

## Vision Mail Manager Troubleshooting Guide for eAMS

### What is Mail Manager?

Mail Manager is the messaging application in Vision which enables clinical messages to be sent, received, and viewed electronically. It also has a lot of useful functionality including the handling of staff and patient mailboxes. Mail Manager has been developed to support the current and future clinical messaging needs of the practices.

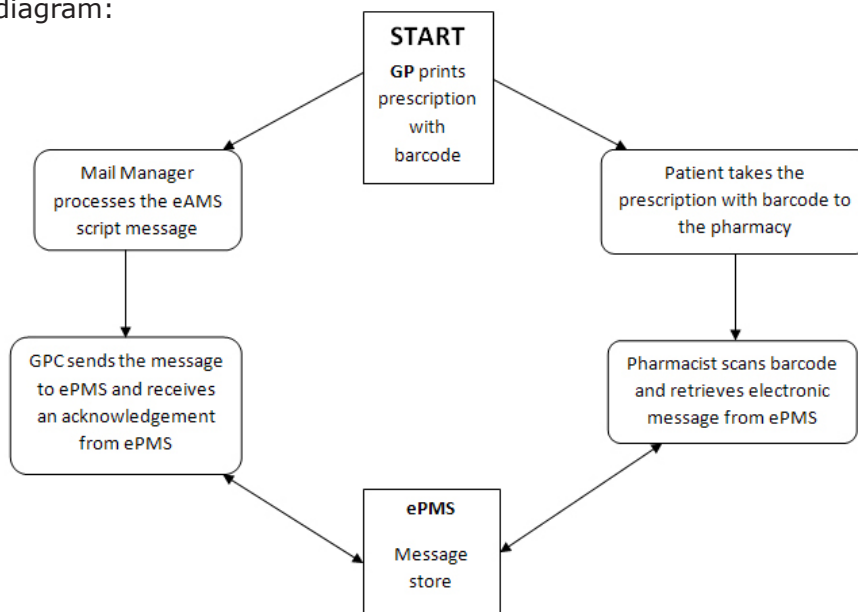
With the oncoming of ePharmacy (eAMS) practices must move over to Mail Manager. Useful online Vision training links to learn more about Mail Manager: [http://www.inps4.co.uk/my\\_vision/training-guides/](http://www.inps4.co.uk/my_vision/training-guides/) - Training Guides page, find Mail Manager in the list shown and click to download the full training guide. <http://www.training.inps.co.uk/training/vision-academy/> - Quick Reference Guides to Mail Manager, including our new computer-based training including the use of videos.

### What is eAMS?

'eAMS' stands for electronic Acute Medication Scheme and is the standard in Scotland for all electronic prescriptions within Vision. When a prescription is printed with a barcode, an electronic message with a unique ID is sent to a central message database (the ePharmacy Message Store; ePMS, which is managed by NHS Scotland). The barcode is then scanned by the pharmacist after the prescription has been dispensed. This generates another electronic message, which is sent to ePMS and matched with the one sent by the GP. See 'eAMS flow diagram' below.

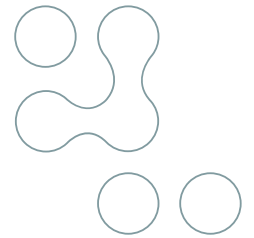
eAMS provides NHS Scotland with detailed information about items prescribed by GP's and dispensed by pharmacists.

eAMS flow diagram:



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## For successful eAMS messaging:

- The GPC machine must stay on all the time
- The GPC machine must be logged on with the GPC profile at all times
- Mail Gateway must remain open at all times
- GPC machine should not be used as a workstation

Failure to comply with these guidelines above will impact the reliability of eAMS messaging and the underlying messaging application which runs on the GPC machine at your practice.

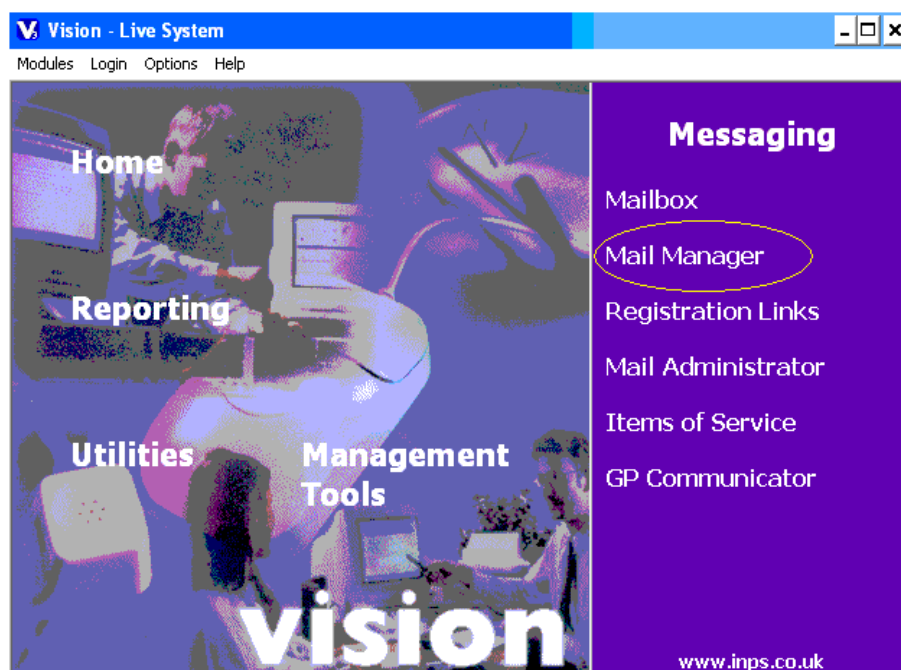
## Why is it important to check eAMS?

It is important to check eAMS messaging within Vision Mail Manager on a daily basis. If messages are not transmitted successfully, the pharmacists will be unable to retrieve barcode prescription details electronically. You should ensure that eAMS messages have been successfully transmitted and re-send any messages that are showing transmission errors.

Please read on to find out how this is done.

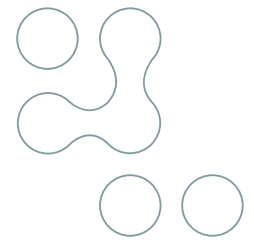
## How do you check eAMS through Mail Manager?

- Log in to Vision
- Select Messaging from the Main Screen
- Open Mail Manager (see below)

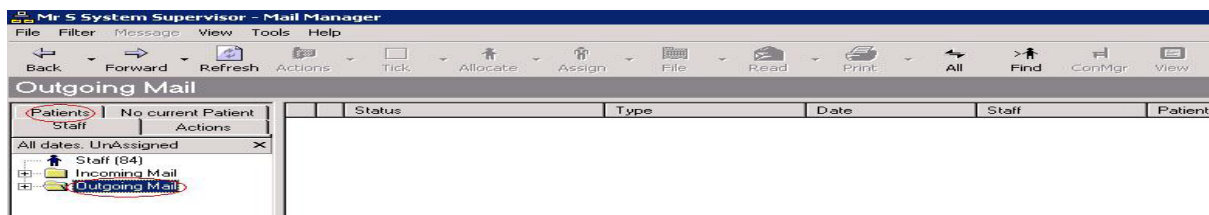


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When Mail Manager opens you will see the screen below. Messages are organised into **Incoming** and **Outgoing** categories, in much the same fashion as email, as seen below. They can also be organised for viewing on the basis of the staff member who created them or the patient for whom they were created. Click either the **Staff** or **Patients** tab, as seen below, then, click **Outgoing Mail** on the left-hand side to show all messages, in the right-hand side window.



When transmitted successfully, the value displayed in the **Status** column will change during the transmission process as follows: -

- **Available for Transmission** (message has been added to the Vision database ready to be sent to ePMS).
- **Sent Awaiting Acknowledgment** (message has been sent out and is awaiting acknowledgment from ePMS)
- **Complete** (An acknowledgement has been received from ePMS)

Complete messages will not normally be seen within Mail Manager, as no action is required on them. To view Complete messages, select **Tools > Options** from the menu bar in Mail Manager and check the **Show Sent Electronic Prescriptions** checkbox.

Completed messages will then be seen as the image below.

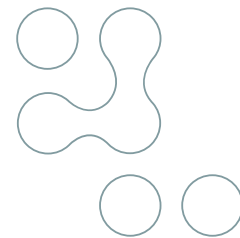
	Status	Type	Date ▾
<input type="checkbox"/>	✉ Complete	AMS Prescription	18/05/2009 13:12
<input type="checkbox"/>	✉ Complete	AMS Prescription	18/05/2009 12:21
<input type="checkbox"/>	✉ Complete	AMS Prescription	18/05/2009 10:37
<input type="checkbox"/>	✉ Complete	AMS Prescription	14/05/2009 14:12

An unsuccessful message will undergo the same changes, but will not complete and eventually will attain **Transmission error** status, as seen below. Each transmission error is a failed message to the ePMS, which means the pharmacy won't be able to retrieve electronic prescription when the patient takes the bar-coded prescription to the pharmacy that the patient received from your GP's.

	Status	Type	Date ▾
<input type="checkbox"/>	⚠ Transmission error	AMS Prescription	14/05/2009 10:53
<input type="checkbox"/>	✉ Sent awaiting acknowledgem...	AMS Prescription	13/05/2009 08:56

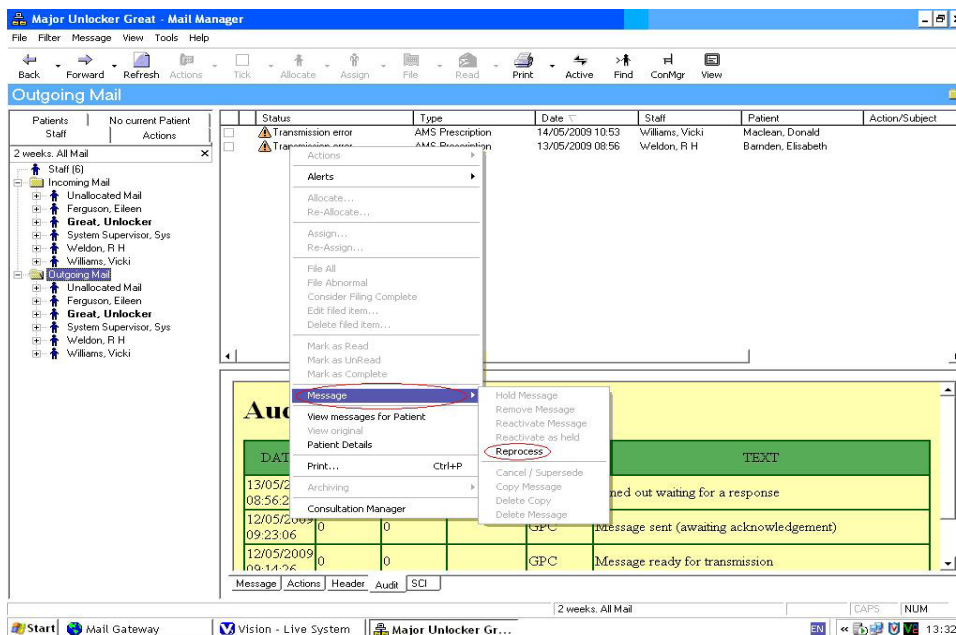
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## Reprocessing Transmission Errors

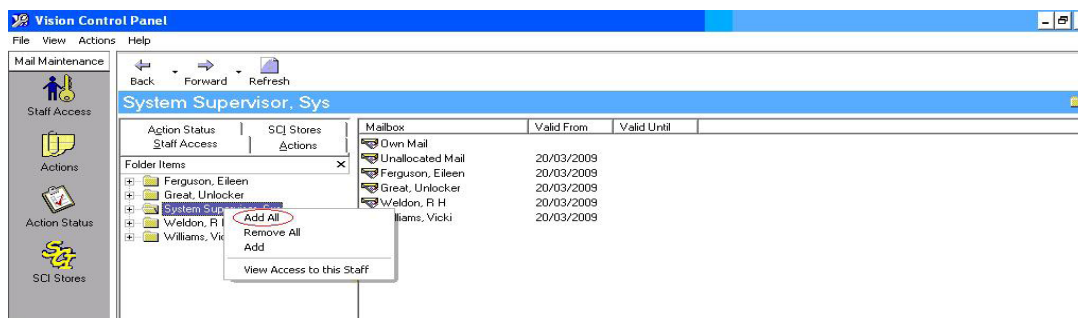
If there are any transmission errors within Mail Manager, you can try to re-send them. Right click on the Transmission error within Mail Manager and then select Message and Reprocess from the context menu as seen below. This will re-send the message.



## Users Access Rights to Mail boxes in Mail Manager

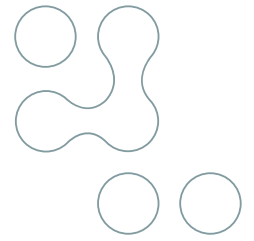
The user(s) with responsibility for monitoring eAMS at your practice should have rights to view all other user's mail boxes within Mail Manager. If such users do not have this access then you can grant it as follows: -

- Open **Control Panel** (via Modules menu in the top left of the Vision front screen)
- Select the **Mail Maintenance** view on the right hand side.
- Right click on the name of the user to whom you wish to grant rights and select **Add All** (see below): -



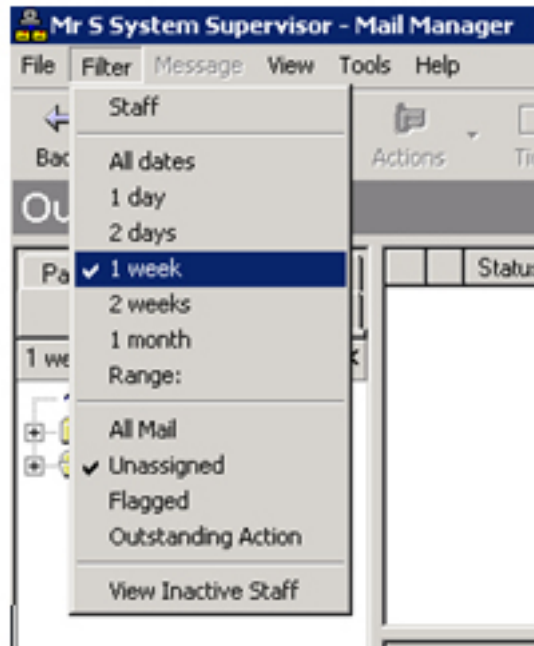
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## Setting Mail Manager message filters

You can filter out older eAMS messages from the Mail Manager view by clicking **Filter** on the menu bar and selecting the age of messages you wish to view, e.g. **1 day**, **1 week**, **1 month**, etc (see below). The recommend filter value for eAMS is **1 week**.



## eAMS Monitoring:

You must monitor eAMS messaging at least once a day, we recommend twice a day. These checks should be made proactively at regular intervals (e.g. mid-morning and mid-afternoon), and will ensure that transmission errors are kept to a minimum.

If you notice blocks of 'Transmission Errors' in Mail Manager occurring within Mail Manager, please contact the Vision Helpline on **0845 359 3550**.

Alternatively you can submit an online support request to the Vision Helpline at:

[http://www.inps4.co.uk/my\\_vision/helpline/support-request/](http://www.inps4.co.uk/my_vision/helpline/support-request/)

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