



# Webinar – Dispensary

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September 2023



# Toniq Inbox

- Receiving prescriptions from prescribers (Medtech, Indici and MyPractice) is changing from less secure email directly to Toniq using the NZePS API
- A blue envelope icon displays in the top panel when new Inbox messages arrives. This is visible anywhere in Dispensary
- To access, press **F4 Inbox** in the prescription entry screen:



# Toniq Inbox - Enabling *Autoprint*

- To turn on, from the Dispensary main menu select:
  - 7. Administration, 6. Exports setup, 7. Inbox
  - Set the *Autoprint Workstation*
  - Set the *Default paper size* - Auto, A4 or A5
  - Press F12 Accept details
  - Restart Tonic on the *Autoprint Workstation*
- **Note:** This only applies to new prescriptions from the time *Autoprint* was turned on

**Store Options**

Autoprint Workstation	<input type="text" value="DISP"/>
Default Paper Size	<input type="text" value="A5"/>

# Toniq Inbox - Dispensing a Prescription

- Highlight the desired prescription and press **F8 Disp. Rx**
- The status will change to *In Progress*; you will be taken to the prescription entry screen to process the prescription as normal

ESC	F1 Help	(TNQ) Inbox Messages Pg1 1				Tue 11/07/2023 03:29pm	TONIQ	WIN	
Edit Patient	Edit Rx'er	Filter	View History	Contact Patient	Update Status	Disp. Rx	Print Attach	View Attach.	Accept Details
F2	F3	F4	F5	F6	F7	F8	F9	F11	F12
<b>1 new message (89 total)</b>									
From	NHI	Patient	Received at	Status	Staff				
Dr Sam Entwistle		MR JAMES SMITH	12/12/22 15:05	Printed					
Dr Sam Entwistle		MR JAMES SMITH	12/12/22 14:59	In Progress	TNQ				
Mission Bay Admin		Dummy MOUSE	12/12/22 14:59	Printed	TNQ				
Valentia Provider	ZZZ0067	Blue TESTING	29/10/22 08:34	New					
Toniq Doctor	ZZZ0016	Test PATIENT	12/08/22 08:35	Completed	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	12/08/22 08:35	Dispensed	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	19/05/22 08:34	Completed	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	14/05/22 08:35	Completed	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	13/05/22 16:54	On Hold	TNQ				
Toniq Doctor	ZZZ0016	Test PATIENT	13/05/22 08:34	Dispensed	TNQ				

# Toniq Claiming

- Items with a status of:
  - **New** or **Resend** - a request for payment of an item that is *not* on the Te Whatu Ora system (the item has never been paid)
  - **Resubmit** – a request to re-process an item on the Te Whatu Ora system (it has been paid previously)
  - An item marked *Resend* or *Resubmit* will automatically go into the next claim
- An item marked *Resending* or *Resubmitting* is already in the next claim waiting to be sent
- Use **F4 Status** to defer Phone/Fax/Refer/Uncollected scripts

Status	Dose/ Freq	Defer	Find Next	Find	Fix	Other	Error Check
F4	F5	F6	F7	F8	F9	F10	F11
<b>Select status option</b>							
<b>New/Resend - First time Rx is being claimed or resend unpaid Rx</b>							
<b>Defer - Defer until next batch (same action as key F6)</b>							
<b>Exclude Rx from batch (NOTE: Rx may miss being claimed)</b>							
<b>Phone/Fax/Refer/Uncollected Rxs - Defer options</b>							
<b>Scan/defer Rx in bulk</b>							
<b>Rx Date after claim end date - Defer all</b>							
<b>3 Resubmit - For paid Rx, MOH to re-calculate</b>							

# Toniq Claiming

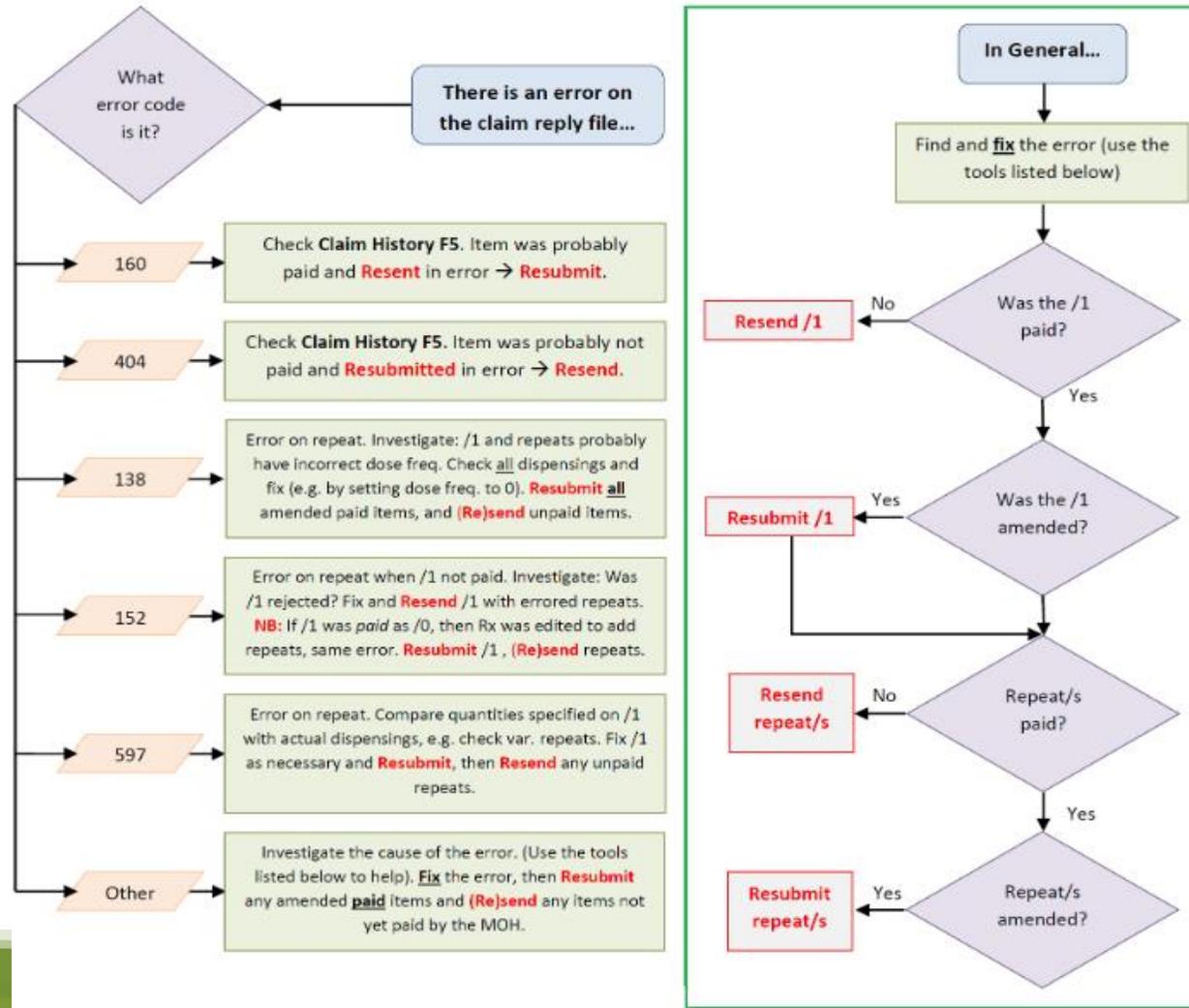
- Claims should be sent up to 4 business days after the batch period end date
- Use **F5 Claim History** to view previous payments / non-payments of the script item

clm	clm	Rx	Amount	Amount	Recvd Less	CT/SP	Status	Reply/
	End Date	Suffi	Claimed	Received	Claimed			Error
955	15 Aug 23	2	\$12.25	\$12.30	\$0.05	6877/Di	Resent	Paid
955	15 Aug 23	1	\$-5.05	\$0.00	\$5.05	6877/Di	Resubmitted	Paid
954	7 Aug 23	2	\$12.25	\$0.00	\$-12.25	6877/Di	Resend	133,138
950	7 Jul 23	1	\$5.35	\$10.40	\$5.05	6877/Di	Resubmit	Paid
948	30 Jun 23	1	\$0.00			6877/Di	Deferred	
947	23 Jun 23	1	\$0.00			6877/Di	Deferred	
946	15 Jun 23	1	\$0.00			6877/Di	Deferred	
945	7 Jun 23	1	\$5.35	\$0.00	\$-5.35	6877/Di	Resend	133,138

Error: More than 90 days supplied Stat

- Use **F8 Find** to find scripts with errors and missing NHIs
  - Check the script for anomalies such as the /1 being NSS
  - Compare Special Authority start/expiry dates carefully with the dispensing date
- Before sending a claim do **F11 Error check**

# Toniq Claiming - Common Error Codes



# Toniq Sundry Labels

- Use Ctrl + Delete to **increase** font size
- Use Ctrl + Insert to **decrease** font size
- Highlight text with the mouse and use **F7 Centre**, **F8 Bold**, **F9 Italic**, **F10 Underline** to format it
- Use **F2 Select Label** to recall a previously saved label
- Save the label using **F12 Save**

Select Label	New Label	Delete Label		Multi Label	Centre	Bold	Italic	Under line	Print	Save Label
F2	F3	F4		F6	F7	F8	F9	F10	F11	F12

## Enter text for label

Did you know some people may be able to access this without a doctor's script?

## ASK US HOW

Oral contraceptives may deplete you of essential vitamins.

Label "OC" loaded

# Toniq Medicine Options

- Options from within a Medicine:
  - **Auto shrink** – will automatically shrink the label
  - **Proportional shop pricing** – will divide the set **Retail price** by the quantity being dispensed
  - **Label per pack** – will automatically generate a label per pack
  - **Fee** – use for pharmacy charges and other non-medicines, e.g., blister packs fees
- Use **F6 Med Log** to view dispensing history as well as purchase history
- Set up a Sundry Label to print when a medicine is dispensed:
  - Recall the medicine and press **F11 Next Page** twice
  - Select the Sundry Label
  - Choose the desired prompt

Auto shrink <input type="checkbox"/>	Proportional shop pricing <input type="checkbox"/>
No generic PP <input type="checkbox"/>	Not on receipt info <input type="checkbox"/>
Section 29/26 <input type="checkbox"/>	Don't export scripts <input type="checkbox"/>
No discount <input type="checkbox"/>	Don't print label <input type="checkbox"/>
Contraceptive <input type="checkbox"/>	Label per pack <input type="checkbox"/>
Fee <input type="checkbox"/>	Med/Sigs on 2nd part label <input type="checkbox"/>

<b>Sundry label</b>	
Sundry label	Pro Biotic
Prompt always	<input checked="" type="checkbox"/>
Prompt once	<input type="checkbox"/>
Print with owe supply	<input type="checkbox"/>

# Toniq LTC Manager

- The LTC Manager is dynamically updated to provide a summary of LTC registration status and highlight those that may result in loss of Payment
- Manage annual reviews, patients with dispensing's over 120 days and failed updates
- Use **F8 Sort** to aid management
- Dates can be updated as required
- Use **F4 Patient Diary** then **F7 Use Templates** to access LTC Evaluation, Registration, Management plan and Periodic Assessment templates

Edit Patient	LTC Details	Patient Diary	View History	Service History	Sort	Filter	Resend Failed	Accept Details
F2	F3	F4	F5	F6	Select option		F11	F12
All current LTC patients (184 patients)					1 All current LTC patients 2 LTC mental health patients 3 LTC patients with selected contract 4 All patients with selected LTC status 5 LTC patients with specified note/warning note			
4 Reviews overdue					8 Patients with last dispensing over 120 d			
NHI	Patient	Review due	Last Disp	Last diary	EAR Updated			
ZP1329	Mrs Margaret Thatcher	05/09/14	27/05/14	05/09/13				
JP2420	Mr John Thomas	14/04/16	12/10/15	15/04/15	15/04/15			
SU9746	Mr Peter Wilson	17/11/17	21/12/17	08/03/17	05/12/16			
T8041	Mr Sylvia Smith	14/01/18	21/12/17	12/01/17	16/01/17			
BY2029	Mr Peter Greenfield	15/06/18	20/03/17	15/06/17	15/06/17			
Q2221	Vladimir Putin	11/02/18	10/04/17	15/02/17	FAILED			
QT2976	Mr Lewis Brown	09/03/18	10/04/17	07/03/17	10/03/17			
Y5396	Mr Mark Collins	19/07/18	04/05/17	19/07/17	19/07/17			
NG0567	Mr J Hardy	15/03/18	10/06/17	15/03/17	15/03/17			
W9297	Mr Donald Trump	24/03/18	30/06/17	24/03/17	24/03/17			
YX6733	Mr William Ross	01/02/18	18/12/17	31/01/17	02/02/17			
KM5859	Mr Roger Green	22/02/18	12/12/17	11/07/17	10/03/17			
GM7826	David Brown	10/03/18	21/12/17	08/08/17	10/03/17			
CL6402	Paul Green	10/03/18	14/12/17	08/08/17	10/03/17			
KK4407	Mr Neville Hammond	13/03/18	22/12/17	22/12/17	20/03/17			
<b>LTC Details</b> Initial start date: 11/03/15; Last review: 24/03/17 Current points: 31; Current status: Complete Warning note: July 2017: Is a permanent at Ryman ARRC so gets meds from their pharmacy.					<b>LTC Score: 21 = A10, L6, O5, H, sp0</b> <b>Conditions</b> LTC PF: poor health literacy LTC: Diabetes LTC: Hyperlipidemia LTC: Hypertension LTCPP: 5 to 8 regular medicines			

# Toniq LTC - Finding Potential Patients

- Use Bulk Edit patients. From the main menu:
  - **9. Other, 2. Bulk edit patients, F3 Add**
  - Use **F3 Date Range** and select the **Q Last 90 days**
  - Enter **Items** of 15 and Age 65
  - Optional: To exclude patients in institutions, press **F11 Next Page** and tick **No institution**
  - To run the report, press **F12 Accept Details**
  - Remove existing LTC patients: press **F2 Edit List** and select **Remove patients in bulk**
  - Press **F11 Next Page** and enter today's date in the **LTC as at** field
  - Press [Esc] and then **F12 Accept details**
  - Press **F2 Edit List** and **Edit list patient by patient**
  - Use **F5 View History** to review patient history
  - Use **F3 Edit Cond** to add LTC conditions
  - Use **F4 Open Diary** to access LTC Evaluation, Registration and Management plan templates

The screenshot shows the 'Date Range' selection menu with the following options: W Last 7 days, M Last 30 days, Q Last 90 days (highlighted), H Last 180 days, and S Specify days to look back. The 'Items' field is set to 15 and the 'Age' field is set to 65. The 'Patient criteria' section includes fields for Name, Note, Warning note, Family note, Address, Birthday, and Age.

The screenshot shows the 'Edit List' menu with the following options: Add more patients in bulk, Remove patients in bulk (highlighted), and Edit list patient by patient. The 'Edit List' option is also highlighted in the main menu above.

# Toniq NZ Formulary Integration

- A decision support tool, available to New Zealand pharmacies, that has real-time integration of Toniq with NZF during dispensing
- It has medicine interaction checking, patient allergies/adverse reactions, as well as patient information leaflets (including some in Te Reo)
- Register your interest at [toniq.nz/nzf](https://toniq.nz/nzf)

Medicine Warfarin sodium, 1mg Tablets **COUMADIN**

### Interaction Check

Interacts with	Action	Severity	Evidence
1 Acarbose	Monitor: It would appear that usually no interaction occurs, but in isol ...	Severe	Case
2 Prednisolone	Monitor: Monitor the INR with high-dose corticosteroids. Consider an ...	Moderate	Theoretical
3 Tramadol	Monitor: Any interaction seems rare, but it is unclear which patients a ...	Severe	Case
4 Ibuprofen	Information: Avoid NSAIDs if simple analgesics are adequate or in the ...	Severe	Study
5 Codeine	No Action: No action needed.	Nothing Ex ...	Study

Explanation: There are a number of case reports of apparent interactions between warfarin and acarbose, some of which describe an increased INR and others describing reduced INRs.

Action: It would appear that usually no interaction occurs, but in isolated cases some changes in warfarin requirements occur. Bear this potential interaction in mind if anticoagulant control alters in a patient taking acarbose.

Medicine Warfarin sodium, 1mg Tablets

### Patient Allergy/ADR Check

Type	Allergy description.	Note
1 Pharmacological	coumarins and phenindione	Reaction to Coumadi ...

Entered by: Correy Bugg on 27/08/21  
COUMADIN 1mg Tablets (Warfarin sodium)

Note: Reaction to Coumadin brand

ESC F1 Help (TNQ) New Rx 1 Show Fri 27/08/2021 01:54pm 1 TONIQ WIN

Edit Med Hold Stock Open Diary Med Log Show Usage Flip Med Edit Orders Other Data, NZF

F2 F3 F4 F5 F6 F7 F8 F9 F10 F11

Patient/ Rx Mr Mickey Mouse  
Rx code A4 A4 31/5/72, M  
Prescriber Goofy  
Medicine Felodipine, 2.5mg ER Tablets

Interactions: Avoid: 0  
Adjust: 0  
Monitor: 0  
Information: 2  
No Action: 2

Select print option  
1 Felodipine [NZF A5]  
T Felodipine [NZF Te Reo A4]

PLENDIL

FELODIPINE

What does it do?  
Felodipine is used to treat high blood pressure and angina by relaxing blood vessels.

How should you take it?  
Take felodipine regularly and follow the instructions on the packaging.

What if you forget a dose?  
Take the missed dose as soon as possible. If it is close to the time for your next dose, skip the missed dose and carry on as normal. Do not take two doses at the same time.

Can you take other medicines?  
Some medicines available without a prescription may react with felodipine including:  
• anti-inflammatory drugs, such as diclofenac (e.g. Voltaren), ibuprofen (e.g. Nurofen), or aspirin (e.g. Disprin), in doses used for pain relief. These can also be found in some cold and flu medicines (e.g. Nurofen Cold and Flu).

Tell your pharmacist or doctor about all medicines or treatments that you may be taking, including vitamins, herbal products (e.g. St John's wort), or recreational drugs.

What side effects might you notice?

Side Effects	Recommended action
Short of breath	Tell your doctor
Change in heartbeat	
Swollen, tender, or bleeding gums	Tell your doctor if troublesome
Floating	
Dizziness, lightheadedness, or weakness	Tell your doctor if troublesome
Muscle pain or cramps	
Swollen feet or legs	Tell your doctor if troublesome
Stomach upset	
Change in stool colour	

If you notice any other effects, discuss them with your doctor or pharmacist.

Other information:

- Tell your doctor if you have liver problems, or other heart problems.
- Tell your doctor if you are pregnant, planning to become pregnant, or breastfeeding.
- Grapefruit, grapefruit juice or sour/ferme oranges may react with felodipine. Discuss with your pharmacist.

FELODIPINE

He aha te mahi?  
Whakarua te felodipine hei whakamamae i te toto pūoro me te urua iho mārama me te whakapūro i te toto.

Me pēhea te kai?  
Me kai te felodipine a te kōwhiri i te wā e tika ana. Māhara kōwhiri i te kai.

Ka taea anō ē kōwhiri atu rongoā te kai?  
Ka taea anō ē kōwhiri atu rongoā te kai i te kōwhiri i te wā e tika ana. Māhara kōwhiri i te kai.

Me kōwhiri atu ki ē kōwhiri rongoā, me whiri me ē kōwhiri rongoā, me whiri me ē kōwhiri rongoā, me whiri me ē kōwhiri rongoā.

He aha ngā hua kino ka rongo pea koe?

Ngā hua kino	Tōhanga hei whiri
Hirerere	Me kōwhiri atu ki te whiri
Ngā pūoro whakarua, ake, mārama, tōka tōka	
Whiri	Me kōwhiri atu ki te whiri
Ake mārama, pūoro, ngā kōwhiri rongoā	
Ngā pūoro whakarua, ake, mārama, tōka tōka	Me kōwhiri atu ki te whiri
Ka taea anō ē kōwhiri atu rongoā te kai	

Kōwhiri atu me ē kōwhiri rongoā, me whiri me ē kōwhiri rongoā, me whiri me ē kōwhiri rongoā.

He aha ngā hua kino ka rongo pea koe?

Me kōwhiri atu ki te whiri rongoā, me whiri me ē kōwhiri rongoā, me whiri me ē kōwhiri rongoā.



# Toniq Help and Knowledge Base

- Further information can be found in the Toniq Knowledge base:

**[toniq.nz/help](https://toniq.nz/help)**

- Questions?



 **TONIQ**