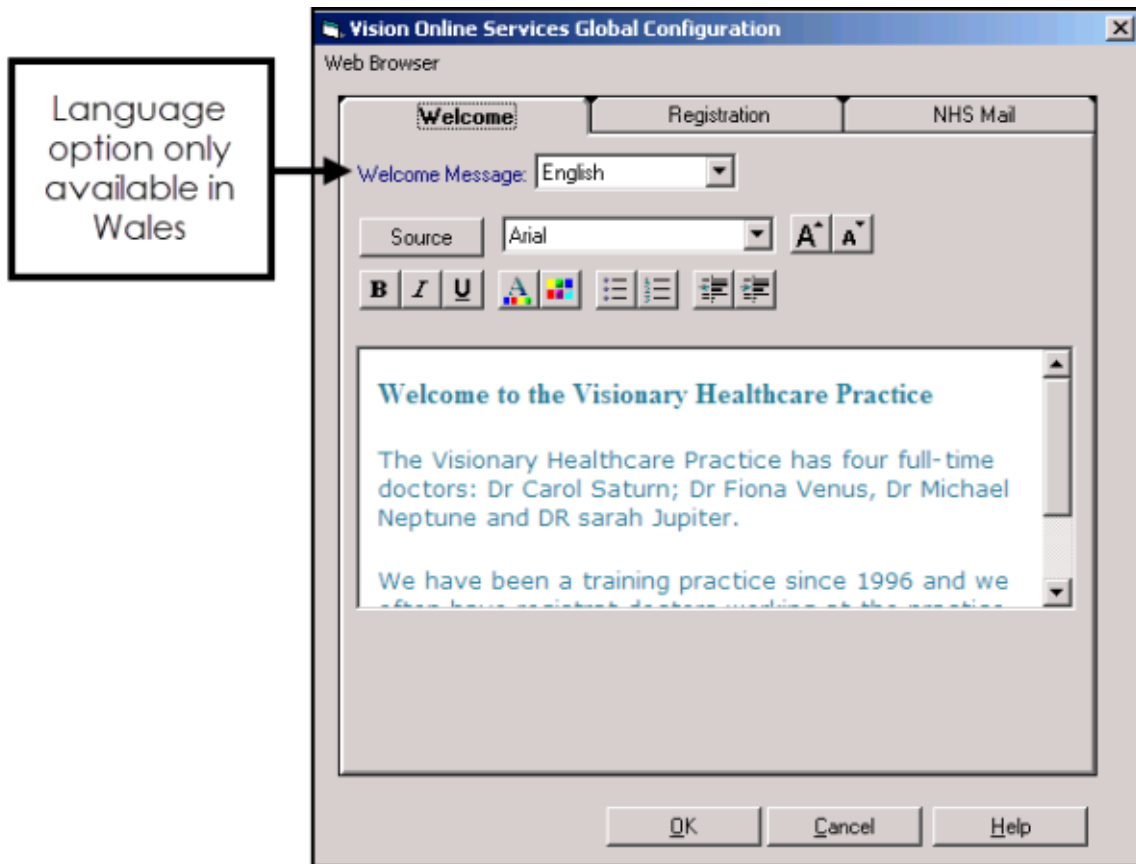
From **Management Tools - Event Log**. There are two Event Types for Online Repeats:

- **Online Repeat Completed**
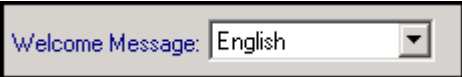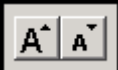- **Online Repeat Request Received**

Appendix

Using the Message Editor

The message editor allows you to format messages displayed online. It is available in the **Welcome**, **Appointments** and **Prescription** message configuration screens:

Enter your message in the welcome message screen using the following formatting:

- **Welcome Message** (Wales only) - Select a language for this version, remember you should be adding both an English version and a Welsh version.

- **Source** - Displays the HTML source of the message and is the only way you can add tables. If you are comfortable working with HTML tags, you may want to use this view to edit the HTML directly.

- **Font** - Allows you to change the font.

- **Font size** - Allows you to increase and decrease the text size of the highlighted text.

- **Bold, Italic, Underlined**.

- **Text colour/ Background colour**.

- **Bulleted/numbered list**.

- **Decrease/increase indent**.

Formatting HTML Messages

Messages can be formatted using HTML formatting tags. HTML tags are:

- Used either side of a keyword, for example, <html> you wish to format.

- The tag always has angle brackets, for example, <html> denoting the starting and closing of the tag.

- HTML tags normally come in pairs, for example, (the starting tag) and (the closing tag)

- You can use multiple tags, but each tag must have brackets at the start and end of the tag, for example, <p>

This is a list of the most common codes:

Starting Tag	Closing Tag	Description
<h1>	<h1>	First Heading. Headings can be defined with <h1> to <h6> tags. <h1> is the largest heading and <h6> is the smallest.
<p>	<,/p>	Paragraph
		Bold text
<big>	</big>	Big text
<i>	</i>	*Italic text*
<small>	</small>	Small text
_		Subscript text
[	]	Superscript text
 		This tag adds a single line break, it does not need a closing tag.

For example applying the bold tag to the 1st line of the message like this:

- Welcome to the Visionary Healthcare Practice

Displays as:

- **Welcome to the Visionary Healthcare Practice**

Note - If you want to add an image to your message, you must link to an image which can be accessed over the Internet and not one stored locally. Locally stored images cannot be displayed on the website.