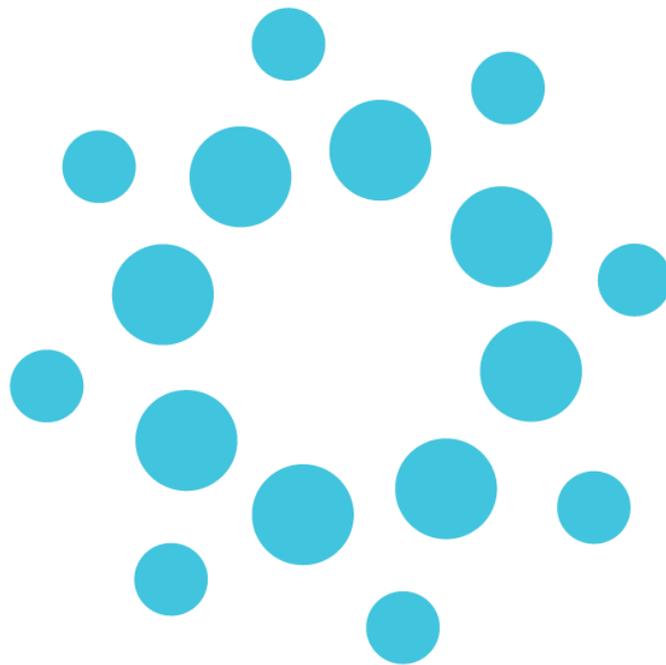




New Zealand electronic Prescription Service

Medtech32 – Electronic Prescribing User Guide



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Intended Audience

This document is targeted towards healthcare professionals involved with prescribing medications. This user guide highlights the changes to the process of prescribing medications when using the New Zealand electronic Prescription Service (NZePS) within Medtech32.

Prerequisites

The following prerequisites are required before starting:

1. Contact the Ministry of Health for your credentials (onlinehelpdesk@moh.govt.nz)
2. Make sure the minimum Medtech32 build is **Version 22.4 or later**
3. Your Medtech32 System Administrator must activate you for NZePS for each location you are registered with. The following information is necessary for activation:
 - a. **Registration Number**; e.g. NZ Medical Council number for GPs
 - b. **HPI CPN**, which is a number allocated by the Ministry of Health to healthcare providers

New Medication Features

Module ► Clinical ► New Patient Medication ► Dispensing tab

When prescribing medications in Medtech32, new features have been added to reduce the need for a Pharmacist to contact the Prescriber for clarification or confirmation regarding prescribed medications. These new features can be accessed by clicking the **Dispensing** tab within the **Patient Medications** module, as shown below:

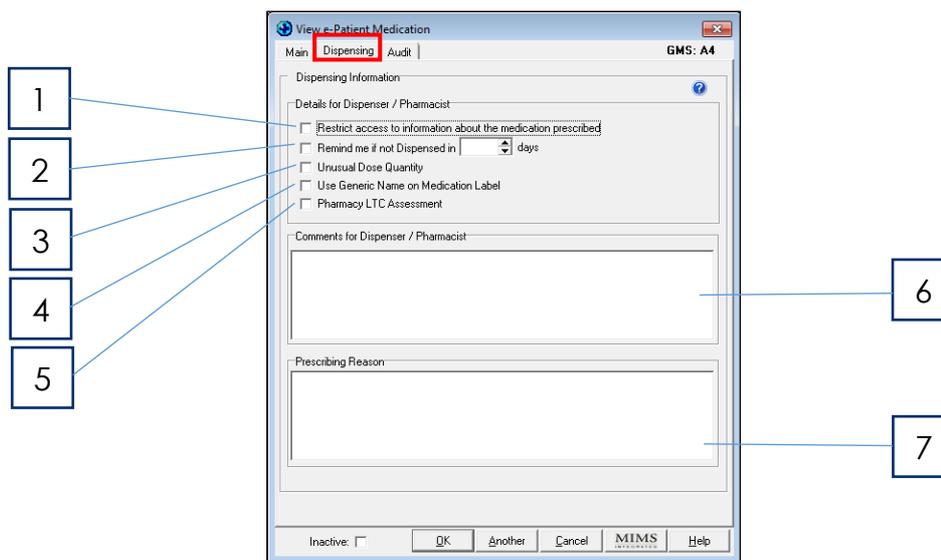


Figure 1 – New ePrescribing fields

- [1] **Restrict access to information about the medication prescribed** puts limits on access to information if the patient has concerns about who may access a sensitive medication. The electronic medications for a patient will be stored within a National Medication Repository similar to Laboratory Results today. This allows patient medications to be accessed by other healthcare professionals without having to contact their prescriber. By ticking this checkbox, the medication will only be made available in an emergency situation via 'break-the-glass' access where reasons for access are recorded within an audit record.
- [2] **Remind me if not Dispensed in 'n' days** should be used if there are concerns about whether or not a patient's medications have been dispensed. Enter the number of days you wish to wait before checking whether a medication has been dispensed. If it is not dispensed when the number of days has expired, a Staff Task will pop up to inform you that the medication has not been dispensed. If it is dispensed within the specified number of days, then the medication status will be updated in the background and no Staff Task will pop up. If a single medication is marked this way, then all medications within the prescription will have the status updated.

Possible medication statuses include:

- Waiting to be Sent** the medication is awaiting transmission to the NZePS Broker
- Active** the medication has been electronically sent to the NZePS Broker
- Repeats Remaining** ... the medication has been partially dispensed to the patient
- Dispensed** the medication has been fully dispensed to the patient
- Stopped** the medication has been stopped and no longer dispensed
- Cancelled** the medication was cancelled by the prescriber
- To Be Reconciled** the medication has been accepted by the prescriber
- Parked** the medication has not yet been finalised

If no medications are marked as '**Remind me**' then the statuses will not be updated, which will minimise the impact on your network usage. For this reason we recommend this is only used when there may be a concern whether the patient's medications have been dispensed or not.

Patient medication statuses can be viewed in the **View ePrescription** module (**ALT+F10**).

CAUTION:

If the Pharmacy does not electronically process the prescription, the medication status will not be updated. As a result, a Staff Task may appear, indicating it has not been dispensed, even though the medication may have been dispensed.

- [3] **Unusual Dose Quantity** should be ticked if you have purposely prescribed a dosage that is abnormal. If this checkbox is ticked, the Pharmacist will not need to call to confirm the unusual dosage. In this instance, it would be of benefit to include the reason why an unusual dose is being prescribed in the '**Comments**' field.
- [4] **Use Generic Name on Medication Label** should be ticked to help avoid confusion for some patients should they be dispensed different brands of the same generic medication. It ensures the medication labelling is consistent regardless of the brand dispensed.
- [5] **Pharmacy LTC Assessment** should be ticked if you would like the pharmacist to discuss with the patient their medication management associated with one or more Long Term Conditions (LTCs). If this assessment indicates potential concerns regarding medication adherence, various options will be discussed with the patient to assist them in taking the correct medications at the required times.
- [6] **Comments for Dispenser/Pharmacy** field is not printed on the prescription but provides the means to communicate with the Pharmacist. This may potentially avoid the need for a phone call. The use of keywords is possible within this field.

- [7] **Prescribing Reason** is not printed on the prescription but can be used to share information with the Pharmacist or other healthcare professionals via the National Medication Repository. The use of keywords is possible within this field. If you do populate this field, then the envelope symbol will appear on the printed prescription.

New Consultation Features

Module ► Clinical ► Consultation

Medications will still appear within the **Consultation** details when they are prescribed for a patient. The only difference is that following printing of the medications, a patient prescription is created as **highlighted** below. This reference link is also reflected within the patient's **Daily Record** and can be used as a shortcut link to the ePrescribing module.

The number associated to the prescription is a unique identifier that is printed on the prescription in the form of a barcode. The pharmacy scans the barcode to download the electronic prescription into their medication dispensing system.

Print & Park

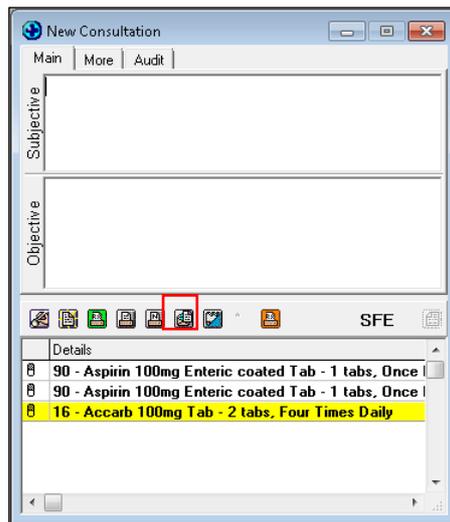


Figure 2 – Print & Park feature

This feature allows the prescription to be printed or saved for review by the prescriber. Once the details are approved, the ePrescription can be printed using the normal green print button ready for signing. However, if changes are required the medications can be opened for editing and saved for reprinting.

This feature may be useful for nurses who are repeating medications on behalf of an authorised prescriber so it can be reviewed before printing and sending the electronic version.

When this feature is used, a Staff/Patient Task is automatically generated to remind the creator that the prescription requires finalisation. The Task will trigger a prompt 1 hour from printing and can be amended accordingly when it appears. If the prescription is finalised within 1 hour, the Staff/Patient Task is deleted. **Should the default period of 1 hour not suit your practice, please contact Medtech Support to arrange for this period to be altered.**

Amend

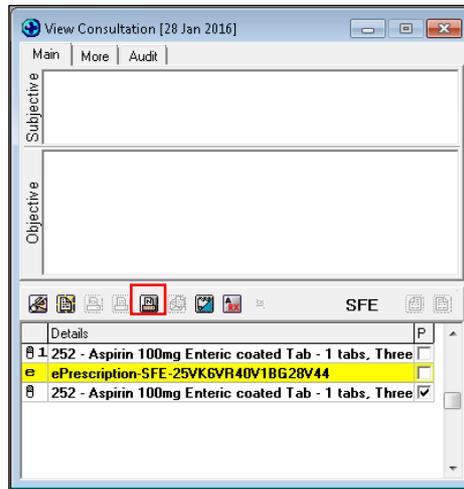


Figure 3 – Amend feature

This feature allows for an ePrescription to be amended **after** the ePrescription has been printed but requires amendment before giving to the patient. You must select the ePrescription you wish to Amend and then click the Amend icon.

A warning message will be displayed to alert the prescriber to the need to destroy the printed ePrescription or, if the patient has left the practice with the printed ePrescription, to contact either the pharmacy or the patient to manage any potential clinical risk.

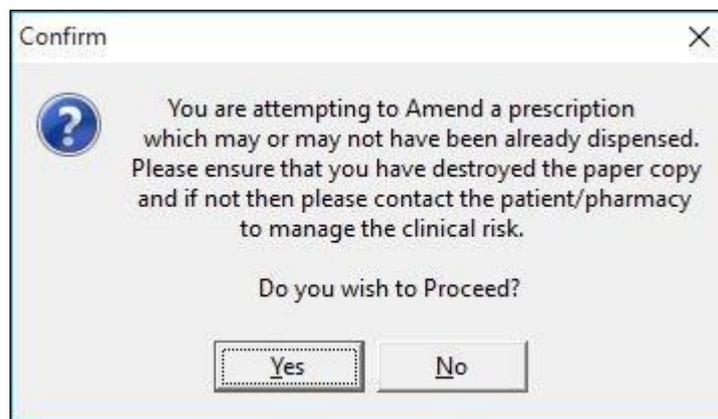


Figure 4 – Warning message

This will cancel all the prescribed medications within the prescription and then automatically repeat them to allow editing. Should you wish to remove a medication, it should be marked Inactive and saved. You can then open the prescription to edit each medication.

When the ePrescription is printed again using the green Print icon, all changes will be reflected including a different barcode to avoid confusion with the cancelled ePrescription. Once the amended prescription is printed, the original ePrescription will have a line through it.

CAUTION:

It is imperative the incorrect printed ePrescription is destroyed and not given to the patient.

Printing an ePrescription

When the patient prescription is printed, an electronic version of the prescription is automatically created and sent to the New Zealand ePrescription Service. This allows it to be downloaded by the pharmacy for dispensing to the patient.

Please ensure the prescription is accurate before printing to avoid having to amend the prescription – especially if a prescription is being repeated on behalf of a prescriber. If there may be some doubt, then the **Print & Park** feature described above is recommended.

Additional checks have been introduced to ensure that the following have been entered for the patient (as these are mandatory for ePrescribing):

- Mitte
- Patient First Name
- Date of Birth

The ePrescription example below shows the Connected Health logo and unique barcode, which will appear on all ePrescriptions.

If information has been provided via the **Medication Dispensing** tab, then an envelope is also printed on the ePrescription to indicate to the pharmacy that additional information exists within the ePrescription message which is not printed.

Your practice's HPI Facility Number is also printed to allow the pharmacy to identify the source of the ePrescription.

Dr TEST		Item Count: <input type="text"/>
NZMC Reg No. A88984-3	HPI Facility. F38006-B	Subsidy Card: <input type="text"/>
Patient Test		
22 Mother St, Highbury, PAPAURA		
W/H ph: 5678968		
GMS: A4	DOB: 12 Feb 1957	NHI: AAA9999
Rx	25 Jan 2016	
Dispense stat list medicines once only unless Frequent Dispense specified		
Aspirin 100mg Enteric coated Tab		
Sig: 1 tabs, Once Daily		
Mitte: 90 tabs		
Dr TEST _____		<input checked="" type="checkbox"/>
 ConnectedHealth <small>My information. Better care.</small>		 <small>25VK6VC0PQVDT9KKT3</small>

Figure 5 – Prescription Output example

Changing the Long Term Status of a Medication

Once a medication has been printed, it becomes locked and cannot be edited. This is to preserve the integrity of the patient record. If the prescribed medication is incorrect, it should be cancelled via the **View ePrescribing** module, modified and reprinted. However, while a medication is in this 'locked' state the Long Term status of the medication can be updated. This can be achieved via the right click menu option when the medication is highlighted in the **Medications** tab, as shown below:

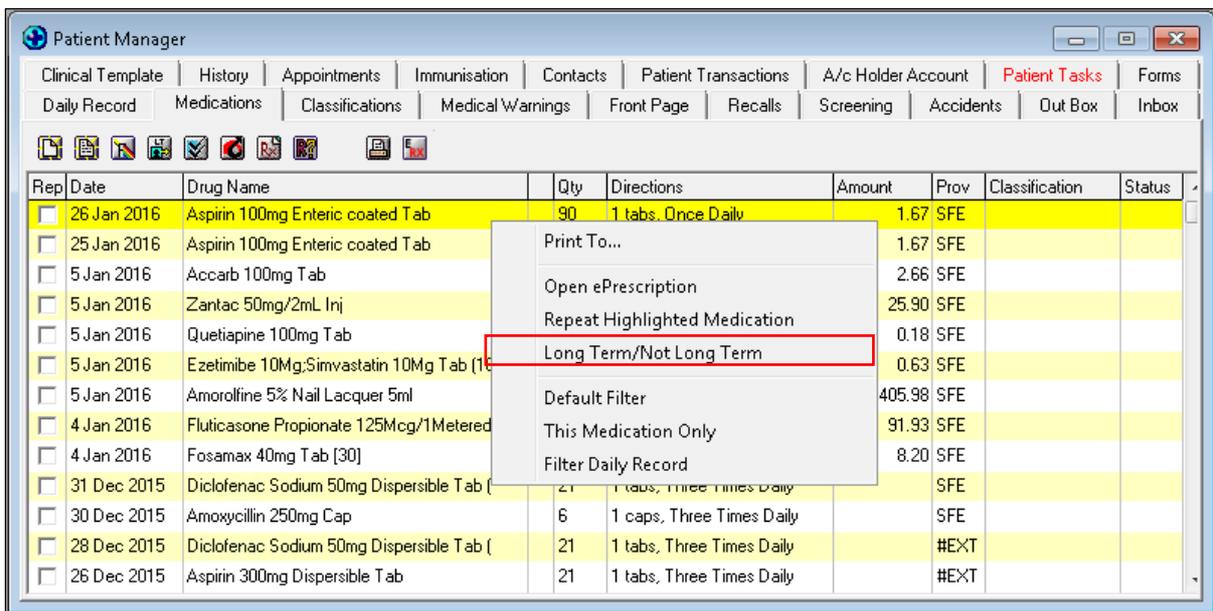


Figure 6 – Marking a medication Long Term/Not Long Term

View ePrescribing Module

Module ► Clinical ► Patient ePrescriptions (Alt+F10)

A new module has been created to view Patient ePrescriptions.

This module contains new time-saving features such as reprinting and repeating all or some of the medications. Medications can also be cancelled from this module should a prescribing error occur.

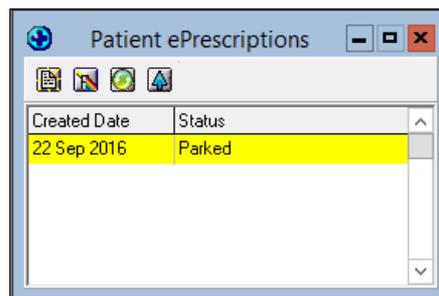


Figure 7 – Patient ePrescription feature

The Patient ePrescriptions module can be opened both with and WITHOUT a patient on the palette.

With a patient on the palette, only the ePrescriptions for the individual patient will be displayed.

Opening the Patient ePrescriptions module without a patient on the palette will display ALL ePrescriptions for the last week for ALL providers and for ALL statuses (Parked, To be Sent, Returned, Invalid). In addition, an extra column is shown, which captures the patient names.

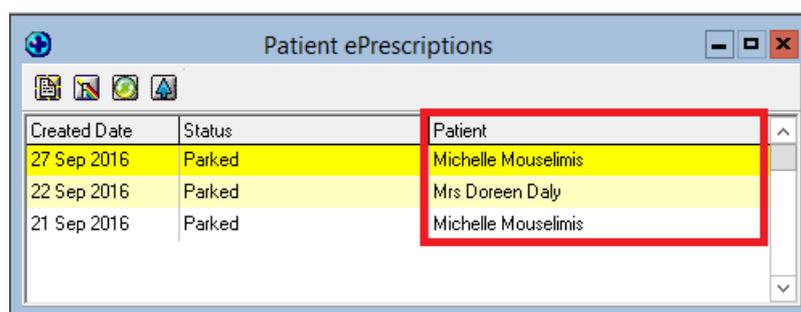


Figure 8 – Patient ePrescription module with no patient on palette

The Filter control has a checkbox in front of the Filter list to allow multiple statuses to be selected.

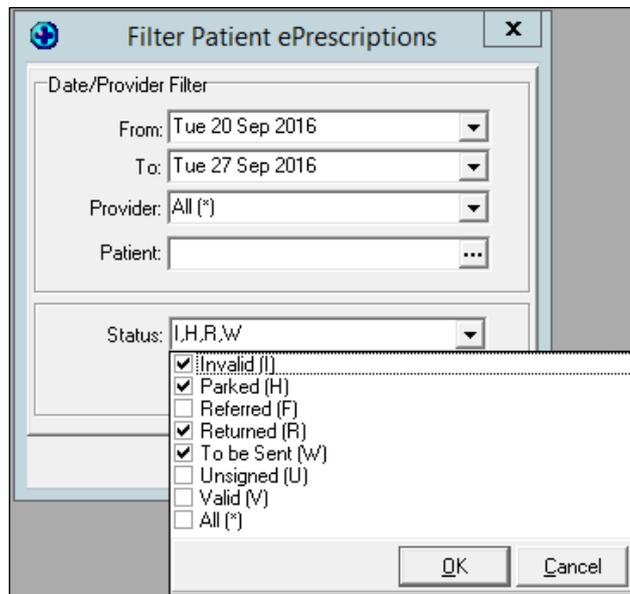


Figure 9 – Filter options

In both the Patient ePrescription and View Single ePrescription modules, an Up Arrow has been introduced, providing the ability to place the patient on the palette.

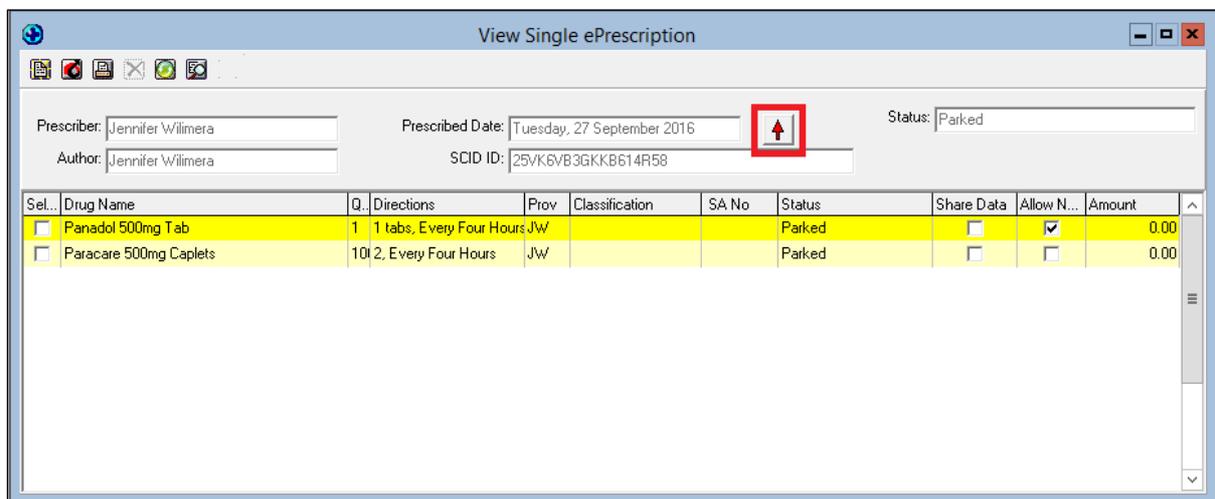


Figure 10 – Up Arrow feature to add patient to the palette

Staff Task Pop up

If a medication is not dispensed within the specified number of days, a Staff Task is automatically generated to alert the prescriber if the '**Remind me if not Dispensed**' checkbox is ticked when prescribing the medication.

What action the prescriber takes from this point is dependent on the circumstances. For example, they may wish to confirm this with the patient next time they visit or send a task to another staff member to call the patient.

As previously indicated, this alert may be false if the pharmacy has not processed the prescription electronically.

New Provider Inbox Features

Module ► Inbox ► Provider Inbox

Three new messages may appear in your Provider Inbox:

- **Dispenser Comments** allows the pharmacist to communicate electronically
- **Referred ePrescriptions** a prescription has been altered and requires approval
- **Unsigned ePrescriptions** a prescription has been created and requires approval

Dispenser Comments

In some circumstances the pharmacist/dispenser may wish to provide feedback to the prescriber for a particular medication or prescription. This can be achieved by providing an electronic message for the prescriber that contains comments related to a medication or prescription.

When these are sent by the dispenser, a message appears in the prescriber's/provider's Inbox. These messages are preserved within the patient's Inbox for future reference.

An example of viewing Dispenser Comments is shown below:

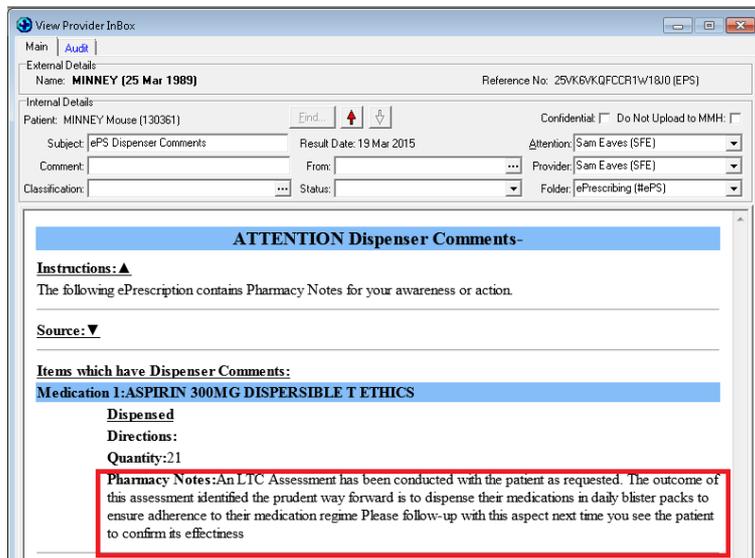


Figure 11 – Dispenser Comments

Dispenser Comments can also be viewed by clicking on the icon  from the **View ePrescription** module as shown below:

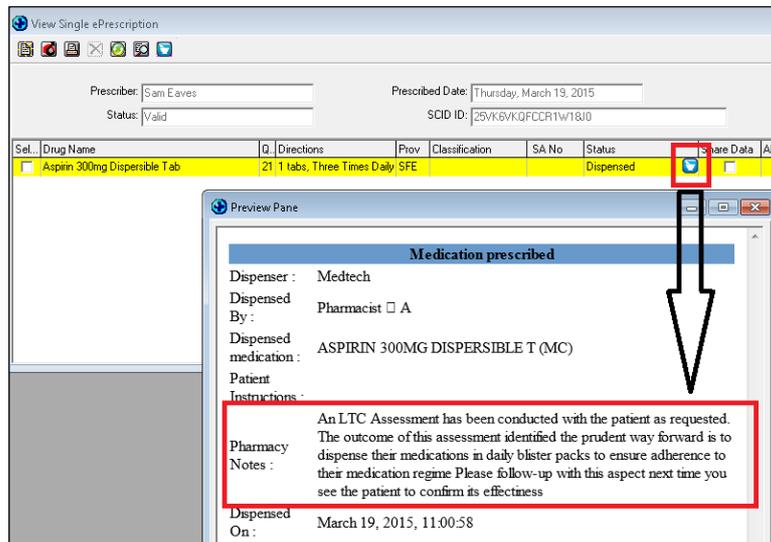


Figure 12 – Viewing Dispenser Comments

Referred Prescriptions

In some circumstances the pharmacist may notice a problem with a prescription that may require modification. In this instance the pharmacist would call the prescriber to highlight the problem and confirm whether the prescription should be altered before dispensing to the patient.

If the change is agreed, the pharmacist makes the agreed changes and dispenses the medications accordingly. The pharmacist would then print out the prescription and send it to the prescriber for signing, which must then must be returned to the pharmacy. In addition, the patient record needs to be updated manually.

In parallel to the above process, Referred messages will now appear in the prescriber's Inbox and can be Accepted or Rejected.

Upon arrival within the Provider Inbox, the prescriber has two options:

1. ACCEPT the Referred ePrescription where the following actions will occur:

- A message is generated and sent to the pharmacy to indicate the Referred ePrescription is Accepted and
- The Accepted medication will be automatically changed within the Patient Record, avoiding the need to manually change it.
- The medication is given a status of 'To be Reconciled'.
- The Referred message can then be filed into the Patient Inbox for future reference.

2. REJECT the Referred ePrescription where the following actions will occur:

- A message is generated and sent to the Pharmacy to indicate the Referred ePrescription is Rejected for the reason provided; e.g. incorrect changes or incorrect patient.
- This will initiate a correction process by the Pharmacy and the corrected Referred ePrescription is resent to the Prescriber for approval.

IMPORTANT NOTE

The pharmacy may always generate an NZePS Referred ePrescription regardless of whether the prescriber is NZePS enabled. Hence, ALL prescribers must be aware of this functionality should these messages appear within their Inbox.

Overtime the paper-based approval process will be phased out once an electronic acceptance is permitted.

The changes that have been agreed are highlighted in red font (as shown below) and it is these changes that will be saved to the Patient Record if accepted.

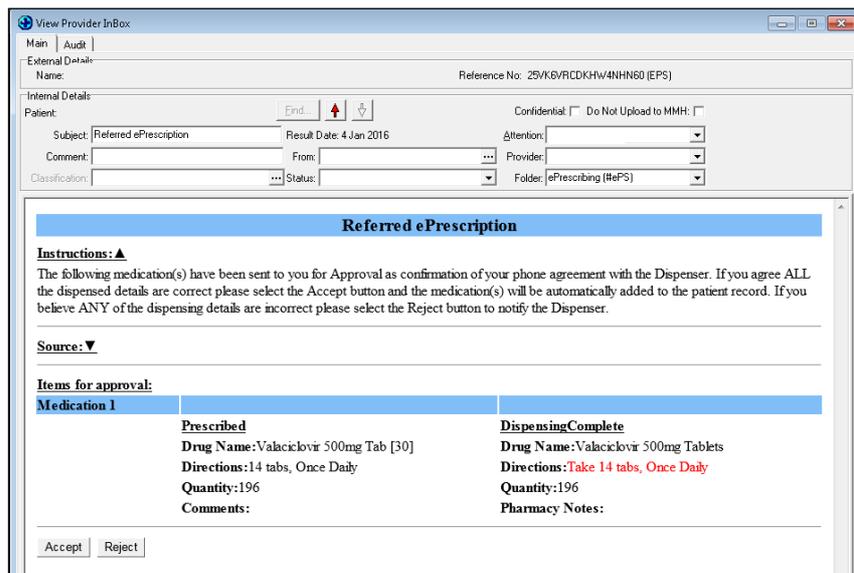


Figure 13 – View Referred ePrescriptions in Provider Inbox

Unsigned Prescriptions

In some circumstances the pharmacist may create a prescription in consultation with the patient's healthcare provider. If the prescription is agreed, the pharmacist creates the agreed prescription and dispenses the medications. The pharmacist would then print out the prescription and send it to the prescriber for signing, which must then be returned to the pharmacy. In addition, the patient record needs to be updated manually.

In parallel to the above process, unsigned messages will now appear in the prescriber's Inbox to allow them to be Accepted or Rejected.

From the Provider Inbox the prescriber has two options:

1. ACCEPT the Unsigned ePrescription where the following actions will occur:

- A message is generated and sent to the Pharmacy to indicate the Unsigned ePrescription is Accepted and
- The Accepted medication(s) will be automatically added to the Patient Record in a non-granular state, avoiding the need to manually add it.
- The medication is given a status of "To be Reconciled".
- The Unsigned message can then be filed into the Patient Inbox for future reference.

2. REJECT the Unsigned ePrescription where the following actions will occur:

- A message is generated and sent to the Pharmacy to indicate the Unsigned ePrescription is Rejected.
(A Reason for rejection will be included in a future release)
- This will initiate a correction process by the Pharmacy and the corrected Unsigned ePrescription is resent to the Prescriber for approval.

IMPORTANT NOTE

The pharmacy may always generate an NZePS Unsigned ePrescription, regardless of whether the prescriber/provider is NZePS enabled. Hence, ALL prescribers must be aware of this functionality should these messages appear within their Inbox.

If any errors exist within the prescription, it must be rejected as it cannot be partially Accepted/Rejected.

Overtime the paper-based approval process will be phased out once an electronic acceptance is permitted.

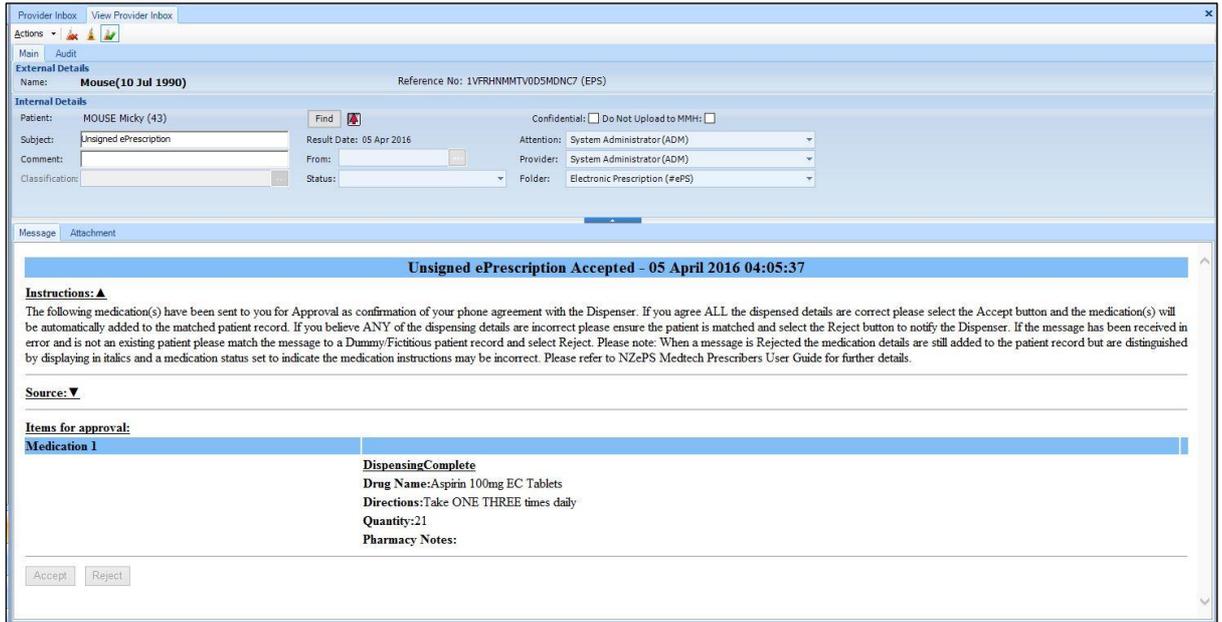


Figure 14 – Accepted Unsigned ePrescriptions in Provider Inbox

An alternative process to that shown above is where a prescriber may use a third-party medication charting system, such as at Rest Homes, to prescribe medications for a patient.

Provided the medication charting system is NZePS enabled, this will generate an unsigned prescription message which can be sent to your Medtech32 Provider Inbox allowing the details to be accepted and saved into the patient record automatically.

IMPORTANT NOTE

To correctly direct these messages you must be aware of your **HPI Facility Number**. This number must be entered as it is used to route the message to your Medtech32 system.

Cancelling an ePrescription

Introduction

Following the creation and printing of an ePrescription, errors may be identified which require alteration. This can be achieved two ways:

1. The **Amend** icon within the relevant **Consultation Note**.
2. The **Cancel** icon within **View Patient ePrescription** (Alt+F10).

Amend

When the **Amend** function is used (see Fig. 15), it performs a background NZePS cancellation of the ePrescription and then automatically repeats all the medications to allow alteration or removal/inactivation before printing the new ePrescription.

At this point the old ePrescription should be destroyed if it has been printed.

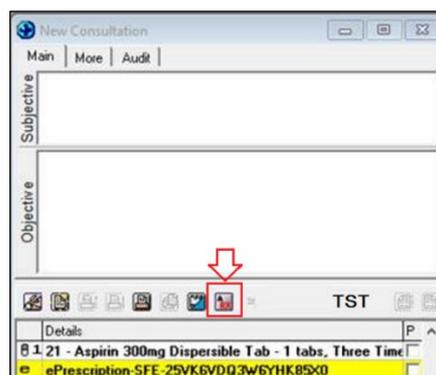


Figure 15 – Amend icon

IMPORTANT NOTE

This functionality should only be used if the printed ePrescription has not left the premises with the patient or caregiver.

If the patient presents a signed ePrescription to a dispenser, it will be dispensed even if NZePS indicates it has been cancelled.

Should the NZePS cancellation fail due to the fact the patient has already left with the printed ePrescription and a dispenser has already acted on the ePrescription, an Overdue Staff Task will appear for the ePrescription Author indicating this situation. This Staff Task (shown in Fig. 16) prompts the prescriber to consider contacting the patient and or pharmacy directly to manage the potential clinical risk.

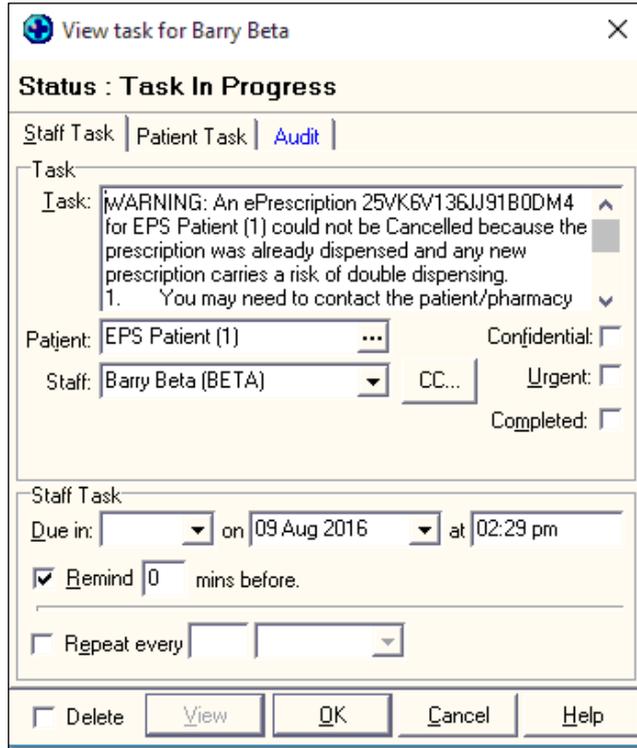


Figure 16 – Staff Task indicating Cancellation Failure

Cancel

When the **Cancel** function is used (see Fig. 17), it performs a background NZePS cancellation of the ePrescription. In this instance either individual medications or all medications can be cancelled.

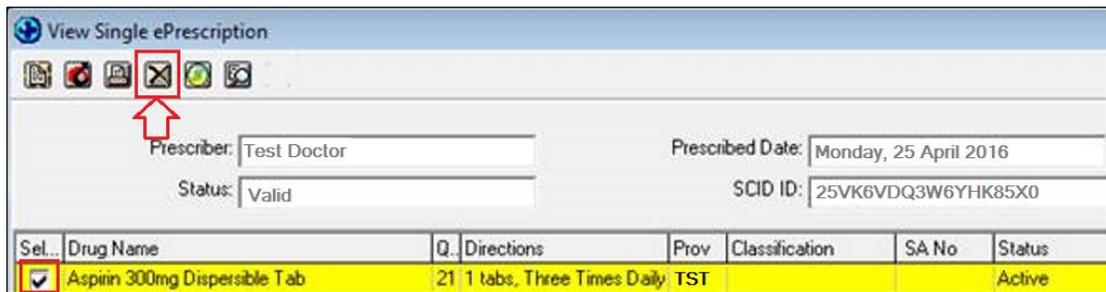


Figure 17 – Cancel icon and Medication selection

The medication requiring cancellation must be indicated with a tick next to the medication, as shown in Fig. 17.

A warning message will be displayed to alert the prescriber to the need to destroy the printed ePrescription or, if the patient has left the practice with the printed ePrescription, to contact either the pharmacy or the patient to manage any potential clinical risk.

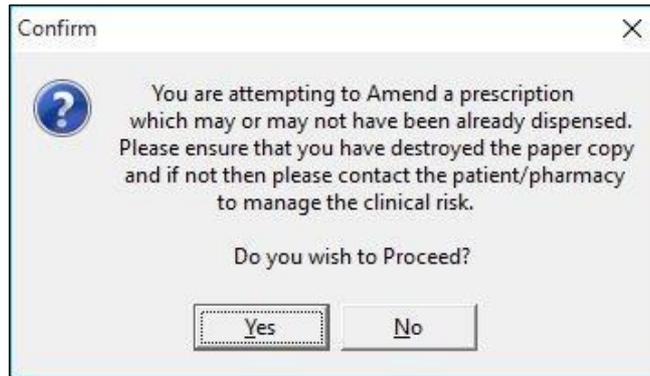


Figure 18 – Warning message

Following selection of the medication to be cancelled, the **Cancel** icon must be selected. Before the cancellation process continues, a prompt is displayed to capture the **Cancellation Prescription Reason**, as shown in Fig. 19.



Figure 19 – Cancellation Reason

The **Reason for cancellation** is mandatory and a reason must be selected from the drop down menu. In addition, optional **Additional Information** can be provided, which will be viewable by a dispenser.

If multiple medications are being cancelled then the **Update Reason for following Selected Script items** becomes active, allowing the same Cancellation Reason to be assigned to all the medications. If this is not selected, a Cancellation Reason prompt is displayed for each medication being cancelled.

Should a cancellation fail, a Staff Task can be automatically created if the 'Notify me with a Staff Task if Cancellation request Fails' checkbox has been selected (see Fig. 19).

IMPORTANT NOTE

A cancellation CANNOT be performed if the medication status indicates either **Repeats Remaining** or **Dispensed**.

This functionality should only be used if the printed ePrescription has not left the premises with the patient or caregiver.

If the patient presents a signed ePrescription to a dispenser, it will be dispensed even if NZePS indicates it has been cancelled.

Cancellation Failure

When cancellation of an ePrescription medication fails (e.g. one or more medications have already been dispensed), a Provider/Prescriber Inbox message is created. The message provides details of the cancellation failure and prompts the prescriber to consider contacting the patient and/or pharmacy to manage the risk of double dispensing.

The medication(s) selected for cancellation will be marked as INACTIVE in the Patient Record and may need to be manually changed to ACTIVE once further information has been obtained from the patient. If the patient has not yet taken the medication and has been instructed not to, the medication can remain INACTIVE. If the patient has started taking the medication, consider marking this medication as ACTIVE.

Once the prescriber has completed the required actions related to the cancellation failure, the Provider/Prescriber Inbox message should be filed to the Patient Inbox for future reference.

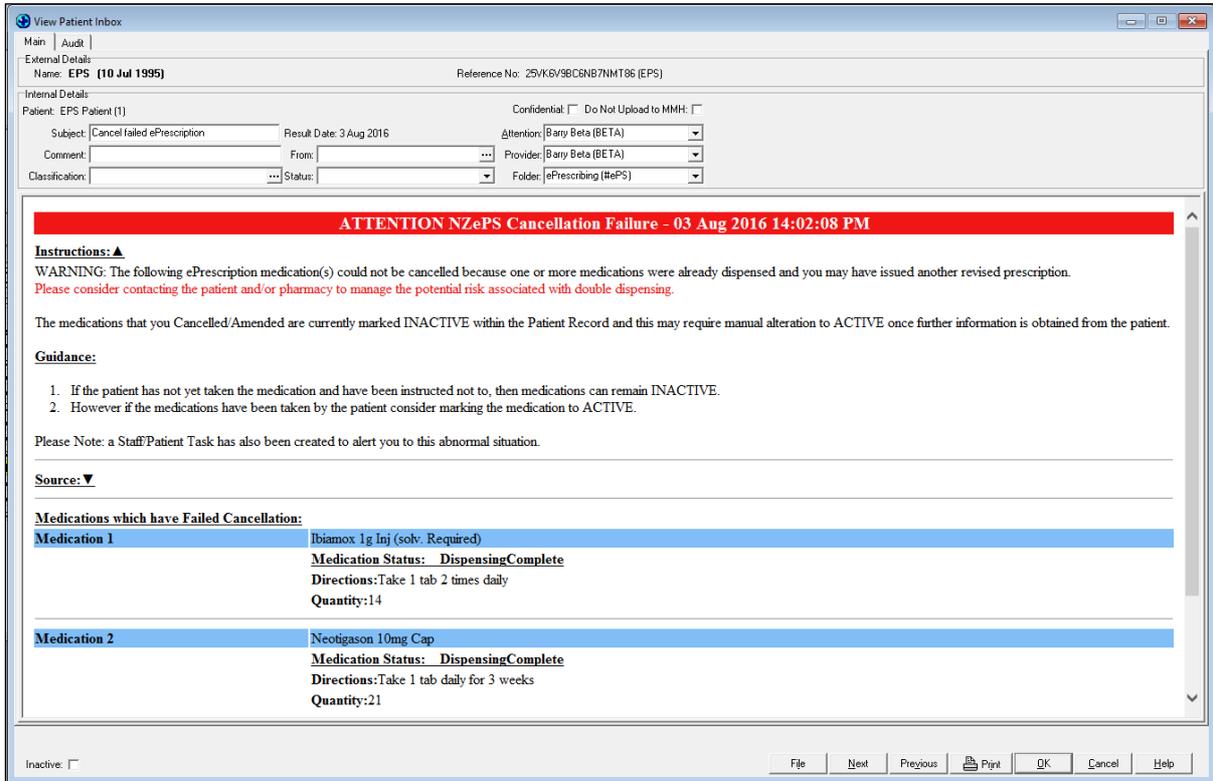


Figure 20 – Patient Inbox message

For further information, or any other queries regarding these features, please contact Medtech Support via one of the following options:

- Medtech32 application [**Help ► Contact Support**]
- Online Chat: www.medtechglobal.com
- Email: support@medtechglobal.com
- Phone: **0800 2 MEDTECH (633 832)**