# 🏂 m Supply

## **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				

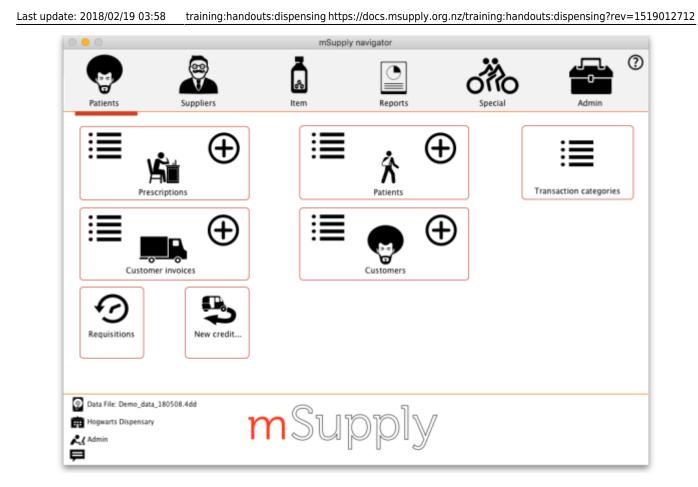
#### What changes in dispensary mode?

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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