

## 10.02. Prescription entry

In dispensary mode, supply of items is made using a patient's **prescription** (rather than a **customer invoice** for a standard customer in store mode). Choose **Patient > New prescription** from the menus or the new prescription icon on the Navigator:



This will show the prescription entry window:

## Selecting the patient

Type something in the Name field in the prescription entry window shown above and press the *Tab* key on the keyboard to see a list of patients matching what you typed.

Anything you type before a comma is treated as the start of a last name, anything typed after a comma is treated as the start of a first name.

- For example, to find **John Smith**, you could enter “Smi,J” or “smith,joh”

If you know the patient's code, enter the start of it prefixed with an asterisk (\*)

- For example, to find the patient with code **5829854** you could enter “\*58298”

If your patient has already been created in the system, then these entries should bring up the patient in question, or a small enough list of patients for you to choose from.



***Always search for your patient in this way first, before entering a new patient, to avoid entering the same patient multiple times.***

If only one patient matches what you have typed, after pressing the *Tab* key on the keyboard their last and first name will be put in the **Name** field separated by a comma and their other details will be filled in on the prescription entry window e.g. patient code, date of birth, gender, address.

If more than one patient matches what you have typed, after pressing the *Tab* key on the keyboard you are shown a list of the patients that matched:



- Find the correct patient in the list and double-click on them or single-click on them and click the **Use** button to select them.
- If you can't see the correct patient, click on the **Cancel** button to try the search again or to add them as a new patient as described on the [Patients page](#).
- When you select a patient a few of their details will be displayed in the *Patient details* section of the window and any **Notes** they have will be displayed (see [here](#) for details on how to update their notes).

## Editing patient details

Once you have chosen a patient, you can click the small down-arrow to the right of the patient name to display a window where the patient details can be viewed and edited (see below):

The screenshot shows the 'Edit patient' window with the following details:

- Patient details:** Name: Snail, Rik; Code: 22; Date of birth: 7/03/58; Sex: Female; Store: General.
- General tab:**
  - Name: Last: Snail, First: Rik
  - Date of birth: 07/03/1958; Age: 58.89
  - Sex: Male (selected)
  - Price Category: A
  - Other categories: Category 1-6 (all set to 'none')
  - Main/Billing Address: Address 1, Address 2, Country, Lat, Long
- Buttons:** New Patient, Delete line(s), Backorders, History, Repeats, Finalise, Export batch, Status: nw, Delete Patient, OK & Next, Cancel, OK.

Clicking the Print icon at this point will give you access to reports showing all prescription history.

## Entering the prescriber

Once you've chosen a patient, the cursor will automatically advance to the prescriber entry field.

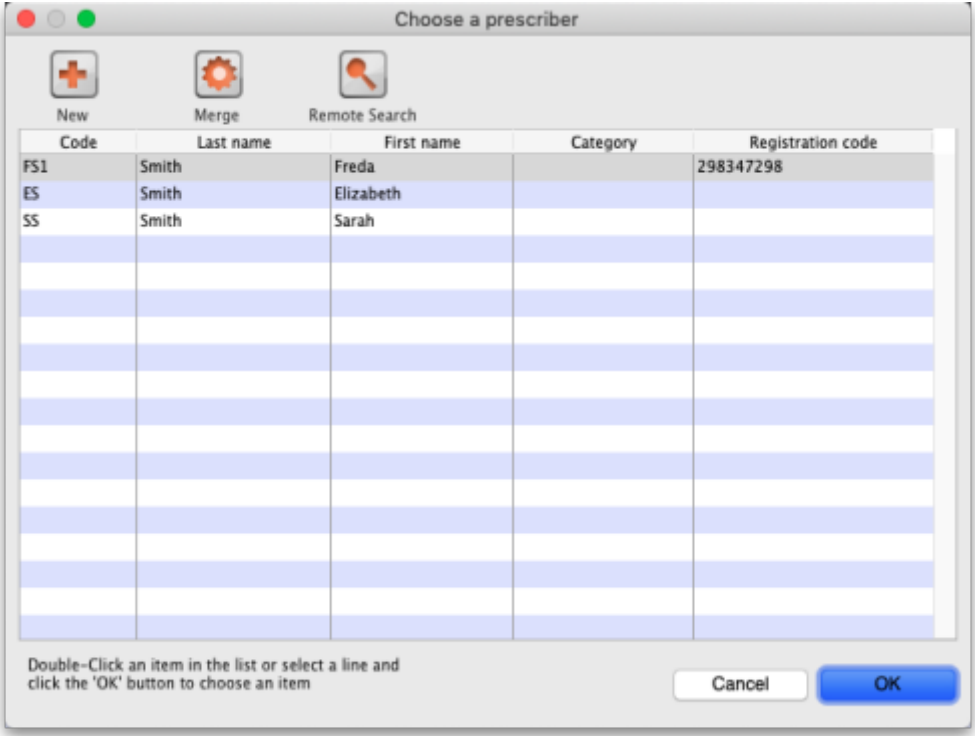
The screenshot shows the 'Prescription entry' window with the following details:

- Patient details:** Name: Snail, Rik; Code: 22; Date of birth: 7/03/58; Sex: Female; Store: General.
- Prescriber Search Prescriber:** A text field with a red box around it and a red arrow pointing to it.
- Confirm date:** 00/00/00

To enter a prescriber, you can type either their code, their last or first name in full or abbreviated, or "last comma first". For example for the prescriber Dr Felix Brown (whose code is 123) any of the following are acceptable:

- 123
- bro
- fel
- bro,fe

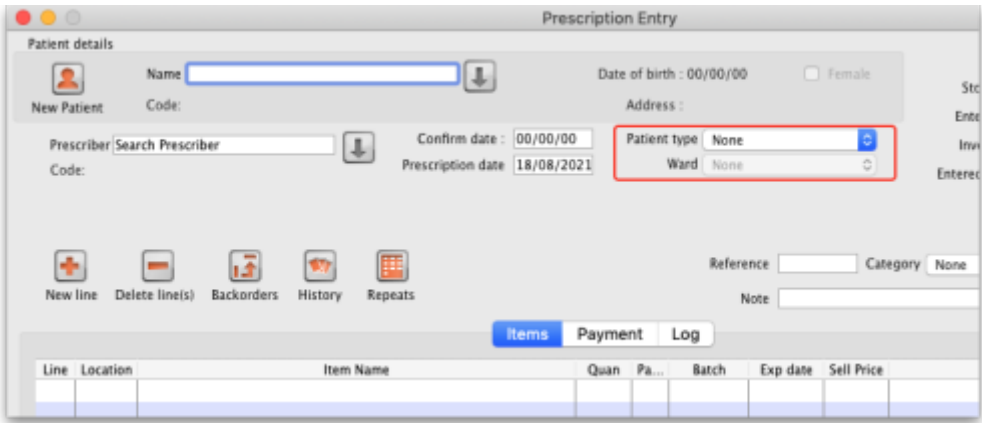
Press the **Tab** key on the keyboard after making the entry to show a list of matching prescribers. If only one prescriber matches, the name will be entered directly without the list being shown. This is the window that appears to allow you to select the prescriber:



Double-click the prescriber you want or single click it and click on the **OK** button.

The **Remote search** button will only be displayed if you are on a remote site in a sync system. Click it to include prescribers that are not visible in your store in the search. Note that if you are on a remote site in a sync system, this window will always be shown when you search for a prescriber, regardless of whether there are 0, 1 or more prescribers that match what you have typed in the **Prescriber** field so that you always have the chance to do a remote search for a prescriber.

## Patient type and ward entry



The **Patient type** and **Ward** fields only appear if their contents have been setup in mSupply first. See the [10.12. Patient type and Ward setup](#) page for details on setting them up.

When the prescription window first opens, the **Ward** field will be disabled. It will only be enabled when a **Patient type** of *Inpatient* or *Discharge* is selected. So a ward can only be selected for a patient of *Discharge* or *Inpatient* type.

## Entering prescribed items

On the *Prescription entry* window click on the **New line** button and the *Add item* window appears:

**Add item...**

Item

Line

Quan  of

Pack  Bulk/Outer pack size

Repeats: Total  Repeat left  Expiry date

New item

Repeat Quantities

Directions: Abbreviation  Expanded directions

Type the first few characters of the item's name or code in the **Item** field and press the *Tab* key on the keyboard to select the right item from a matching list. Tip: if you enter the complete code mSupply will be able to identify the item and will select it straight away, saving you time and mouse-clicks. Another tip is that if the **Show item unit column when issuing** store preference is turned on (see the [25.08. Virtual stores](#) page for details) then an *Item unit* column will also be included in the table used to select the items from.

When you have selected the item, the details of the stock available for that item are filled out:

**Add item...**

Item

Line

Quan  of

Pack  Bulk/Outer pack size

Repeats: Total  Repeat left  Expiry date

New item

Repeat Quantities

Add Place holder

Line	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	St
1	0	9998	9998	1		query@90	30/04/2025	Transit		15.03	15.03	

Total quantity issued  Total quantity available

Directions: Abbreviation  Expanded directions



After you have selected the item, if you have told mSupply to inform you of interactions (see the [15.01. General preferences](#) page for details) then an additional **Interacting items** button will be displayed on this window. Click on it if you wish to see interactions that this item has with other items. If there are any interactions between this item and any dispensed to the patient within the set length of time, you will be shown a warning message.

The first line of stock in the table is selected by default (the first expiring one). If you want to dispense from another, double-click it in the list. Enter the amount you want to give the patient of the selected stock line in the **Quan** field and click on the **OK** button if you've finished adding lines or the **OK & Next** button if you want to add another line.

Note that if the store preference **Edit prescribed quantity on prescription** is turned on (see [Store preferences](#) for details), an additional **Prescribed quantity** field is present for you to enter the appropriate quantity:

Add item...

Item: Amoxicillin 500mg

Line: 1

Quan: 0 of 9998

Pack: 1

Bulk/Outer pack size: 0

Prescribed Quantity: 0

Repeats:

Total: 0

Repeat left: 0

Expiry date: 12/07/2020

Line	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	St
1	0	9998	9998	1		qwerty890	30/04/2025	Transit		15.03	15.03	

Total quantity issued: 0

Total quantity available: 9998

Directions:

Abbreviation:

Expanded directions:

Cancel OK OK & Next

If the **Show direction entry in dispensary mode** preference in **File > Preferences** (Dispensary mode tab) is turned on then you can now enter the directions telling the patient how to take the medicine.

## Entering directions

For many commonly prescribed items, default direction abbreviations can be defined - refer to the section on [Item Default Directions](#). In the example below, the item being dispensed is FRUSEMIDE

40mg tablets, and the default directions are “Take ONE tablet in the morning”. Alternative directions present may be displayed by clicking on the down arrow to the right of the abbreviated direction field; directions not already present may be typed in using either the *Abbrev* entry area, or the *Expanded* entry area.

Note that you can mix abbreviations and text like this.

Abbreviations	
Abbreviation	1t om
Expanded directions	Take ONE tablet in the morning

The drop-down list shows any default abbreviations you have entered for the chosen item. If one or more default abbreviations exists, the highest priority default abbreviation will be 'suggested' when you choose the item. If there is more than one standard abbreviation available, you can choose another one by choosing it from the drop-down list.



mSupply stores the expanded text for each line, not the abbreviation. This means that there is a full audit trail of what was printed on the label (unless you edit the directions after printing!).

## Default directions

The set up of default directions is done on the dispensing tab when editing an item. You will find it described [here](#).

## View history

In the new prescription entry window, once you have entered a patient name you can click the “history” button to view a patient's history of what you have dispensed.





the final repeat may be issued - in this example, "1 July 2007" (allowing the patient one month's grace) - or (b) "6m" for 6 months. Note that the characters "D", "W" & "M" in upper or lower case are interpreted in this particular field as the specified number of days, weeks or months before the repeat instruction expires. mSupply defaults to an expiry date two months later than the current date, but this may be edited as appropriate. The system automatically updates the number of repeats remaining as the patient makes further visits to have the repeats dispensed. The window below is displayed when you click on the *New line* in " *Prescription window* "

Add item

Item  frt4

Line

Quan  of 867.55

Pack  EA      Bulk/Outer pack size

New item

Repeats

Total

Left

Expiry date

Repeat Quantities

Add Place holder

Line	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price
1	20	867.55	867.55	1	<input type="checkbox"/>	E014	4/7/10	TAIWAN		0.00	0.00

Total quantity issued
20

Total quantity available
867.55

Directions/Note

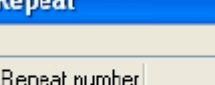
Abbrev

Expanded

Cancel
OK
OK & next

The number of repeats is assigned in *Total* field in Repeats box, and as the repeats are dispensed, the number remaining is displayed in the *Left* field.

When you click on the blue arrows on the upper right side ,the total repeat number and total quantity for each repeat is shown. Clicking on the small arrow displays the window below.



Repeat

Repeat number	Quantity
1	20
2	20
3	20
4	20

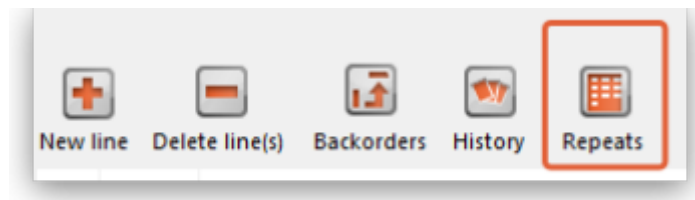
OK

This window allows the user to alter the quantity of a particular repeat - e.g. if there is insufficient

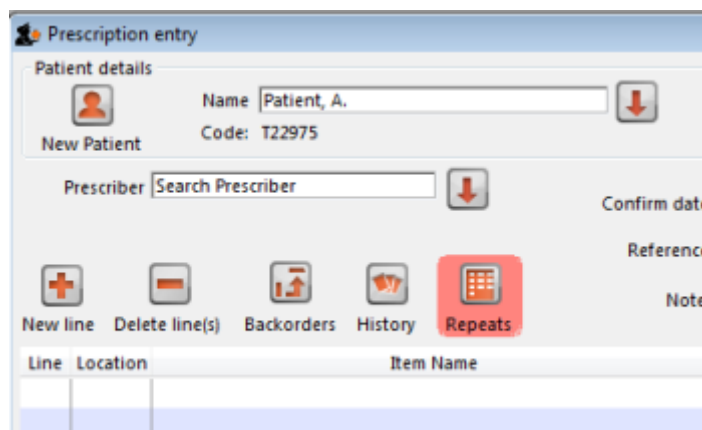
stock on a particular visit of the patient; the quantity can be edited by clicking on the quantity line, and again clicking on the quantity, which may now be edited. The arrow on the left bottom corner enables you to restore the default quantity setting.

Once you have filled repeat and other details on the *Add item* window properly, click on *OK* button to save details.

The *Repeats* icon is contained in *Prescription entry*.



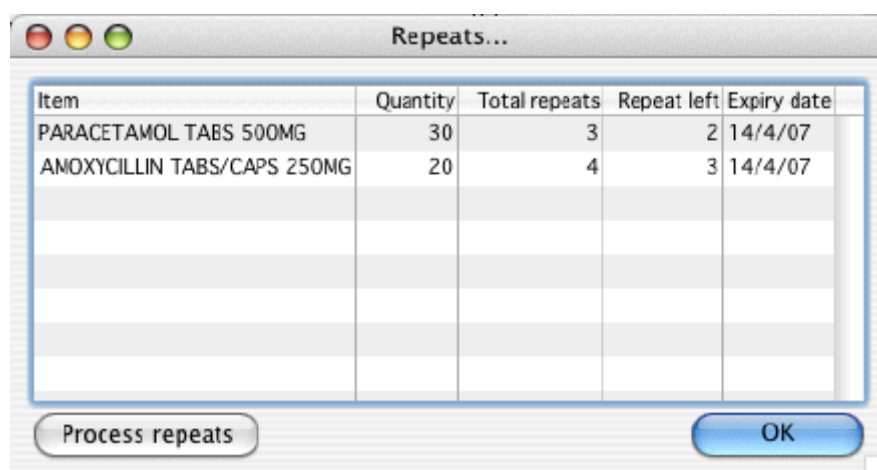
When the *Repeat* function is used, and there are future repeats to be issued, the icon appears on a red background:



The red background disappears when either:

- expiry date is reached
- all repeats have been dispensed

You can issue the repeat to a particular patient. Clicking on the *Repeats* icon displays this window:



The repeat window shows items to be dispensed, quantity, total repeats, repeats remaining and

expiry date for a particular repeat.

- **Process repeats button:** This button is used to issue the repeat for a particular patient and for a particular item line. For issuing the repeat, first select a desired item line and then click on the *Process repeats* button. Now the system automatically manages the repeats internally.
- **OK button:** Click the OK button to exit from the *Repeats* window.



There is an *Alert if repeat is dispensed before the defined interval of X days* preference you can set to ask the user to donfirm if they wish to proceded if a repeat is issued within a selected number of days of confirmation of the original prescription. See the [15.01. General preferences](#) page for details.

## Printing labels

Dispensing labels are printed when the *Print labels* box is checked in the *Prescription Entry* window. You can specify what information gets printed on dispensing labels in [Dispensary Mode Preferences](#).

The screenshot shows the 'Prescription Entry' window. At the top, there are fields for 'Item:' and 'Amount: 0.00'. Below these are 'Date' and 'Notes' fields. To the right, there is a summary section with 'Subtotal: 10.05', '0 % tax: 0.00', and 'Total: 10.05'. At the bottom, there are buttons for 'Finalise', 'Export batch: 0', 'Status: nw', 'Print receipt' (checked), 'OK & Next', 'Delete', 'OK', and a 'Print' button (highlighted with a red box).

Sample labels, produced by the Zebra TLP2844 printer are reproduced below:



mSupply currently is designed to work with the Zebra TLP 2844 label printer. The Zebra is a very nice printer. It can use either thermal labels or a thermal ribbon which gives non-fading results.

We currently support plain 90 x 40mm label stock as this is cheap and readily available. The Zebra printer is auto-sensing of the ending of a label, so you can most likely used labels longer than 40mm

with no problems.

- Label specifications:
- 90mm x 40mm high
- White Matt Thermal Transfer Paper
- Wide Edge Leading
- 1 Across on a roll
- Perforation between each label
- Produced on 1" core to suit TLP2844

We are happy to support other printers if you use a different brand.

## Reprinting labels

If you need to print the labels for an item again, choose Patient > Show Prescriptions to locate the prescription entry.

In the list of items dispensed, click on the line you wish to reprint, and then click OK (with the printing checkbox checked)

If you wish to reprint labels for all the items on the prescription, first click in the list of items below the last item so that now one item is highlighted. Then all labels will be preinted when you click OK

## Printing multiple labels

If you want to print more that one label for an item, hold down the *Alt* key ( *Option* on Mac) as you click the OK button. You will be asked for the number of labels required as the label is about to print.

## What if there is not sufficient stock of one batch?

As the quantity of a particular batch of an item gets used up, you will need to issue stock from more than one batch to a patient. mSupply handles this when printing labels, and combines the totals for any item on a prescription so that only one label is printed for the total quantity.

The directions for the item with the first line number will be used, so enter directions for the first batch you dispense, and leave the directions empty for subsequent batches.

Note: if you have the rare situation where you need to issue the same item to one patient with different directions you should either combine the directions onto the one label, or enter two prescriptions with the directions entered differently on each prescription (That is enter the line, then print the label(s), then choose Patient > New prescription and issue the item again with the second set of directions).

## Receiving payments

You can recieve payments for prescriptions directly from the prescription window if you wish (an alternative is to receive them using the [customer receipts module](#). Both result in the same

transactions being created in mSupply but will suit different physical workflows).

See the special page on receiving payments from the prescription window here [11.03. Prescription payments and credits](#).

## Printing receipts

You can print a receipt for a patient's payment of a prescription if you have the **Receive payments from prescription window** preference turned on (see [Dispensary preferences](#) for details) .

Receipts are printed (from the same printer as the labels) when the **Print receipt** box is checked on the *Payment* tab of the prescription entry window:

The screenshot shows the 'Prescription Entry' window with the 'Payment' tab selected. The 'Print receipt' checkbox at the bottom is highlighted with a red box. The window contains various fields for patient and prescriber details, a 'Confirm date' field, a 'Prescription date' field, and a 'Patient type' dropdown. A summary panel on the right shows the 'Invoice total' as 0.00 and 'Amount paid by patient' as 0.00. The bottom status bar shows 'Status: nw' and 'Print receipt' checked.

Receipts may also be reprinted later by opening the prescription and checking the *Print receipt* box again - in which case they will have the text "COPY" printed at the bottom.

After printing the medicine labels, a patient receipt will be printed as shown below.

The screenshot shows a printed receipt from 'Vaioa Hospital Pharmacy, Nuku'alofa, Tonga'. The receipt includes the following details:

#	Qty	Item name	Price
1	21	Amoxicillin 250mg cap	0.27
2	20	Paracetamol 500mg tab	0.07
Total			0.34

The receipt also includes the patient's name 'Craig Drown', the invoice number '122731', and the date '25/04/07'.

If you don't have a printer setup in **Special > Printing preferences** you will be prompted to select one or set one up. If that is not possible, receipt printing will be cancelled.

## Prescriptions and barcode scanners

It is possible to print barcodes on prescription labels and use barcode scanners to open the prescription quickly. For details, please see the [15.07. Barcode scanning and prescriptions](#) page.

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