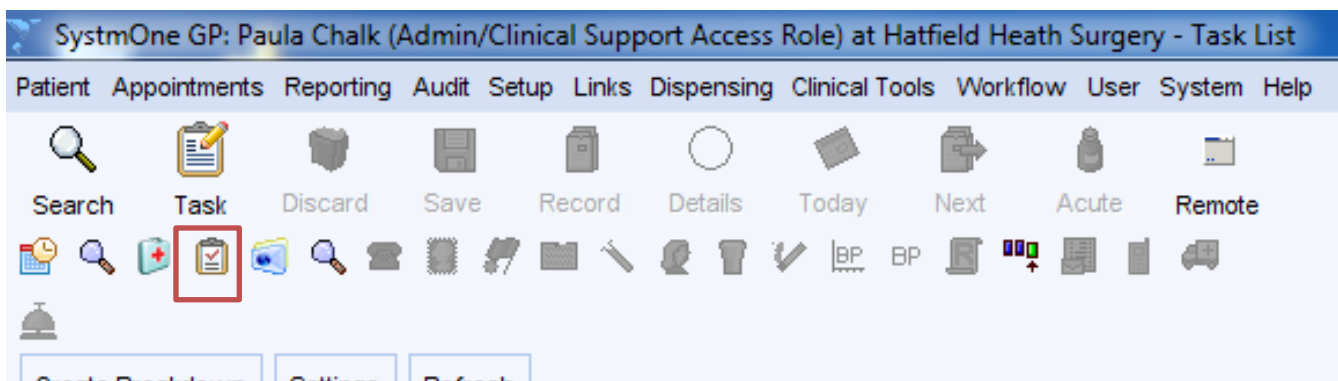# TPP (SystmOne) S.O.P for Issuing Patient access requests FROM Individual patients or through Proxy access
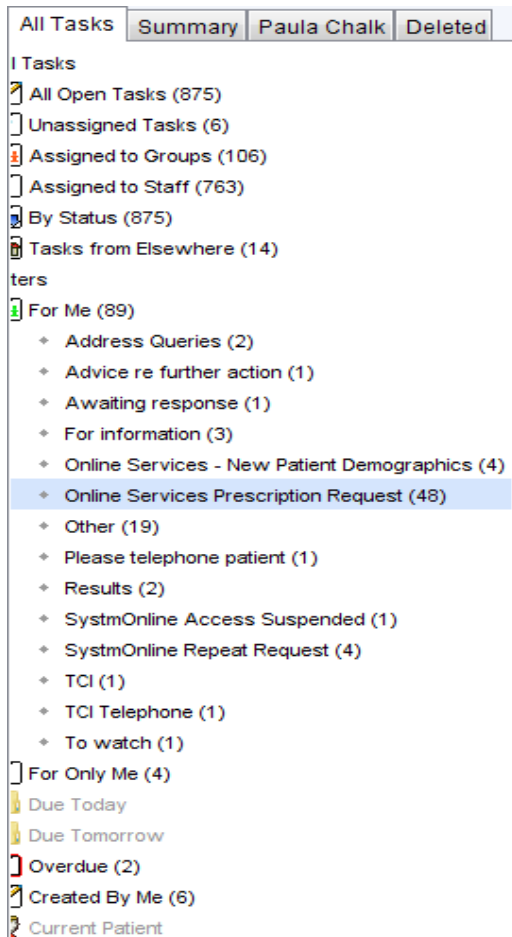
Purpose

All dispensary staff and locum staff to know how to issue Medication from Patient access requests in EMIS

To ensure patients get a prompt and safe service whenever they order through the Patient access portal.
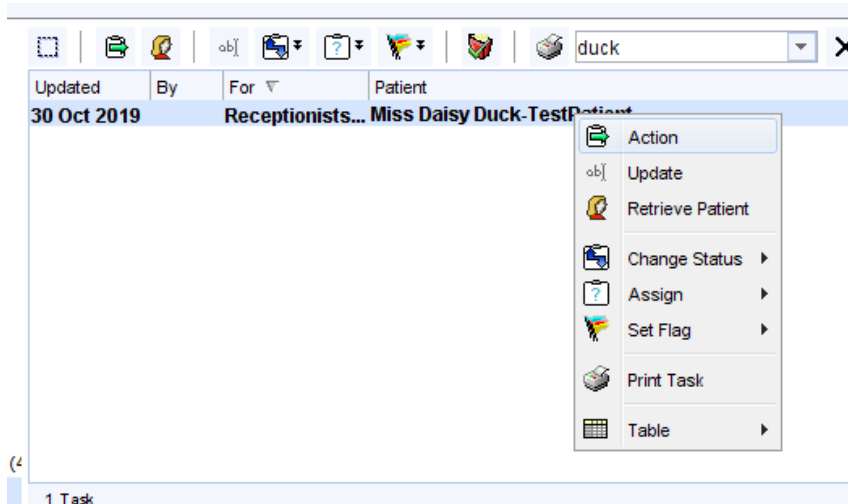
Process

Click on the All Tasks screen Icon on the Top tool bar of SystmOne
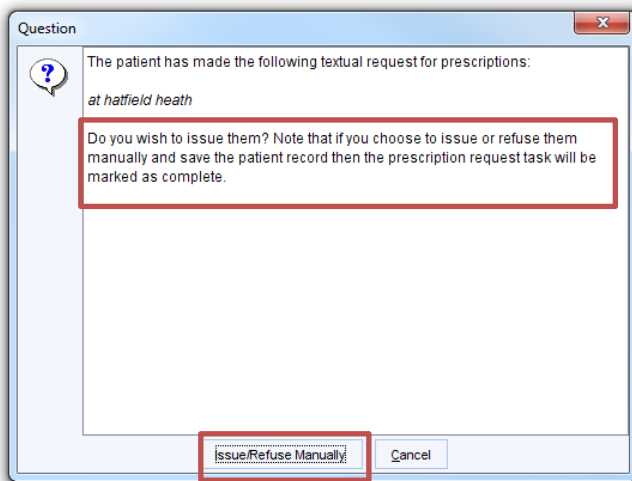

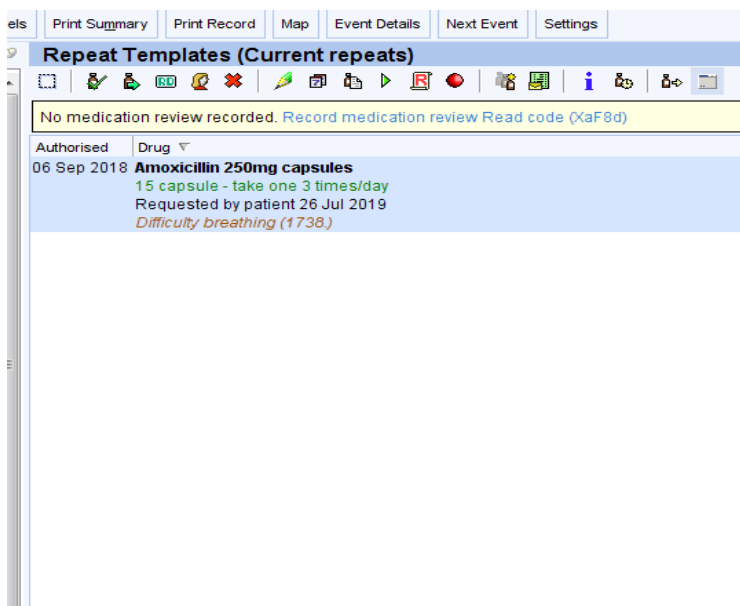Click on Online Services Prescription Requests

Select patient and right click – click action

Click Issue/Refuse manually – please read note in box

Click on medication to issue/refuse

Issue/reuse medication as per current process for individual request.