

10.01. Dispensary mode

Dispensary mode allows you to use mSupply to issue medicines to patients. It is ideally suited for pharmacies, clinics, hospital dispensaries, and facilities where medicines are supplied to individual patients.

The particular benefits of using Dispensary mode include:

- Prescription data can be entered into mSupply including:
 - [Patient details](#)
 - [Prescriber details](#)
 - [Prescribed items](#)
 - [Item directions](#) which can be quickly selected from standard abbreviations, and edited as necessary. Item directions do not need to be printed in English.
- **Labels** can be printed with:
 - Item description and quantity issued
 - Patient name
 - Prescriber name
 - Directions
 - Institution name
 - More...
- [Patient Histories](#) are recorded, allowing repeat prescriptions to be:
 - [Duplicated](#)
 - [Repeated](#)



- Use of Dispensary mode depends on your mSupply registration type. Contact Sustainable Solutions if you wish to upgrade your registration.
- Regardless of mode, each user can only use those functions for which they have permission, according to the permissions set for that user. See [Managing Users](#)
- In client-server versions of mSupply, different users can be logged in in different modes at the same time, allowing you to dispense to patients and supply wards, stores, clients or cost centres simultaneously.
- Users whose permissions allow them to operate in either Store mode or Dispensary mode may change from one to the other by pressing *Ctrl+2* on the keyboard. Re-entry of the user's password is not necessary.

Activating dispensary mode





Prior to version 3.5 you controlled dispensary mode for each user, and had to choose **File > Edit users...**
Now it's a setting for a store.

1. Click **Special > Show stores...**
2. Double-click on the store you want to set to dispensary mode.
3. Select **Dispensary** in the drop down list next to the store's code field.
4. Log out of the store and log in again to activate dispensary mode.

Setting dispensary mode preferences

Click **Admin > Preferences > Dispensary mode** to set preferences.

Important preferences to consider:

- Ensure the **Show direction entry in dispensary** box is ticked.
- Specify what information will be printed on **dispensing labels**.
- Specify if you want mSupply to **auto-generate patient codes** (alternatively, the user must enter a unique code for each patient).
- Specify if a **prescriber** must be entered for each prescription.
- Specify if you want to be able to **receive payments** from the prescription window.

The screenshot shows the 'Preferences...' dialog box with the 'Dispensary mode' section selected in the left sidebar. The main area contains several sections of settings:

- Label Printing:** Includes fields for 'Message on labels' and 'Custom identification code to print on labels'. A dropdown for 'Printing options for units' is set to 'Always print units'. A checkbox 'Show direction entry in dispensary' is checked and highlighted with a red box. Other checkboxes include 'Turn off cell padding in between direction and patient name', 'Print full prescriber name on labels', 'Print organisation Address 1 as separate line', 'Print patient category on label', 'Print Expiry Date of Item on label', 'Print sales value of item on label', 'Print patient code on label', 'Print batch on label', and 'Don't print placeholder lines'. A checkbox 'Print a receipt on labels by default' is checked and highlighted with a red box.
- Patients:** Includes fields for 'Default patient category' and 'Default prescriber name' (set to 'Search Prescriber'). A checkbox 'Auto-generate patient code' is checked and highlighted with a red box. Another checkbox 'Prescriber must be entered' is checked and highlighted with a red box. Other options include 'Prefix codes with', 'Capitalize patient names (shift overrides)', 'Expand abbreviations in patient address fields', and 'Share patient prescription over stores'.
- Apply stock to placeholder lines:** Includes date pickers for 'From' (1/11/19) and 'To' (1/11/19), a 'Today' dropdown, and an 'Apply stock' button.
- Payments:** Includes a checkbox 'Default prescription status to finalised' and a checkbox 'Receive payments from prescription window' which is checked and highlighted with a red box.

At the bottom right are 'Cancel' and 'OK' buttons.

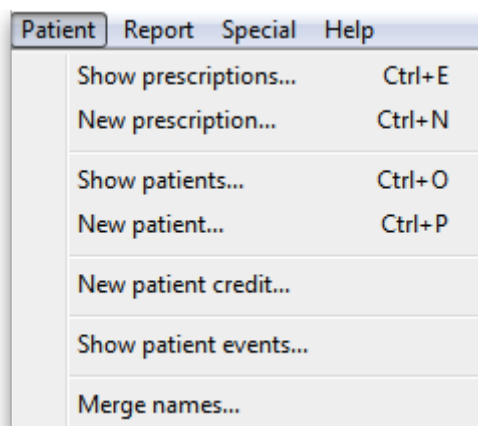
What is a "name"?

In mSupply a "name" can be a customer, a supplier, both or neither. A "customer" can be anyone you supply goods to - e.g. another organisation, or a ward in your hospital, or a patient.

What changes in dispensary mode?

Different menus

Some of the menus in dispensary mode have different names. For example, the *Customer menu* becomes the *Patient menu*.



But most of the things you can do in store mode are also available in dispensary mode. In fact, the navigator looks much the same. The only difference is the Customers tab, which is renamed to the Patients tab and has a slightly different selection of icons:



The functionality of the common icons is the same as in store mode and applies mostly to customers not patients (a dispensary mode store can still distribute stock to customers (not patients) and handle customers' requisitions). For details of those functions, see the other sections of this guide.

Different windows

The windows displayed are appropriate for dispensing medicines to individual patients; in addition to the ability to record individual patient's notes (e.g. allergies), prescribers details are maintained. A patient history is maintained and other features specifically related to dispensing activities are maintained.

Press the **tab** (not 'return') key 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.

Note that there is a setting on the *Dispensing* page of the mSupply Preferences that affects whether or not you can accept and print a prescription without entering a prescriber.

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