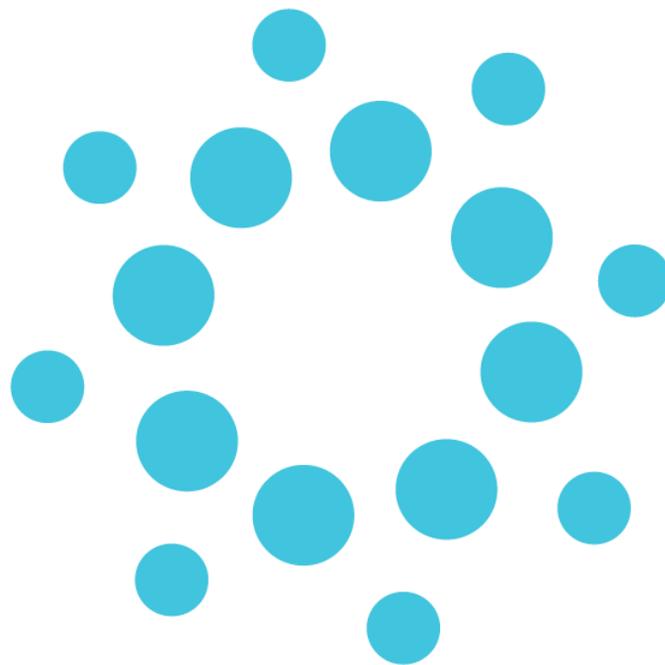




# Medtech Evolution electronic Prescribing User Guide

New Zealand electronic Prescribing Service (NZePS)



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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 Prescribing Service (NZePS) within Medtech Evolution.

## Prerequisites

The following pre-requisites are required before starting:

- 1) Contact the Ministry of Health ([onlinehelpdesk@moh.govt.nz](mailto:onlinehelpdesk@moh.govt.nz)) for your credentials
- 2) **A minimum of Medtech Evolution version 1.5.7** installed
- 3) Your Medtech Evolution System Administrator must activate you for NZePS for each location you are registered within. 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.

# Prescribing Enhancements

## New Medication Features

Patient ► Clinical Actions ► New Patient Medication ► Dispensing tab

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

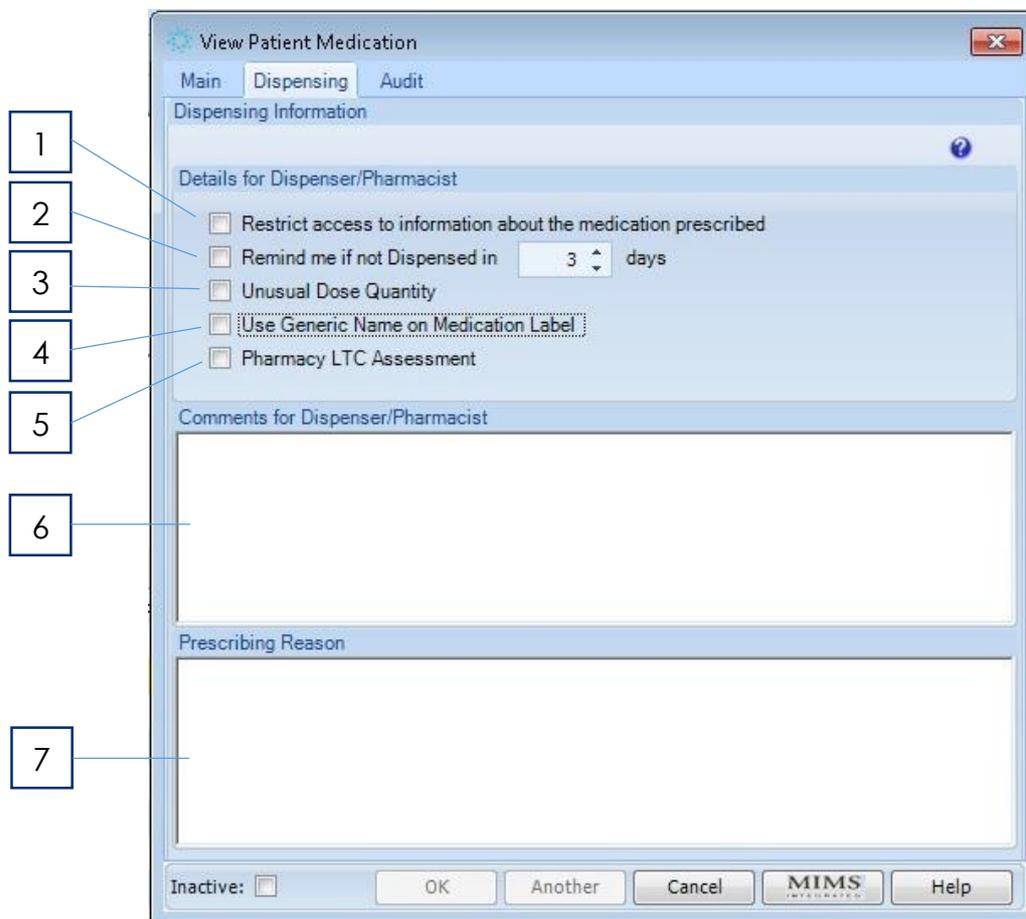


Figure 1 - New ePrescribing fields

**[1] Restrict access to information about the medication prescribed**

This function allows a medication to be restricted from access 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 option the medication will only be made available in an Emergency situation via a 'break-the-glass' access where reasons for access are recorded within an audit record.

**[2] Remind me if not Dispensed in 'n' days**

This should be used if there are concerns about whether or not a patients 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 if the medication has not been dispensed. If it is dispensed within the number of days specified 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 all medications within the prescription will have the status updated.

Possible ePrescription medication statuses include:

**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

**To be Cancelled.** the medication cancellation request has been submitted

**Cancelled** ..... the medication was cancelled by the prescriber

**To Be Reconciled** the medication has been accepted by the prescriber

**To Be Returned**.... the medication has been rejected by the prescriber

**Parked** ..... the medication has not yet been finalised

**Invalid**..... Details in the ePrescription are invalid and require correction

If no medications are marked to Remind 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 patients 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. Hence a Staff Task may appear indicating it has not been dispensed even though they may have been dispensed.*

**[3] Unusual Dose Quantity**

This should be ticked if you have purposely prescribed a dosage which is abnormal. If this is ticked the pharmacist will not need to call you to confirm the unusual dosage. In this instance it would be of benefit for you include the reason why an unusual dose is being prescribed in the comments field below.

**[4] Use Generic Name on Medication Label**

This should be ticked to help avoid confusion for some patients should they dispensed different brands of the same generic medication.

It ensures the medication labelling is consistent regardless of the brand dispensed.

**[5] Pharmacy LTC Assessment**

This 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. Should the assessment indicate potential adherence concerns ways will be discussed with the patient to assist them taking the correct medications at the required time. Further details can be obtained by clicking [here](#).

**[6] Comments for Dispenser/Pharmacy**

This is not printed on the prescription but provides the means to communicate with the Pharmacist which potentially may avoid the need for a phone call.

The use of keywords is possible within this field.

**[7] Prescribing Reason**

This 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 select this, then the envelope symbol will appear on the printed prescription.

## New Consultation Features

Patient ► Medical Record ► Consultation

Medications will still appear within the consultation detail 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 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 which is scanned by the pharmacy to download the electronic prescription into their medication dispensing system.

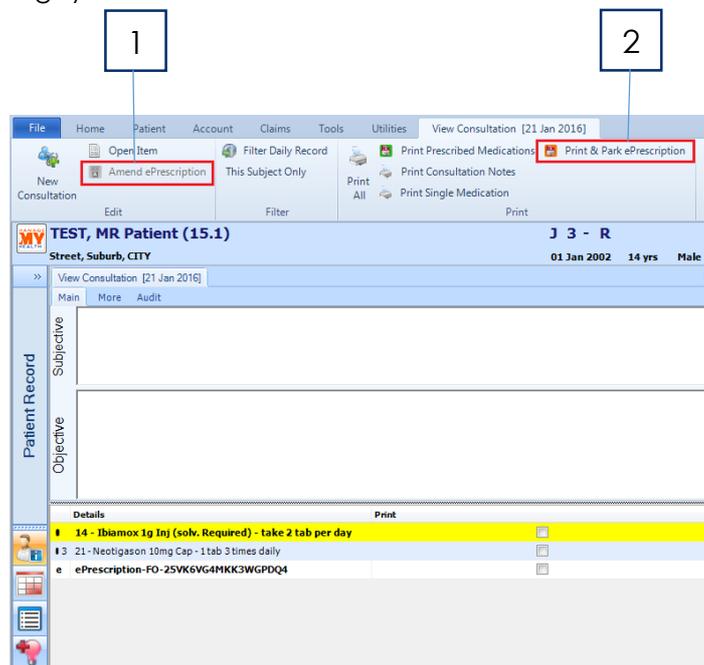


Figure 2 - Consultation Note

### [1] Print & Park

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. If however changes are required the medications can be opened for editing & 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 & sending the electronic version.

When this feature is used a Staff/Patient Task automatically is created to remind the creator of the prescription that it requires finalisation. The Task will fire in 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 to suit.**

## [2] Amend

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.

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.*

### **HINT:**

*If there are multiple prescriptions created for a patient during a consultation the prescription the medication belongs to is indicated next to the pill icon on the left hand side of the medication.*

## 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 the print & park feature described above is recommended.

Additional checks have been introduced to ensure the following items have been added, as these are mandatory for ePrescribing:

- ✓ Mitte
- ✓ Patient First Name
- ✓ Date of Birth

The example ePrescription below shows the ConnectedHealth 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 practices HPI Facility Number is also printed to allow the Pharmacy to identify the source of the ePrescription.

**Dr TEST**  
 NZMC Reg No. A88984-3 HPI Facility: F38006-B Item Count:   
 Subsidy Card:

**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 \_\_\_\_\_ 



**ConnectedHealth**  
My information. Better care.



25VK6VC0PQVDT9KKT3

Figure 3 – Printed ePrescription

## Changing the Long Term Status of a Medication

Once a medication has been printed it now becomes locked and cannot be edited, this is to preserve the integrity of the patient record. If it 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-mouse menu option when the medication is highlighted from the Patient Medications module as shown below:

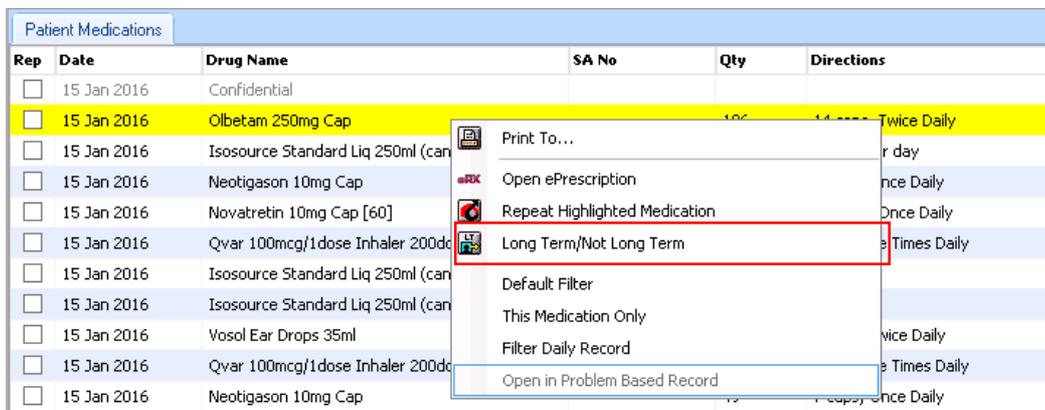


Figure 4 – Change Long Term indicator menu

## View ePrescribing Module

Patient ► Clinical Actions ► Patient ePrescriptions (Alt-F10)

A new module has been created to view patient ePrescriptions.

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

The screenshot shows the 'View Single ePrescription' interface. It includes the following fields:

- Prescriber: Dr Test Provider
- Prescribed Date: Thursday, 21 January 2016
- Status: Valid
- SCID ID: 25VK6VTWG30B34T741

Below these fields is a table with the following data:

Select	Drug Name	Qty	Directions	Prov	Classification	SA No	Status	Share Data	Allow Notification	Amount
<input type="checkbox"/>	NEOTIGASON 10	21	1 tab 3 times daily	FO			Active	<input type="checkbox"/>	<input type="checkbox"/>	0

Figure 5 - ePrescription Module

## Staff Task popup

If a medication is not dispensed within the specified number of days a Staff Task is automatically generated to alert the Prescriber if **'Remind me if not Dispensed'** 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.

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

# New Provider Inbox Features

Home ► Inbox ► Provider Inbox

Three new messages may appear in your Provider Inbox:

- **Dispenser Comments** .....Allows the pharmacist to communicate electronically
- **Referred prescriptions** .....A prescription has been altered & requires approval
- **Unsigned prescriptions** .....A prescription has been created & requires approval

## Dispenser Comments

On occasions the pharmacist 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 which contain comments related to a medication or prescription.

When these are sent by the dispenser a message appears in the prescribers/providers inbox. These messages are preserved within the patient's inbox for future reference.

An example of viewing Dispenser Comments is shown below:

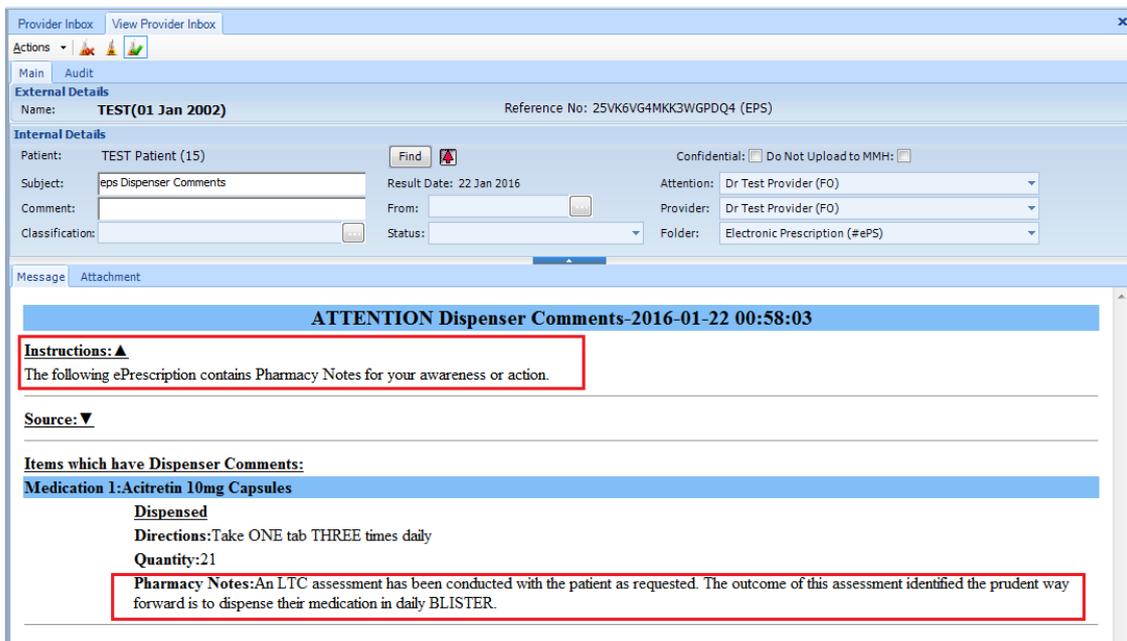


Figure 6 – View Dispenser Comments in Provider Inbox

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

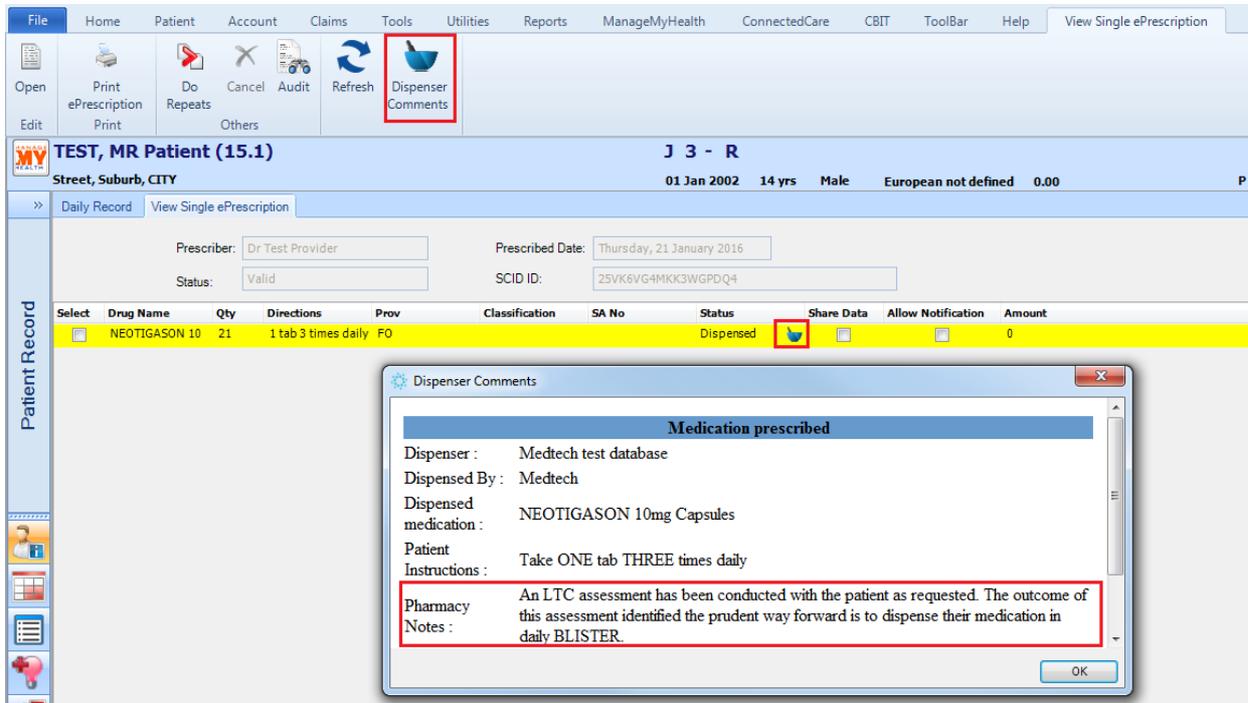


Figure 7 – View Dispenser Comments in ePrescription module

## Referred Prescriptions

On occasions the pharmacist may notice a problem with a prescription which 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 along with manually updating the patient record.

In parallel to the above process, referred messages will now appear in the Prescribers Inbox to allow them to 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.  
(A Reason for rejection will be included in a future release)
  - ✓ This will initiate a correction process by the pharmacy and the corrected Referred ePrescription resent to the Prescriber for approval.

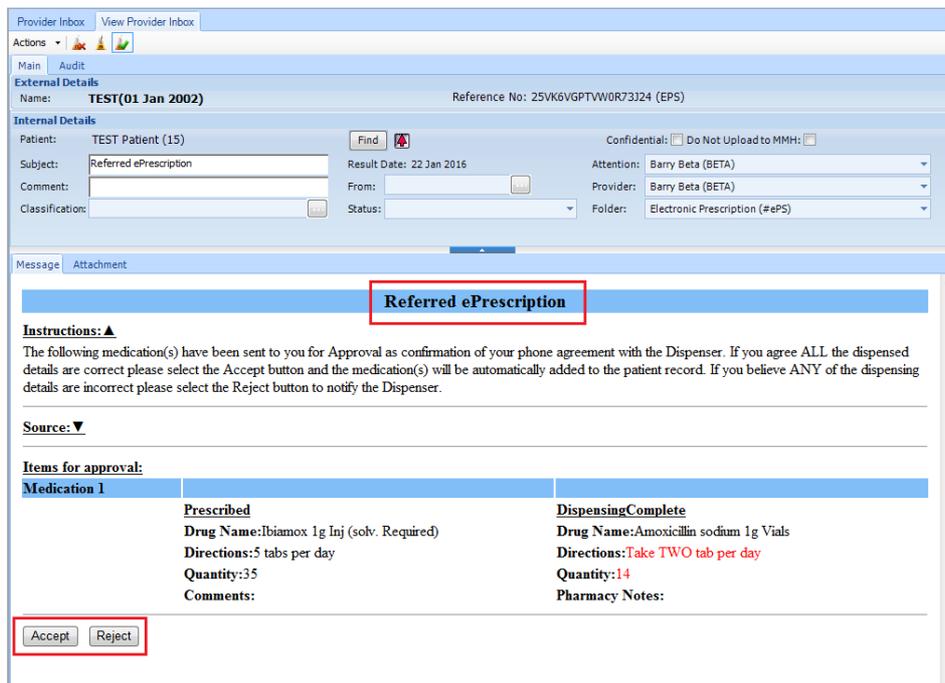


Figure 8 – View Referred ePrescriptions in Provider Inbox

**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 which will be saved to the patient record if it is accepted.

## Unsigned Prescriptions

On occasions the pharmacist may create a prescription in consultation with the patients' 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 along with manually updating the patient record.

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 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 resent to the prescriber for approval.
- ✓ If a message is received for an unknown patient it must be matched against a dummy patient BEFORE rejecting which will hide the patient details.

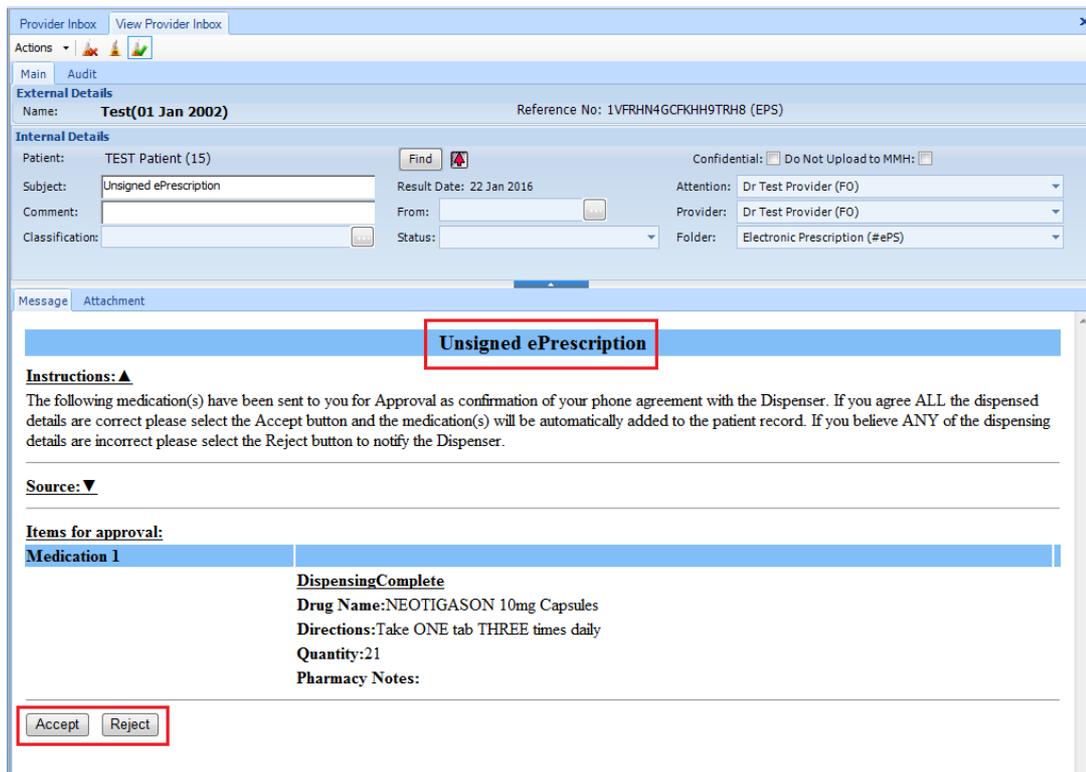


Figure 9 - New ePrescribing fields

**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.

- 1) If any errors exist 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.

An alternative process to the 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 Medtech Evolution 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** as this must be entered as it is used to route the message to your Medtech Evolution system.

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

- Via the Medtech Evolution application
- By online chat [www.medtechglobal.com](http://www.medtechglobal.com)
- By email to [support@medtechglobal.com](mailto:support@medtechglobal.com)
- By fax to 0800 MEDTECH (633 832)
- By phone on 0800 2 MEDTECH (633 832)