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Training Handout: Dispensing

10.01. Dispensary mode

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

In dispensary mode:

- 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 can be printed in languages other than 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
- Prescription payments can be recorded
 - 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.

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- 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. Choose **Special > Show stores...** from the menus.
- 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

Choose **File > Preferences > Dispensary mode tab** to set preferences. See the 16.01. General preferences page for details about all the preferences but here are some important preferences to consider:

- Ensure the **Show direction entry in dispensary** box is ticked. This allows users to enter patient directions for dispensed items.
- Specify what information will be printed on **dispensing labels**.
- Specify if you want a **receipt** to automatically print on 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.

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| | Preferences | | | | | |
|---------------------------------|--|--|--|--|--|--|
| General | Label Printing | | | | | |
| Misc Purchase order defaults | Message on labels | | | | | |
| Purchase order 2 | Custom identification code Printing options for units Always print units | | | | | |
| Invoices 1 Invoices 2 | Show direction entry in dispensary | | | | | |
| Item | Turn off cell padding in between direction and patient name | Print sales value of Item on label | | | | |
| Price | Print full prescriber name on labels | Print patient code on label | | | | |
| Quotes Reports | Print organisation Address 1 as separate line | Print batch on label | | | | |
| Names | Print patient category on label | Don't print placeholder lines | | | | |
| Tender | Print Expiry Date of Item on label | Print a receipt on labels by default | | | | |
| Reminders | Patients | | | | | |
| Patient Medication | | | | | | |
| Drug Interactions | Default patient category | | | | | |
| Registration | Default prescriber name Search Prescriber | | | | | |
| OK and print | Auto-generate patient code | Prescriber must be entered | | | | |
| Logo | Prefix codes with | Expand abbreviations in patient address fields | | | | |
| Dispensary mode | Capitalize patient names (shift overrides) | Share patient prescription over stores | | | | |
| Log | Apply stock to placeholder lines | | | | | |
| Backup | From 1/11/19 To 1/11/19 Today | Apply stock | | | | |
| Backup 2 | | | | | | |
| Email | Payments | | | | | |
| Server | Default prescription status to finalised | Receive payments from prescription window | | | | |
| Synchronise Customization | | | | | | |
| customization | | Cancel OK | | | | |
| | | | | | | |

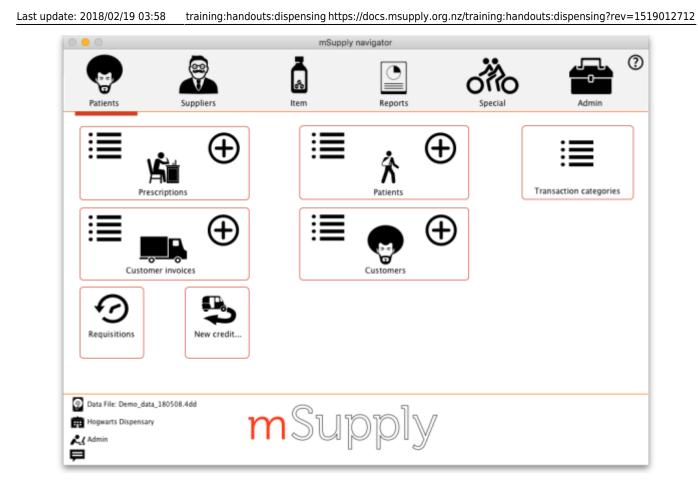
What changes in dispensary mode?

Most of the things you can do in store mode are also available in dispensary mode. The main differences are:

- The Customer menu becomes the Patient menu; and
- The Customers tab on the navigator becomes the Patients tab, which has a slightly different selection of icons
- The windows displayed are appropriate for dispensing medicines to individual patients. For example, a patient's dispensing history is maintained and you can also record patient notes (e.g. allergies).

Note that a facility using dispensary mode can distribute stock to both patients **and** customers (e.g. hospital wards, outreach programs), and can still handle customer requisitions.

| Pati | ent | Report | Special | Help |
|------|---------------------|---------|---------|--------|
| | Show prescriptions | | | Ctrl+E |
| | New prescription | | | Ctrl+N |
| | Show patients | | Ctrl+0 | |
| | New patient | | Ctrl+P | |
| | New patient credit | | | |
| | Show patient events | | | |
| | Merg | ge name | ·s | |



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