

Toniq Ltd  
Ph: 03-341-0195  
A/Hours Ph: 0900-51-551  
Fax: 03-341-0196  
support@toniq.co.nz  
P.O. Box 8831  
Christchurch  
New Zealand

# ***Dose Pack Prescription Cycles Toniq User Guide***



Program Version 4.17

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## Overview

This document is designed to be read in conjunction with the **Toniq Dose Pack Guide**.

Prescription Cycle Processing is a means to automatically generate and update prescription items for a patient dose pack.

### Manual v Prescription Cycle Process Generation

The main difference between manually generating prescriptions for dose pack items and using the Prescription Cycle Process, is that the manual method requires each dose pack to be edited and updated to reflect the new prescription. Prescription Cycle Processing is able to automatically dispense repeats and copy prescriptions (if there are no more repeats to be dispensed), and automatically update each dose pack with the new prescriptions.

All new prescriptions are generated as Telephone Prescriptions.

Individual items can be flagged with a Start and Stop Date so that automatic generation of the prescription only occurs if these are within the cycle period.

### Two Stage Process

The Prescription Cycle Process is a two stage process:

**Generation** All prescriptions generated using a Prescription Cycle are generated with an outstanding owe equal to the prescription quantity.

The prescriptions are generated without reference to the user, so for some prescriptions 'decisions' crucial to the pricing or accuracy of the prescription must be made by the system. Where this occurs a message is logged of the 'decision' made. These messages are saved with the created prescriptions (in an Audit file) so they can be reviewed and corrections made (if necessary) before the second stage.

**Supply** The supply process dispenses the amount of medicine required to meet the medicine doses in the pack, and the number of cycles specified. (Weeks - Weekly Dose pack or Dose Times - Monthly Dose pack) e.g. if using a weekly dose pack and only Week1 is supplied, the remainder will still be owed.

### Conventions used in the guide

This guide uses both "foil" and "dose pack" to describe a patient dosing system and these are interchangeable. The Dispensary screens tend to use "foil" to describe a patient dose pack.

Prescription Cycle and Rx Cycle are used interchangeably in Dispensary and this is reflected in the guide.

Menu choices and Function Key choices are as follows:

<b>Menu Option</b>	<b>5. Dose Pack</b>
<b>Function Key</b>	<b>Dose Pack F6</b>

## Prescription Cycle Processing – The Steps

The basic steps used in Prescription Cycle Processing module.

1. **Preparation (Very Important)**
2. **Create the Prescription Cycle**
3. **Assign Prescription Cycle to Dose Packs**
4. **Generate Prescriptions**
5. **Review the Prescriptions.**
6. **Supply Medicines on Prescriptions.**
7. **Billing**

## 1. Preparation (Very Important)

The Dose Pack Prescription Cycles process is a structured process, and it requires careful setup before using.

### Update Dose Pack Prescription Items

All dose packs using the process **must** be updated with the latest prescription numbers before being included in the Prescription Cycle Process. This ensures that the prescription item in the dose pack accurately reflects the current medicine and doses to be taken, and any notes on the prescription are also copied correctly. To ensure this is so, each dose pack must be edited and option **Repl. Rx F8** used to update the patient dose pack with the most recently dispensed prescription items. If Dispensary can find a newer dispensing of a prescription, a prompt to replace prescriptions will show. If there are no new prescription items found then a message **No replacements were found for the foil** will be displayed. It is a good idea to press **Repl. Rx F8** and replace prescriptions until the no replacements message shows. This will ensure that if several prescriptions for a dose pack item have been dispensed since the last update of the dose pack the most recent will be used in the dose pack.

### Subsidy Card Details

Prescription items are priced according to the patient Rx code as the prescription is generated. e.g. if a patient becomes exempt during prescription generation, subsequent prescriptions price as exempt.

If a patient becomes exempt during normal dispensing of prescriptions, ensure an exemption number has been entered in the patient record. If there is not an exemption certificate number entered, during automatic prescription generation, prescriptions will not price as exempt.

If a patient has a Community Service Card or High User Health Card that has expired or no card details are entered in the patient record, then the prescription will price as if there were no card available.

### Exemption Cards

When automatically generating prescriptions, Dispensary recognises when a patient becomes exempt and will issue an exemption card if certain criteria are met. A unique block of valid exemption cards **must** be available to allow Dispensary to issue a card. This must be set up before beginning the generation of scripts.

To set up these, choose menu options as follows.

From **Main Menu**

**7. Administration..**

**1. Setup.....**

**5. General Options**

On **Page 1** there are two fields to enter the range of exemption certificate numbers.

**Exempt No** Enter a number in here to determine the **next** exemption certificate number that will be issued.

**Max Exempt No** Enter the last number that can be used as an exemption certificate number.

If no numbers are entered here and a patient becomes exempt no card is issued because there is not a valid exemption certificate number to use, and the automatic generation process is stopped for all dose packs. A warning message will display and an entry is made in the Audit report. (See **5. Check the Rx Audit Screen** section for details). This will also occur if the exemption certificate number to be issued is greater than the maximum number that can be used.

The prescription cycle process generation can be re-run *with the same commencement date* after any exemption range problems are rectified and generation will be resumed from the last successful item.

## The Difference Between Manual Exemptions and Prescription Cycle Exemptions

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The exemption numbers for manual prescription dispensing and the block used for the Prescription Cycle generation are separate. **Do not** assign an exemption number within the Prescription Cycle block to a patient becoming exempt during everyday manual dispensing. This could lead to duplicate numbers. Keep a block for manually dispensed scripts and a block for use with the Prescription Cycle process.

## Prescription Cycle Processing Options

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There are options that can be set to determine the behaviour of Prescription Cycle Processing.

From **Dose Pack Menu**

### 4. Prescription Cycle Options

- Print Label**                      Setting this option will print a Dispensary label for all prescriptions generated during a Prescription Cycle Create process. This is off by default.
- Print Controlled drug label**                      Tick to print a label for prescriptions dispensed with a controlled drug even though the Print Label option above is not set.
- Print “With dosepack” Label**                      Tick to print a label for prescription items that are marked within the foil as being “With Dosepack”.
- Set owes when manually adding or changing a prescription item**                      This determines whether the owe is set when a prescription is manually added, changed or replaced in a dose pack assigned to a Prescription Cycle, if ticked it will set the owe on the prescription to the prescription quantity, otherwise, if unticked, the owe will be set to 0 and assumed to have been fully supplied.
- Use shop price if less than prescription item price**                      Tick to allow the dispensing process to use the shop price if it is less than the calculated prescription price. This only applies if the quantity dispensed is a whole pack.
- Undefer deferred items**                      Any dose pack in the cycle that has a prescription item in it marked with the option “Defer cycle process” will not generate a new prescription item in the current cycle. The option will be unset so that the item will generate a prescription in the *next* cycle.
- Don’t check period of supply**                      Tick to stop the program reporting period of supply warnings to the Rx Audit at Rx generation. A warning shows when the program calculates a period of supply (from the directions) to be greater than a week but not close to 30 or 90 days. Sometimes period of supply cannot be calculated.
- Print delivery label for patients or Institutions marked ‘Autodelivery’**                      Tick for facility to print delivery labels from the Rx Audit screen.
- The prescription item has no repeats**
- The prescription item has one repeat**                      If the options above are ticked they will be generate Audit Screen messages for prescriptions meeting these criteria.

## 2. Create the Prescription Cycle

### Adding or Editing Prescription Cycles

From **Dose Pack Menu:** **3. Prescription Cycle Processing**

Press **space bar** to select an existing Prescription Cycle or press **Add F3** to create a new one. Give the Prescription Cycle a meaningful name and press **Accept Details F12** to save.

### Setting a Prescription Cycle to Weekly or Monthly

By default a Prescription Cycle is created using a Monthly dose pack cycle.

This can be changed by editing the Prescription Cycle and using the **Other F10** option to toggle between Weekly and Monthly.

When assigning a Prescription Cycle to a dose pack, the dose pack will assume the Weekly or Monthly cycle, set up for the Prescription Cycle.

Changing the Prescription Cycle between Weekly and Monthly will alter every dose pack in the cycle.

### Using Seven Day Prescriptions

If prescriptions are dispensed on a weekly basis then the Prescription Cycle can be set to use a 7-day cycle. This is set by using the **Other F10** option to toggle Seven Day prescription cycles on or off.

Seven Day prescriptions are Weekly, and have only one Foil Cycle (Week 1) so when printing dose packs, usually only Sequence 1 need be printed.

The Start Date for the dose pack will not advance if further sequences are chosen. It will however print the Week number equal to the Sequence. e.g. Week 3 if Sequence 3 is chosen.

Similarly only sequence 1 may need to be supplied when using the Supply Meds option. A different sequence may be used, other than Sequence 1, if the matrix has been set up so that doses are different in subsequent weeks. e.g. if Week 2 has different doses entered. This also applies when printing dose packs.

### Deleting Prescription Cycles

You cannot delete a prescription cycle. **F11 Next Page** has an option to hide it.

***If you run a cycle (create Rx) by mistake and the cycle generates prescriptions, the only way this can be reversed is by editing the dosepacks to replace the rxs with previous rxs and then deleting all the prescriptions manually from each patient's history.***

### Making a patient inactive.

Once a cycle is setup for patients: **Other F10** allows a patient to be removed from the cycle (temporarily). The patient stays in the cycle and can be seen listed on the cycle screen, but their name is "greyed out". To put the patient back into the cycle (back from hospital?) use the same key to reactivate them.

### StockPoints and Bulk Telephone Rx option

Press Next Page on the cycle processing screen to:

Set the cycle to dispense stock from a particular stock point.

Set Bulk telephone Rx printing options for this cycle. (Bulk Telephone Rxs can be printed from the Rx Audit screen).

### 3. Assign Prescription Cycle to Dose Packs

#### Prescriptions in Multiple Dose Packs

If a prescription has to be added to multiple dose packs, e.g. if there are six dose times (a standard dose pack can only cater for four dose times and a second dose pack is required) it is important for both dose packs to be assigned to the same Prescription Cycle. When adding a prescription item to more than one dose pack a message will display, warning that the prescription is already included in another dose pack.

Only one prescription will be generated for a prescription item in multiple dose packs assigned to the **same** Prescription Cycle. A message will be displayed on the Audit screen notifying that the prescription item has already been processed.

If they are not in the same Prescription Cycle then generating prescriptions for each Prescription Cycle will mean that separate prescriptions for each dose pack will be generated.

If only one of the dose packs is in a Prescription Cycle then dose packs not in a Prescription Cycle will not be updated with the new prescription item. These will have to be manually updated using the Replace Rx function in the **Edit Foil screen**.

The most efficient way to ensure that dose packs are correct and updated is to ensure that dose packs that have prescription items in common are in the same Prescription Cycle.

#### Assigning Prescription Cycle to an Institution

When creating a new dose pack for a patient in an Institution then the dose pack can be assigned a Prescription Cycle by default. This is done by specifying a default Prescription Cycle for the Institution.

From **Dose Pack Menu** : **7. Institution Maintenance**

Edit an existing Institution (or create a new one). Press **space bar** at the **Default Rx Cycle** field to select a Prescription Cycle. New dose packs created for patients in the Institution will now default to this Cycle.

#### Assigning a Dose Pack to a Prescription Cycle

The dose pack is assigned to a Prescription Cycle by editing the patient dose pack and selecting the Prescription Cycle in the **Edit Foil screen**. Press **space bar** at the **Rx Cycle** field and choose the cycle.

#### Removing a Dose Pack from a Prescription Cycle

To remove a dose pack from a Cycle, delete the Prescription Cycle from the pack in the **Edit Foil screen**.

### 4. Generate Prescriptions

**NB: Important** Ensure all required work has been carried out in section **1. Preparation**

After assigning a Prescription Cycle to the required dose packs, the prescriptions can be generated.

From **Dose Pack Menu** : **3. Prescription Cycle Processing**

Choose the required Prescription Cycle. A section of the screen that should appear is shown. Dose packs assigned to the Prescription Cycle will appear in the main section. If no dose packs are listed here then no dose packs have been assigned to the Prescription Cycle. This will have to be done for all dose packs to be grouped in the Prescription Cycle. See section **Assigning a Dose Pack to a Prescription Cycle**.

**Cycle Processing Screen**

ESC	F1 Help	<b>Edit Rx Cycle Processing</b>				Tue 30/08/05 2:17pm			<b>TONIQ</b>	WIN
	Create Rx F3	Rx Audit F4	Supply Med F5		Edit Foil F8	Print F9	Other F10	Next Page F11	Accept Details F12	
Name: <b>1Rivendell</b>										
Institution		Room		Patient		Foil		Last Cycle Date		
Elrond's Hospital				Mr B Baggins		1		22/06/2005		
Elrond's Hospital		one		Mr G Gandalf		1		22/06/2005		
Options: Commence <b>22/06/2005</b>										
Weekly/Monthly <b>Monthly</b>										
Seven Day Scripts No										
Foil Notes This field does not print anywhere.										
Enter the name of the Rx Cycle										

**Sections in Edit Rx Cycle Screen**

**Main Section** Displays the Dose Pack item details including the **Patient's** name, their **Institution** (if appropriate), their **Room** (if assigned), and the **Dose Pack** name. The **Last Cycle Date** displays the last date used in the automatic generation of prescriptions for the dose pack.

**Options Section** The Options section displays the information on the Prescription Cycle.  
**Commence** - Shows date of the last prescription generation cycle. i.e. The starting date of the last batch of automatically generated prescription using the current Prescription Cycle.  
**Weekly/ Monthly** - Shows whether the current Prescription Cycle is Weekly or Monthly. All dose packs listed for the current Prescription Cycle take the same Weekly or Monthly cycle.  
**Seven Day Scripts** - indicates whether or not the Prescription Cycle is set for Seven Day Scripts. (Prescriptions dispensed every seven days)  
**Foil Notes** - Shows any notes entered in the **Note** section of the currently highlighted dose pack in the list. Notes are entered in the **Edit Foil screen**.

**Function keys**

- Create Rx** Generates new prescriptions or repeats as total owes & prints exemption certificates. See Generating Prescriptions.
- Rx Audit** Selection of historical cycle to review Rx's at various stages during and after the cycle.
- Supply Med** Issue owes on Rx's/repeats in Active packs for Cycle patients.
- Edit Foil** View/Edit foil for patient selected.
- Print** Print Foils, Signing Sheets, Labels, Dosepack Charts, Usage.
- Other** Option to set cycle to weekly, and/or mark weekly as 7 day Rx's
- Next Page** Set cycle stockpoint. Set bulk prescription options.

**Before Generating Prescriptions**

Before creating new prescriptions **make sure that owes created in a previous Prescription Cycle** (if applicable) **have been supplied**. Use the Rx Audit F4 key from the Cycle screen to select the previous cycle (if there is one) and check owes. The generation process does not take into consideration any outstanding owe that may still be on a prescription item in determining whether to generate the prescription.

If owes are **not** supplied there will be a message entered into the Audit file warning of the outstanding owe on the previous cycle's prescription.

## Generating Prescriptions

To begin generation of prescriptions, press **Create Rx F3**

**WARNING**

**This program will issue a repeat if available, else create a new Rx. If you are mixing 3 monthly (Stat) prescriptions with monthly prescriptions in this cycle, then you should only generate NEW prescriptions every 3 months.**

**Generate?**

**Repeats only (if available)**  
**New prescription or repeat (next in sequence)**

A prompt will appear to confirm whether prescriptions are to be created (by dispensing repeats or generating prescriptions). Choose R or N as appropriate for your cycle or Escape to exit without creating any Rxs.

If continuing, a prompt will appear to enter the **Prescription Cycle Commencement Date**.

Generated Prescriptions will have the current day's date as their dispensing date.

## Commencement Date

The Commencement date is the date that will be used as the Start Date of the dose pack, and is used when printing the dates on dose packs, labels and signing sheets.

The Commencement Date is also compared to the **Start Date** and **Stop Date** on the dose pack prescription items to determine whether a prescription will be generated. See **Advanced Options, Using Start and Stop Dates** for further details.

When entering the Prescription Cycle Commencement Date if the date is less than 28 days (or 7 days if Seven Day Prescriptions option is set) or equal to the last commencement date for the Prescription Cycle then a warning will prompt the user to confirm the date entered. This warning will alert the user that the current prescriptions for the dose packs may still be valid and there may be no need to create a new batch.

## Prescription Quantities

Prescription Cycle generation uses the quantities on the actual Rx, not the quantities on the dose pack.

## Deleting or Un-Repeating Prescriptions

Once a prescription has been generated using the Prescription Cycle process it cannot be un-generated and will have to be manually deleted or un-repeated. If this is done then the dose pack item will show as a **No Rx** item. This will prevent automatic generation of this item in the next cycle.

The dose pack will have to be manually edited before processing the next Prescription Cycle to reflect the current prescription to allow automatic generation to update the item.

## 5. Review New Prescriptions

The generated Rxs and/or repeats are stored in a file identified by a Batch date and a run date.

The batch date is the commencement date of the cycle and the Run date is the date the prescriptions were created.

Search for Rx audit for cycle: 1Rivendell		
	Batch date	Run date/time
1	22/06/05	22/06/05 13:51
2	25/05/05	25/05/05 13:45
3	27/04/05	27/04/05 12:34

All Rx cycle batches are stored in the database and can be referred to at any time after generation.

**After Generation of prescriptions**, use the **Rx Audit** function key from the **Edit Rx Cycle screen** to select the latest batch file containing the newly created Rxs.

**The Audit Screen**

It is important to review Rxs before printing any packs and/or telephone prescriptions since the batch will show informational messages which may indicate the need for corrective action.

The information highlighted may indicate that prescriptions have not been generated, exemption certificates issued, outstanding owes exist on previous prescriptions, patient Rx code changes, expiry dates etc.

**Rx Audit Screen.**

ESC	F1 Help	Edit Rx audit					Thu 30/06/05 6:17pm		TONIQ	WI
Edit Script F2	Edit Foil F3	Tick Black F4	Audit Report F5	Find Prev F6	Find Next F7	Print F8		Other F10	Billing F11	Accept Details F12
Batch date 22/06/05 Run date/time 22/06/05 13:51										
<input type="checkbox"/>	B Baggins	Paracetamol 500mg		224	224	1121842/0	22/06/05			
<input type="checkbox"/>	B Baggins	CARTIA DISPENSARY 100...	9.15	28	28	1121843/1	22/06/05			
<input type="checkbox"/>	B Baggins	HEALTHERIES MULTIVITA...		56	56	1121844/0	22/06/05			
<input type="checkbox"/>	B Baggins	OSTEO-500 1.25g		56	56	1121845/0	22/06/05			
<input checked="" type="checkbox"/>	B Baggins	Quetiapine fumarate 25mg		56	56	1121846/1	22/06/05			
<input type="checkbox"/>	B Baggins	IMOVANE 7.5mg		56	56	1121847/0	22/06/05			
						Copy of Rx 1114937/1 Rx issued subsidised but may not be - Check restrictions.				
<b>Rx'er: Gandalf, MC06666, Access PHO</b> <b>Med: 56 Quetiapine fumarate 25mg Tablets</b> <b>Sig: Take ONE tablet TWICE daily</b> <b>Dose: 1 Freq: 2 Rpts: 0/2 Endorsed CC</b> <b>Owings: 56</b>										

**Sections in the Rx Audit Screen**

- Main Section** This summarises the Rxs/repeats generated by the cycle. Shows patient name, Medicine name & strength, the Rx price (non subsidised portion), the Rx quantity, the amount owing, the dispensing number & date and the billing status (optional).
- Colours**
- RED** a generated prescription item with an informational message.
  - GREY** a potential setup or previous cycle problem resulted in no Rx item generation – message indicates the nature of the problem.
  - BLACK** a Rx item created in the current cycle (needs no review).
- Tick Box-** A tick box is included to indicate the prescription has been reviewed.
- Detail Section** At the bottom of the screen are shown more specific details of the particular prescription item highlighted in the Main section.
- Message** – Information may be advisory (e.g. Copy of Rx 999999/1) or indicate that corrective action might be taken (e.g. Foil contains at least one No Rx)
- Colours**
- RED** the Rx item's tick box is unset, it may not have been reviewed
  - GREY** the Rx item has been ticked – indicates the Rx item has been reviewed and any appropriate action taken.
- Function keys**
- Edit Rx** View/Edit dispensing selected.
  - Edit Foil** View/Edit foil in which Rx item appears.
  - Tick Black** Tick all boxes for Rxs with no messages (shown on screen in black)
  - Audit Report** Print audit report – only Rxs with messages are printed.
  - Print** Print Telephone Rxs, Bulk Telephone Rxs, CRCs, Receipts, Labels.
  - Find Previous** Go to previous *unticked* Rx item on screen with a message.
  - Find Next** Go to next *unticked* Rx item on the screen with a message.
  - Other** Supply Rx owe, batch owes(check below), delete batch.
  - Billing** **Optional** : Bill Rx items to debtors, send to parked transaction list
  - Accept Details** Ticked boxes will be saved with the batch.

## The importance of the Tick Box

NB: The Audit screen messages remain with the Audit batch. If, for example, the message indicated an underlying error on the Rx item or in the foil and *that error has been fixed*, **the warning message does NOT go away.**

It is therefore essential that such items are 'ticked' such that the reviewer knows which items have been resolved and which have not. The warning message for a 'ticked' Rx changes colour to white. The Find Previous and Find Next function keys jump Rxs that have been ticked.

## Audit Screen Messages

The following messages may be displayed on the screen or printed on the report.

Message	Description
The patient failed to go exempt because a new block of exemption cards is required.	<b>This error will stop the auto generation of prescriptions.</b> The block of exemption cards has not been assigned, or the maximum number has been reached. The following message will be displayed. "The next exemption card number is zero or greater than the maximum exemption card number. A new block of exemption cards is required. Edit exemption card values in general options and restart prescription generation."
The exemption card label did not print.	Appears if an error occurred when Dispensary tried to print an Exemption label when a patient became exempt.
The exemption record did not print.	Appears if an error occurred when Dispensary tried to print an Exemption Certificate when a patient became exempt.
The patient has become exempt. Card number xxxx	Reports the fact that a patient became exempt during automatic dispensing of prescriptions. The exemption card number is shown.
The patient is not assigned.	This error will only appear if the patient has been deleted from the database and is unlikely to occur. <b>Note</b> The deletion of a patient after merging, assigns all dose packs to the merged patient.
The patient is deceased.	The patient for the dose pack items is marked as deceased. No prescriptions are generated. (Remove dose packs for patient from Prescription Cycle by removing the Rx Cycle in the <b>Edit Foil Screen</b> )
The patient is inactive.	The patient record has Dosepacks Inactive set. No prescriptions are generated. (Remove dose packs for patient from Prescription Cycle by removing the Rx Cycle in the <b>Edit Foil Screen</b> )
The foil contains at least one "No Rx"	At least one item in the dose pack is a "no Rx" item. This may be a script that was deleted previously. <b>No prescription is generated.</b>
The foil is not active.	The dose pack included in the Prescription Cycle is marked as inactive. No prescriptions are generated. (Remove dose packs from Prescription Cycle by removing the Rx Cycle in the <b>Edit Foil Screen</b> )
The foil is issued.	The dose pack has already been created and will not be re-issued if the Prescription Cycle period is re-run. This will display if the Prescription Cycle has to be re-run if it was halted during the creation process, e.g. Exemption Certificate numbers are used up or not assigned, computer crash.
The foil item start date is the same as the foil cycle date.	The prescription item in the dose pack has had a Start Date entered in the Edit Options section of the Edit Foil screen, and the Prescription Cycle Commence date is the same. It is assumed that the prescription has not been used yet. <b>No prescription is generated.</b>
The foil item start date is after the foil cycle date.	The prescription item in the dose pack has had a Start Date entered in the Edit Options section of the Edit Foil screen and is later than the Commence Date. It is assumed that the prescription has not been used yet. <b>No prescription is generated.</b>

Message	Description
The foil item stop date is before the foil cycle date.	The prescription item in the dose pack has had a Stop Date entered in the Edit Options section of the Edit Foil screen that is before the Prescription Cycle Commence date. <b>No prescription is generated.</b>
The Rx code has changed from ... to ...	If a new prescription has been generated and the subsidy code has changed for the patient. e.g. this could be a change from A3 to X3 if the patient has become exempt.
The medicine has changed from ... to ...	If a medicine has been replaced since a previous dispensing this is indicated
The PS medicine unit price has changed from \$... to \$...	This indicates that the subsidy price has changed by at least 5% from a previous dispensing. This is based on the unit cost of the medicine. Price rounding may affect the accuracy of the 5% figure.
The foil item stop date is within the foil cycle period.	This is a warning only, the prescription will be generated. Check the matrix to adjust the doses so that the medicine does not appear on the dose pack after the stop date.
The XXXX has "CHECK" and "DOSEPACK" in the note. (Where XXXX is the location of the note)	If the words "Check" <b>and</b> "Dosepack" are in the Patient Notes, Rx Notes, Doctor Notes or Medicine notes then this is flagged. If there are no repeats left and a new prescription is being generated then the original of the old prescription is inspected for the text.
The prescription item has variable repeats.	If a prescription item has variable repeats set up, then this is flagged.
The prescription item has no repeats.	If the prescription has been set up with no repeats then this is flagged. <b>Note</b> this is an option that needs to be set in the <b>Prescription Cycle Options</b> on the <b>Dose Pack Menu</b> .
The prescription item has one repeat.	If the prescription has been set up with one repeat then this is flagged. <b>Note</b> this is an option that needs to be set in the <b>Prescription Cycle Options</b> on the <b>Dose Pack Menu</b> .
The prescription item has a different doctor to the patient's usual doctor.	If the prescription has been dispensed with a doctor different to the Usual Doctor set in the patient record then this is flagged.
The prescription item has a future specialist recommended date.	The prescription has been dispensed with a specialist recommended date that is after the Prescription Cycle commence date.
The prescription item has an expired specialist recommended date.	The prescription being generated is for an item that has been recommended by a specialist, and the expiry date of the recommendation has expired.
The prescription item has an expired special authority date.	The prescription being generated is for an item that has a Special Authority, which has expired. <b>Note</b> The prescription will still price with a SpecAuth subsidy.
The old prescription item has outstanding owes.	The prescription from which the new prescription is being generated (either a repeat or copy) still has an outstanding owe on it. Owes should be supplied for the dose pack as they are dispensed. See next section.
The prescription item has already been processed and was not updated.	The prescription is in two different dose packs that are both in the same Prescription Cycle. The prescription was not generated in the first dose pack either because of an error or for example, it had a Stop Date before the Commence Date or had neither In or With Dosepack set, in the first dose pack. It is not generated in the second dose pack.
The prescription item has already been processed	The prescription item is in two different dose packs that are both in the same Prescription Cycle. Only one prescription is generated and then updated in both dose packs.
Issued expired repeat.	The repeat that has been issued has expired.

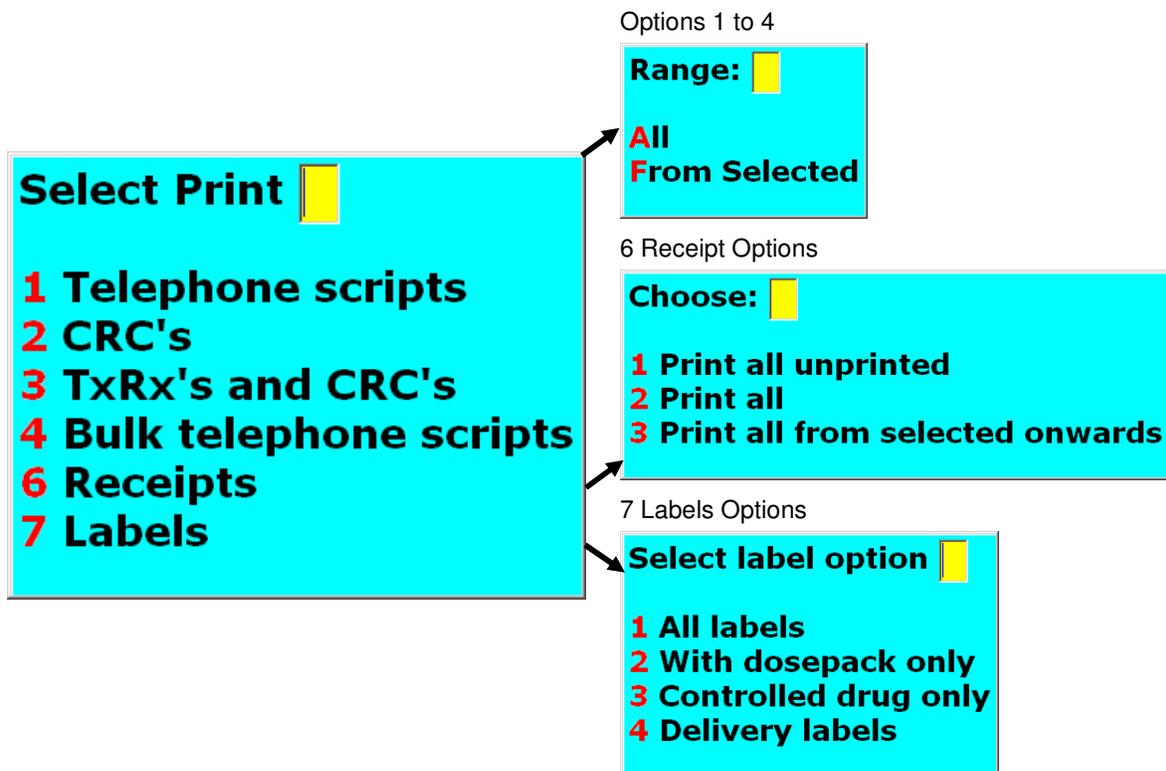
Message	Description
Rx issued subsidised but may not be – Check restrictions.	The prescription item is restricted, check restrictions have been met to make the item subsidised.
Not Issued. The prescription is marked “Inactive”.	The first dispensing of this prescription has been edited from patient history to mark its outstanding repeats as inactive. Perhaps the medicine has been changed for this patient ?
Period of supply low, qty low	Check the Rx item qty, the Rx instructions, the dose frequency and maybe the pack. E.g if the qty, instructions and dosages correct but the dose/frequency is wrong, correct it (or zero it).
The prescription medicine is delisted - NSS qty is set to prescription qty	Perhaps there is another medicine which can be used instead to get a full subsidy ? If so, edit Rx item, reselect medicine and save.
The foil item was deferred. It was not processed and will not process next time	The prescription in the foil has the option “Defer cycle process” ticked.
The foil item was deferred. It was not processed but has been set to be processed next time.	The prescription in the foil has the option “Defer cycle process” ticked. The cycle option is set to “Undefer deferred items”. So the prescription item is undeferred ready for the next cycle.

### Printing from the Audit Screen

The Audit Screen can be used for various printing operations.

If receipts are printed after the cycle has been billed they will show the barcode for Parked Transaction pickup OR the debtor account if direct billed.

NB: The Foils, Signing Sheets, Foil labels and/or Dospack charts are all printed from the CYCLE PROCESSING screen.



## 6. Supply Medicines on Prescriptions

### Prescription Cycle Sequence

When supplying medicines for a dose pack a sequence will be required. The sequence determines which dose times will be supplied.

#### Weekly dose packs

Sequence number equal to '1' will supply medicine for the dose pack for the first week. Number equal to '2' will supply the second week. The letter 'a' or 'A' will supply all four weeks.

#### Monthly dose packs

Sequence number '1' will supply medicine for the dose pack for the first dose time (e.g. breakfast). Number '2' will supply the second dose-time (lunch). The letter 'a' or 'A' will supply all four dose times.

**NB: The owe supplied is calculated from the doses entered for the medicine on the foil.**

This highlights any errors in the dose quantities on the foil. If the quantities do not match the prescription amount there will be an outstanding owe left on the prescription. However, dose quantities that exceed the total medicine amount will reduce the owe to zero after all sequences are supplied and do not go negative.

### Supplying Medicines from Cycle Processing Screen

Owes can be supplied for all dose packs in the Prescription Cycle by using **Supply Meds F5**. A prompt confirming to proceed with supply will show, then a prompt to for the sequence to supply will appear. Enter sequence(s) to supply.

### Review Owes supplied from Rx Audit Screen

Use the Rx Audit Screen to select the batch and review owes supplied.

If all prescriptions and foils are setup and working well, the owes column should now be empty (since they have been supplied). Paging down through the Audit screen should quickly identify potential errors in pack setup, dose changes or complex irregular medication.

The owe can also be supplied for an individual dose packs using **Edit Foil screen**, using **Other F10**. Choose the option **Supply Medicine for Foil**.

ESC	F1 Help	Edit Rx audit					Thu 30/06/05 6:17pm TONIQ		W
Edit Script F2	Edit Foil F3	Tick Black F4	Audit Report F5	Find Prev F6	Find Next F7	Print F8	Other F10	Billing F11	Acc Det F1
<b>Batch date 22/06/05 Run date/time 22/06/05 13:51</b>									
Patient	Medicine	Price	Qty	Owe	Script#	Date	Billing		
✓ B Baggins	Paracetamol 500mg		224		1121842/0	22/06/05			
✓ B Baggins	CARTIA DISPENSARY 100...	9.15	28		1121843/1	22/06/05			
✓ B Baggins	HEALTHERIES MULTIVITA...		56		1121844/0	22/06/05			
✓ B Baggins	OSTEO-500 1.25g		56		1121845/0	22/06/05			
✓ B Baggins	Quetiapine fumarate 25mg		56	28	1121846/1	22/06/05			
✓ B Baggins	IMOVANE 7.5mg		56		1121847/0	22/06/05			
						Copy of Rx 1114937/1 Rx issued subsidised but may not be - Check restrictions			
<b>Rx'er: Gandalf, MC06666, Access PHO</b> <b>Med: 56 Quetiapine fumarate 25mg Tablets</b> <b>Sig: Take ONE tablet TWICE daily</b> <b>Dose: 1 Freq: 2 Rpts: 0/2 Endorsed CC</b> <b>Owings: 28</b>									

Rx Audit screen indicates that the Rx for Quetiapine fumarate was generated for 56 tablets but only 28 of these were allocated on the Foil – hence there is an outstanding owe of 28 tablets. Something is wrong!

## Un-Supplying Medicines for a Dose Pack

---

The option to Un-Supply is also available from the **Edit Foil screen**. This will restore the owe to the prescriptions using the dose quantities in the dose pack. If the dose quantities have changed between supplying the medicine and un-supplying the medicine then the owe will not be restored to the original quantity. Use **Other F10**. Choose the option **Un-Supply Medicine for Foil**. A prompt to for the sequence to un-supply will appear. Enter sequence(s) to un-supply.

## Manually Adjusting the Owe

---

The owe can also be manually adjusted in several ways.

- The owe can be edited on the dose pack and set manually. This will adjust the owe on the corresponding prescription.
- The owe can be changed by editing the corresponding prescription and changing the owe amount. This will then be reflected on the dose pack prescription item.
- The owe can be *fully* supplied from the prescription log. This will set the owe for the prescription and dose pack item to zero.

## 7 Billing

If the Toniq Retail Debtors module is not used, the Billing option in the Rx Audit screen should be ignored. The patient charges report (for patients in an institution) will give a breakdown of the pricing and charges.

If cycle prescriptions are set to be sent to POS for charging via the parked transaction list, it is important to understand that this does not happen until they are billed using the **Billing F11** key.

Similarly if they are set to go directly to either Institution and/or Patient debtor account this does not happen until the **Billing F11** key is pressed.

### Direct bill whole Institution to Debtor

If the cycle is for a rest home and all charges are to be billed directly to the rest home debtor, then the rest home's institution record can be linked to its debtor account.

From the **DosePack** menu: **7. Institution Maintenance**

Select the rest home. Press the space bar on the Debtor Account to select the Debtor to be billed.

When the **Billing F11** key is pressed on the Rx Audit screen all items will be billed to the Institution debtor provided the individual patients (Edit Patient page 2) are setup as follows:

The screenshot shows the 'Pack Details' form with the following fields and settings:

- Institution:** Elronds Rest home
- Room:** (Empty)
- Debtor account:** Bilbo Baggins
- Charge Rx's directly to debtor account:**  (Unticked)
- Prompt debtor account:**  (Unticked)
- Auto delivery:**  (Unticked)
- Auto receipt:**  (Unticked)
- Inactive:**  (Unticked)
- Send bill to POS:**  (Unticked)
- Dont send bill to POS:**  (Unticked)

Callouts provide the following instructions:

- 1) Institution must be assigned to patient.
- 2) **Charge Rx's directly to debtor account** should be UNTICKED.
- 3) **Send bill to POS** should be UNTICKED.

### Direct Bill some patients' specific debtor accounts

If most of the charges for patients within an institution are to be billed directly to the rest home debtor account, but charges for some patients are to be billed to the patient's own debtor account.

Link the institution as above but have the patient link to their own debtor account and tick **charge directly to debtor account**.

NB: In some pharmacies for historical reasons patients may be **directly linked to an institution rest home debtor** on the patient screen rather than being linked to it via the Institution. In this case there is no flexibility of charging.

This can be resolved if required, using the **4. Maintain Contact/Clients in bulk facility** in Retail.

Select all clients in the institution using the resthome address, then use the **Set Other F4** key to set debtor option.

(If **Accept Details F12** is pressed on a blank debtor it effectively unlinks the debtor).

Clearly if some of these clients have their own debtor accounts they need to be relinked to these one by one on the Edit Patient screen.

## Complex billing

---

If a patient has several items on one dosepack and one of these items is to be billed to the patient (eg an NSS prescription) and the other items are to be billed to the rest home, there is currently no *easy way* to handle this.

An option available when using the **Billing F11** key is to bill Ticked items only. If the cycle has all been checked off (ie. all items ticked) and there are only a few patients with charges to go directly their accounts, these items could be unticked. Billing only ticked items billed to the institution.

The unticked NS items could then be collected together (patient charges report) and billed through separately. Clearly pharmacy process is important here.

## Billing twice

---

The **Billing F11** key has options to bill all items, selected items only and/or just ticked items.

If a cycle has already been billed, the second time this key is pressed additional options are to only bill uncharged items or to recharge regardless. Care should be taken not to recharge regardless unless evidence shows the billing did not succeed the first time.

Deliberate two stage billing may be helpful to achieve complex billing scenarios but should be managed carefully.

## Timing

---

Cycle prescriptions are billed when **Billing F11** is pressed in the Rx Audit screen which may be some time *after* the prescription was created. Contrast this to normal prescriptions, which are billed (if set to do so) at End Visit. This is true for prescriptions billed to POS or directly to debtor.

Sometimes it is necessary to raise a prescription for a cycle dosepack patient outside of the cycle process. If this institution is set to bill directly to the resthome debtor, it may be desirable for timing reasons to defer the direct billing to the debtor at End Visit to a time when the rest of the institution is being billed.

From the **DosePack menu**: **7. Institution Maintenance**

Select the rest home. Tick the option: **Ask before billing manual scripts**.

Rxs done manually for a patient in this rest home now prompt at End Visit: **Charge to Debtor Y/N**

If N is selected the prescription charges are sent to the parked transaction list (provided system, institution or patient has **Bill to POS** set).

Pharmacy should consider some tight processes to keep track of these manually raised prescriptions when the rest of the institution's cycle is billed.

## Receipts

---

Once the cycle has been billed, receipts printed from the Rx Audit screen will show the debtor account billed, **NB**: The Institution or Patient must have Auto Receipt ticked for receipts to print.

If the cycle has not been billed the receipts printed will not show the debtor account or barcode.

## Billing Community Patients

---

Patients in a cycle that are NOT in an institution (e.g. community patients) can still be direct billed. These patients must each be linked to their own debtor accounts (see p2 of Edit Patient). They must also have the **Charge Rxs directly to debtor account** ticked.

NB: If a patient in the cycle does not have this option ticked or is not linked to their debtor the program will try to send the charge to POS if options are set that allow it to do so. The billing column should be reviewed to confirm all patients have been charged as expected.

## Changes to billable prescriptions

---

In the current version of the program any edit to the prescription which may result in a difference in charging will issue a warning advising the user that the prescription may have been billed and the charge might need manual adjustment. Since the prescription does not carry information about when it is billed, normal edits done before the billing is done may result in this warning.

## Bill to POS – System, Institution, Patient options

---

If the Institution or any of the patients in a cycle are **not** set to charge to a debtor but the system is set to **Bill to POS**, (System Setup, General Options) then the Billing key in the Audit screen will send the Rxs to the POS parked transaction list and the billing column on the screen will show PARKED.

Should an institution and/or a patient be marked **Don't Bill to POS** AND also not be linked to a Debtor Account, the Billing key does nothing for that Institution and/or patient.

Similarly if the main system option to **Bill to POS** (Setup, General Options) is *not* ticked and no institution or patient has an override **Bill to POS** ticked, no charges will be sent to POS when the Billing key is pressed, whether or not debtor accounts are linked.

## The Patient Charges report

---

This report is of use for cycles where patients are in institutions. It may be useful as a checking tool to reconcile debtor transactions.

## More detail on the debtor (plain paper) statements

---

If normal plain paper statements are produced (A4 or A5) (See **2 Debtor setup, 1 Default statement options** p2) no reference is made to the patient name on the maintain debtor screen OR on the statement. However, the client transaction report does show the individual transactions by patient.

The rest home debtor screen & statement *can* show the patient, if necessary. Select the rest home debtor in Maintain Debtors (in Retail program), F11 Next Page.

Tick: **For each invoice item on the statement print the first product item from the invoice.**

Tick: **Override default options** (but make sure the other options on this screen match your system wide statement options.)

This will show the *first* Rx number and patient name on the debtor statement (see example overpage).

NB: This option can also be ticked on the system wide debtor setup menu but will affect all debtor accounts rather than just the Rest home one.

## Show the medicine on the client transaction report (and/or invoice)

---

To show the *medicine* select the debtor, F11 Next Page and F11 Next Page again.

Tick: **Print private information.**

A client transaction report can now be printed from the debtor screen using **Print Select F9** to list the medicines on each invoice.

If the medicine is required on the invoice itself:

Tick: **Print A4 invoice instead of receipt**

An A4 printer needs to be selected in Workstation Configuration Devices Setup for this to work.

Use **Print Select F9** from the debtor screen to print A4 invoices for the month.

**Bill Institution  
Debtor Account  
from Dispensary**

**General**

Name **Elronds Resthome** Institution

Debtor account Elronds Resthome Ltd Debtor

Notes

Thu 16/06/05 6:02pm T... Q WIN

Print Labels F9 Other Billing F10 Accept Details F12

Batch date 27/06/05 Run date/time 16/06/05 17:52

Patient	Medicine	Price	Qty	Owe	Script#	Date Billing
<input checked="" type="checkbox"/> B Baggins	Gabapentin 100mg	9.50	100		898662/0	16/06/05 Elronds R...
<input checked="" type="checkbox"/> B Baggins	VENTOLIN 100mcg/dose ...	15.00	200		898663/0	16/06/05 Elronds R...
<input checked="" type="checkbox"/> B Baggins	amitpyline 50mg in 100g...	9.65	100		898664/0	16/06/05 Elronds R...
<input checked="" type="checkbox"/> B Baggins	Famotidine 20mg	11.30	30		898665/0	16/06/05 Elronds R...

Sort key  Credit limit 0.00

Transactions for June 2005

Date	Description	Debit	Credit
13 Jun 2005	Invoice 368630Rx item 898650 (Bilbo Baggins)	\$45.45	
20 Jun 2005	Invoice 368631Rx item 898654 (Bilbo Baggins)	\$45.45	
27 Jun 2005	Invoice 368634Rx item 898662 (Bilbo Baggins)	\$45.45	

**Billing**

**Invoice**

## Advanced Options

### Using the Start and Stop Dates for Dose Pack Prescriptions

#### Start Date & Stop Date

Individual items in the dose pack can have start and stop dates assigned, which are used during the automatic generation of prescriptions.

The Start Date is used to determine when the medicine is first used. The Stop Date is used to determine when the medicine is no longer to be taken. This is useful if a medicine has to be temporarily added to a dose pack.

When using the Prescription Cycle Processing function a **Commencement Date** has to be entered before the generation of dose pack prescriptions can take place. The Commencement Date is used as the Start Date of the **dose pack** and this is date printed on the dose pack. If a dose pack prescription item has a Start (or Stop) Date then it is compared to the Commencement Date to determine whether the prescription will be generated.

A **Start** and/or **Stop** date can be assigned to a dose pack prescription item from the **Edit Foil screen**. Select the dose pack item and choose function key **Edit Option F6**. This will display the panel below.

HISTAFEN 8mg LA

Start Date

Stop Date

In Dosepack

With Dosepack

On Signing Sheet

Patient Review Note

Enter the start date

#### Start Date

Start Date for the medicine in dose pack. See below for details.

#### Stop Date

Stop Date for the medicine in dose pack. See below for details.

#### In Dosepack

This is set by default when including a prescription into the dose pack. This must be ticked for the medicine to be printed on dose pack.

#### With Dosepack

If this option is set then the medicine will not print on the dose pack. A prescription will still be generated.

#### Important Note

Both the above options are mutually exclusive.

If neither of the above Dosepack options are set then Prescription Cycle processing will not generate a replacement prescription and **Supply Medicines** will not deduct doses from the owe.

#### On Signing Sheet

This is set by default when including an Rx into the dose pack. If this is not ticked then the medicine is not printed on the signing sheet.

#### Note

The **Show All Medicines** option in the Foil and Signing Sheet **Prescription Summary** parameters on **Page 2** of **Edit Foil Type screen** does not override any of the above options if they are not set.

#### Patient Review Note

**Not yet implemented.**

### Start Date

If the Start Date of the prescription item on the dose pack is the same as, or after the Commencement date, then the prescription is not generated. This is because it must be a manually entered prescription, which is about to be supplied.

If the Start Date is before the Commencement date then a prescription is generated.

### Stop Date

If the Stop Date is the same as, or after the Commencement Date, then a prescription is generated.

If the Stop Date is before the Commencement Date then no prescription is generated.

The Audit Report will warn if the Stop Date for an item falls within the Prescription Cycle period, or if the Start date is after the Commence Date.

## Important - Start and Stop Dates

It is important to realise that the **Start** and **Stop Dates** do **not** determine whether the item will print on the dose pack. They are only used to determine whether a prescription is generated or not. They are **not** used to calculate the quantities supplied when the **Supply Medicine** option is used. Only the set up of the dose pack determines this. Use the matrix to customise the period the medicine is to be given.

## Printing

### Dose Pack Print Sequence

When printing dose packs, labels or signing sheets a sequence will often be required. The sequence is not the same as number of dose packs or labels.

The sequence determines which dose times will be printed.

### Weekly dose packs

Sequence number equal to '1' will print the dose pack (or label) for the first week. Number equal to '2' will print the second week. The letter 'a' or 'A' will print all four weeks.

### Monthly dose packs

Sequence number equal to '1' will print the dose pack (or label) for the first dose time (e.g. breakfast). Number equal to '2' will print the second dose-time (lunch). The letter 'a' or 'A' will print all four dose times.

## Printing Dose Packs from Edit Rx Cycle Screen

Printing of dose packs assigned to a Prescription Cycle can be done from the **Edit Rx Cycle screen**.

Choose **Print F9**. This gives the option to print **Foils, Labels, Signing Sheets, All** three. A prompt for the sequence will show.

There is also an option to print the **Usage** and a **Pharmacy Medication Summary Report**.

### Usage

This report is not implemented from here but is accessible from either the **Print Foils screen** or from **Dose Pack Reports** option **5. Medicine Usage**. See Dose Pack User Notes manual for further details.

### Pharmacy Medication Summary Report

The report can be used by pharmacy staff to sign off that dose packs in the Prescription Cycle have been packed and checked. The report prints each medicine in the dose pack with a grid on the right hand side for signing each day, and the lines are repeated for each sequence specified.

This report is the same report accessible from **Dose Pack Reports** option **3. Pharmacy Signing Sheet**

## Electronic Claims and Prescription Cycle Processing

### Electronic Claims and Owes

When using a Prescription Cycle all prescriptions are generated with the full amount of the prescription owed.

The way that the owe is handled depends on whether daily claims are created or only a single claim for the batch period.

### Daily Claims

The following situations occur **each day** a new claim is created in which a Prescription Cycle has generated prescriptions.

- **Prescription partly supplied.** At least one *foil* cycle has had Medicines Supplied. The prescription is included with the supplied amount and has status **New XOwe**.
- **Prescription fully owed.** The prescription is automatically deferred and has status **Deferred**. The error shows **Owe Qty = Total Qty**. These prescriptions will **not** be automatically brought forward into the next day's new claim and will not reappear until the daily claims are merged (even if prescription is partly or fully supplied).

At the end of the batch period merge daily claims for the period. The following situations can occur.

- **Prescription partly or fully supplied.** Prescriptions that were fully owed and automatically deferred in one of the individual claims and have since had medicines supplied are included in the claim as a **Brt Fwd** and will claim for the amount supplied. (They may still have an owe on them but not for the full amount.)
- **Prescription is still fully owed.** It will still have status **Deferred** and will not be sent with the claim. (These prescriptions will automatically be brought forward into the **next new** claim created after this one is **Sent**.)

### Single Claim for Batch Period

If a single claim is created at the end of the batch period the following situations occur when the claim is created.

- **Prescriptions partly supplied.** The prescription is sent through with the supplied amount and has status **New XOwe** (unless it has been deferred from a previous **Sent** claim then it will be **Brt Fwd**)
- **Prescription fully owed.** The prescription is automatically deferred and has status **Deferred**. The error shows **Owe Qty = Total Qty**. (These prescriptions will automatically be brought forward into the **next new** claim created after this one is **Sent**.)

### Both Cases After Sending Claim

Prescriptions that were fully owed in **Sent** claim. The following situations can occur in **New** claim.

- **Prescriptions still fully owed.** Prescription will still have status **Deferred**.
- **Prescriptions partly supplied in current batch period.** Prescription will have status **Brt Fwd**.
- **Prescriptions fully supplied in current batch period.** Prescription will have status **Owe**.

Prescriptions that were partly supplied in **Sent** claim. The following situations can occur in **New** claim.

- **Prescription still partly supplied.** Even although further medicines may have been supplied prescription will **not** be automatically included in claim. These will automatically be included once the prescription is fully supplied. **Note** These could be claimed by manually resubmitting prescription.
- **Prescription fully supplied.** Prescription included with status **Owe**.

Examples of the processing of owes is shown in the following table.

**Example**

	Batch Period 1		Batch Period 2		Batch Period 3	
Foil Cycle		Week 1	Week 2	Week 3	Week 4	
<b>RxCycle</b>		Generate Rx				
		Owe = 28	Owe = 21	Owe = 14	Owe = 7	
		Supply 7	Supply 7	Supply 7	Supply 7	
End of Batch Period		Owe = 21	Owe = 14	Owe = 7	Owe = 0	
<b>Rx Status</b>	<b>New XOwe</b>		Not included. Could claim manually by resubmitting Rx		<b>Owe</b>	
	Claim Amount = 7		Claim Amount = 0		Claim Amount = 21	
<b>RxCycle</b>		Generate Rx				
		Owe = 28	Owe = 28	Owe = 21	Owe = 14	Owe = 7
		Supply 0	Supply 7	Supply 7	Supply 7	Supply 7
End of Batch Period		Owe = 28	Owe = 21	Owe = 14	Owe = 7	Owe = 0
<b>Rx Status</b>	<b>Deferred</b>		<b>Brt Fwd</b>		<b>Owe</b>	
	Claim Amount = 0		Claim Amount = 14		Claim Amount = 14	

## Troubleshooting

### Prescriptions Not Generated Or Owes Not Being Supplied

There can be several reasons for this, check Audit Report for error messages.

- The dose pack may not be set to **Active**, check **Edit Foil screen**.
- The patient may be deceased, check patient record.
- Patient **Dosepack Details, Inactive** may be set, check patient record.
- The prescription item may have **Start** or **Stop** dates set which prevent generation. Check in **Edit Foil screen** by selecting medicine and viewing **Medicine Options** section. See **Using the Start and Stop Dates for Dose Pack Prescriptions** section for details.
- The prescription item may not have either **In Dosepack** or **With Dosepack** set. Check in **Edit Foil screen** by selecting medicine and viewing **Medicine Options** section.

### Prescription Price With Wrong Subsidy

- Make sure that the patient subsidy card has not expired, and that all card details have been correctly entered. Expiry dates and card numbers **must** be entered.

### Prescription Didn't Use Shop Price

- The option **Use shop price if less than prescription item price** is not set in **Dose Pack Menu** option **4. Prescription Cycle Options**
- The quantity on the prescription may not be for a whole pack. Consider setting up NSS Markup and NSS Dispensing Fee on the medicine.

### Prescription In Dose Pack Showing 'No Rx'

- The prescription has been deleted or unrepeated in the Prescriptions screen. The dose pack does not roll back to a previous dispensing and the item will have to be changed in the dose pack to reflect the correct prescription before it can be automatically generated.

### Exemption Number Not Available Or Duplicated

- The Prescription Cycle process needs a **unique** block of exemption numbers to use. These numbers cannot be used for patients becoming exempt during manual dispensing. These must be set up in **5. General Options** screen available from **Main Menu 7. Administration 1. Setup**  
On **Page 1** there are two fields to enter the range of exemption certificate numbers.

### Dispensed Medicine Not Appearing In A Claim

- If daily claims are being prepared, the prescription may have been included in a previous unsent daily claim with the full amount of prescription owed. This would be automatically deferred and will not appear in further daily claims (even if medicine has been supplied) until the daily claims are merged.
- If a prescription item has already been partly claimed (ie with an owe on it), then it will not automatically be included in a claim until the prescription has been fully supplied.

### Can't Change A Dose Pack from Weekly To Monthly Or Vice Versa

- The dose pack cannot be changed if it is assigned to a Prescription Cycle. One of the following must occur to allow the change :
  - Dose pack removed from the Prescription Cycle.
  - Dose pack assigned to a different Prescription Cycle with the required Monthly or Weekly cycle.
  - The current Prescription Cycle must be edited and changed to the required cycle. This will change ALL dose packs assigned to the current prescription Cycle.

### **Processing Prescriptions For Robotic System – how to manage the stock.**

- Use the Stockpoints system to dispense out of a separate stockpoint.
  - Dispensary must be registered for Multistore. (Call us).
  - Create a stockpoint eg Robotics.
  - Set the robotics prescription cycle option to dispense out of this new stockpoint. (On the second page of the cycle processing screen, set the stockpoint to e.g. robotics).
  - Order types have an option to set the stockpoint to scan for usage. This stockpoint must now be set. If you have just Dispensary and Robotics stockpoints, then set the usage stockpoint to Dispensary. If you have more stockpoints call us for help.
  - As cycles are created so on in the Robotics stockpoint will become increasingly negative *but since this is not considered for ordering or for non-robotic dispensing* it should not matter.

### **The Patient Charges Report Does Not Print Anything ?**

- The patient charges report ONLY prints charges for patients in an institution.
  - Check the cycle patients are linked to an institution – see page 2 of patient screen.

### **My Receipts Do Not Show A Barcode To Pick Up Parked Transactions.**

- The cycle must be billed to send the the Rxs to the parked transaction list. Once they are billed the receipts will show the debtor billed or the barcode.
  - Go to the Cycle Processing screen.
  - Use the Rx Audit function key to select the relevant cycle.
  - Use the Billing function key to send Rxs to POS
  - Use the Print function key to print Receipts.

### **My Delivery Labels Don't Print.**

- Check Cycle options are set to Print delivery label for patients or institutions marked '
  - If set, check Institution is marked Autodelivery OR
  - Check relevant patients have Autodelivery set (2<sup>nd</sup> page of Edit Patient).