



North of England
Commissioning Support

Partners in improving local health

NECS Clinical Systems Specialist Team

EMIS - Electronic Prescription Service Guide



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Contents

Setting a Primary Nomination	3
Issuing Medication to be Signed Later	4
Printing Instead of Sending Electronically	5
Issuing and Signing Medication Electronically	6
Bulk Signing Repeat Medication	7
Using the EPS Tracker.....	10
Cancelling EPS Issues.....	12

Setting a Primary Nomination

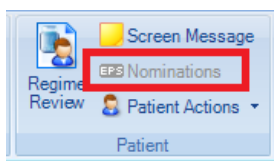
A Primary nomination is the main pharmacy that the patient would like their prescriptions to go to via EPS. This can be set in EMIS Web or via the pharmacy, in which case the next time the patient record is synched with the PDS then the nomination will be set on the patients Medication screen within EMIS Web.

Please remember that the patient must be fully matched to the PDS, (the PDS icon is blue ) to enable nominations.

To set the nomination within EMIS Web:

1. Open the patient record and navigate to the **Medication** screen
2. Click **Nominations** on the Ribbon

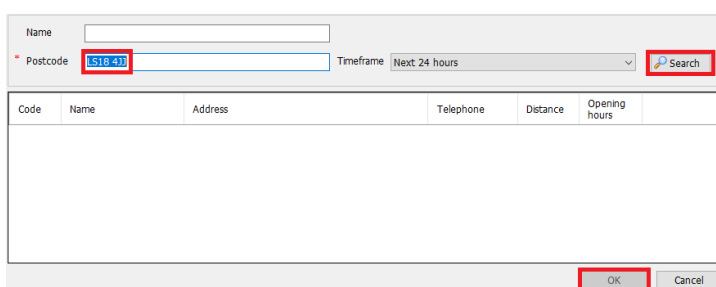
Note: this will be greyed out if not available e.g. due to PDS differences or the staff member not using their smartcard.



3. Click the **Find** button in the **Primary** section



4. Type in a Postcode, if required, and click **Search**



5. Double click the required pharmacy and click **OK**



Issuing Medication to be Signed Later

Medication Screen

Medication can be issued in the usual way i.e. right click and select **Issue** or highlight the required medications and select the **Issue** button on the ribbon. The Issue screen is displayed, and it can be sent electronically.

The previous issue method is listed down the right hand side of the medication screen e.g. Print or Handwritten. The drug history will show the issue method used for every issue.

Another difference is that when issuing a medication which is going to be sent via EPS then the normal **Approve & Complete** button is changed to a **Forward & Complete** button. This is because as a non-prescriber you cannot electronically sign the prescription and it therefore needs to be sent to a Clinical Prescriber as an **Awaiting Signing** task within the Medicine Management section of Workflow Manager.

Online Requests

Repeat medication that is requested by a patient from their online Patient Access account will still be dealt with in the same way but again, there will be a **Forward & Complete** button instead of an **Approve & Complete** button. Again, an **Awaiting Signing** task will be generated within Medicine Management.

Printing Instead of Sending Electronically

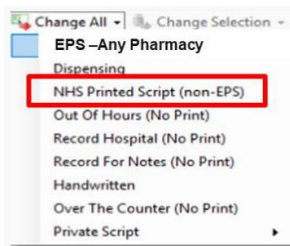
To print a prescription instead of sending it electronically via EPS you must change the issue method before clicking the **Forward & Complete** button. This is done in the Issue window using the Change All & Change Selection buttons.

To print a prescription instead of sending via EPS:

1. Highlight the drug required on the Medication screen and click **Issue**

The Issue window is displayed.

2. Click on the medication to highlight it
3. Click the **Change Selection** button at the top of the window. (If there are multiple medications being issued and you wish to print them all then you can just click the **Change All** button instead)



4. Select **NHS Printed Script (Non EPS)**
5. Click **Approve & Complete**

To change it back to an electronic prescription you can use the **EPS – Direct to Pharmacy** option.



Issuing and Signing Medication Electronically

Adding new drugs and/or issuing existing drugs is still done in the same way as before until the **Issue** window is displayed and the **Approve & Complete** button is pressed. At this point the prescription can be electronically signed using the PIN of the user's smartcard. The prescription can also be changed into a printed prescription if desired as covered in the previous section.

Medication Screen

The previous issue method is listed down the right hand side of the medication screen e.g. Print or. The drug history will show the issue method used for every issue.

Online Requests

Repeat medication that is requested by a patient from their online Patient Access account will still be dealt with in the same way but again, when clicking the **Approve & Complete** button the user will be asked to enter their smartcard PIN.

Bulk Signing Repeat Medication

Repeat medication issued by admin staff will need to be electronically signed by a prescriber before it can be sent via the EPS service. Tasks are generated when medication is issued by non-prescribers and these can be located within the Medicine Management section of Workflow Manager.

To access Medicine Management:

1. Click the **EMIS** button
2. Click on **Workflow Manager** and select **Medicine Management** in the navigation pane

The Medicine Management screen is displayed

3. Select **Awaiting Signing**



4. In the right-hand pane, select the required task, and click **Open**



A Workflow Task tab is opened with a list of all the signing tasks displayed on the left hand side.

5. Click on a Task to select it and display the contents on the right hand side

There are several actions you may need to take before signing or rejecting the task

1. Browse the patient's care record:
 - a. Click the **EMIS** button
 - b. Select **Care Record**



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- c. Click the appropriate tab
- d. Click back on the **Workflow Task** tab on the Ribbon to return to the list of signing tasks.
2. Perform a medication review:
 - a. Click **Medication Regime Review**
 - b. Click on the appropriate medication review code to highlight it
 - c. Enter the next review date at the bottom
 - d. Click **OK**
3. Deal with clinical safety warnings:
 - a. In the right-hand pane, deal with the warnings as you would when performing a normal issue
 - b. Click **Continue** when you have dealt with the warnings
 - c. To override all current safety warnings that do not require further user intervention, click **Override All**
4. Add a medication item to the request:
 - a. Click the **Add Drug** button
 - b. Complete the **Add a Drug** screen in the usual way.
5. Amend the request:
 - a. You can amend the request using the options that are available from the Issue screen, e.g. cancel an item; change the prescription type; add messages to the task.
6. Add/amend a pharmacy nomination:
 - a. Click **Nominations**
 - b. Click the **Find** button in the **Primary** section

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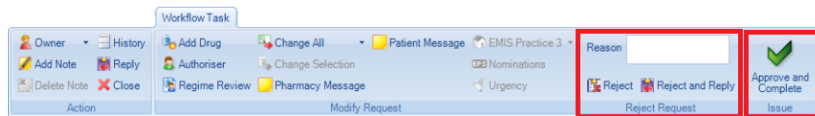


- c. Type the name of the pharmacy or a postcode into the appropriate field and click **Search**
- d. Double click the required pharmacy and click **OK**

7. Produce a prescription token:

- a. Make sure the **Print Token** tick box is selected to produce a prescription token when the medication is issued

8. Approve or Reject the request:



- a. Click **Approve and Next** (if there are more than 4 items requested) to approve items in the task, ready to issue
- b. Click **Approve and Complete**
- c. Enter your **Smartcard PIN** when prompted to issue all items that have been approved
- d. This will send all approved tasks electronically and close the Workflow Manager Task screen

Or

- e. Click **Reject** and enter a reason for the rejection
9. When all tasks have been completed the Workflow Task tab will be automatically closed. To close the Workflow Task tab at any time click **Close** at the top left of the Workflow Task screen

Using the EPS Tracker

If you are logged in with your smartcard you can visit the following web site and track any medications that have been sent via EPS:

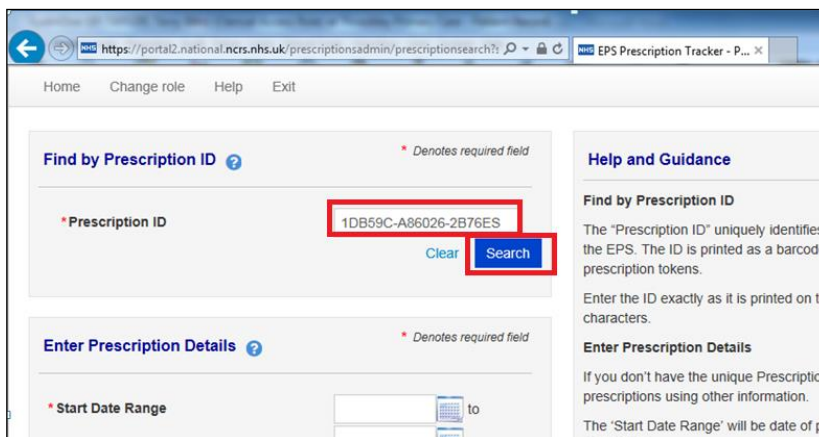
<https://portal2.national.ncrs.nhs.uk/prescriptionsadmin>

You will need the prescription ID number which can be found and copied as follows:

1. Go to the **Medication** screen for the required patient.
2. Move your mouse pointer over the **Issue Method** i.e. EPS R2. The mouse pointer should change shape to a hand with a pointing finger. **Click here.**
3. The details of the prescription will be displayed in a window and the prescription ID is at the top left of this window.
4. Right click on the **ID number** and the select the option **Copy to Clipboard.**
5. Open Internet Explorer and go to the website:

<https://portal2.national.ncrs.nhs.uk/prescriptionsadmin>

6. The prescription ID can now be pasted into the EPS tracker.



7. Click the **Search** button.

The EPS tracker allows you to see where in the process the prescription is e.g. has it been downloaded or dispensed by the chemist. This information is displayed at the bottom of the website page:



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Prescription version: R2 Prescription Status: Any Status
*** One of these fields must be populated*

** NHS Number: [NHS Number]
** My Site (A86026):

Clear Search

The Prescription version can look for: all prescriptions, or EPS R1 prescriptions, or EPS R2 prescriptions which are fully electronic.

Search Results

10 records per page Search: []

<input type="checkbox"/>	Prescription ID	Status	Issue Date	Prescription Treatment Type
<input type="checkbox"/>	1DB59C-A86026-2B76ES	With dispenser	23-Aug-2016	Repeat Prescribing (0002) Issue 1 of 1

Showing 1 to 1 of 1 entries

← Previous 1 Next →



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Cancelling EPS Issues

Cancelling a medication that has been issued via EPS is usually very straightforward but depends on whether it has been downloaded by the pharmacy. There are several scenarios that a prescription can be in when trying to cancel it and these are all looked at in the following sections.

Unsigned Prescriptions

It is possible to cancel a prescription that has not yet been signed by rejecting the **Awaiting Signing** task. It is not possible to cancel the issue as the medication is not actually issued until the signing task is approved.

To reject an unsigned medication:

1. Access the patient's **Diary** screen
2. Click the blue **Open** link to open the **Awaiting Signing** task
3. Enter free text into the **Reason** box located in the **Reject Request** section of the ribbon
4. Click the **Reject** button

The **Awaiting Signing** task will now be completed.

Signed Prescriptions

The EPS Tracker can be used at any time to see what stage the prescription is at. This will help to determine the best course of action to take. Please see section 8 for guidance on using the EPS Tracker.

There are three scenarios for signed EPS prescriptions which are covered next.

Prescription Not Downloaded by Pharmacy

When a prescription has been signed and sent to the Spine but not yet downloaded by the pharmacy then it can be cancelled from the Medication screen.

To cancel the medication:

1. Access the patient's **Medication** screen
2. Right click on the appropriate medication and select **Cancel Issue**
3. Enter a reason and click **OK**

A Cancellation Requested message is displayed in the Last Issue Date column of the Medication screen. If the cancellation is successful then a message is displayed in a Yellow banner above the blue Patient Precis bar.



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If the cancellation is not successful then it means that the prescription has been downloaded by the pharmacy and one of the following two scenarios could be true.

Prescription Downloaded by Pharmacy and Not Dispensed

If the prescription has been downloaded then the cancellation will be rejected by the spine and a Cancellation Rejection task will be received within the EPS Rejections section of Medicine Management in Workflow Manager. A message is also displayed in a Yellow banner above the blue Patient Precis bar.

The Cancellation Requested message will also change to Cancellation Rejected.

At this point the pharmacy should be contacted to ask them to return the prescription to the spine. Once this has happened the prescription will be cancelled on the EPS system but this will not be reflected in the patient record. The Cancellation rejection task must be processed to update the patient record.

It is recommended that the EPS Tracker is used to make sure that the prescription is definitely listed as cancelled before processing the Cancellation Rejection task.

To process the task and update the patient record to reflect the cancellation:

1. Access the Cancellation Rejection task in Medicine Management
2. Click on the Task to highlight it
3. In the bottom pane select **Mark as cancelled**
4. Click the **Process** button on the ribbon to complete the task

Prescription Downloaded by Pharmacy and Dispensed

As in the previous scenario, the cancellation will be rejected by the spine as the prescription has already been downloaded by the pharmacy and a Cancellation Rejection task will be received within the EPS Rejections section of Medicine Management in Workflow Manager. A message is also displayed in a Yellow banner above the blue Patient Precis bar.

The Cancellation Requested message will also change to Cancellation Rejected.

Again, it is recommended that the EPS Tracker is used to check which stage the prescription is currently at to make sure that the correct action is taken.

At this point the patient and/or pharmacy should be contacted to make sure the correct course of action is taken with regard to the patient taking the medication. The Cancellation rejection task must then be processed to update the patient record. If the patient is going to take the medication then the task can be processed to reflect this.

To process the task and update the patient record to show that the medication was dispensed:

1. Access the Cancellation Rejection task in Medicine Management
2. Click on the **Task** to highlight it
3. In the bottom pane select **Leave as issued**
4. Click the **Process** button on the ribbon to complete the task

If however, the medication is returned or was not given to the patient then the task can be processed to show the medication as cancelled:

5. Access the Cancellation Rejection task in Medicine Management
6. Click on the Task to highlight it
7. In the bottom pane select **Mark as cancelled**
8. Click the **Process** button on the ribbon to complete the task

Repeat Dispensing

Cancelling medications that have been issued electronically using Repeat Dispensing is very similar to the processes covered in the previous sections.

If the prescription has not been electronically signed yet then the steps outlined previously can be followed to reject the Awaiting Signing task.

If the prescription has been signed then the EPS Tracker should be used to see what stage the prescription is at. This will help to determine the best course of action to take. Please see the section on using the EPS Tracker for guidance.

Current Issue Not Downloaded by Pharmacy

If the current issue of the batch has not been downloaded by the pharmacy then it can be cancelled from the Medication screen.

To cancel the medication:

1. Access the patient's **Medication** screen
2. Right click on the appropriate medication and select **Cancel Issue**
3. Enter a reason and click **OK**.



A Cancellation Requested message is displayed in the Last Issue Date column of the Medication screen. If the cancellation is successful then a message is displayed in a Yellow banner above the blue Patient Precis bar.

Please note that all future issues in the batch are automatically cancelled as well.

If the cancellation is not successful then it means that the current issue in the batch has been downloaded by the pharmacy and one of the following two scenarios could be true.

Current Issue Downloaded by Pharmacy and Not Dispensed

If the current issue has been downloaded then the cancellation for that issue will be rejected by the spine and a Cancellation Rejection task will be received within the EPS Rejections section of Medicine Management in Workflow Manager. A message is also displayed in a Yellow banner above the blue Patient Precis bar. The Cancellation Requested message will also change to Cancellation Rejected.

Please note that all the future issues that are still on the spine will still be cancelled. It is just the cancellation of the current issue that is rejected because it has already been downloaded.

At this point the pharmacy should be contacted to ask them to return the prescription to the spine. Once this has happened the issue will be cancelled on the EPS system but this will not be reflected in the patient record. The Cancellation rejection task must be processed to update the patient record.

It is recommended that the EPS Tracker is used to make sure that the issue is definitely listed as cancelled before processing the Cancellation Rejection task.

To process the task and update the patient record to reflect the cancellation:

1. Access the Cancellation Rejection task in Medicine Management
2. Click on the Task to highlight it
3. In the bottom pane select **Mark as cancelled**
4. Click the **Process** button on the ribbon to complete the task

Current Issue Downloaded by Pharmacy and Dispensed

As in the previous scenario, the cancellation will be rejected by the spine as the current issue has already been downloaded by the pharmacy and a Cancellation Rejection task will be received within the EPS Rejections section of Medicine Management in Workflow Manager. A message is also displayed in a Yellow banner above the blue Patient Precis bar.

The Cancellation Requested message will also change to Cancellation Rejected.

Again, it is recommended that the EPS Tracker is used to check which stage the prescription is currently at to make sure that the correct action is taken.

At this point the patient and/or pharmacy should be contacted to make sure the correct course of action is taken with regard to the patient taking the medication. The Cancellation rejection task must then be processed to update the patient record. If the patient is going to take the medication then the task can be processed to reflect this.

To process the task and update the patient record to show that the current issue was dispensed:

1. Access the Cancellation Rejection task in Medicine Management
2. Click on the Task to highlight it
3. In the bottom pane select **Leave as issued**
4. Click the **Process** button on the ribbon to complete the task

If however, the current issue is returned or was not given to the patient then the task can be processed to show the issue as cancelled:

1. Access the Cancellation Rejection task in Medicine Management
2. Click on the Task to highlight it
3. In the bottom pane select **Mark as cancelled**
4. Click the **Process** button on the ribbon to complete the task

Cancellation Summary

Cancelling prescriptions that have been sent via EPS that have not been downloaded by the pharmacy is a straightforward procedure.

Cancelling prescriptions that have been already downloaded need manual intervention and the following may need to be done:

1. Contact the pharmacy and ask them to return the prescription to the spine
2. Check the EPS Tracker to confirm the prescription has been returned to the spine and cancelled
3. Process the Cancellation Rejection task in Workflow Manager to ensure that the patient's record is up to date

Please note that if the Cancellation Rejection tasks are not processed then patient records could be out of date.