
Vision 3

ePharmacy User Guide

eAMS - electronic Acute Medication Service

INPS



Table of Editions and Contents

| Date | Version | Contents | Output |
|----------|---------|---|--------|
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| 01.08.07 | DLM 237 | Remind to check alignment in Printer Profiles when AMS switched on | |
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| 03.04.08 | DLM 260 | New image of GP10(SS)(4) | pdf |
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| 24.11.08 | dIm 280 | Advice re archiving messages Advice re GMC code | pdf |
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| 02.12.08 | dIm 280 | granting rights to all messages | pdf |

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EPharmacy - Scotland

Introduction to ePharmacy and eAMS

Scottish ePharmacy is intended to improve patient care and reduce GPs' workload by making better use of pharmacists' skills and expertise, especially for patients requiring long-term medication for chronic conditions.

eAMS and eCMS are names of the ePharmacy solutions supporting the electronic Acute Medication Service and Chronic Medication Service. After pilots in Ayrshire & Arran, it was decided to extend the community pharmacy services, now known as ePharmacy.

eAMS forms the first part of this, and eCMS will be in a future release.

Acute Medication Service (AMS) describes the pharmaceutical service provided by community pharmacists and GPs to acute patients by adding electronic support and automated payment for acute prescription items.

The patient attends for an appointment. During the consultation, a decision is taken to create an acute prescription. The patient consent is reviewed and the prescriptions are printed. Once authorised, the prescriptions are given to the patient who has responsibility for taking them to a community pharmacy.

Acutes and repeat issues are handled as AMS prescriptions. These are printed on a GP10 prescription with a barcode. An XML message is transmitted (via AMS) through the NHSnet to the ePharmacy store to await call down by the pharmacist when the patient first presents at the pharmacy.

The pharmacist is then able to scan the bar code to retrieve the corresponding message. If an item is deleted or edited after the initial message has been sent, then a further update or cancellation message with relevant details is sent.

Currently nurses and supplementary prescribers are not allowed to print bar-coded AMS prescriptions in Scotland. Other prescribers' use of the ePharmacy application will be considered after implementation of eCMS.

Activating eAMS

AMS needs to be switched on and you will be advised how to do this.

Note that for AMS to work:

- The patient must have a valid CHI number recorded in Registration;
- Advanced printing is enabled.
- Printer profiles must be set up with the correct prescription stationery and checked for alignment by printing test pages
- You can use an Import function to import a printer profile from one workstation to another workstation

Note that the ebXML Server/GPC machine must remain a dedicated messaging machine and should not be used as a normal workstation

Summary - Setting up and Training points

Summary of Setting up and Maintenance

These points can be carried out by a system administrator.

- Activate eAMS as described above.
- Make sure all GP prescribers are entered in Control Panel - File Maintenance - Edit user with a prescriber code and their own GMC code. See GP Locums and ePharmacy on page 9. If the GMC code is absent, then no prescribing can take place under ePharmacy.
- Scottish locums should have their individual logins and NOT all under one Dr Locum. An exception is made for locums, registrars and GP retainers in that if there is no GMC code entered, Vision will pick up the Responsible Partner's code.
- Switch on Advanced Printing (this is global). See Switching on Advanced Printing on page 4
- In Printer Profiles, select the correct prescription stationery, currently GP10(SS)(4) - see Printer Profiles on page 5.
- Import the profile on each workstation.
- Train all GP prescribers.
- Carry out regular maintenance of printers to ensure bar code quality - see Printing Bar Codes and Quality on page 38.
- Use Mail Manager regularly for checking outgoing eAMS messages. This is to ensure that outgoing eAMS messages are updated from Sent Awaiting Acknowledgement to Complete, as the act of opening Mail Manager allows receipt of the incoming

acknowledgements from the eAMS database. If Mail Manager is not opened for a while (varying from 1 day to some weeks), outgoing eAMS messages remain incomplete, the collection of outstanding acknowledgements locks the eAMS system and prevents new messages being sent.

- Retransmit outgoing transmission error messages regularly. In Mail Manager, view the Audit tab for that message. You could try ReProcess from the Message menu as a first remedy (or right click on the message in the Message List and select Message - ReProcess). If this fails, you may need to phone the Helpline.

Summary of Training Points for GP prescribers

- Reassure GP Prescribers that adding medication on Therapy Add is exactly the same as before.
- Introduce GP prescribers to the new Prescription Manager screen when they come to print prescription. This replaces the Therapy Print screen. There is a difference between the tabs Active Simple (resembles Therapy print) and Active (groups prescriptions by type). They can use either. See Prescription Manager on page 12.
- Tell them about instalment dispensing - see Instalment Dispensing on page 13.
- Reprinting a prescription is now done from Recent tab on Prescription Manager, not by previous Reprint icon. See Recent tab - used for reprinting on page 26.
- Know how to change patient consent in Consultation Manager (or Registration) if patient dissents. There is no need for GPs to collect and record patient consent for participation in the AMS scheme as it is assumed and does not need to be reviewed specifically. Consent can, however, be withdrawn. See Patient Consent on page 10.

Advanced Printing

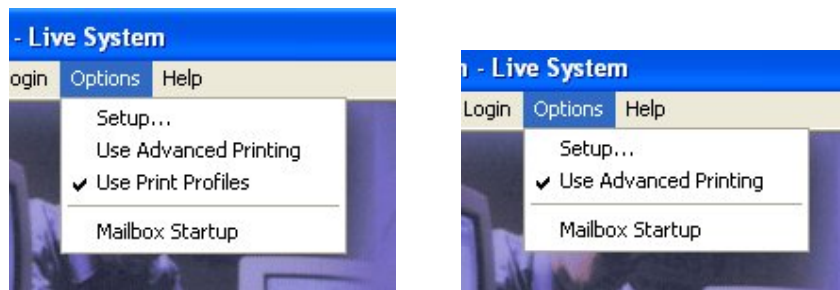
Switching on Advanced Printing

Advanced Printing MUST be switched on for ePharmacy. Prescriptions can be printed on the current stationery for Scotland GP10(SS)(4). GP10(SS)(5) will be available in Autumn 2008.

This section is directed at practices who have not yet switched on Advanced Printing. If you have, go to the next section on Print Profiles to change to the new prescription stationery - see page 8.

You must be a system administrator to switch on Advanced Printing.

From the Vision front menu, select Options - Use Advanced Printing. This will tick the Use Advanced Printing option to show it is selected, and the menu option Use Print Profiles will disappear.




Switching on Advanced Printing will not only make the selection of Print Profiles unavailable, but will force use regardless of whether they have been used before. Users who do not have print profiles set up will be prompted to do so the first time they print after switching on Advanced Printing. Screenshots of Print Profiles are shown below and further detailed help is available in the on-screen help within Consultation Manager - Therapy - Setting up Therapy - Printer setup for prescriptions - Printer Profiles.

To switch off Advanced Printing, re-select it from the Options menu so it is no longer ticked. The Use Print Profiles option will re-appear.

Printer Profiles

When AMS (Acute Medication Service) is implemented in the near future, the practice must set up Printer profiles with the correct prescription stationery, and check the alignment of their prescription printing, and adjust the margins on the Printer Profile to ensure that all printed data falls entirely within the designated areas.

The Printer profiles screen can be reached from the following:

- The Vision front menu - Options - Setup- Printers. Then Add or Edit a Printer Profile.
- Consultation Manager - Therapy (Current or Scripts) -  - Prescription Manager - Setup - Print Profile.
- Consultation Manager - Consultation - Options - Prescription Setup - Print Profile.

This is described in detail in the on-screen help for Consultation Manager under Therapy - Setting up Therapy - Printer setup for prescriptions - Printer Profiles; or in Chapter 6 of the Vision 3 Training Guide, downloadable from the Training section of the InPS website).

If you are using Printer Profiles for the first time

In Scotland, you need to set up both the GP prescription stationery and the Nurse/SP prescriptions. Although it is optional, this does allow you to specify the different "bins" on the printer from which the GP and nurse/SP prescriptions can be loaded.

From the Vision front menu, go to Vision - Options - Setup, then on the Printers tab.



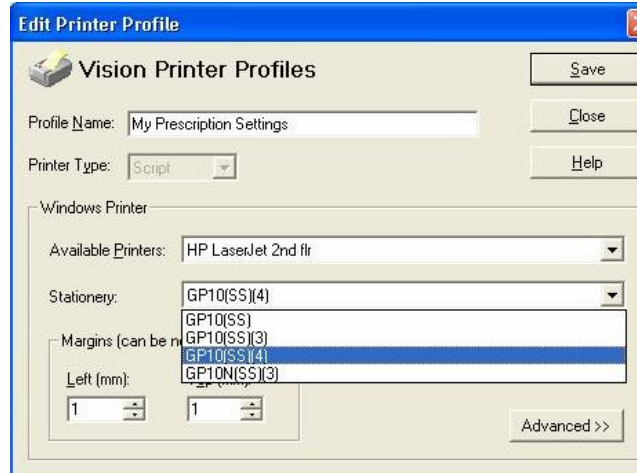
Select Prescriptions and click on Add.

Select the Available Printer from which the GP prescription stationery will load.

In Stationery, select (GP10(SS)(4)).

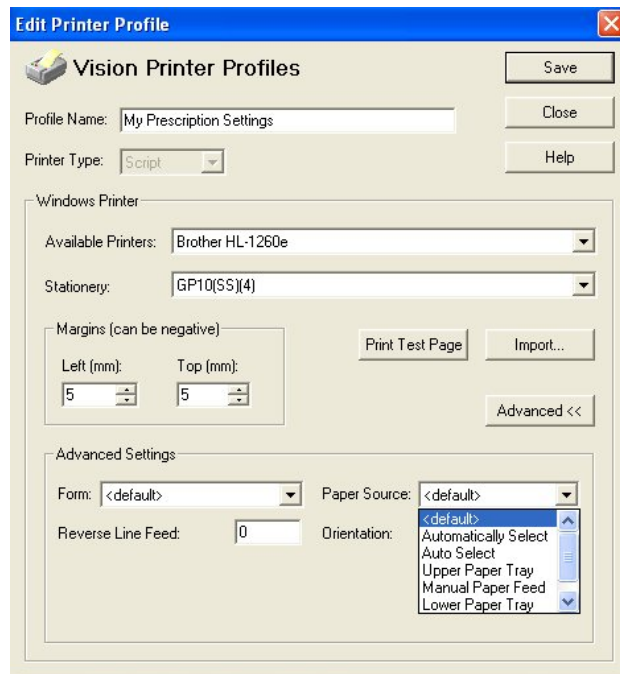
NB: GP10(SS)(5) should be available from Autumn 2008.

Print a Test Page and make any adjustments to the left and top margins by trial and error.



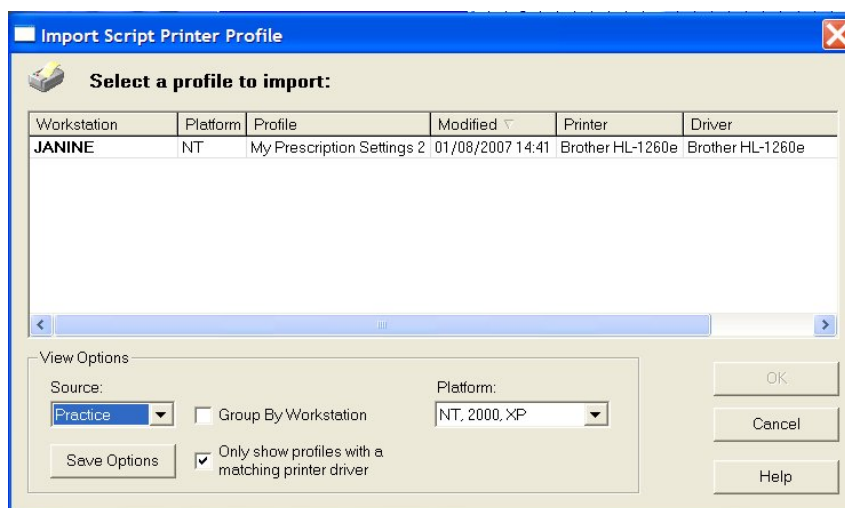
Click on Advanced and select the Paper Source, if required, to specify the bin/tray for loading.

Click on Save then Close.



Import Printer profiles to other workstations

1. On the other workstations in turn that will use the same Printer Profile, use the Import button to import the printer profile to others.
2. On another workstation, from the Vision front menu, go to Vision - Options - Setup, then on the Printers tab.
3. Select Add then Import.



4. Select Practice (selecting System lists the INPS defaults). This lists other profiles that have been created on other workstations in the practice.
5. Select the newly set up profile.

Platform - This filters the view to show profiles that have been setup on either Windows95/NT/XP workstations. It always defaults to the user's local platform, as it is unlikely that settings from a different platform will work correctly.

Only show profiles with a matching printer driver - This filters the list to show only settings with a driver that matches the driver for the Windows printer currently selected in the Profile setup screen. If this filter is not enabled, then non-matching drivers are shown in grey text. This is important because, as with the platform, if the driver differs, then it is unlikely that the settings will provide the correct layout.

Group By Workstation - If the source is set to Practice, then this option groups the settings by workstation.

6. Save Options - This saves the current options as the default for the next time this screen is launched on this workstation. This does not include the Platform filter.
7. Click OK and exit.

If you are already using Printer Profiles and want to change the prescription stationery

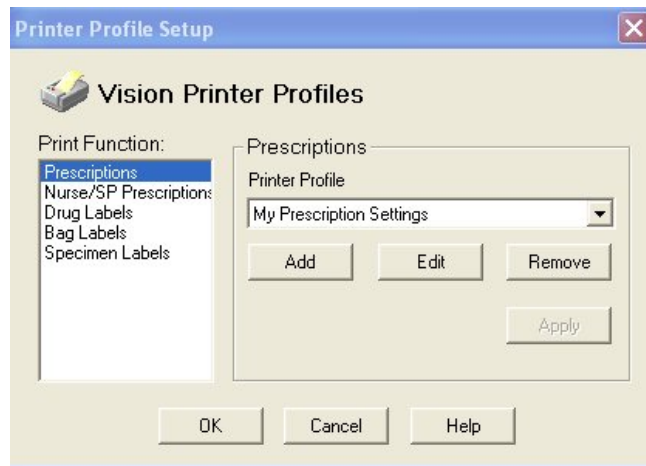
Currently most Scottish GP prescribers are using version 3 of the prescription forms - GP10(SS)(4). GP10(SS)(5) will be available in Autumn 2008.

The Stationery is a user setting, so all prescribers must update this setting individually.

When a GP wants to change over to printing on the new prescriptions:

Go to Vision - Options - Setup, then on the Printers tab.

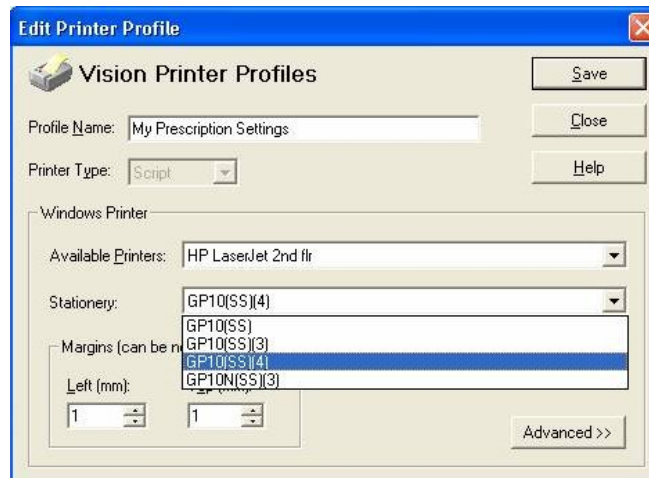
Make sure Prescriptions is selected, then click on Edit.



In Stationery, select (GP10(SS)(4)).

Click on Save then Close to the front Printer Profiles screen.

NB - Each individual GP must make this stationery change.



Prescribers

GP Prescribers

All GP prescribers should have a prescriber number and GMC code entered in the Control Panel Staff file. If your practice is using eAMS, then in order to print prescribed items, a GMC code is essential and without it, the prescription will be not printed.

An exception is made for locums, registrars and GP retainers (see below).

GP Locums and ePharmacy

We recommend if GP locums are doing sessions at your practice that each and every locum name is entered as a record under Staff (role = Salaried partner) * in Control Panel - File Maintenance.

Check that the locum's GMC code is entered in Control Panel - File Maintenance - Edit user [locum name] - Identifiers tab. All locums and GP Registrars share a prescriber code* (GMP/PPA) with their responsible partner, but they should have their own personal GMC code. If the GMC code is not entered for locums, registrars and GP retainers, then Vision will pick up their Responsible Partner's GMC code.

You can inactivate or activate locum staff very quickly from the Control Panel - File Maintenance - Staff record to control their display in staff lists.

What is not recommended is the practice of entering just one locum in the Staff file, called, for example, Dr Locum, and not entering a GMC code on this record. No prescriptions will be printed from a GP prescriber without a GMC code. From an audit point of view, the correct name of the GP locum and the correct GMC code is important against each issued prescription.

* Note - Currently choosing Locum as a role in Staff does not allow entry of the doctor's own prescribing number and the system forces you to use that of the Responsible partner. Choosing Salaried partner, however, does allow a unique prescribing number.

Why can't our locum GP print prescriptions?

If a locum GP is having trouble printing prescriptions, there may be an error message along the lines of "Transform failed: ... @gmc_code...".

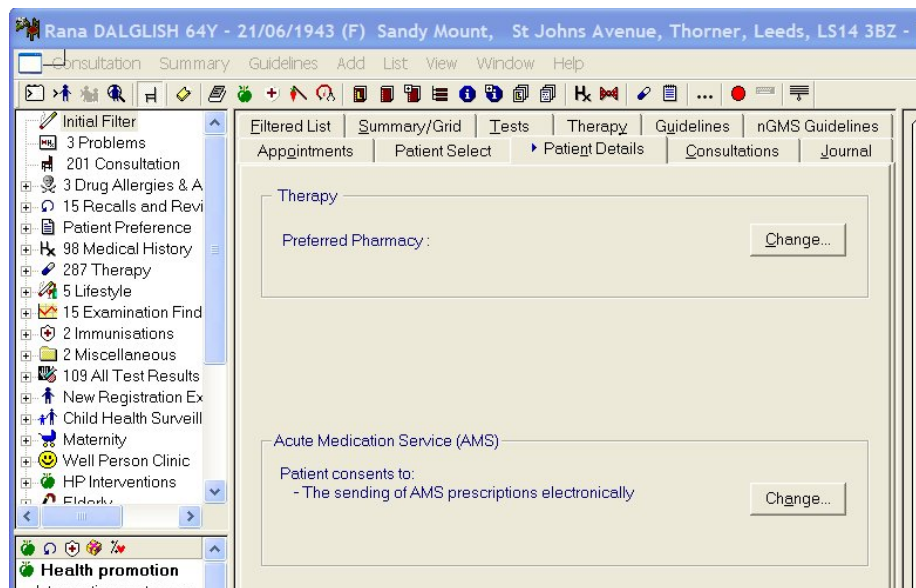
Check that the locum's GMC code is entered in Control Panel - File Maintenance - Edit user [locum name] - Identifiers tab. All locums and GP Registrars share a prescriber code (GMP/PPA) with their responsible partner, but they should have their own personal GMC code.

Patient Consent

Patient consent for participation in the AMS scheme is assumed, though it can be withdrawn (patient consent for future CMS will not be assumed). GPs are not required to record consent in Vision as all patients will be set to consenting by default. Only if patient consent is withdrawn does this dissent need recording.

Once consent is withdrawn, the prescription will not print with a barcode and there is no electronic message.

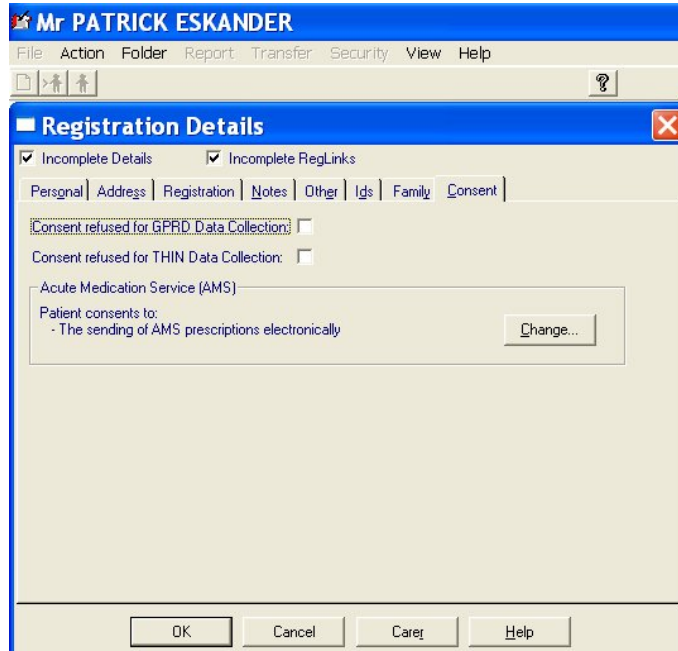
1. From Consultation Manager - Patient Details – Preferences, you can record or change the patient's consent to the sending of electronic AMS prescriptions. You can also access the patient's consent form from within Prescription Manager (see Consent recorded from Prescription Manager on page 20).



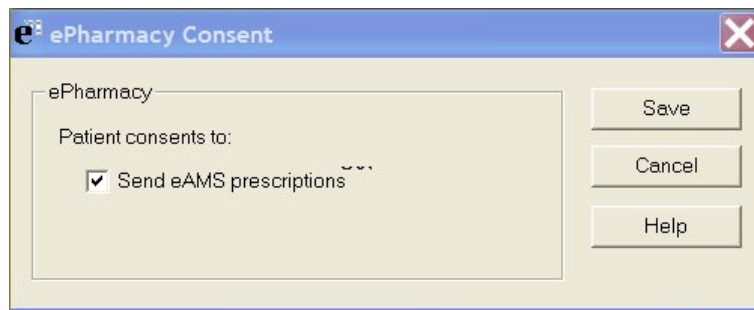
2. You may optionally select the patient's preferred pharmacy where their prescriptions are dispensed but this is not essential for eAMS. The pharmacy name must first be added in Control Panel - File Maintenance - Organisations under Pharmacy for it to appear in the Preferred Pharmacy picklist.
3. When you go into Preferences, you should see the AMS consent listed under Preferred Pharmacy, with the words Patient consents to - The sending of AMS prescriptions electronically.

If instead you see the message "This patient is not eligible for this feature", then it is most likely that that patient has no CHI number recorded in Registration.

The consent form is also accessible from Registration which may be more convenient for admin staff to record consent, rather than starting a consultation in Consultation Manager. Note that you should not have the same patient open in Consultation Manager and Registration at the same time if you are recording consent.



4. The Consent dialog allows the recording of consent or dissent. Assent to sending AMS prescriptions is assumed. If the patient withdraws consent, this too needs to be recorded.
5. To change consent status, click on the Change button to display the ePharmacy Consent form.





6. On the ePharmacy Consent screen, the box Send eAMS prescriptions is ticked if the patient consents to electronic prescriptions.

If the patient withdraws consent or wants to opt out, remove the tick from Send eAMS prescriptions and click on Save. If a patient opts out of AMS, then no barcode is printed on the prescription form and no electronic message transmitted to EPMS.

Prescription Manager



Adding an acute prescription

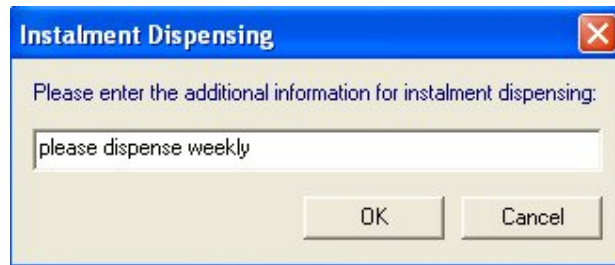
An eAMS item is created in the same way as for a normal acute with Therapy Add from the Current tab.

1. Use Therapy Add from the Current tab in Consultation Manager in the usual way to add the acute medication.
2. Double click in Drug Name to access the Drug Select screen. You can check that the medication will be part of AMS by looking at the Product Information in the bottom pane (use the down scroll arrow to reach this). If it has a DM+D mapping, then it can be included in AMS, with certain exceptions - see Qualifying items for eAMS on page 16.
3. Click OK to complete Therapy Add.
4. Press F9 or click on .
5. On the Prescription Manager screen, any acute medications added today will be selected by default.
6. Click on  or press F9.
7. The barcoded prescription (token) will be printed, and the AMS message sent off, if the item is eligible for AMS.
8. The XML message can be tracked through Mail Manager and you should visit this regularly to check for rejected AMS messages.

| Date | Clinician | Drug/Advice | Dosage | Quantity | Iss |
|----------|-----------|-------------------------|----------------------|----------|-----|
| 20/11/06 | AH | PENICILLIN V tabs 250mg | ONE FOUR TIMES A DAY | 28 | 0 |

Instalment Dispensing

Note that there is a new icon on Therapy Add . When clicked, a free text box is displayed for you to add a note for the pharmacist if you intend for the item to be dispensed in instalments, eg Dispense weekly. Type in free text then click OK. The icon will now have a red tick to show a note has been added .



The text of your message appears under Dosage for that item on a Therapy list. It will also be printed on the prescription in the endorsement area with <I> to indicate instalment dispensing.

Prescription Manager summary

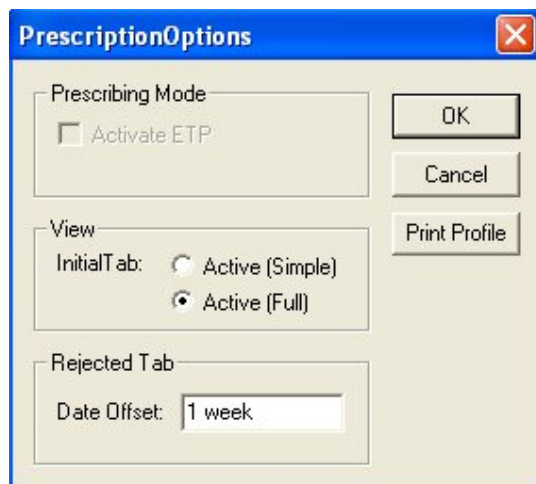
Acutes and repeat issues can be transmitted via eAMS.

Prescription Manager has a number of tabs. The most useful are Active - Simple, Active and All.



- Active - Simple shows the list of items issued in the current consultation. This resembles the familiar Therapy Print screen.
- Active - this full tab shows how prescribed items will be broken down into prescriptions.
- All shows all the items, since eAMS switch on, issued to the patient up to 6 months ago.

In Consultation - Options - Prescription Setup, each user can decide whether the Active (Simple) or Active (Full) tab is shown first by default. Note that you can reach the Print Profile screen from here (see page 5).



The other tabs on Prescription Manager are:

- Recent - Items issued for the patient in the last few days (this is where you can reprint prescriptions)
- Rejected - If there are entries on this tab, the AMS system has found a technical problem with the message.
- Search - Where the search results go - see page 27
- Errors - Prescriptions which fail to load for some reason - see page 28

NOTE that the Recent, Search and All tabs will ONLY show items issued SINCE AMS switch-on. Any prescriptions added BEFORE AMS is switched on will NOT be listed.

Things to note about electronic prescriptions:

- Vision determines if a prescription can be printed with a barcode and how items are grouped together on prescriptions.
- Items issued BEFORE AMS switch-on cannot be reprinted; they will have to be reissued. Items issued AFTER AMS switch-on can be reprinted as normal.
- Repeat masters issued before AMS switch-on are still useable as before.
- AMS and non-AMS items are printed on separate GP10s. You may get more than one prescription printed whereas before you would only get one. Private items which would normally print on the RHS will print on the same form as AMS items with reorder items (if present) being pushed on to a subsequent page.
- CHI number is now printed on the prescription.
- The printed and signed GP10, with or without barcode, is still the legal entity from which items are dispensed.
- The Rejected tab shows where the AMS system has found a technical, not clinical, problem with the message. Please tell us if you see anything in the Rejected tab.
- Mail Manager has filters to hide successful AMS messages from view so that just the rejected messages stand out. In Mail Manager, go to Tools - Options - Message - Show Sent Electronic Prescriptions. If you are AMS enabled, we recommend that you leave this option unticked so that only unsuccessful/error messages are displayed, as this will improve performance and declutter your screen. If this option is ticked, all messages including sent and complete AMS messages are displayed.
- Practices should be regularly checking for rejected AMS messages in Mail Manager and reporting rejections to the INPS helpline at a regular interval (say weekly or fortnightly depending upon how many you are getting) so these can be investigated for the root cause.

Qualifying items for eAMS

When an unprinted acute or repeat issue is viewed within Prescription Manager, it is displayed as an AMS item provided that the following conditions are met:


- AMS is enabled
- The person to sign is a GP. Nurses and Supplementary Prescribers are excluded from AMS.
- The patient has not withdrawn consent to participate in the AMS program.
- The drug is not a prescription which normally prints on the right-hand side
- The item is not PA (personally/practice administered). Note that in Scotland, PA items are not printed. If you tick the P/Admin box on Therapy Add because the item is practice administered, the Print Script checkbox is automatically unchecked. If you want the prescription to be printed, recheck the Print Script box again.
- The item is not Private (right-hand side)
- The source of drug is "In Practice"



Any item that falls within the scope of eAMS is printed with a barcode on the prescription form, with up to 3 items per form.

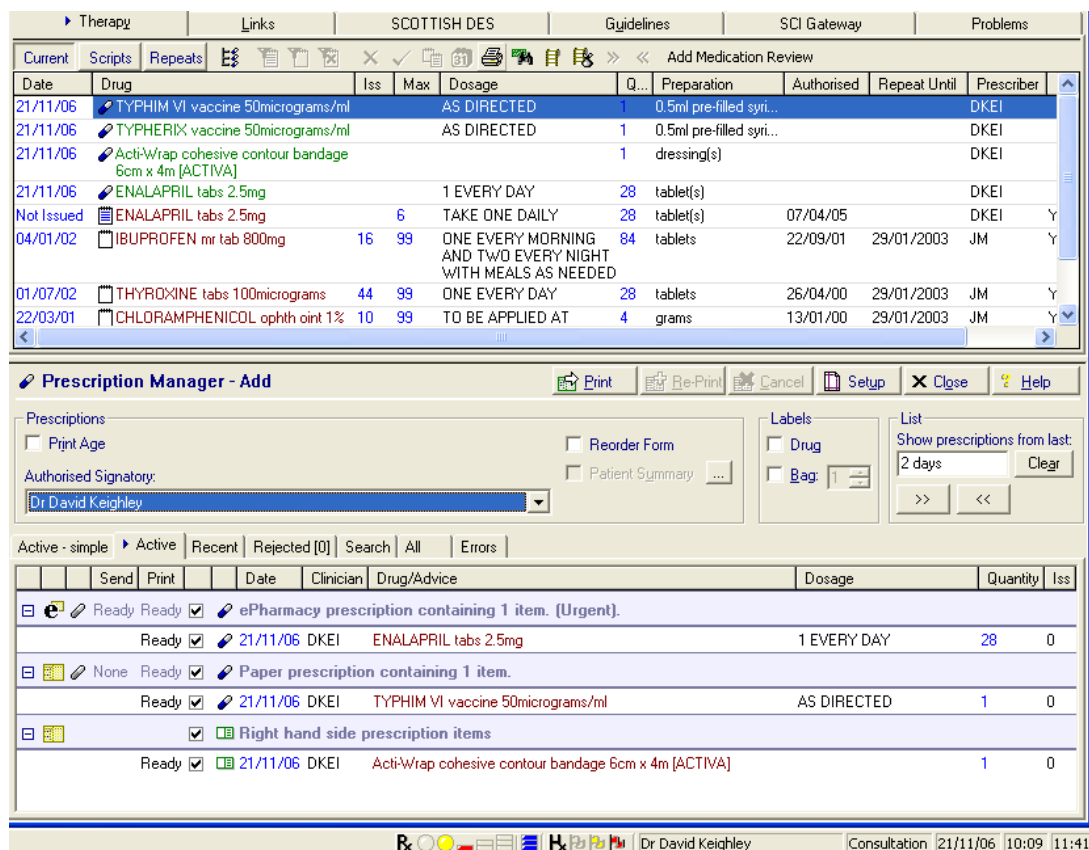
Non-AMS items

Any items selected from printing which fall outside eAMS scope are printed on prescriptions without barcodes, with up to 3 items per form, and no electronic message is generated. For example, if 6 items are selected, 4 in eAMS scope and 2 outside, there will be 2 eAMS bar-coded prescription with electronic messages, and 1 non-bar-coded prescription without an electronic message.

Prescription Manager

Once eAMS is activated, when you next print a prescription, either by clicking on the Print icon  or pressing F9, you will see the new Prescription Manager screen, which has replaced the old Therapy Print screen.


From the Therapy toolbar, click on  or press F9 to display the Prescription Manager screen. The icon  shows the icon has qualified as an ePharmacy prescription (ie transmitted electronically under eAMS and also paper printed) .





| Date | Drug | Iss | Max | Dosage | Q... | Preparation | Authorised | Repeat Until | Prescriber |
|------------|--|-----|-----|--|------|--------------------------|------------|--------------|------------|
| 21/11/06 | TYPHIM VI vaccine 50micrograms/ml | | | AS DIRECTED | 1 | 0.5ml pre-filled syri... | | | DKEI |
| 21/11/06 | TYPHERIX vaccine 50micrograms/ml | | | AS DIRECTED | 1 | 0.5ml pre-filled syri... | | | DKEI |
| 21/11/06 | Acti-Wrap cohesive contour bandage 6cm x 4m [ACTIVA] | | | | 1 | dressing(s) | | | DKEI |
| 21/11/06 | ENALAPRIL tabs 2.5mg | | | 1 EVERY DAY | 28 | tablet(s) | | | DKEI |
| Not Issued | ENALAPRIL tabs 2.5mg | 6 | | TAKE ONE DAILY | 28 | tablet(s) | 07/04/05 | | DKEI |
| 04/01/02 | IBUPROFEN mr tab 800mg | 16 | 99 | ONE EVERY MORNING AND TWO EVERY NIGHT WITH MEALS AS NEEDED | 84 | tablets | 22/09/01 | 29/01/2003 | JM |
| 01/07/02 | THYROXINE tabs 100micrograms | 44 | 99 | ONE EVERY DAY | 28 | tablets | 26/04/00 | 29/01/2003 | JM |
| 22/03/01 | CHLORAMPHENICOL ophth oint 1% | 10 | 99 | TO BE APPLIED AT | 4 | grams | 13/01/00 | 29/01/2003 | JM |


| Send | Print | Date | Clinician | Drug/Advice | Dosage | Quantity | Iss |
|------|-------------------------------------|----------|-----------|--|-------------|----------|-----|
| | <input checked="" type="checkbox"/> | | | ePharmacy prescription containing 1 item. (Urgent). | | | |
| | <input checked="" type="checkbox"/> | 21/11/06 | DKEI | ENALAPRIL tabs 2.5mg | 1 EVERY DAY | 28 | 0 |
| | <input checked="" type="checkbox"/> | | | Paper prescription containing 1 item. | | | |
| | <input checked="" type="checkbox"/> | 21/11/06 | DKEI | TYPHIM VI vaccine 50micrograms/ml | AS DIRECTED | 1 | 0 |
| | <input checked="" type="checkbox"/> | | | Right hand side prescription items | | | |
| | <input checked="" type="checkbox"/> | 21/11/06 | DKEI | Acti-Wrap cohesive contour bandage 6cm x 4m [ACTIVA] | | 1 | 0 |

Prescription header line (blue) and icons

Each prescription page header (the blue line) has an expand icon  on the extreme left which you can use to collapse or expand the list of prescription items underneath. The columns, from the left are:

Prescription type - either ePharmacy  or paper only (ie non-AMS) ,

Drug type - drug , appliance , oxygen 

 Right-hand side items such as private scripts, non-FP10 drugs, discontinued drugs; non-drug therapies ie therapy advice.


Send status (usually Ready, though paper prescriptions will show None under Send),


Print status if AMS (usually Ready),


Whether selected for printing (ticked) or unselected (unticked),


Therapy Type:

 Acute

 Issue of a repeat

 Right-hand side item - Private prescriptions items, non-FP10 drugs and discontinued drugs; non-drug therapies; handwritten controlled drugs

 Therapy advice (non-drug therapy) - advice to patient printed on right-hand side.

 Practice administered (not part of AMS Release 1)

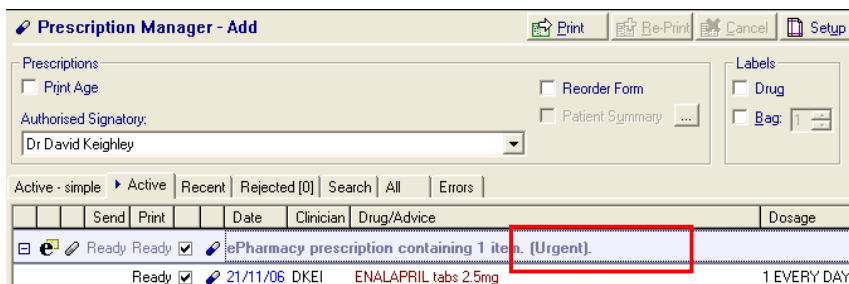
Number of items per page

Urgent/non-urgent status

Urgent/Non-Urgent

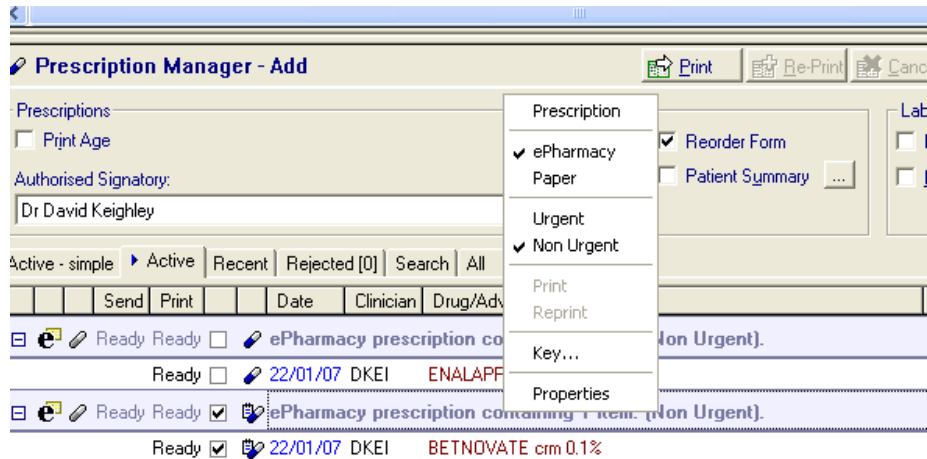
By default, all items on an ePharmacy prescription are non-urgent. You can select Urgent from a right click menu on the blue prescription page header and change the status from non-urgent to urgent. Theoretically, Non-urgent prescriptions will be printed when you click on Print, and the message sent when you deselect the patient at finishing the consultation. Urgent prescriptions will be printed when you click on Print and the message sent immediately. Urgent prescriptions will also print an endorsement of <U> on the prescription to show they are urgent.

In practice, the message is transmitted within seconds whether you select Urgent or non-urgent.



Changing between ePharmacy and Paper

The prescription type can be changed between Paper/ePharmacy via the right click context menu. Paper prints the prescription and no message is sent. ePharmacy prints the prescription and sends an electronic message.



Note that in some cases or error, the system will not send an electronic prescription and will swap to a paper prescription. For example, this could happen if:

- If a repeat master, added in the past, has a blank Preparation field (eg glucagon) (probably first prescribed a year or so ago)
- it has not yet reached its maximum number of issues so is therefore still active
- and you try to print an issue.

eAMS demands an entry in the Preparation field so a blank Preparation field will give an error message and the prescription will be paper only.

Send/Print status

- The Send status applies to prescriptions and not to individual medication items on a prescription. The status is usually Ready for AMS Prescriptions, or None for non-AMS prescriptions.
- The Print status applies both to the prescription and to the medication item. This is usually Ready for AMS prescriptions.

Which status is displayed depends on which tab you are viewing. A status of None means this prescription is not eligible to be sent, or printed.

- On Active Simple or Active, the Send status will be either None or Ready (to be sent). The Print status will be either Ready (to be printed) or Part-Printed (some items have been printed but not all).
- On the Recent tab (all recent inactive prescriptions), the Send status is either Sent, Rejected (previously transmitted prescription was rejected), Cancelling (a cancellation request has been sent -

full AMS only), CancelFailed (a previous cancellation has failed).
The Print status is Printed (the prescription has been printed, either as a token, FP10 or EPharmacy).






- On the Rejected tab, the Send status Rejected or CancelFailed.

Selected items

Selected or not selected is the second column from the left.

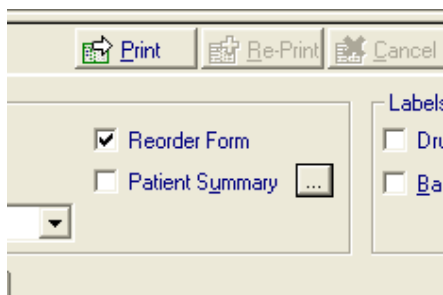
- Any selected repeat issues and all acutes added today will also be automatically selected.
- You can continue using the existing F9, F9 sequence to print.
- If you select or deselect an item, by removing or adding a tick in the selected box for that prescription (on the blue header line), then all the items within that prescription are selected or deleted accordingly.
- You can deselect a sub-item on an individual basis.
- If on the Active tab, any item within a printed page is selected (for re-print), then all other items on the same page will be selected; you can deselect individual items.

Therapy type

-  Acute
-  Issue of a repeat
-  Right-hand side item - Private prescriptions items, non-FP10 drugs and discontinued drugs; non-drug therapies; handwritten controlled drugs
-  Therapy advice (non-drug therapy) - advice to patient printed on right-hand side.
-  **PA** Practice administered (not part of AMS Release 1)

Consent recorded from Prescription Manager

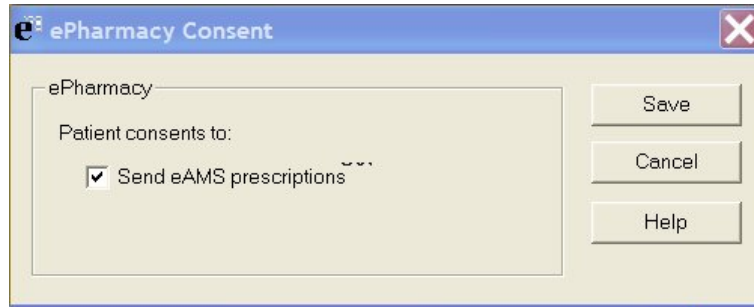
Prescription Manager has a check box entitled Patient Summary.



This will be disabled and unchecked if the patient has withdrawn consent to share medical data; otherwise it will be enabled and checked.

Next to this check box is a button with three dots ... that launches the ePharmacy Consent dialog. You can update the consent (see page 10).

When exiting the dialog, the new consent status is determined and the Patient Summary check box is updated as described above.




Other options on Prescription Manager

Date, Clinician, Drug name or Advice text, Dosage, Quantity and Issues - The remaining columns are as before.

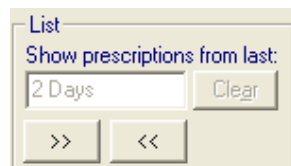
Reprinting

NOTE One of the main changes with Prescription Manager is that reprinting prescriptions has changed. The Reprint icon on the front

Therapy toolbar has been replaced by a Show Prescription icon  which you use with the Scripts tab displayed. You can also reprint from the Recent tab in Prescription Manager (see page 26).

Show prescriptions from last

Show prescriptions from last - Above the prescription list is a date range filter, so you can optionally list scripts within a recent date range on a tab, for example, the Recent tab, if you want to reprint an item.




Each tab has a different period displayed: Active = 2 days, ie today and yesterday; Recent tab = last 28 days; All = last 6 months.

You can change the period by typing abbreviations such as 10d (10 days), 4w (4 weeks), 6m (6 months) or 1y (one year) (note that it will only display items from when Prescription Manager was switched on, if this was sooner).

Clear - clears the date range control. Date filters are removed from the list.

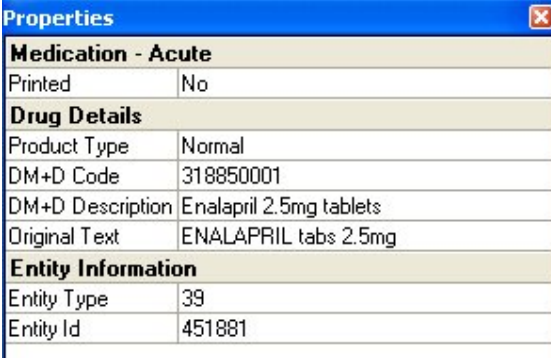
Select / Deselect All

Select / Deselect All -   - Select all prescription items, or deselect all.

Press  Print or F9 to print the prescription

Properties

Right click on a prescription item line and choose Properties.



| Medication - Acute | |
|--------------------|-------------------------|
| Printed | No |
| Drug Details | |
| Product Type | Normal |
| DM+D Code | 318850001 |
| DM+D Description | Enalapril 2.5mg tablets |
| Original Text | ENALAPRIL tabs 2.5mg |
| Entity Information | |
| Entity Type | 39 |
| Entity Id | 451881 |

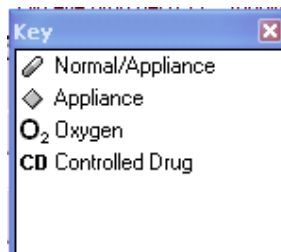
Multilex codes will translate to NHS Dictionary of Medicines plus Devices drug codes (DM+D) to populate the electronic messages and print on forms < >.

DM+D and non-DM+D mapped items may appear on the same script. In this case, the non-DM+D items will be placed at the end.

Note that unlike English ETP, non-DM+D items are allowed in Scottish eAMS.

Key

Right click on a prescription item line and choose Key to list the drug type icons.



Authorised Signatory

This option is unchanged though it was previously called Doctor to sign prescription in earlier Vision versions.

As before, a single prescriber will be selected during any given print or AMS operation. The GP here defaults to the GP who prescribed the item. You may select a signing GP who may differ from the issuing or prescribing GP.

The prescribing GP is determined by which GP is signed on. If in Consultation – Options – Setup – General, you have the option Print Signing GP Name ticked, then the name of whichever doctor is selected in Authorised Signatory will print on the prescription.

For registrars and assistants, who are set up in Control Panel - File Maintenance to use their responsible partner's GMP code, they should see their own name for items they have prescribed themselves.

Print Re-order Form

This option is unchanged and is only relevant for repeat issues, allowing you to print just the re-order form only on the right-hand side of the prescription issue. It is not relevant for acute prescriptions which always have a blank right-hand side of the prescription form, except where you have added Notes for Patients.

Print Age

This option is unchanged. If you want to print the patient's age, click to select Print Age. The age of children under 12 years is printed automatically. This option depends on the country and patient's age.

Drug Labels


This option is unchanged. If you want to print the dispensing label at the same time as the prescription, make sure this box is selected. It will be automatically ticked if the patient is marked as Dispensing in Registration.

Bag Labels

This option is unchanged. For dispensing practices who want to print a non-drug-specific bag label to hold the patient's dispensed items, check the Bag Labels box. The default number of labels to be printed is set in Modules – Drug Label Design, but you can edit the number here.

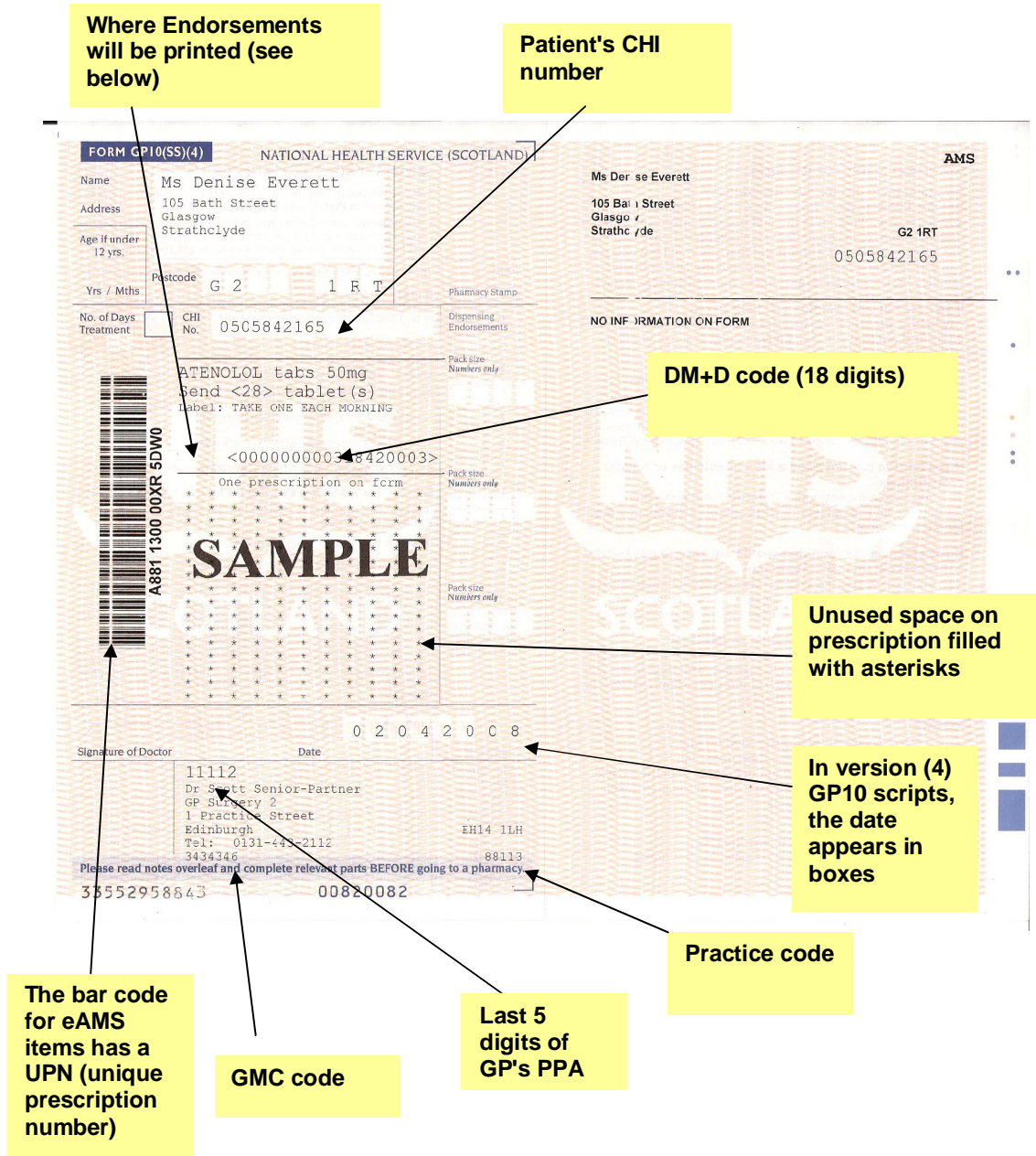
Prescription printing

Printing the prescription and sending the message

When you finalise (ie click on the Print button ) on Prescription Manager, the following takes place:

1. Translation of the message(s). This is to detect any "translation" problems early.
2. Printing of the script(s). This will provide definitive paging information and item order.
3. Sending the message(s) using the paging and item order information obtained during the printing stage.

| | |
|---|--|
| Mrs Patricia Anne Abalunam DISP 1 South View Collingham Wetherby W Yorkshire | AMS 1 South View Collingham Wetherby W Yorkshire LS22 6DF 1101696168 CLINICIAN: DR DAVID KEIGHLEY -SUGGESTED TREATMENT- You may buy these more cheaply over the counter |
| L S 2 2 5 D F 1101696168 | |
| <hr/> | |
| ASPIRIN disp tab 75mg Send <24> tablet(s) Label: TAKE ONE DAILY | |
| <000000000319773006> | |
| ENALAPRIL tabs 2.5mg Send <28> tablet(s) Label: 1 EVERY DAY <please dispense weekly> | |
| <I> <000000000318850001> | |
| BETNOVATE crm 0.1% Send <30> gram(s) Label: TO BE APPLIED SPARINGLY TWICE A DAY WHEN REQUIRED | |
| <000692111000001109> | |
| Three prescriptions on form | |
| 2 2 0 1 2 0 0 7 | |
| 123456 Dr David Keighley Anytown Health Centre Anytown Surgery 121 High Street Little Village Tel: 01234 546576 1234567 | AM1 288 12233 |



The following fields are in Courier 11 Black so they can be scanned:

CHI Number, DM+D Code, Script Date, Endorsements, Prescriber Code

Other fields have varying point sizes to fit them on the prescription.

Endorsements on prescriptions

- <S> s/s
- <C> contraceptive
- <I> instalment dispensing with text of message
- <U> items marked Urgent

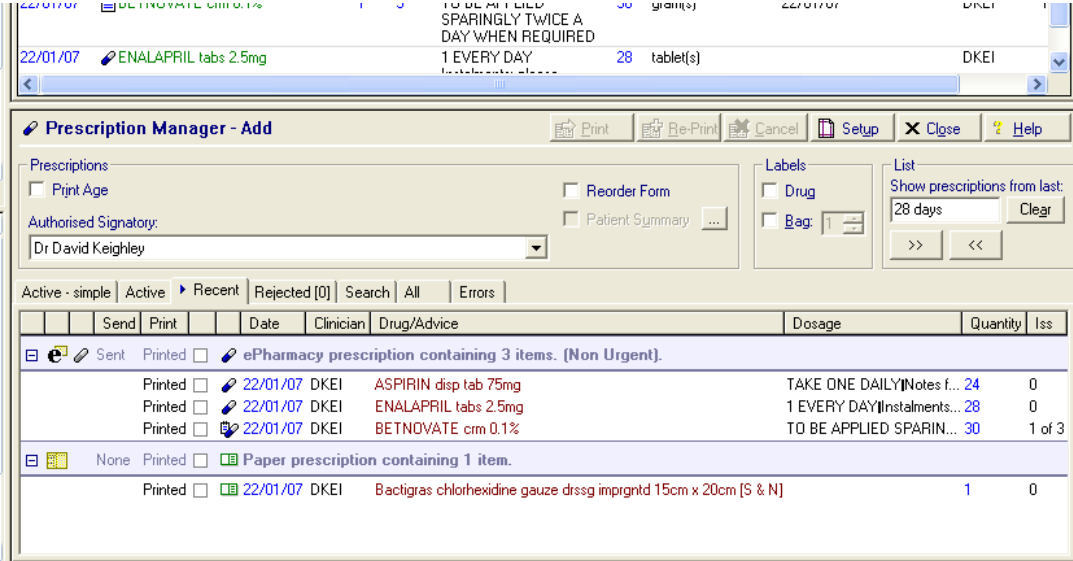
Prescription Manager - the other tabs

Active simple

Active - Simple is the tab you can use while AMS-inactive, or if you prefer a screen similar to the old Print Therapy screen. This just lists the prescribed items without dividing them into prescriptions.

Recent tab - used for reprinting


The Recent tab is the tab you are most likely to use for reprinting prescriptions. The Recent or Search tab on Prescription Manager lists all recent prescriptions within the last 28 days, or since Prescription Manager was switched on, whichever is the more recent.







The screenshot shows the 'Prescription Manager - Add' window. At the top, there is a search bar with '22/01/07' and 'ENALAPRIL tabs 2.5mg' entered. Below the search bar, there are several tabs: 'Active - simple', 'Active', 'Recent', 'Rejected [0]', 'Search', 'All', and 'Errors'. The 'Recent' tab is selected. The main area displays a list of prescriptions. The first section is an 'ePharmacy prescription containing 3 items. (Non Urgent)'. It lists three items: 'ASPIRIN disp tab 75mg' (TAKE ONE DAILY), 'ENALAPRIL tabs 2.5mg' (1 EVERY DAY), and 'BETNOVATE crm 0.1%' (TO BE APPLIED SPARIN...). The second section is a 'Paper prescription containing 1 item.', listing 'Bactigras chlorhexidine gauze drssg imprgntd 15cm x 20cm [S & N]' (1).

| | Send | Print | Date | Clinician | Drug/Advice | Dosage | Quantity | Iss |
|---|--------------------------|--------------------------|----------|-----------|--|-------------------------|----------|--------|
| ePharmacy prescription containing 3 items. (Non Urgent). | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 22/01/07 | DKEI | ASPIRIN disp tab 75mg | TAKE ONE DAILY | 24 | 0 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 22/01/07 | DKEI | ENALAPRIL tabs 2.5mg | 1 EVERY DAY | 28 | 0 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 22/01/07 | DKEI | BETNOVATE crm 0.1% | TO BE APPLIED SPARIN... | 30 | 1 of 3 |
| Paper prescription containing 1 item. | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 22/01/07 | DKEI | Bactigras chlorhexidine gauze drssg imprgntd 15cm x 20cm [S & N] | | 1 | 0 |

To Reprint an item:

1. Display the Prescription Manager screen (normally you would access the screen by pressing F9 having selected repeats for issuing; but you can also get to it by pressing F4 then F9 (start with the cursor in the body of the screen, not Read Term Add); or from the Current or Scripts tab by clicking on  on the Therapy toolbar. Note, however, that from the Repeats tab, this icon is greyed out).
2. At the Prescription Manager screen, swap to the Recent tab.
3. Using Show prescriptions from last, you can change the 28 days to another period, typing abbreviations such as 10d (10 days), 4w (4 weeks), 6m (6 months) or 1y (one year) (again it will only display from when Prescription Manager was switched on, if this was sooner).


4. Prescriptions can have a Send status of Sent, Rejected, Cancelling, CancelFailed. The Print Status is Printed. Options include Date range, Deselect All.
5. Make your selection of the item to be reprinted by clicking on the selection box on the blue header line (eg, Paper prescription group containing 5 items) then deselect any individual items you do not want to reprint.
6. Buttons enabled are Reprint and Cancel. Press the Reprint button .
7. Fill in the Event log and click OK.
8. The word REPRINT appears above the drug name on the prescription. Once printed, items will have a status of Printed. Items with this status can be reprinted using .



An item with the status of Ready means it has been issued (ie the first F9 or Print icon) but not actually printed. This item can be printed using . From the front Therapy list, select the drug you want to reprint. Then click on the Print icon .

Items added before eAMS was switched on


Note the EXCEPTION to listing all prescription items - this is when you have just switched to using Prescription Manager. The drugs printed before the switch are not assigned to a prescription and so cannot be re-printed. Initially, the Recent, Search and All tabs will be blank. In this case, in order to reprint an item issued before Prescription Manager was switched on, you should delete the original item from the therapy list, re-add and issue.

Show Prescription / Search Tab

If you are at the Current or Scripts tab, you can press an icon on the Therapy toolbar  - Show Prescription - which accesses the Prescription Manager screen at the Search tab. This lets you see any items Ready to be printed (since Prescription Manager was switched on) without having to do Print or F9. Note that the icon is greyed out from the Repeats tab (so you do not inadvertently make an issue of a repeat).

Once at the Prescription Manager screen, you can use the  if the prescription has not yet been printed; or Reprint  if the prescription has been printed. (You will notice that once Prescription Manager has been switched on, the Reprint icon has been removed from the toolbar on the front Therapy screen).


On Prescription Manager Add, first select the prescription you want printed by clicking on the selection box on the blue header line (eg, Paper prescription group containing 5 items) then deselect any individual items you do not want to reprint.

Press the Reprint button .

Note that the Search tab will display the text "No prescriptions found" if there is no displayable data.

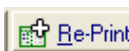
All tab

This lists all prescriptions for the past 6 months in reverse print date order. Once Prescription Manager has been switched on, only items issued since then will be shown; when six months have elapsed from this date, any items older than this will be unavailable, as before.

Prescription display will default to collapsed but you can click on  to expand a page list.



will be enabled if you have selected any pages ready for printing.



will be enabled if any selected items have already been printed.

Drug and Bag Labels can be printed.

Errors tab

The Errors tab lists any errors that have occurred while loading the existing saved prescriptions from the database or while allocating newly created items into new prescriptions. This could be because there has previously been a problem during printing and the prescription/item has not been saved correctly to the database because the process has been interrupted (i.e. Consultation Manager has crashed or there has been a bug).

There is a range of error messages that can appear in this tab. Examples of likely errors you may see are:

- An item could not be determined - either the item has been deleted or its type has changed. Please deselect and then reselect this patient from the Consultation menu before printing or reprinting any prescriptions. If you encounter the same problem again please contact your System Administrator.
- A drug could not be determined - either the drug has been deleted or its type has changed. Please deselect and then reselect this patient from the Consultation menu before printing or reprinting any prescriptions. If you encounter the same problem again please contact your System Administrator.
- The patient information could not be determined. Please deselect and then reselect this patient from the Consultation menu before printing or reprinting any prescriptions. If you encounter the same problem again please contact your System Administrator.

Often there is generally nothing you can do to fix the problem, but access is provided to the error in case it explains a problem you are having. Sometimes deselecting and reselecting the patient clears the problem and this should be your first step after seeing an error.

For example, you might have tried to print an item, but Consultation Manager crashed, and now you can't reprint the item because Prescription Manager thinks the item has not been printed yet (and you cannot reprint an item until it has been printed).

The prescriptions on Prescription Manager show how the therapy and therapy advice items will be grouped into physical prescriptions when the items are printed or sent (AMS). When prescription items are added in Therapy, they are allocated to prescriptions depending on the date, their type, etc. Once the prescriptions are printed/sent, the exact configuration is stored in the database.

Existing prescriptions and new items may be (re)loaded from the database when:

1. A patient is selected.
2. AMS is activated or deactivated from the Prescription - Setup dialog.
3. Therapy items are added, edited or deleted via the Therapy tab (or the Journal tab for Therapy Advice).
4. An action is initiated from Prescription Manager (e.g. Print, Reprint, change script type (Paper <> EPharmacy), ...)

Rejected Messages

The Rejected tab on Prescription Manager lists all recently rejected messages, and rejected messages are also listed on the Recent tab. The Send status is Rejected and the Print Status printed.

You may only be aware of a rejected prescription after the patient has left.

You could edit the original Therapy record and then try printing that.

Rejected messages are also listed in Mail Manager (see page 31).

AMS edit

Unprinted acute AMS items can be edited without restriction. AMS items that have been printed and sent will have amendments limited to the following fields:

- Quantity
- Preparation
- Dose
- Patient Instructions

When these changes are submitted, the following message is shown:

This item has already been sent electronically. An update message will be
now be sent and you are advised to update the script accordingly
<OK> <Cancel>

If you cancel, then control will be returned to the Edit dialog; otherwise, an update message will be sent for the item.

It will not be possible to edit these fields on repeat issues.

Warning GPs still have clinical responsibility when editing and
deleting AMS items

AMS Delete

If a sent AMS item is deleted, then a cancellation message must be sent. When the you select Delete on the Delete dialog, the following message is displayed:

This item has already been sent electronically. A cancellation message will be now be sent and you are advised to update the script accordingly
<OK> <Cancel>

If you cancel, then control will be returned to the Delete dialog; otherwise, a cancellation message is sent for the item.

Warning GPs still have clinical responsibility when editing and deleting AMS items

Messages in Mail Manager

The AMS messages to the ePharmacy store pass through Mail Manager with a message type of AMS Prescription.

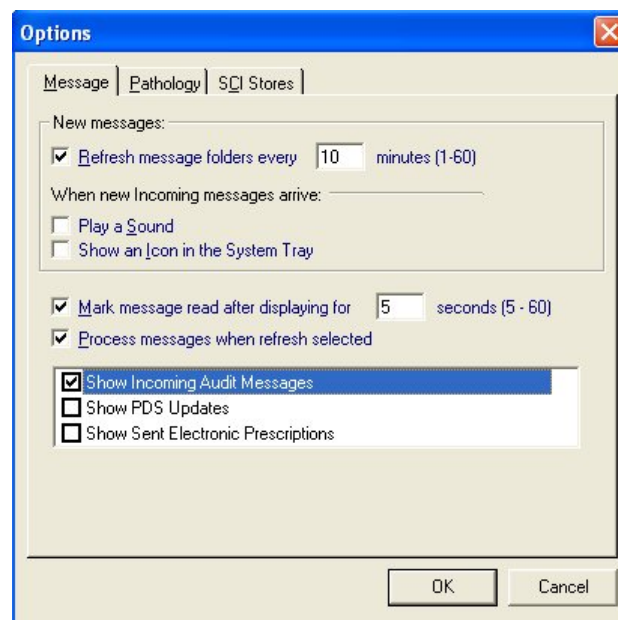
The ebXML Server/GPC machine must remain a dedicated messaging machine and should not be used as a normal workstation

Filters to declutter the Mail Manager screen

Mail Manager has filters to hide successful AMS messages from view. This makes the Message List much less cluttered so you only see unsuccessful messages or error messages.

In Mail Manager, go to Tools - Options - Message - Show Sent Electronic Prescriptions.

If you are AMS enabled, we recommend that you leave this option unticked so that only unsuccessful/error messages are displayed, as this will improve performance and declutter your screen. If this option is ticked, all messages including sent and complete AMS messages are displayed.

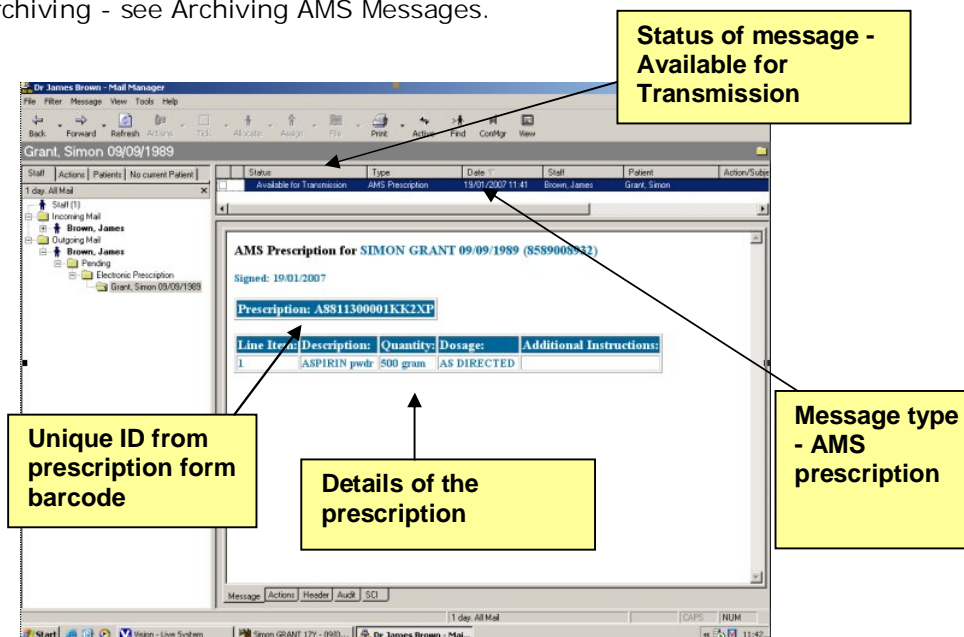


Status of successful AMS messages

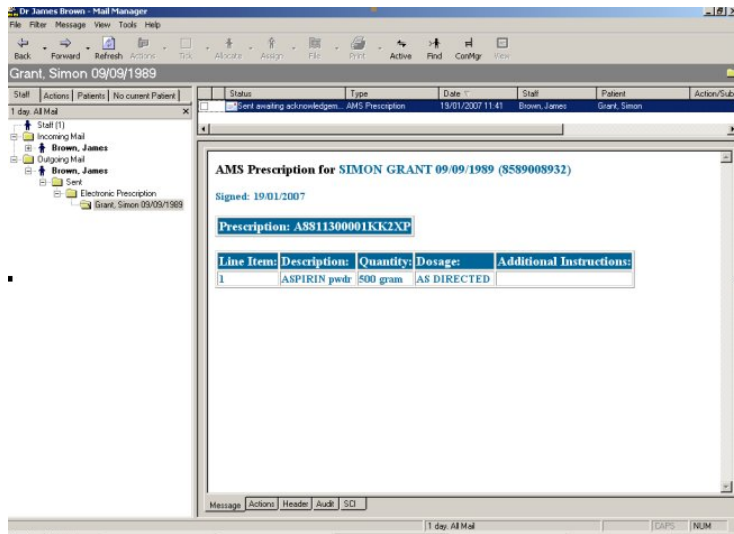
We recommend that you switch on the filter that only shows unsuccessful or error messages in order to reduce the number of visible messages in the Message List (see Filters to declutter the Mail Manager screen on page 31).

However, if you do not have the filter switched on, and successful messages are listed, there are three successful status of AMS Prescription messages in Mail Manager Outgoing Mail:

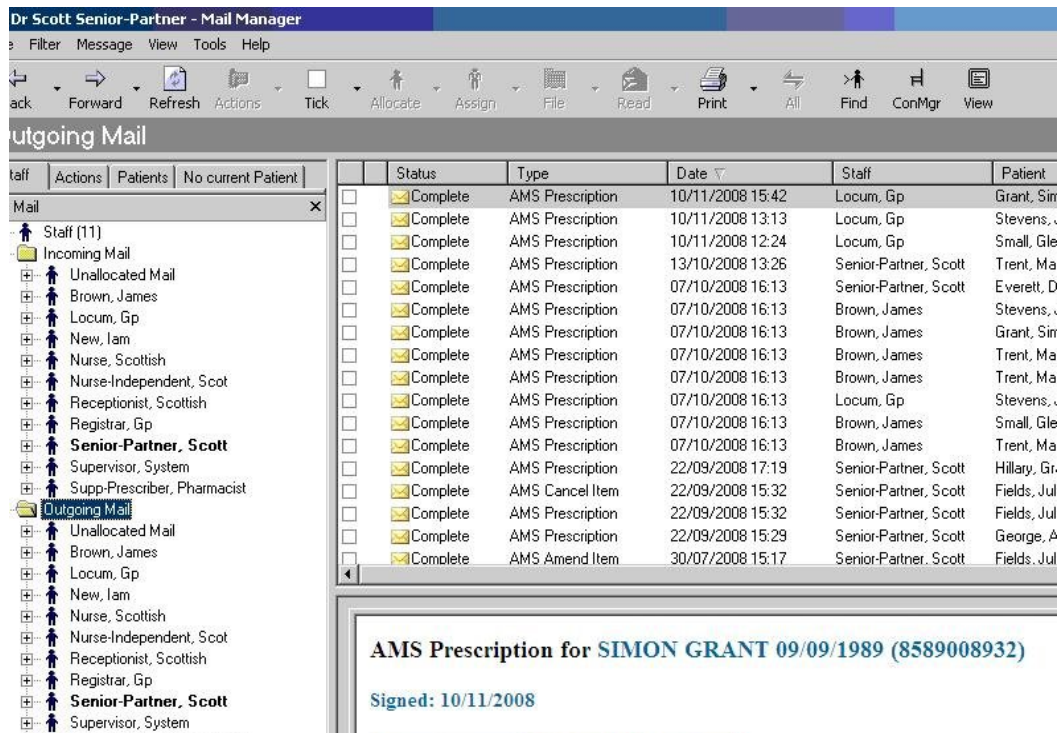
1. Available for Transmission - The message status is Available for Transmission. The message type is AMS prescription. The unique ID from the prescription barcode is shown to the right of the patient's date of birth. Details of the prescription - drug, form, strength, dosage and any additional instructions - are shown below on the Message tab.
2. Sent Awaiting Acknowledgement **IMPORTANT NOTE** : Use Mail Manager regularly for checking outgoing eAMS messages. This is to ensure that outgoing eAMS messages are updated from Sent Awaiting Acknowledgement to Complete, as the act of opening Mail Manager allows receipt of the incoming acknowledgements from the eAMS database. If Mail Manager is not opened for a while (varying from one day to some weeks), outgoing eAMS messages remain incomplete, the collection of outstanding acknowledgements locks the eAMS system and prevents new messages being sent
3. Complete - All of these messages have been processed successfully, and do not require any attention. They can be removed from the view by clicking Tools on the menu bar, then selecting Options, and unchecking the options Show Incoming Audit Messages and Show Sent Electronic Prescriptions checkboxes. This will filter out all the Complete messages displaying only messages which might need attention. You should also carry out regular archiving - see Archiving AMS Messages.



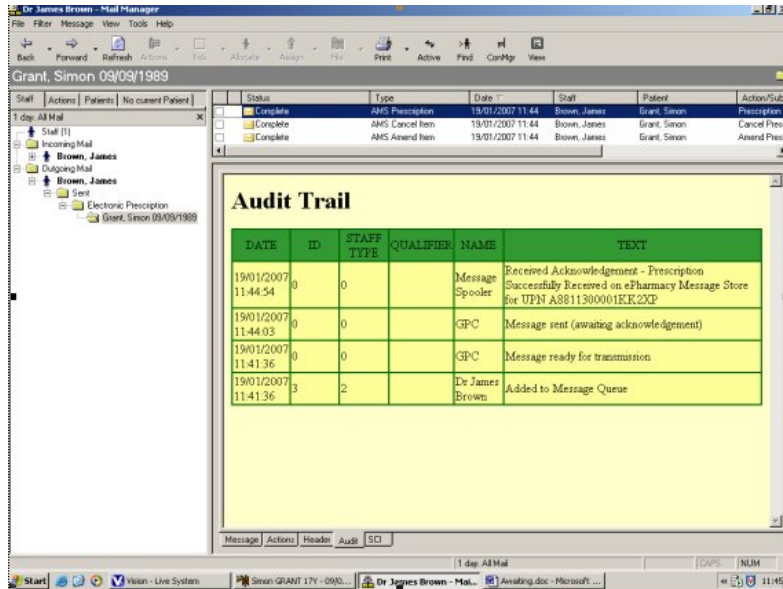
Available for transmission - on Message tab which shows details of the prescription and the prescription form's unique ID



Sent Awaiting Acknowledgement

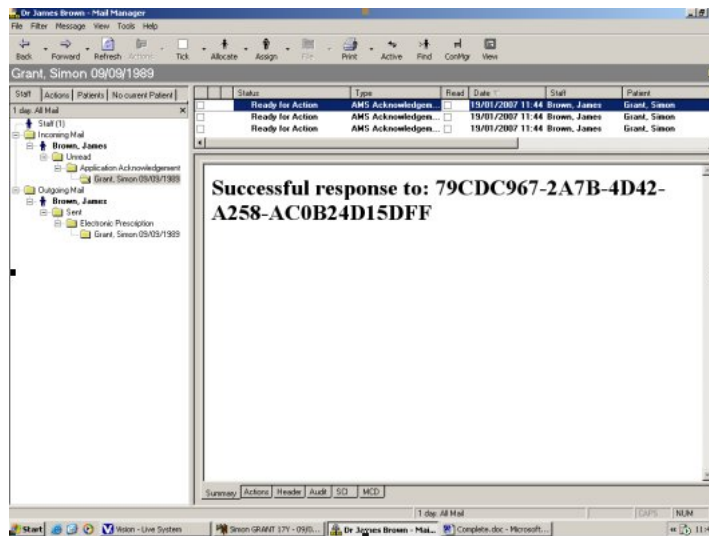


Listing Complete messages



Complete

In Incoming mail, you will see a Ready for Action message on a message type AMS Acknowledgement. There is no action you need take - this message automatically updates the outgoing one from Awaiting Acknowledgement to Complete.



Incoming message - no action you need take

Rejected AMS messages

Where a message has not been sent to the ePharmacy store, you will see Transmission Error.

IMPORTANT NOTE It is important that you retransmit outgoing transmission error messages regularly.

View the Audit tab. You could try ReProcess from the Message menu as a first remedy (or right click on the message in the Message List and select Message - ReProcess). If this fails, you may need to phone the Helpline.

Practices should be regularly checking for rejected AMS messages in Mail Manager and reporting rejections to the INPS helpline at a regular interval (say weekly or fortnightly depending upon how many you are getting) so these can be investigated for the root cause.

The screenshot shows the 'Dr David Keighley - Mail Manager' application. The main window displays a list of outgoing mail items. Two items are highlighted with red warning icons and the text 'Transmission error'. The first is an 'AMS Prescription' sent on 22/01/2007 at 16:45 to Abalunam, Patricia. The second is an 'AMS Prescription' sent on 21/11/2006 at 16:13 to Dalglish, Rana.

An 'Audit Trail' window is open, showing a table of message events:

| DATE | ID | STAFF TYPE | QUALIFIER | NAME | TEXT |
|------------------------|----|------------|-----------|-------------------|--|
| 23/01/2007 10:01:34 | 0 | 0 | | GPC | Transmission of this message could not be completed. To attempt to send the message again, please select 'Reprocess' from the 'Message' menu More... |
| 22/01/2007 16:45:21 | 0 | 0 | | GPC | Message ready for transmission |
| 22/01/2007 16:45:21 | 42 | 2 | | Dr David Keighley | Added to Message Queue |

The interface also shows a list of staff members on the left, including Tynes, Angela, Underwood, Philip, and Keighley, David.

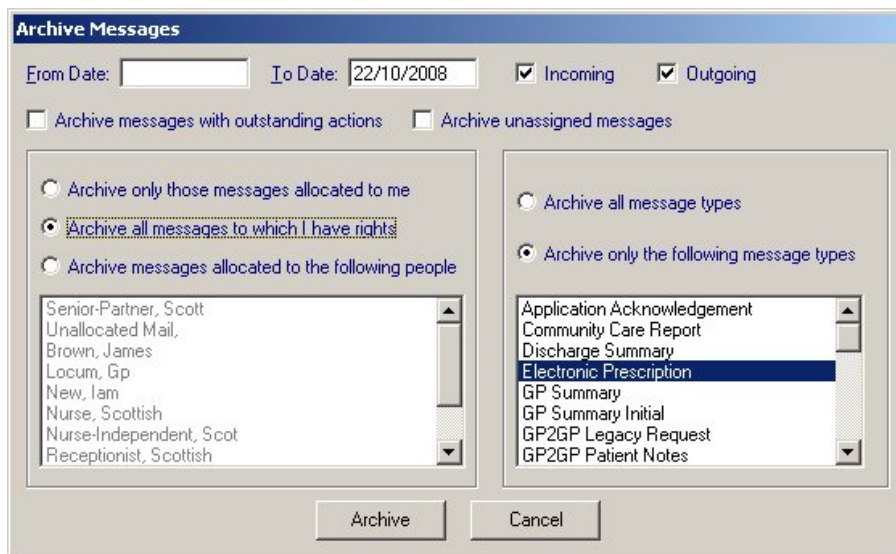
Archiving AMS Messages

With the advent of ePharmacy (AMS), a large number of messages are being generated by practices (usually one for each prescription printed). Vision Mail Manager allows you to archive older messages and to view current messages in a variety of ways.

To keep Mail Manager running at optimal speed and to keep the view from becoming cluttered, we recommend that you implement the practices and settings described below, so that older messages are archived and only those which are current and may require attention are displayed.

How to archive AMS messages

1. To archive messages within Mail Manager, click File - Archive... on the menu bar. This opens the Archive Messages dialog (shown below, with recommended settings).



2. If the From Date is left blank, all messages up to the To Date will be archived. N.B. you cannot currently archive messages within the last 30 days, although you can filter them from your Mail Manager view.
3. The radio buttons on the left let you select which users' messages to archive. If the current user has rights to all users' mail, selecting the middle radio button - Archive all messages to which I have rights - will archive messages belonging to everyone (for details of how to grant these rights, see Granting Access to All Users' Mail on page 37 overleaf).
4. The radio buttons on the right let you choose which message types to archive. Click Archive only the following message types and select Electronic Prescription messages from the list.

How often should I archive messages?

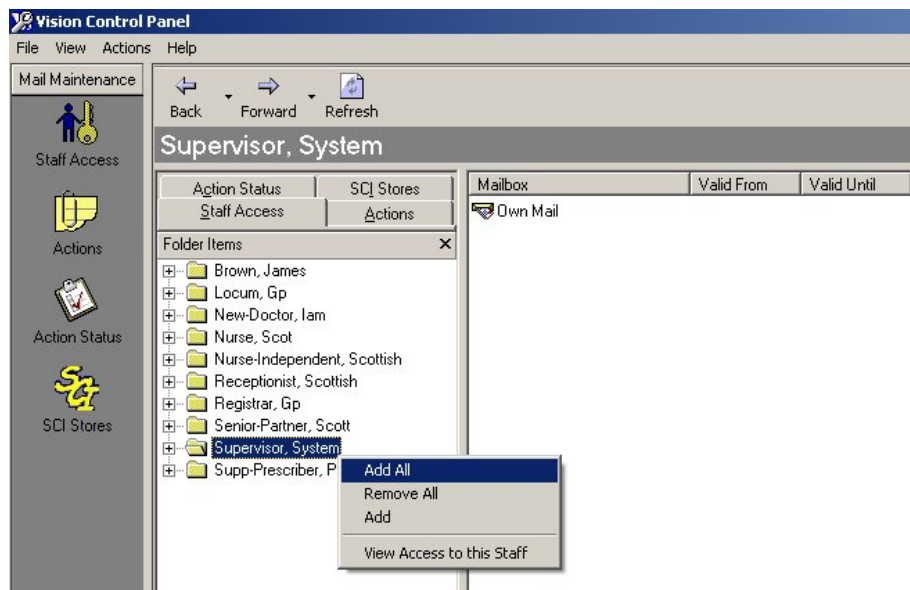
We recommend that archiving be carried out daily and that it be done on the server, where it will have less impact on system performance.

Can I still access Archived Messages?

Archived messages can be viewed by clicking View on the menu bar, then selecting Archive View. The text **Archive View** will appear in red near the bottom right-hand corner of the screen to let you know you are viewing archived messages. To return to the normal view, click View - Archive View again.

Granting Access to All Users' Mail

1. Open Vision's Control Panel module.
2. On the menu bar, click View - Mail Maintenance and the list of staff mail folders will appear.
3. Right click the folder belonging to the staff member to whom you wish to grant access to everyone's mail (in this case we have selected the System Supervisor), and click Add All.



4. Click Yes to confirm when prompted; the mail folders belonging to all other staff members will now be listed along with the user's Own Mail folder in the main area of the window.
5. If this user logs in to Vision to run Mail Manager Archiving, they will be able to archive messages belonging to all users by selecting the Archive all messages to which I have rights option.

Printing Bar Codes and Quality

The introduction of ePharmacy brings bar code printing to the GP Practice. For the codes printed at the GP practice to be read successfully at the pharmacy, the printing must be of good quality. To ensure this, the following guidelines must be met:

- Only Laser Printers may be used;
- The printer must be capable of printing at a resolution of at least 600 dots per inch (dpi);
- The printer consumables must not be past the end of their useful life;
- Regular maintenance is carried out on the printer.

Resolution

All of the printers sold by In Practice Systems within the past six years will print at a resolution of 600 dpi; these are:

| Manufacturer | Model |
|--------------------------------|--|
| Brother Laser Printers | HL-1240 & HL-1250 HL-1440 & HL-1450 HL-1650 HL-1850 & HL-1870 HL-5040 & HL-5140 HL-5240 & HL-5250 HL-6050 HL-7050 |
| Hewlett Packard Laser Printers | LJ1100 LJ1200 LJ1320 |

Other printers from other manufacturers will have resolutions that meet the stipulated requirements; users should refer to the relevant Printer User Guide supplied to check these.

The Windows Printer Driver should always be set to run at a minimum of 600 dpi for ePharmacy printing (again, see the Printer User Guide for details if you are unsure how to set this up).

Consumables

All consumables will have a limited life. Consumables are defined as:

- Toner cartridges;
- Drum.

Note that for some Laser Printers, the drum and toner cartridge are a combined unit.

In Laser Printers, the cartridge will have a defined print life, in A4 pages printed, at 5% coverage, and prescription printing will not, as a rule, exceed 5% coverage. The cartridge life is stated in pages, by the manufacturer, and using control buttons on the printer, it is usually possible to see how many pages have been printed by the present cartridge. The drum will also have a design life – a higher number of pages than for the cartridge.

The practice should apply the following rules

- Check pages printed for the cartridge and the drum at least once a week to ensure that the recommended life has not been exceeded;
- Always change the cartridge and drum when their recommended lives are reached;
- Only use genuine cartridges and drums from the printer manufacturer;
- NEVER exceed the recommended life.

Following these rules will ensure that the print quality is not impaired.

Laser Printer Cartridges have a limited life in time as well as print copies. Once started, they should be replaced within six months if they have not already been exhausted.

Always adhere strictly to the instructions in the manufacturer's Printer User Guide when changing consumables – failure to do so may damage the printer, and impair print quality.

Regular Maintenance

- Clean the inside of the Laser Printer each time the toner cartridge or drum is changed (see the Printer User Guide for where to clean and how to clean).
- Clean the Corona wire each time the drum is changed (see Printer User Guide).

When the printer is new, or has freshly installed consumables and has been cleaned, print a "Windows Test Print". Keep this for future reference, out of the light. There is then a reference point for printing at any time so that print quality can be assessed. If the present quality is lower, clean the printer first, and if that fails to restore the quality, check the consumables, and replace if necessary.

Refer to the manufacturer's Printer User Guide if any diminution of print quality is detected at any time, and follow their guidelines for rectifying the problem.