

# Electronic Repeat Dispensing

## User Guide

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These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

## Document History

Version	Date	Description
1.0	15/11/2016	Document created.

## Introduction

This document has been created in order to demonstrate the functionality available to users to electronically repeat dispense medication.


The ability to repeat dispense electronically is one of the major benefits of using ETP2. It allows a clinician to generate multiple issues of a repeat template and send these to the pharmacy. Electronic repeat dispensing allows patients to collect their repeat medication from the pharmacy without having to remember to order a new prescription or bring a physical paper prescription.

Prescriptions can be signed digitally and therefore printed only if necessary or appropriate. When electronically repeat dispensing a patient's repeat medication, a prescription is sent to the Spine via ETP2. The medication can then be pulled down from the Spine by the Pharmacy when the patient visits to collect their medication without the need of a printed prescription. If the patient does have a printed version, this will not be an actual prescription (unless it has been reverted to an FP10 and printed), it will be a *token*. The token bears text to remind the patient that it is not an actual prescription. The legal prescription is sent electronically to the pharmacy


Another benefit of using ETP2 when repeat dispensing is that you can cancel the prescription electronically. When using paper prescriptions, the clinician would have to ask the patient to give back or destroy the prescriptions. With ETP2, the prescription is never in the patient's possession and so can be cancelled electronically.

**Note:** ETP2 is not available for Sensitive Patients.

**Note:** ETP2 cannot be used when prescribing appliances. These will always be printed on an FP10 (there will be no barcode).

ETP2 can only be used on patients enabled for Spine functionality. If Spine functionality is available for a patient, this symbol will appear in the bottom right of the screen when within the patient record. 

## How to repeat dispense a repeat template via ETP2

1. To repeat dispense one or more repeat templates, highlight them in the **Repeat Templates** node within the patient record, and click the  button.

**Note:** You can only repeat dispense a repeat template if you have the Local Access Right 'Repeat Prescriber'. If you don't have the relative access right, when trying to repeat dispense a template, the following error message will appear:

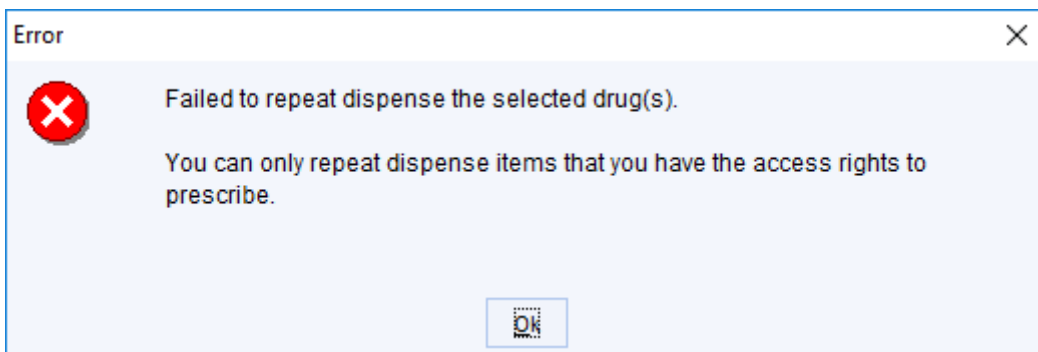


Figure 1a: User does not have the relative access right to repeat dispense.

**Note:** You can issue repeat dispensed medication up to one year in the future, or up to the review date set on the repeat template.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

2. You will then receive the following confirmation question.

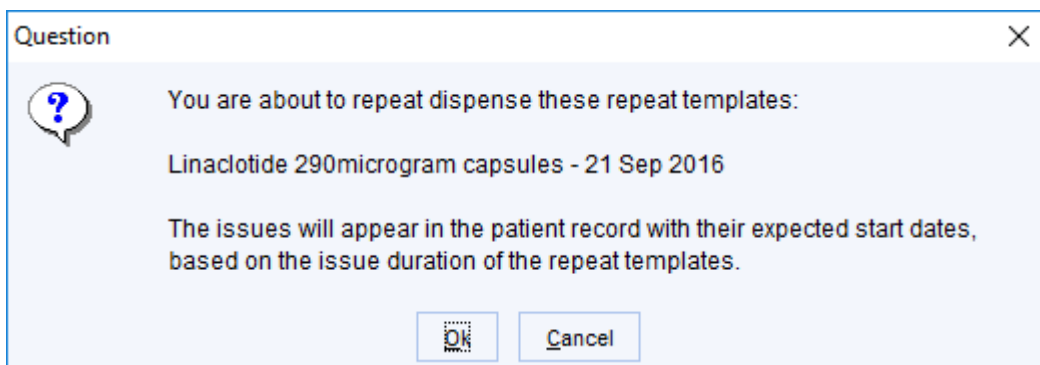


Figure 1b: Confirmation when repeat dispensing a repeat template

3. When a repeat template is created, if it is created with a number of maximum issues, when you **OK** the above dialog the template will be repeat dispensed. If there are templates created without a maximum number of issues, then you will need to specify how many issues to dispense and this Question Dialog box will appear:

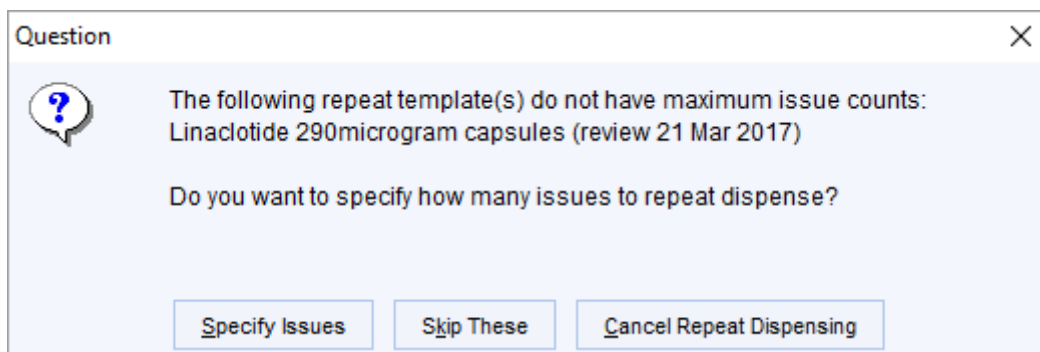


Figure 2: Repeat template requires a number of maximum issues.

One of the following options can then be selected:

- select **Skip These** to only repeat dispense templates with maximum issue counts, the template(s) appearing in the dialog will not be dispensed.
- select **Cancel Repeat Dispensing** to cancel all repeat dispensing.
- select **Specify Issues** to enter the number of issues for the repeat templates without a maximum issue count.

4. The prescription warning dialog will then be displayed and if you choose to proceed you will receive a confirmation message advising the following:

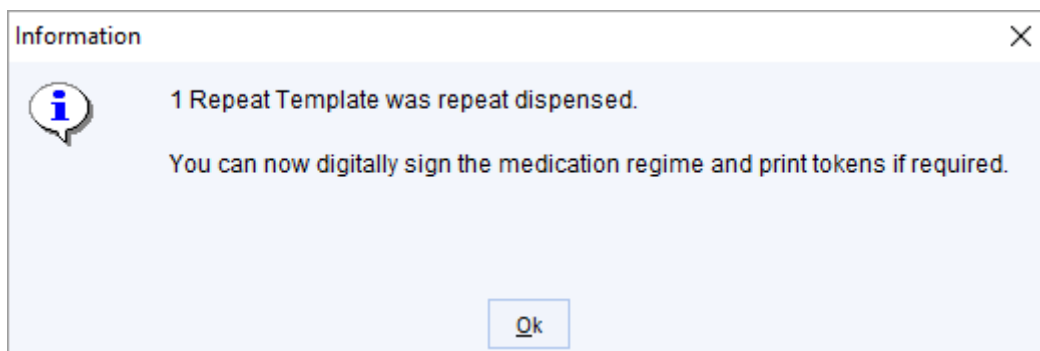



Figure 3: Confirmation advising that the template has been repeat dispensed.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- The  icon is displayed in the **Flags** column beside the template you have repeat dispensed. For an explanation of any other icons displayed in the **Flags** column, hover the mouse over the icons.
- When you **Save** the record, you will be shown the **Print Issues dialog**.

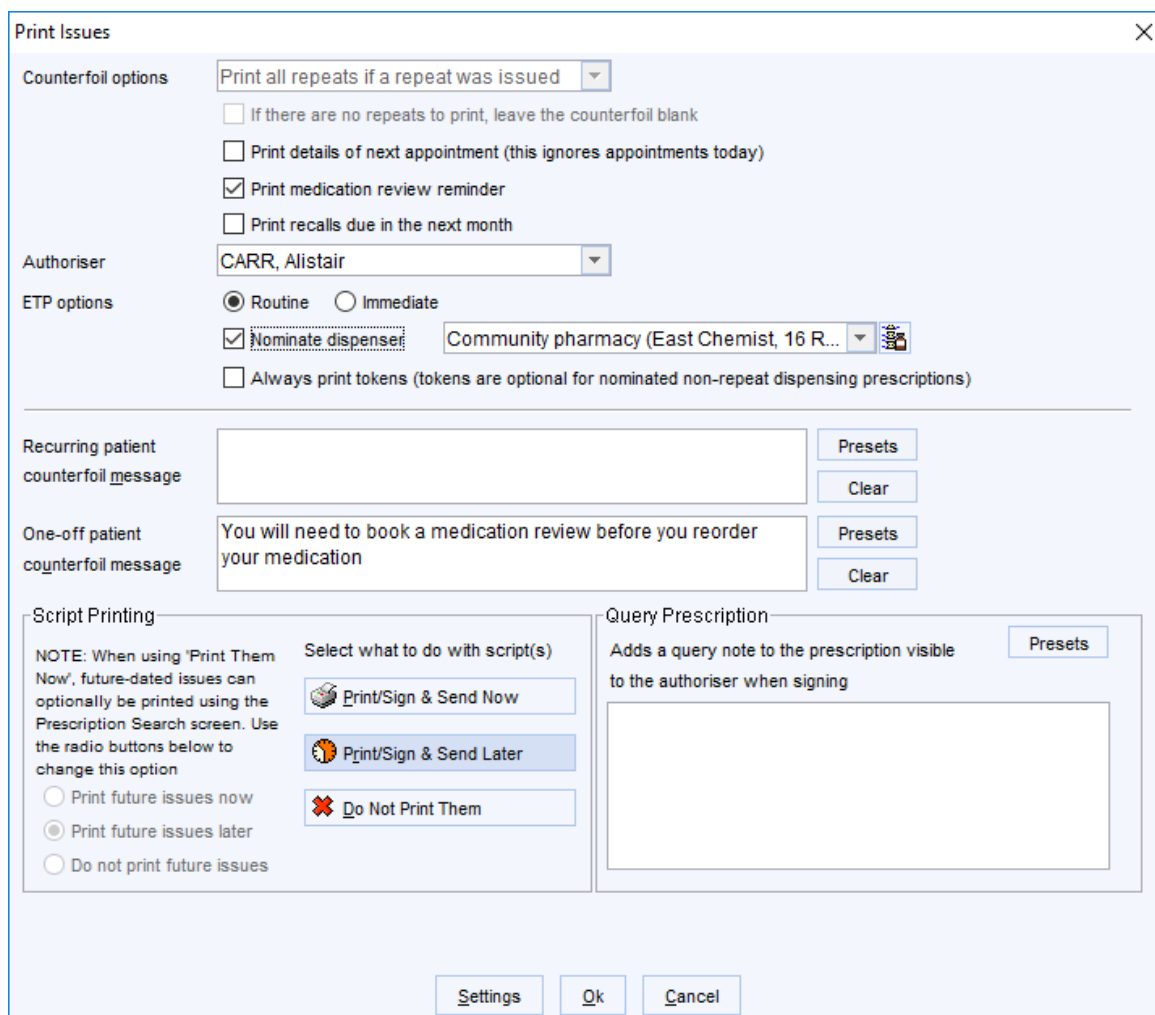


Figure 4: The Print Issues dialog.

- When selecting **Print/Sign & Send Now**, to digitally sign the prescription using the information on your smart card another dialog will appear. You will need to enter your pin and select which prescriptions you want to digitally sign and issue.
  - In order to digitally sign a prescription, you need the Local Access Right '**Digitally Sign Prescriptions**'. If you don't have this access right, when selecting **Print/Sign & Send Now** the following error message will appear. If you believe you should have this access right a System Administrator will need to add it for you.

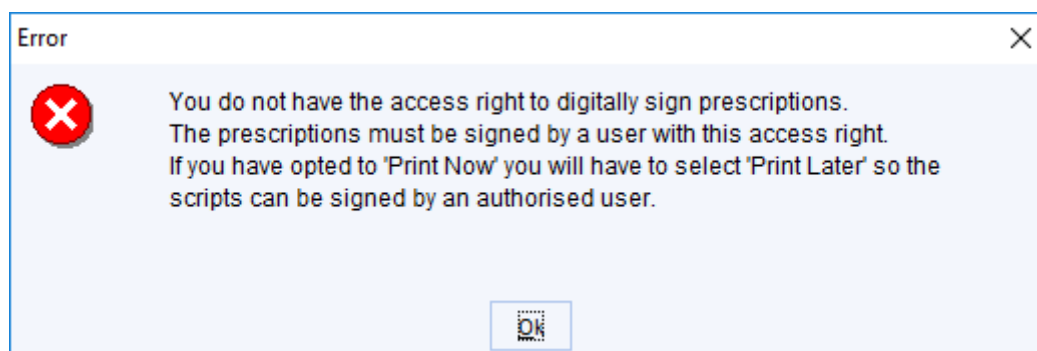



Figure 5: User doesn't have the relative access right to digitally sign prescriptions.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- 8. A prescription token can then be printed for each prescription item detailing that the item is to be repeat dispensed and the number of issues dispensed. If there are multiple items with the same number of issues, then only one token will be printed for these items. This can be provided to the patient to take to the pharmacy if desired but is not mandatory and the token is not classed as a legal prescription.

**Note:** Some products cannot be sent via ETP2, these medications will have the **Non-ETP product** icon  in the flags column of the **Repeat Templates** node. To see more information, including the reason for not being EPS compliant, hover over the icons.

### Nominate a Community Pharmacy

- In order to electronically repeat dispense a template the patient needs to have a nominated community pharmacy to send the template to. If you receive the below message while attempting to repeat dispense a template a community pharmacy will need to be assigned to the patient. This can be decided with the patient.

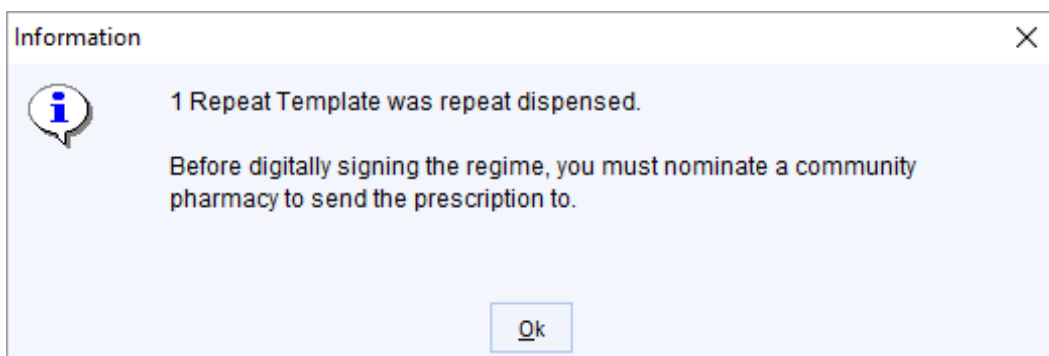


Figure 6: Information box to nominate a Community Pharmacy before digitally signing.

- To do this, go to the **ETP Details** node under Spine Details on the Administrative tree.

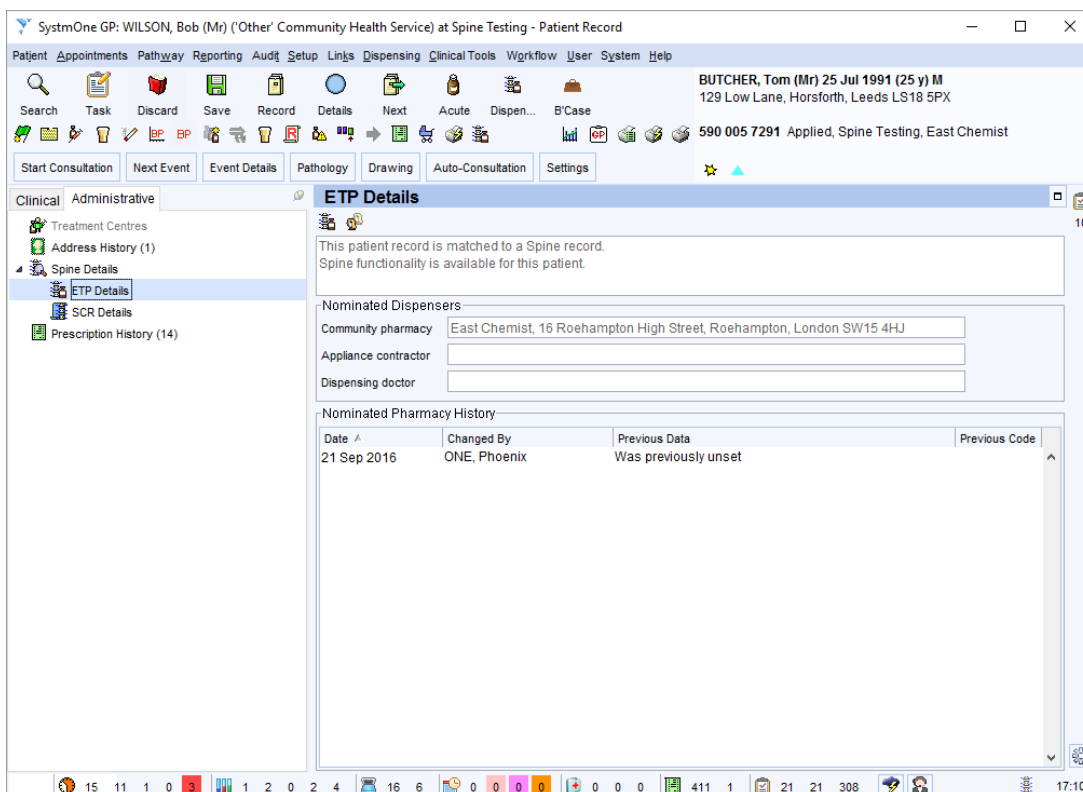


Figure 7: ETP Details screen.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- Click the **Select the nominated pharmacies for ETP** button  in the top left corner.

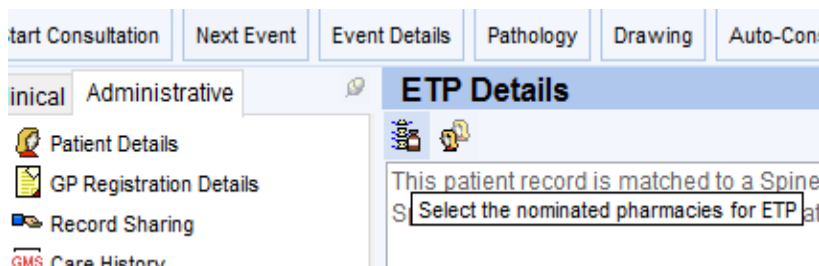



Figure 8: Nominate pharmacies button.

- This brings up the following dialog, where you can nominate a community pharmacy. Use the  button to launch the **Select Community Pharmacy** dialog.

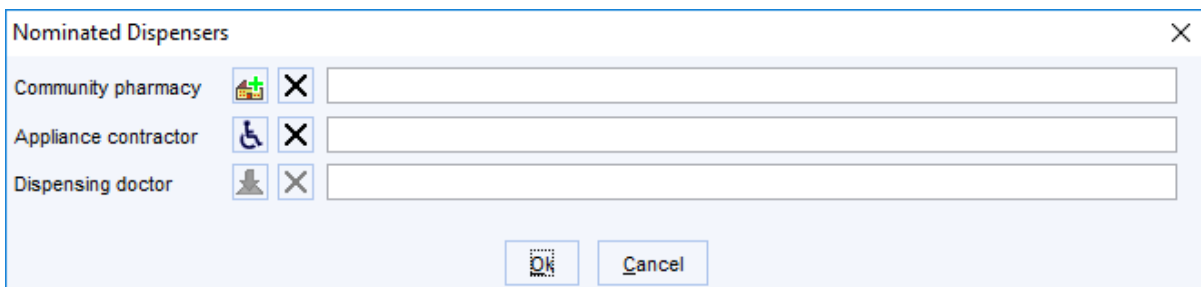


Figure 9: Nominate Dispensers dialog

- If no pharmacy is nominated, the following warning message will appear upon patient save. This informs you that if no pharmacy is nominated it will revert to printing an FP10 prescription rather than electronically dispensing the repeat prescription. At this stage you can cancel the **Print Issues dialog** that will then appear and nominate a community pharmacy. Alternatively, you can proceed with an FP10 script by selecting the Print Now/Print later option on the **Print Issues dialog**.

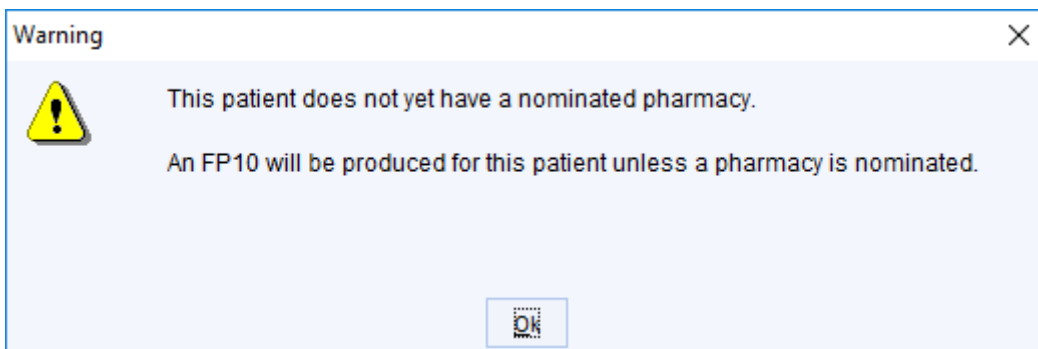


Figure 10: Warning to nominate a pharmacy to repeat dispense.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

## How it appears in the patient record

### Medication node

On the Medication node each issue will appear as its own entry. As it appears in Figure 1b, the start date will be the expected start date depending on the expected end date of the previous issue.

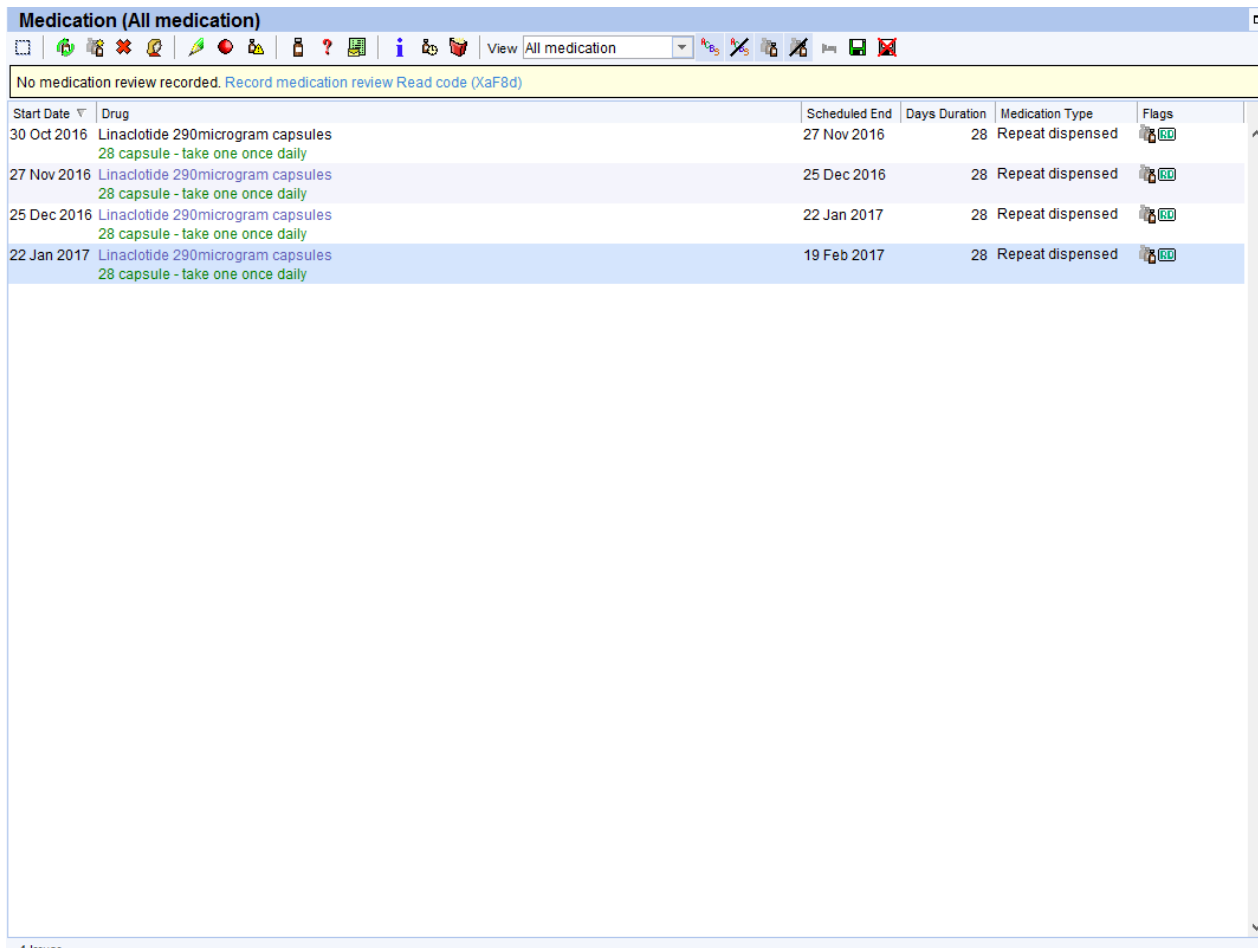


Figure 11: Repeat Dispensed medication in the Medication screen.

The repeat template and repeat dispensed icons will appear in the **Flags** column.

Current issues will appear with the name of the medication written in black, future issues will be written in blue.

### Prescription History node

On the Prescription History node the repeat prescription will appear as below.

Script	Script Date	Printed	Digitally Signed	Colle...	Destroyed	Status
ETP2 Repeat Dispensed FP10	30 Oct 2016	30 Oct 2016 02:59	30 Oct 2016 02:59	<input type="checkbox"/>	<input type="checkbox"/>	

Figure 12: How it appears in Prescription History.

For information about the status of the prescription, hover over the icon in the Status column.

When the prescription is selected, the details will appear in the pane on the right of the view.



These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Selected Prescription Details

4 issues:  
Linacotide 290microgram capsules  
28 capsule  
take one once daily

Linacotide 290microgram capsules  
28 capsule  
take one once daily

Linacotide 290microgram capsules  
28 capsule  
take one once daily

Linacotide 290microgram capsules  
28 capsule  
take one once daily

ETP Barcode Number:  
FD8484-C86030-AC1ED0

Authoriser:  
SMITH, James

Figure 13: Details of prescription in Prescription History.

### New Journal

The repeat prescription will also be visible in the New Journal. Any future issues will appear as a future dated medication with the expected start date in the brackets. An (R) will appear next to the details of each issue to show that it was issued from a Repeat Template.

Sun 30 Oct 2016 JS	02:28 - Surgery: SMITH, James ('Other' Community Health Service)	
	(R) Linacotide 290microgram capsules - 28 capsule - take one once daily	
	(R) Linacotide 290microgram capsules - 28 capsule - take one once daily (Future dated medication 27 Nov 2016)	
	(R) Linacotide 290microgram capsules - 28 capsule - take one once daily (Future dated medication 25 Dec 2016)	
	(R) Linacotide 290microgram capsules - 28 capsule - take one once daily (Future dated medication 22 Jan 2017)	
	Linacotide 290microgram capsules - 28 capsule - take one once daily	
	ETP2 Repeat Dispensed FP10: Not Yet Printed	
	Community Pharmacy changed. Previous data: Was previously unset	
	Summary Care Record Update	

Figure 14: How it appears in the New Journal.

## Cancelling Repeat Dispensed Medication

**Note:** You must have been granted the **'Perform ETP Cancellations'** access right by a System Administrator to cancel ETP2 issues. If you don't have the appropriate access right, when trying to stop an electronically repeat dispensed template the following error will appear.

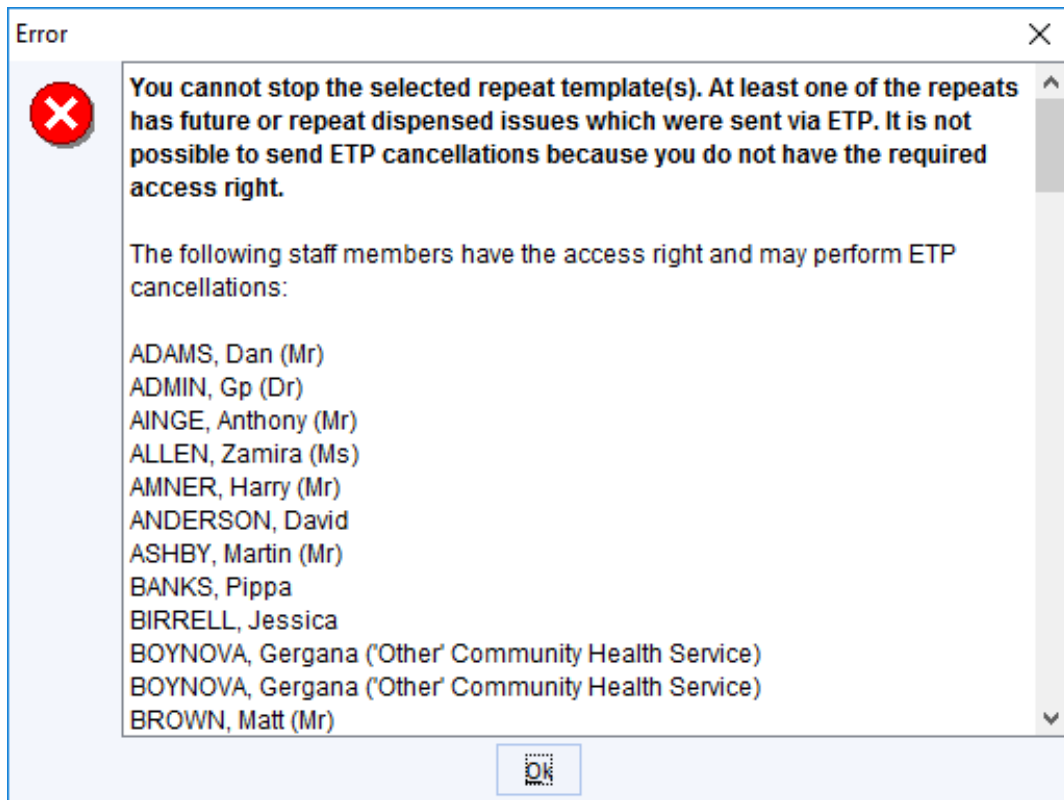


Figure 15: Error when attempting an ETP cancellation without appropriate access right.

As described in the Introduction the advantage of using electronic repeat dispensing is that you can cancel the electronic prescription. When using paper prescriptions, the clinician would have to ask the patient to give back or destroy the prescriptions. With ETP2, the prescription is never in the patient's possession and so can be cancelled electronically.

You can cancel a repeat dispensed medication item in two ways; either via the **Repeat Templates** node or via the **Medication node** within the patient record.

### To cancel a medication item from the Medication node:

1. Right-click on the item and select **Stop Medication**. You will be advised that the item was repeat dispensed and you will need to cancel the repeat template.

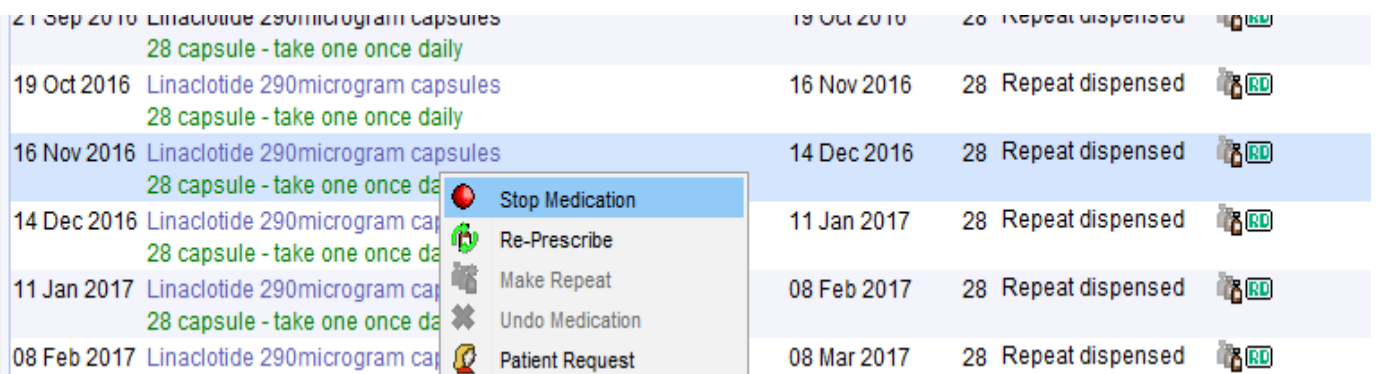


Figure 16: Stop Medication on the Medication node.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

2. The following dialog will then appear, prompting to cancel all outstanding issues on the repeat template.

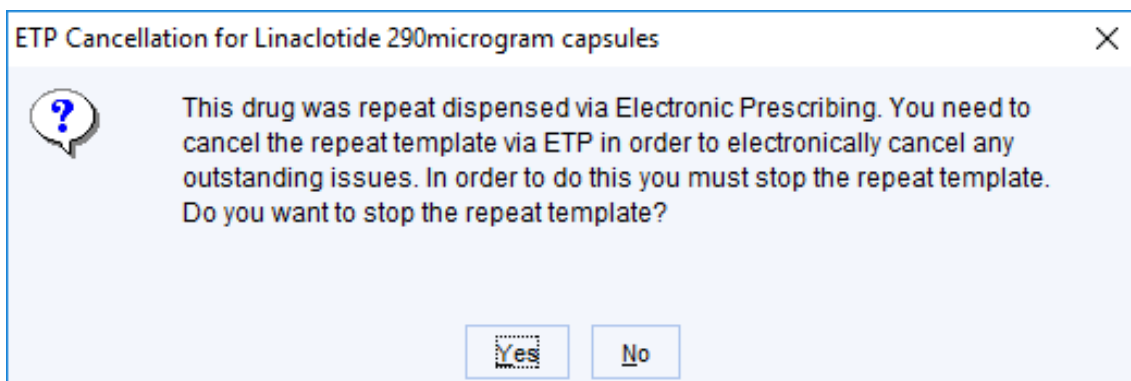


Figure 17: Prompt to cancel the repeat template

3. Selecting **Yes** will bring up the following dialog allowing the reason for stopping the repeat template to be captured. You can enter supporting comments either from a list of pre-configured presets or as free text.

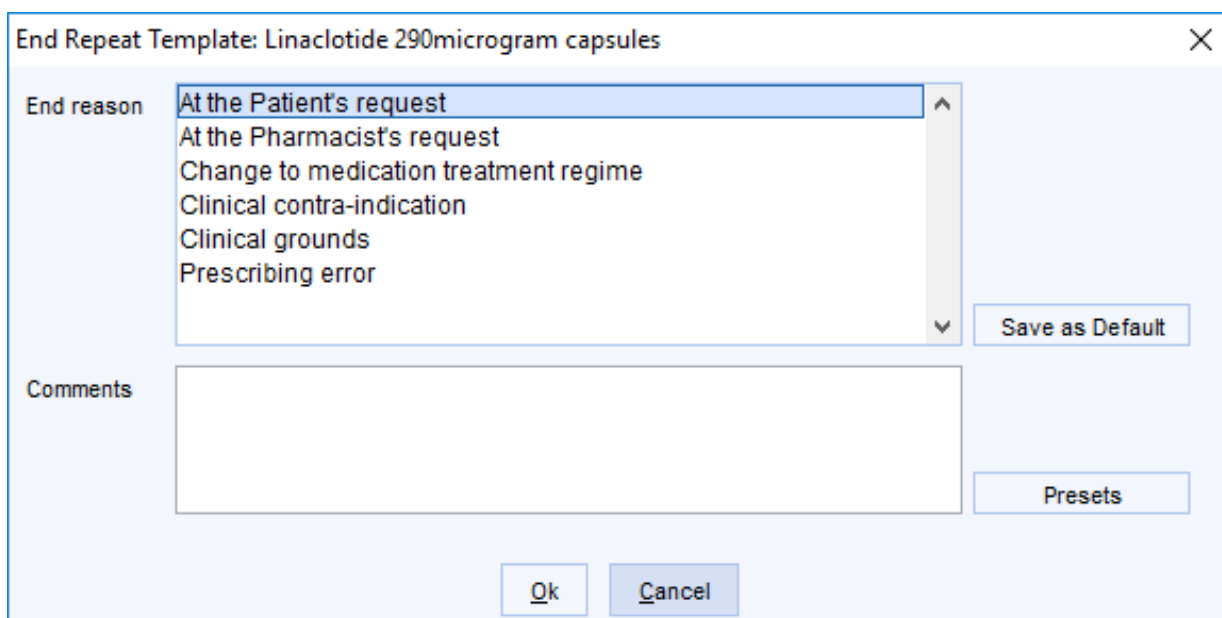


Figure 18: Recording the reason for stopping the repeat template.

4. Click **Ok**. The outstanding future-dated repeat dispensed issues will then be cancelled.

**Note:** The Spine does not send SystmOne a message stating how many repeat dispensed issues have been dispensed by the pharmacist and how many remain, therefore, discrepancies are possible if the pharmacist has dispensed any issues in advance, for example because of holidays. If in any doubt, the pharmacist should be contacted directly.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

**To cancel a repeat template from the Repeat Templates node:**

1. Navigate to the **Repeat Templates** node and select the template that the item was repeat dispensed from.
2. Right click on the template and select **Stop**.

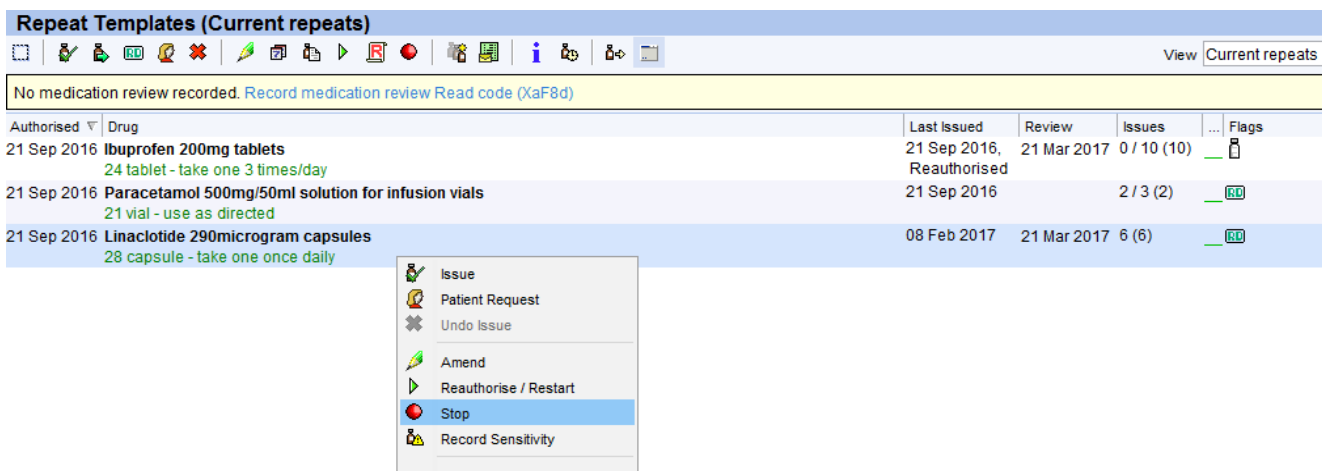


Figure 19: Stopping a repeat template.

3. You will then be prompted to record the reason for stopping the repeat template. You can enter supporting comments either from a list of pre-configured presets or as free text.

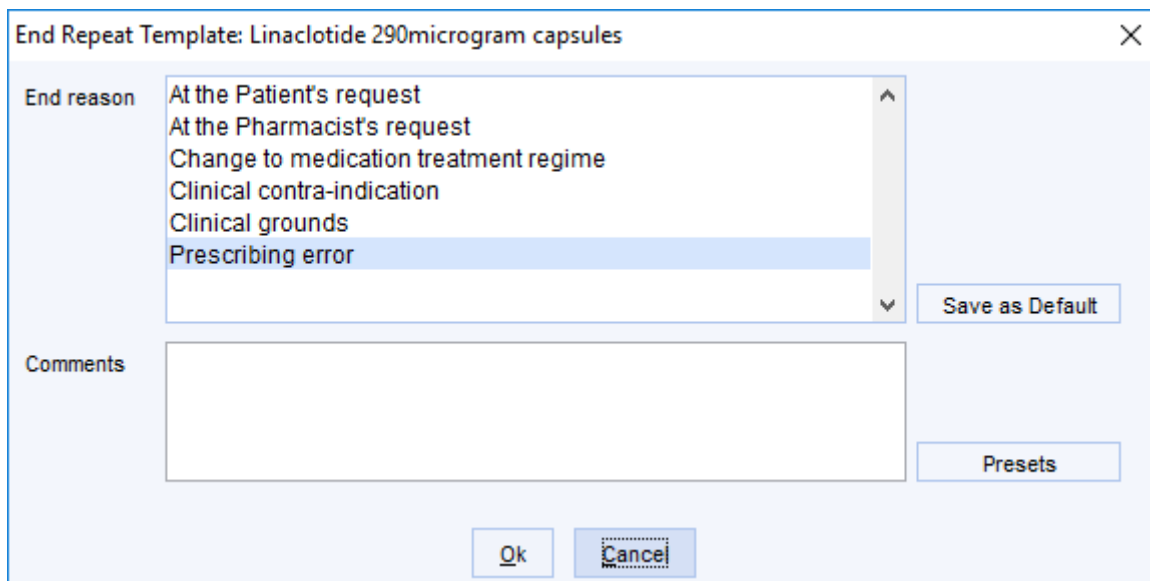


Figure 20: Recording the reason for stopping the repeat template.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

4. You will then be notified if the repeat template has outstanding future issues. If these were repeat dispensed via ETP, you will be notified that they will be cancelled.

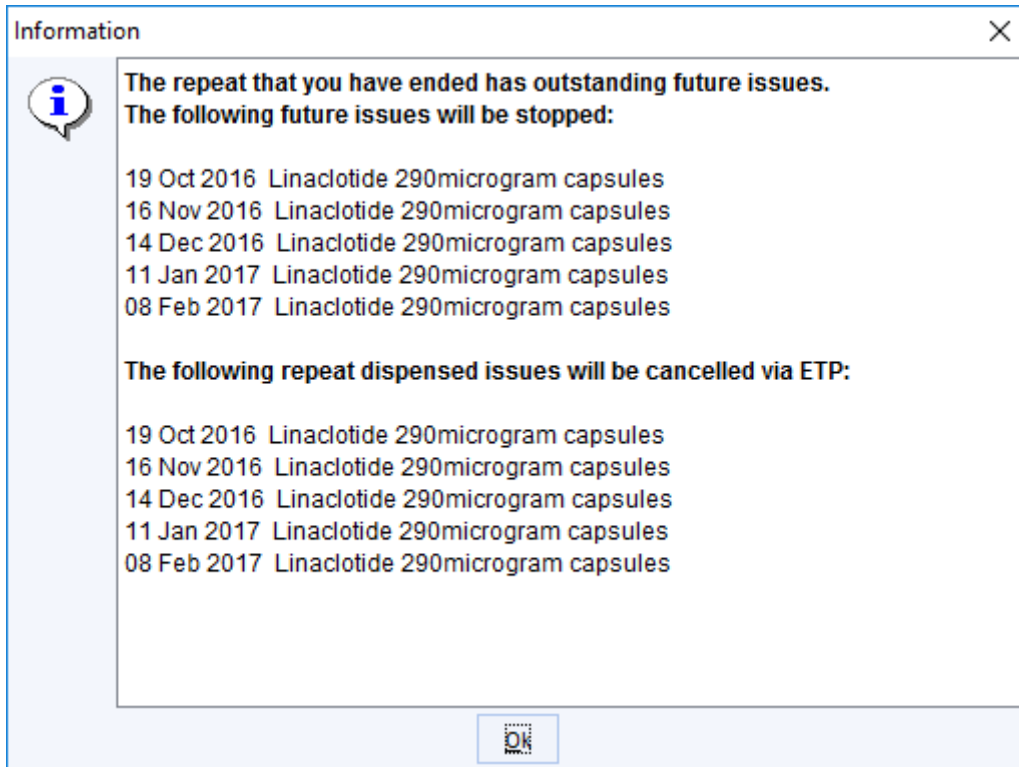


Figure 21: Notification when items are cancelled via ETP.

5. An **Electronic Prescription Cancellation Pending** task is sent automatically when the record is saved detailing that the request has been submitted and is awaiting confirmation. The task will list the issues that will be cancelled.
6. Another task is then sent to confirm whether or not the cancellation message has been accepted by the Spine:
  - An **'Electronic Prescription Cancellation Rejected'** task indicates that the cancellation was rejected by the Spine.
  - An **'Electronic Prescription Cancelled Successfully'** task indicates that the cancellation was accepted by the Spine.
7. This task will be updated and automatically marked as completed if the cancellation is accepted by Spine.

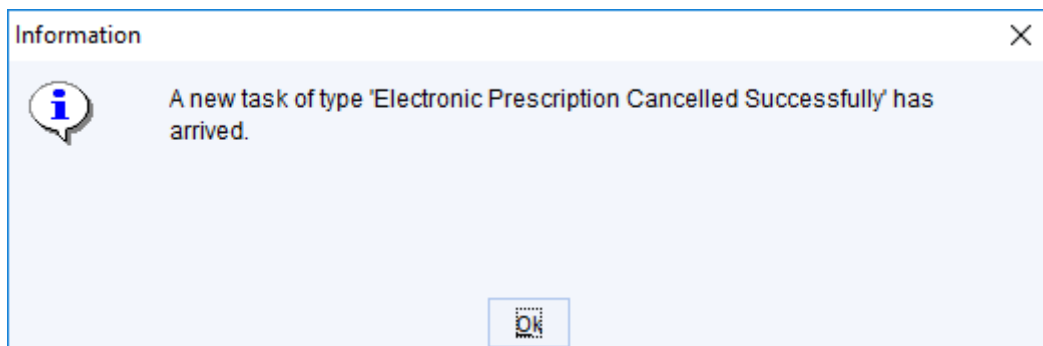



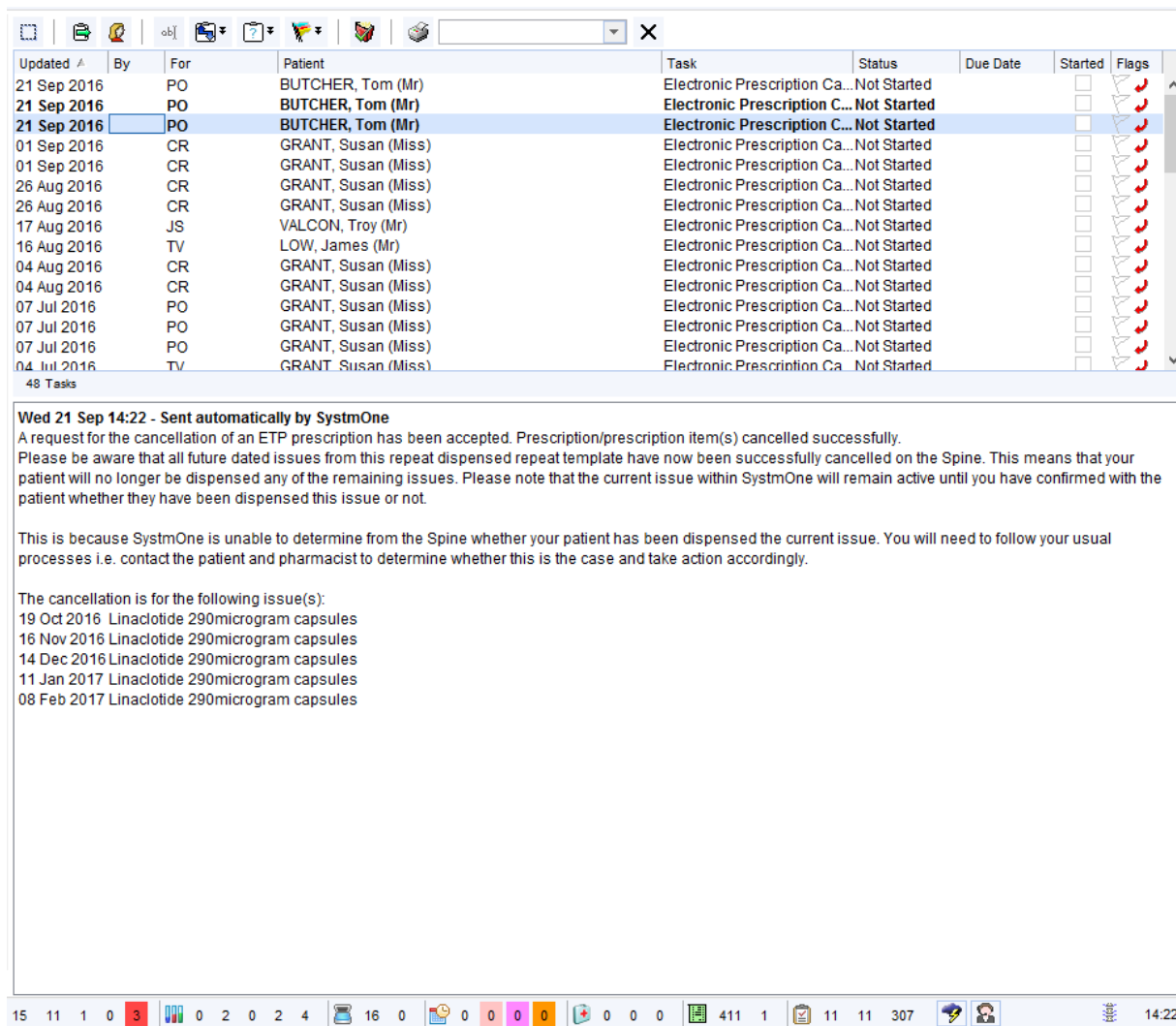


Figure 22: Notification of new task.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

8. The following icons are displayed in the **Flags** column of the Medication view to indicate the cancellation status of the corresponding items (hover the mouse over the icon for any additional details):

-  ETP cancellation pending
-  ETP cancellation accepted by the Spine
-  ETP cancellation rejected by the Spine



Updated	By	For	Patient	Task	Status	Due Date	Started	Flags
21 Sep 2016		PO	BUTCHER, Tom (Mr)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
21 Sep 2016		PO	BUTCHER, Tom (Mr)	Electronic Prescription C...	Not Started		<input type="checkbox"/>	
21 Sep 2016		PO	BUTCHER, Tom (Mr)	Electronic Prescription C...	Not Started		<input type="checkbox"/>	
01 Sep 2016		CR	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
01 Sep 2016		CR	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
26 Aug 2016		CR	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
26 Aug 2016		CR	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
17 Aug 2016		JS	VALCON, Troy (Mr)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
16 Aug 2016		TV	LOW, James (Mr)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
04 Aug 2016		CR	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
04 Aug 2016		CR	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
07 Jul 2016		PO	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
07 Jul 2016		PO	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
07 Jul 2016		PO	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	
04 Jul 2016		TV	GRANT, Susan (Miss)	Electronic Prescription Ca...	Not Started		<input type="checkbox"/>	

48 Tasks

**Wed 21 Sep 14:22 - Sent automatically by SystemOne**  
 A request for the cancellation of an ETP prescription has been accepted. Prescription/prescription item(s) cancelled successfully.  
 Please be aware that all future dated issues from this repeat dispensed repeat template have now been successfully cancelled on the Spine. This means that your patient will no longer be dispensed any of the remaining issues. Please note that the current issue within SystemOne will remain active until you have confirmed with the patient whether they have been dispensed this issue or not.

This is because SystemOne is unable to determine from the Spine whether your patient has been dispensed the current issue. You will need to follow your usual processes i.e. contact the patient and pharmacist to determine whether this is the case and take action accordingly.

The cancellation is for the following issue(s):  
 19 Oct 2016 Linacotide 290microgram capsules  
 16 Nov 2016 Linacotide 290microgram capsules  
 14 Dec 2016 Linacotide 290microgram capsules  
 11 Jan 2017 Linacotide 290microgram capsules  
 08 Feb 2017 Linacotide 290microgram capsules

15 11 1 0 3 0 2 0 2 4 16 0 0 0 0 0 0 0 0 0 0 411 1 11 11 307 14:22

Figure 23: The Electronic Prescription Cancellation Pending task marked as completed once Spine has acknowledged the cancellation.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### If the cancellation is rejected by the Spine

If the cancellation is rejected by the Spine, then you will be sent an **'Electronic Prescription Cancellation Rejected'** task. A notification will also appear informing you that the new task has arrived.

Cancellations can be rejected for multiple reasons, e.g. the Spine being unable to process the message due to missing/incorrect information in the record or they could be rejected if the pharmacy has already downloaded one of the issues. The task on the **Task List** screen will show the details of the issues that have not been cancelled and the reason why their cancellation has been rejected.

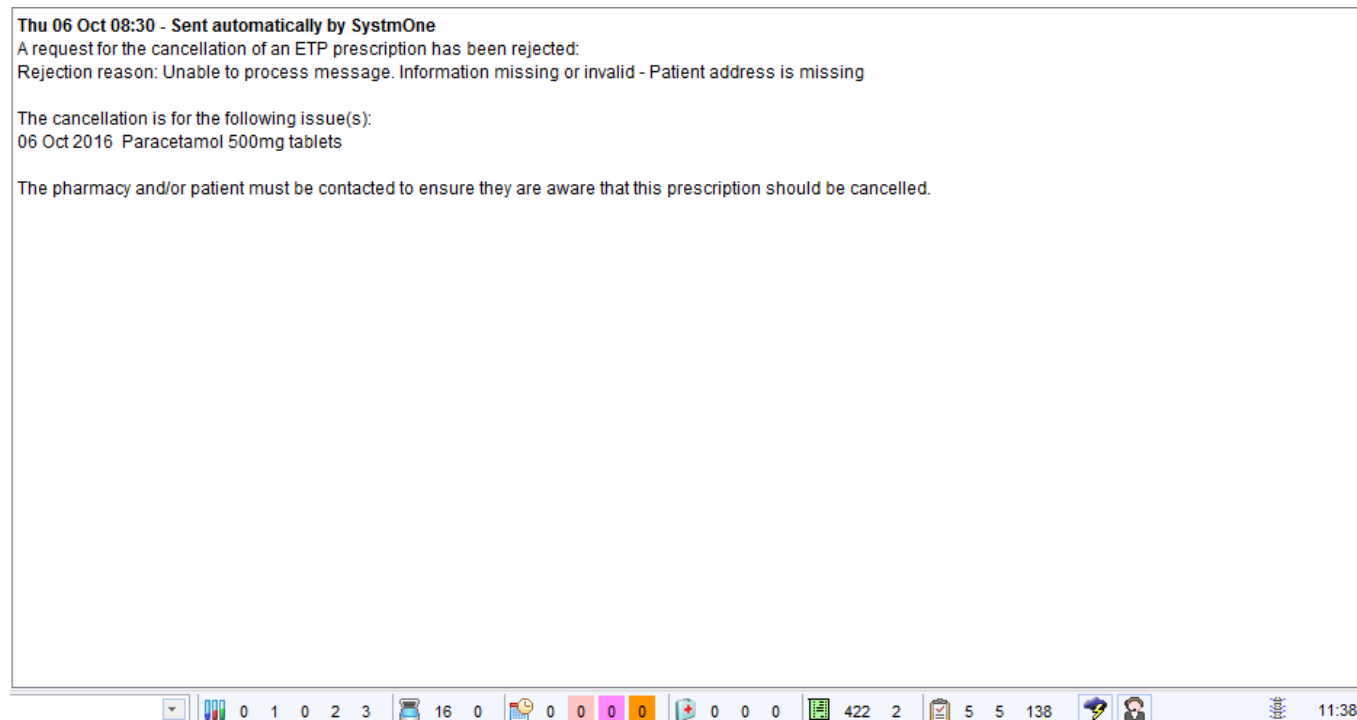


Figure 24: ETP cancellation rejected task.

## Amending the Repeat Template

- To reauthorise/restart or amend a repeat template that has been repeat dispensed, right click on the template from the **Repeat Templates** node and select **Reauthorise/Restart** or **Amend** as appropriate.

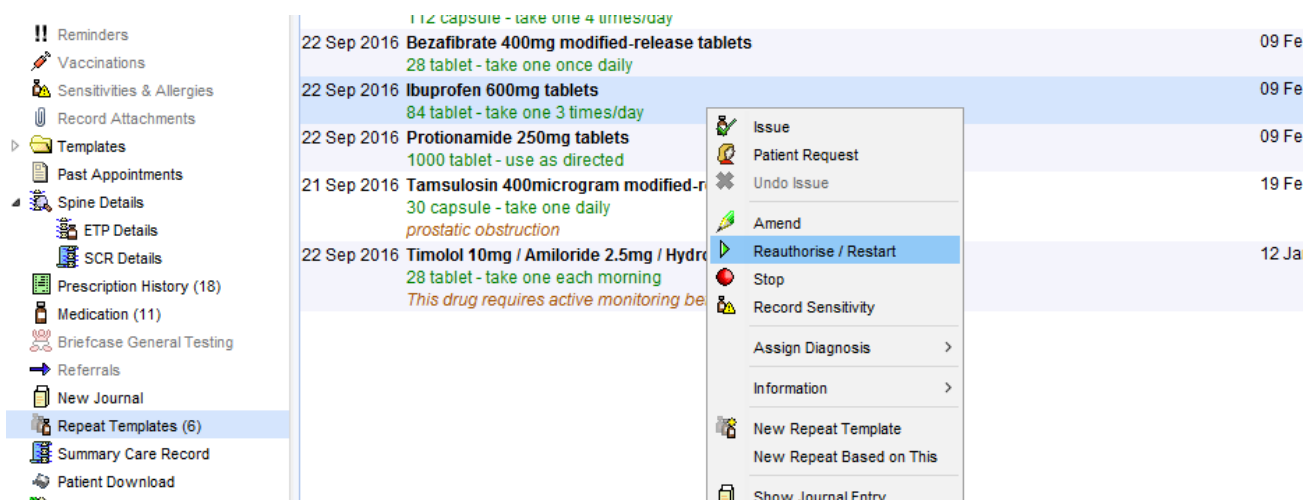


Figure 25: Right click options on a template from the Repeat templates screen

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- When re-authorising a repeat template that has been repeat dispensed, if there are outstanding future issues you will receive the following warning. This states that these future issues will not be cancelled via ETP .

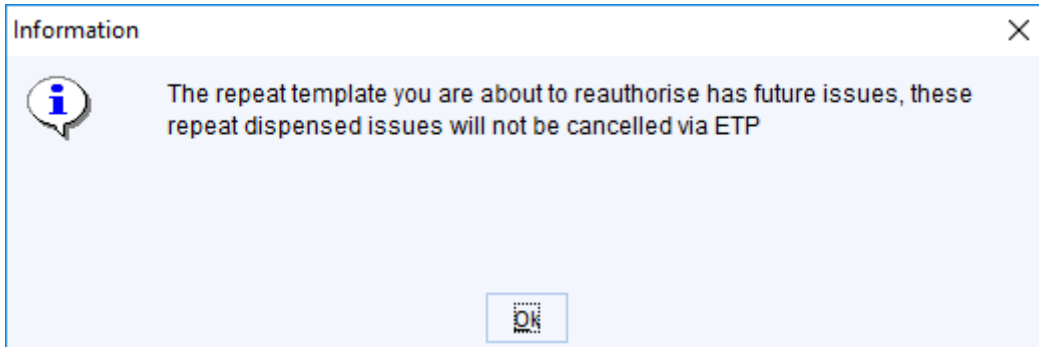


Figure 26: Message when reauthorising a template that has outstanding future issues.

- To prevent a duplication of issues, the user can stop all of the outstanding issues by selecting to stop one of the issues from the medication node.

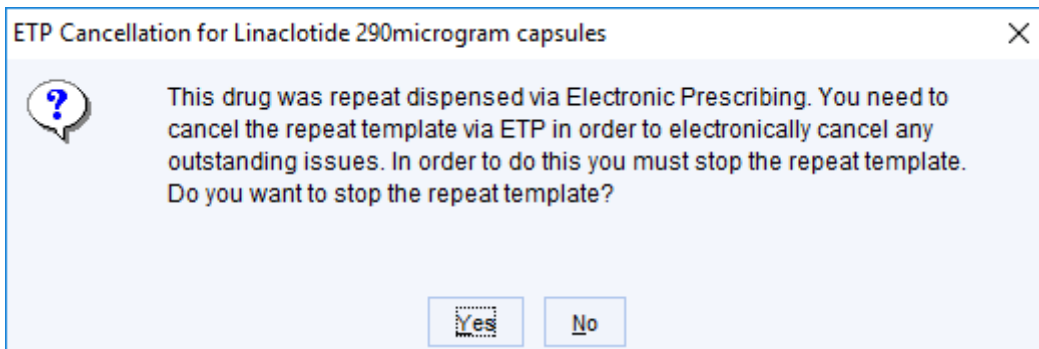


Figure 27: ETP cancellation message, to stop the medication the repeat template must be stopped.

- If **Yes** is selected, then the End Reason dialog will appear. This is the same process from [To cancel a medication item from the Medication node](#). Once cancelled then the outstanding future repeat dispensed issues will appear as **Stopped** in the Medication node under **Future Medication**.
- If **No** is selected, then nothing will change and outstanding future issues won't be stopped.
- When amending a repeat template that has outstanding repeat dispensed issues, a warning will appear advising that the changes made will not be applied to any outstanding issues (see Figure 19).

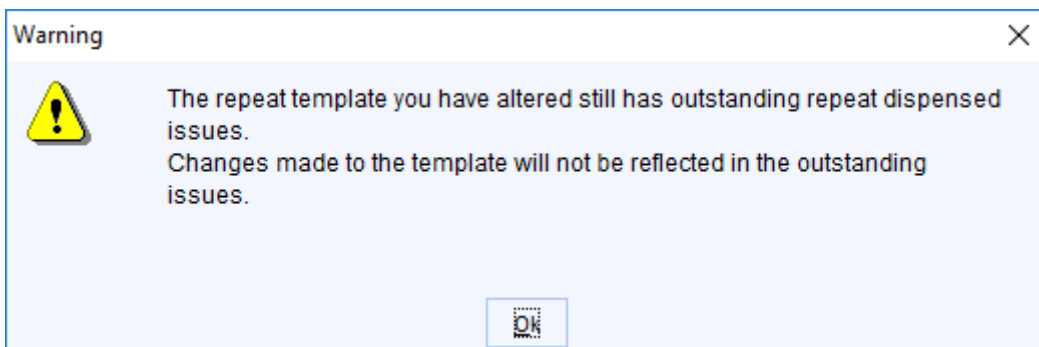


Figure 28: Message when amending a template that has outstanding future issues.



These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- To Mark in Error a repeat template that has been repeat dispensed, right click on the template from the **Repeat Templates** node and select **Mark in Error**.
  - If you Mark in Error a repeat template that has been repeat dispensed or a future issue of a repeat template, this will also cancel any repeat dispensed issues on Spine, and you will get the following messages.

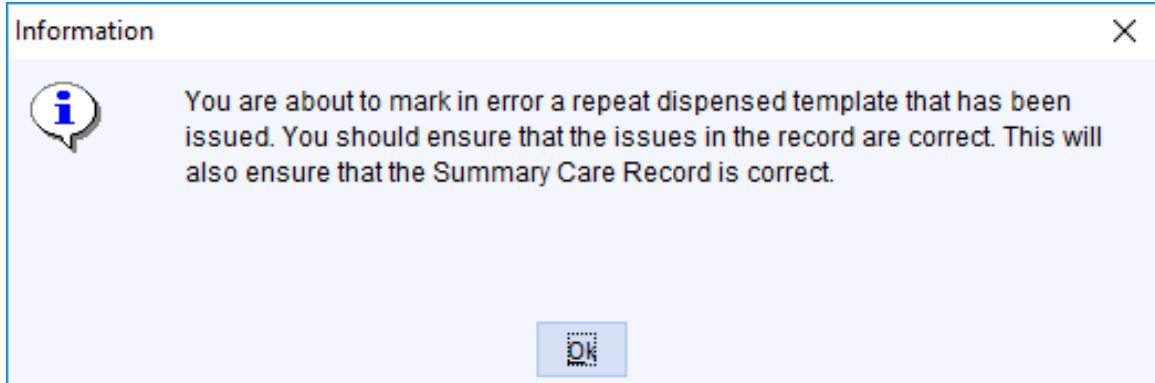


Figure 29: Message when marking a repeat dispensed template in error.

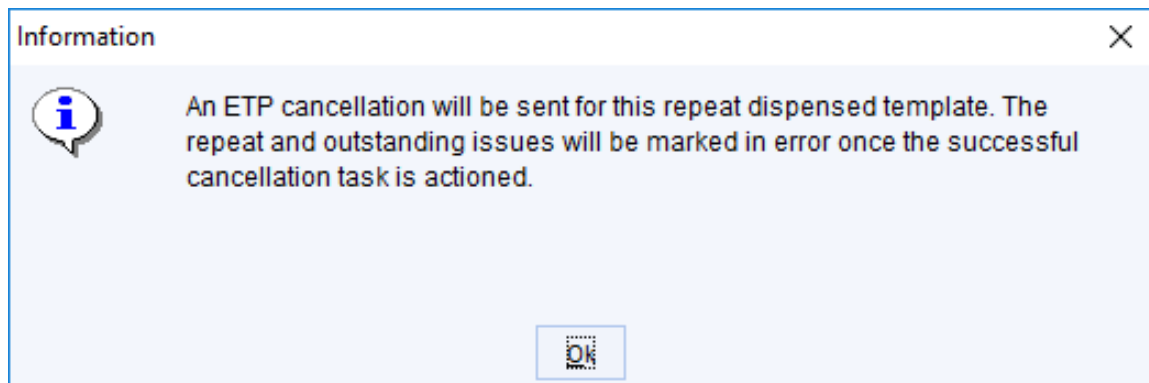


Figure 30: Message when marking a repeat dispensed template in error.

If you try to **Mark in Error** an individual issue from the Medication node you will need to cancel the outstanding issues via ETP. After entering a **Reason for Marking in Error**, the following question dialog will appear.

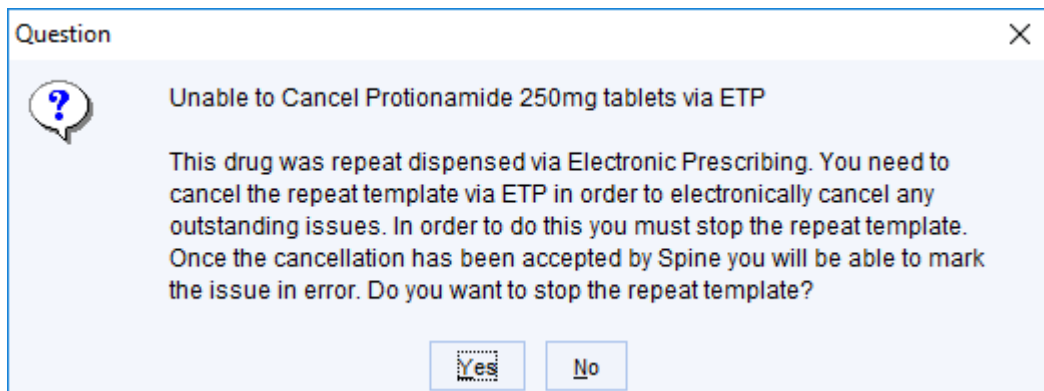


Figure 31: Question to stop a repeat dispensed template.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- If you select Yes, a dialog appears to enter an end reason for the template. This is chosen from a hardcoded list with the option to add a comment via free text or a preset.

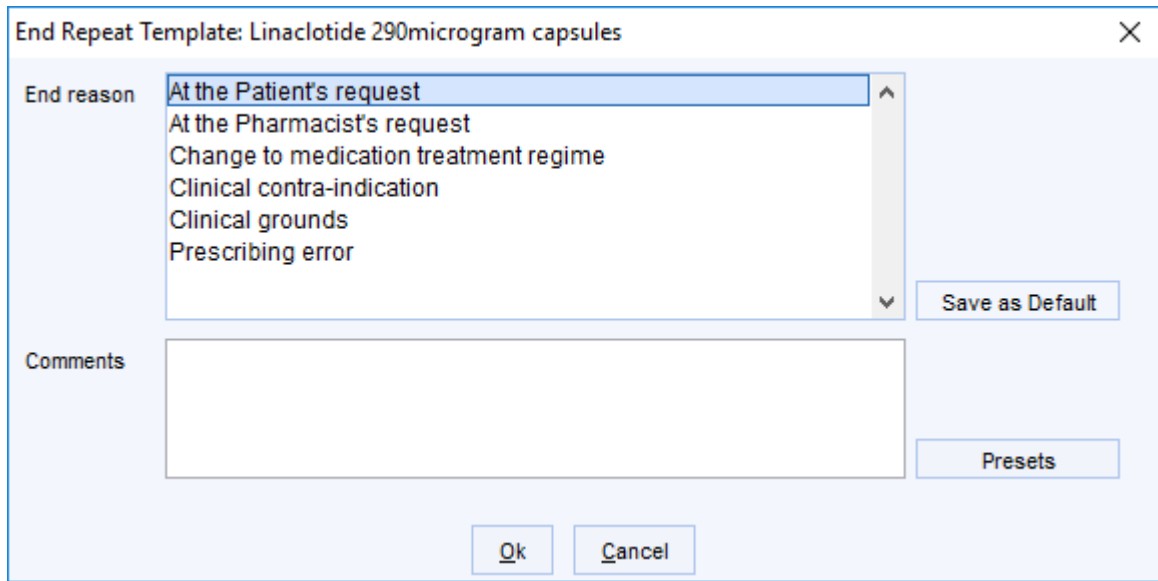


Figure 32: Dialog box to enter a reason for ending a Repeat Template.

- After selecting an **End reason**, a dialog will appear informing you the future issues will be cancelled via ETP.

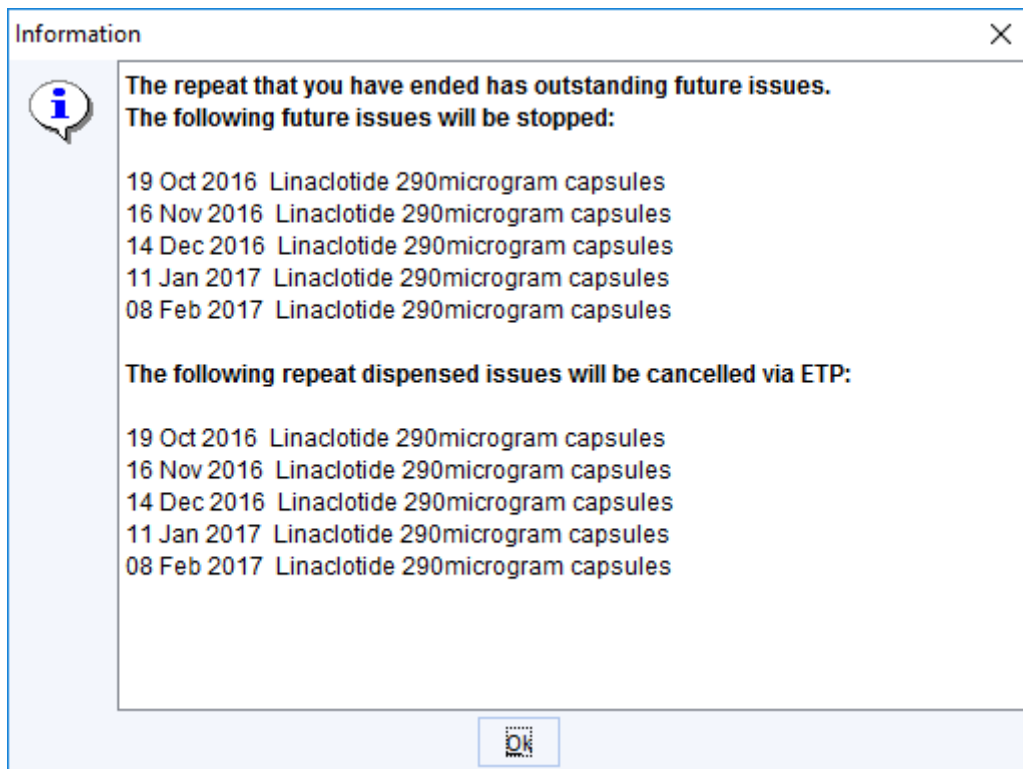


Figure 33: Notification when items are cancelled via ETP.

## Re-syncing Regimes after Medication Changes

If a repeat dispensed template is amended (e.g. the dose is changed) and a patient has multiple medications, it is possible to re-sync the new template so that all their items are available to collect on the same date.

- When medication is changed the old template will need to be stopped and a new template will have to be created with the new medication details.
- In order to sync the new template with the other current medications, the new template will need to be future dated. When creating the new template, set the **Medication start** date in the top left corner so that this coincides with the date their other medication will next be due.
- The new template can then be repeat dispensed as normal.
  - If required, Acute medication can be issued until the repeat template start date.

The screenshot shows a software interface for creating a medication template. At the top, there are several input fields: 'Other Details...', 'Exact date & time' (with a dropdown arrow), 'Mon 26 Sep 2016' (with a dropdown arrow), '09:41', and a green flag icon with an 'X'. Below this is a yellow header area with the text 'Changing the consultation'. The main form area has three rows: 'Medication start' with a dropdown menu showing 'Mon 26 Sep 2016'; 'Drug prescribed' with three icons (a bottle, a person, and another bottle) and an empty text field; and 'Script type' with three radio button options: 'NHS Issue' (which is selected), 'Private Issue', and 'Instalment Dispensed'.

Figure 34: Medication start date on new repeat template.