EMIS 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

User to click on the Dispensing screen Icon on the Top tool bar of EMIS

Once the Dispensing screen is opened you will find a list of options on the right-hand side of the screen.
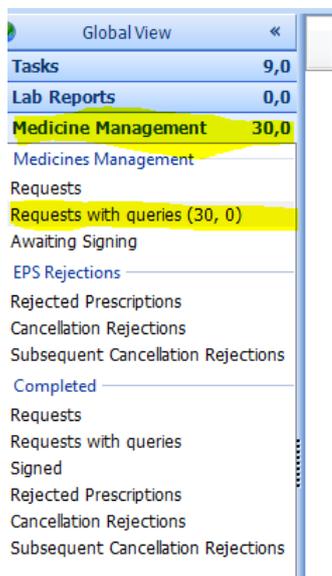
Right Click first on Medicine Management and then Right click on request with queries.

Opening request with queries will direct you to a list of Tasks sent directly to a named GP via the Dispensary or via Patient access users.

Under the word source on this screen is a list of names. These names are of the person sending the request or task to the GP. To access the Patient request which has come from the Patient or from the Nominated person (Proxy) please Double click on one specific Name which has the words online (name ??)

Right click on one of the Online user names and then Click once on the Open Icon to access the request placed by the Online user.
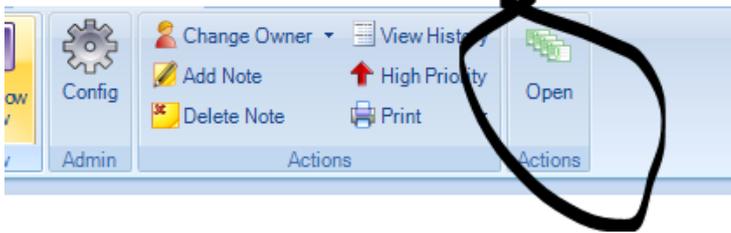
This will bring you to the Patients request screen.
The Patient or proxy user may have written a message to the GP. This will appear on the top white bar.
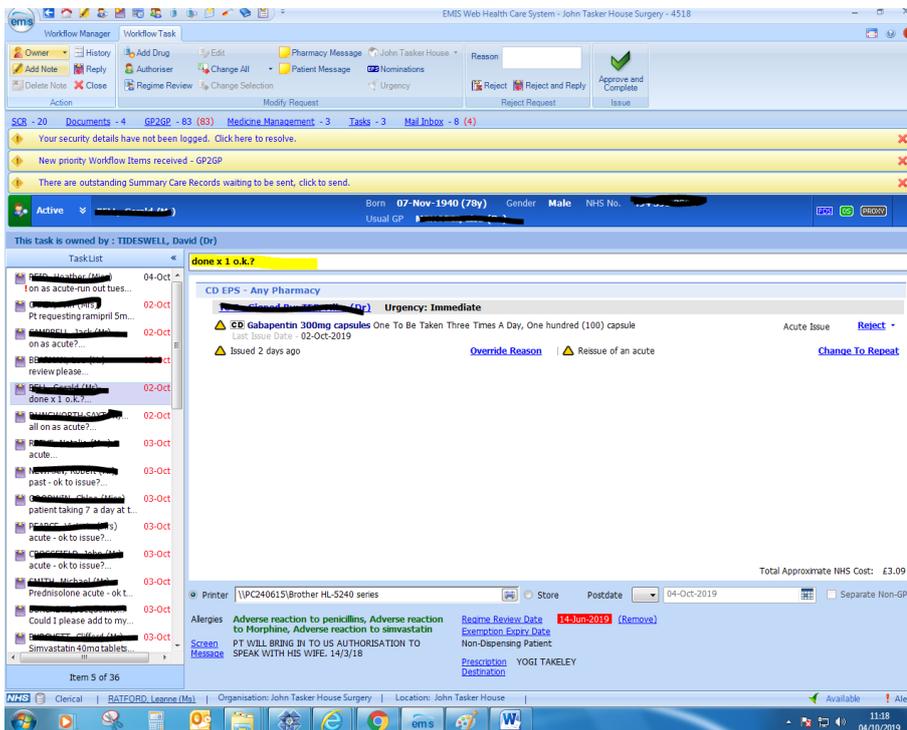
If the message is not a query that needs to be passed onto a GP. You can finalise the request by simply clicking on the approve and complete icon. This will issue the prescription and remove the request from the "REQUEST WITH QUERIES" list.
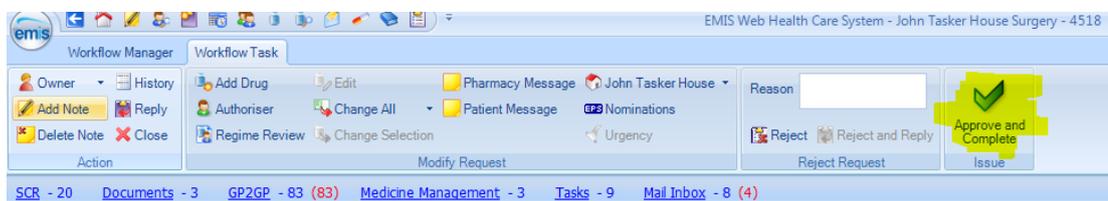
You should be taken directly to the next Patient on the list. If you find that the screen shows a request that has been sent to a GP already then you can move down to the next patient by clicking the close icon.

Keep Clicking Open, close down the Queue until all the patient access requests have been issued or tasked to a GP.

Encountering problems with issue

Some requests cannot be issued automatically. This is because you must task the message to a GP because there is a medication requested in the message from the patient or Proxy user. If there is a review on any of the medications the Approve and complete icon will be greyed out and unable to be used.

To be able to issue the request quickly please forward to a GP present on the day, or to a specified GP.

You can do this by clicking on the owner Icon and choosing a GP on the drop-down options.
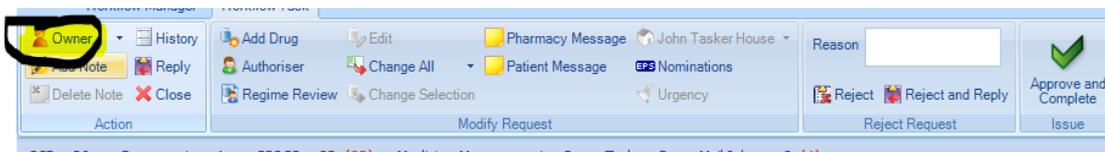
You must also add a note to the request by clicking the Add Note icon on the screen.
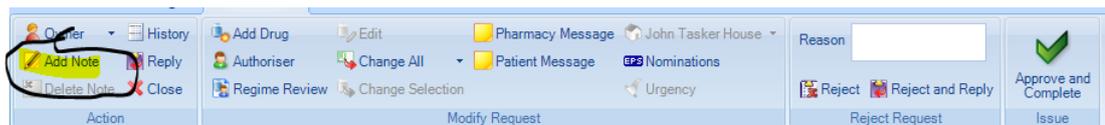
Please add a note to the note box provided. "Disp seen" is sufficient although a more detailed note would be helpful if the note on the top of the screen is requesting a new medication or a change of dose / strength.

The GP will then issue the request once they have reviewed the medications and looked at the request in more detail.

Direct patient requests can be sent to either the dispensing queue or printed and sent to one of the local nominated pharmacies as per destination recorded on the Patients prescribing screen.

Non-Dispensing Patients prescriptions will automatically print out. Dispensing Patients who go to the chemist will have to be changed whilst issuing. You can do this by clicking the Change all Icon. Choose the printed prescription on the drop down and the prescription will print out.
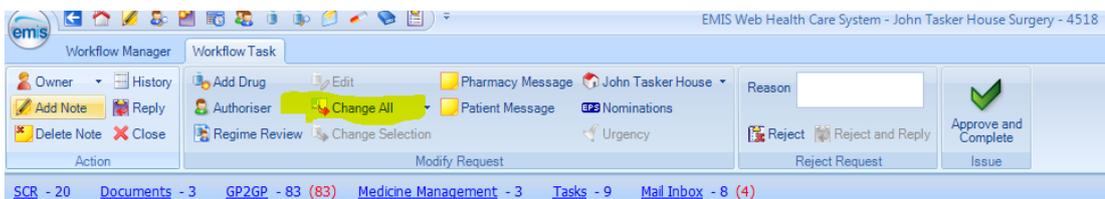
You can also choose to send an issue to either your in-house queue or another dispensing queue. You can do this by clicking on the House Icon and choosing the surgery destination.