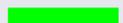


NECS Clinical Systems Specialist Team

SystemOne – The Compliance Indicator

Understanding the Compliance Indicator

1. Open the **Repeat Templates** screen in the patient's record
2. View the repeat template compliance using the column to the left of the flags column. The colouring in the Compliance column gives a visual indication of whether the patient is collecting their repeat script at the correct intervals

Authorised	Drug	Last Issued	Review	Issues	Compliance	Flags
14 Feb 2020	Aspirin 75mg dispersible tablets 28 tablet - take one daily	14 Feb 2020	14 Feb 2021	1 (1)		
14 Feb 2020	Lisinopril 5mg tablets 28 tablet - take one daily	10 Mar 2020	14 Feb 2021	2 (4)		
14 Feb 2020	Salbutamol 100micrograms/dose breath actuated inhaler CFC free 200 dose - inhale 2 doses as needed	10 Mar 2020	14 Feb 2021	2 (9)		
14 Feb 2020	Simvastatin 40mg tablets 28 tablet - one to be taken at night	14 Feb 2020	14 Feb 2021	1 (5)		

3. The colour-coding indicates the following:

No colour - irregularly issued repeat script, compliance not applicable

Green - patient collecting the repeat script at acceptable intervals

Yellow - patient not collecting the repeat script at the correct intervals

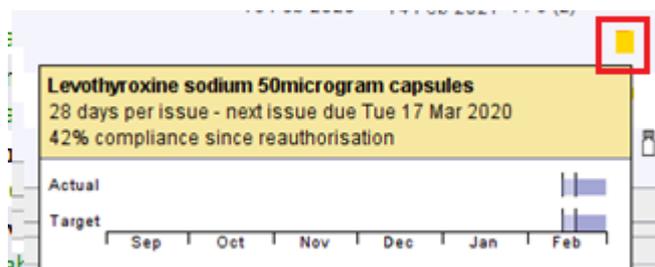
Red - patient not collecting the repeat script or collecting it very irregularly

4. The graph always begins in the centre of each row:

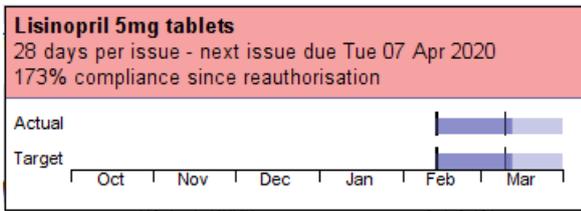
If the colour coded strip **extends up** from the centre of the row, this indicates that the patient is collecting their medication **more frequently than required**

If the colour coded strip **extends down** from the centre of the row, this indicates that the patient is collecting their medication **less frequently than required**

In the example below, you can see that the yellow coloured strip extends down from the centre of the row



- The tool tip that is displayed when you hover the mouse pointer over a graph gives additional details going back six months



- The lines and shading beside, '**Target**', show how the graph would look if the patient collected their repeat at exactly the correct intervals
- The shading beside '**Actual**' shows how long the medication in the patient's possession will last if they take it as prescribed
- The vertical black lines beside '**Actual**' show when each repeat script was collected
- Gaps in the shading indicate periods when the patient would have run out of their medication if they were taking it as prescribed. Darker shading indicates an overlap period when the patient would still have medication from the previous repeat left
- The '**Compliance**' percentage value shown in the text at the top of a tool tip indicates the following

Compliance Percentage Displayed	Colour Coding	Description
0 - 33%	Red	Patient not collecting repeat script often enough at all.
33% - 66%	Yellow	Patient not collecting repeat script as often as required.
66% - 133%	Green	Patient collecting repeat script at acceptable intervals.
133% - 166%	Yellow	Patient collecting repeat script more often than necessary.
166% +	Red	Patient collecting repeat script far too frequently.

- The tool tip displayed when a patient collects their repeat scripts at acceptable intervals would be similar to this:

