# Webinar – Dispensary

September 2023

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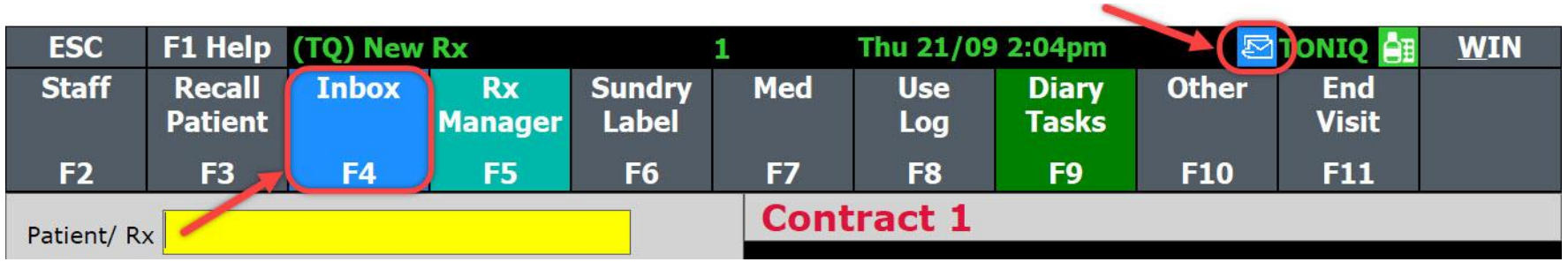
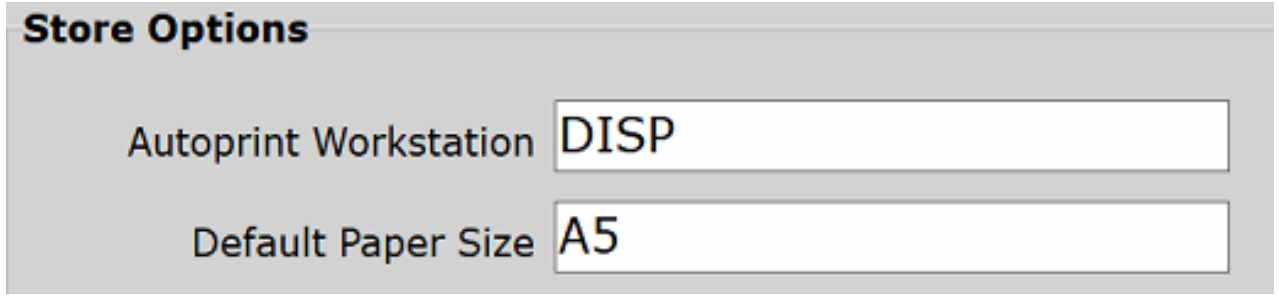
# Toniq Inbox

- 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 Toniq on the *Autoprint Workstation*
- **Note:** This only applies to new prescriptions from the time *Autoprint* was turned on

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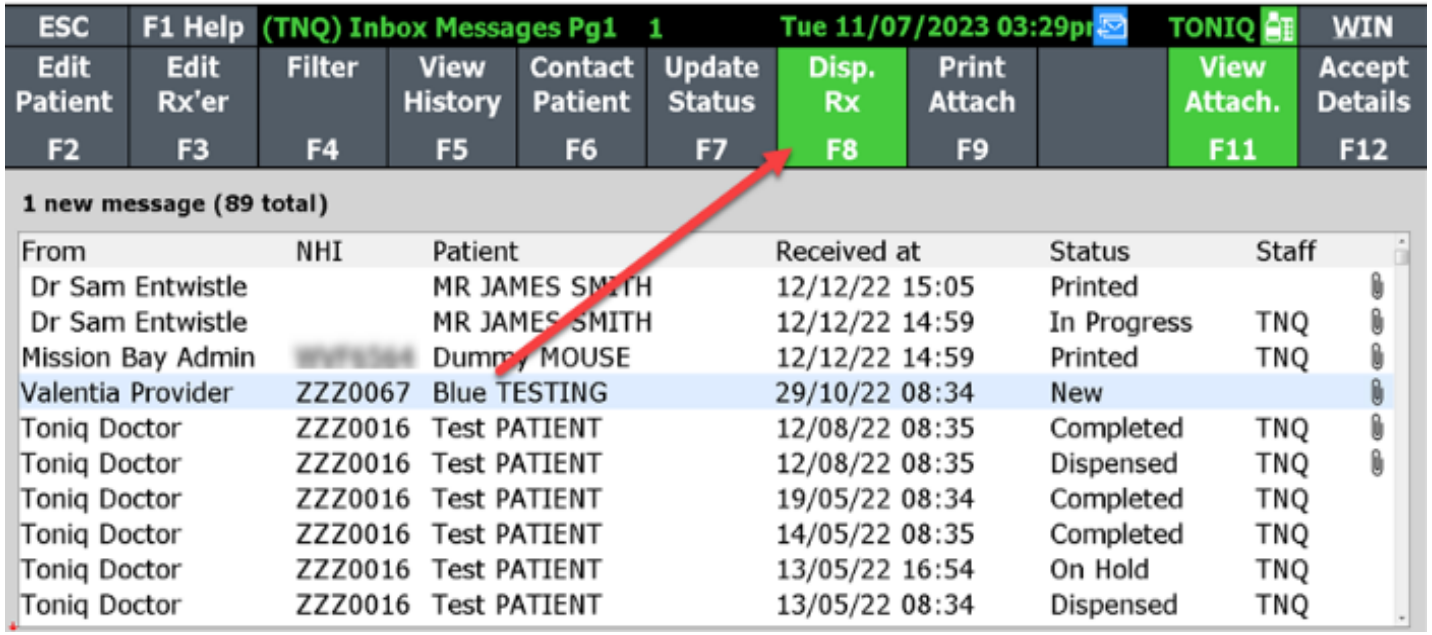
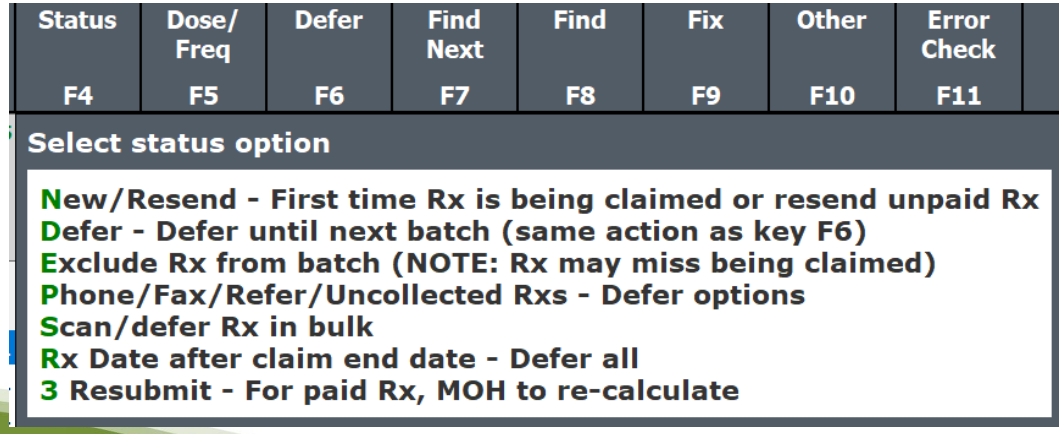
# Toniq Inbox - Dispensing a Prescription

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



# 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



# 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 End Date | Rx Suffi | Amount Claimed | Amount Received | Recvd Less Claimed | CT/SP | Status | Reply/ 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**

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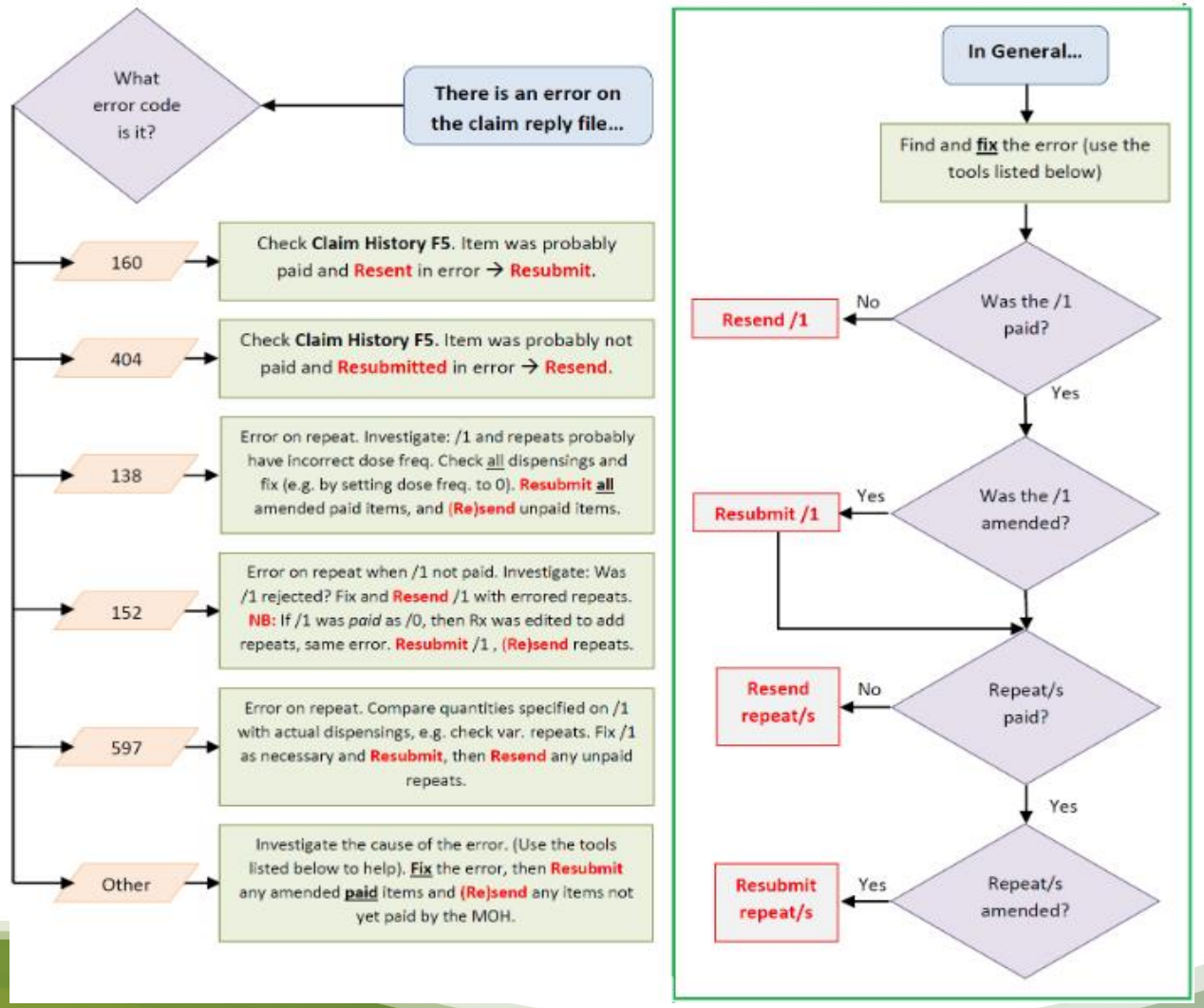
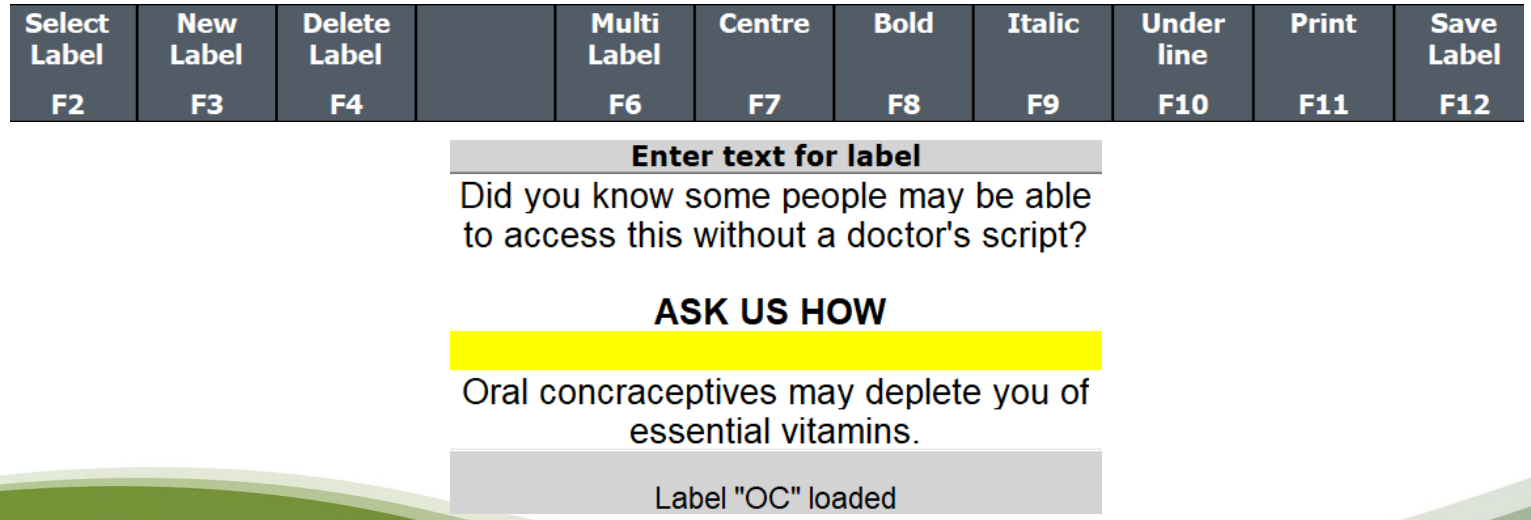
# Toniq Claiming - Common Error Codes



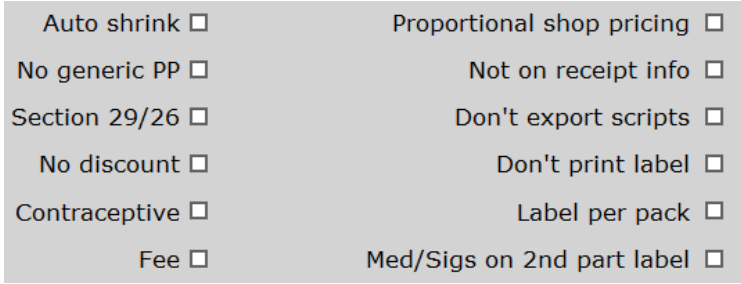
# Toniq Sundry Labels

- 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**

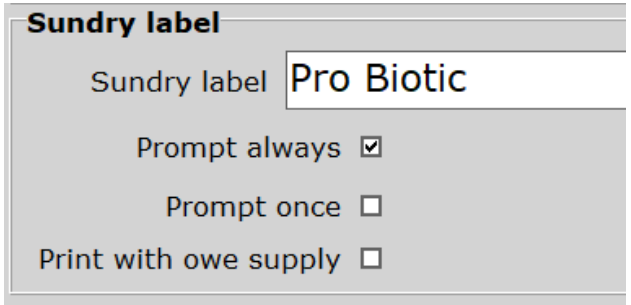


# Toniq Medicine Options

- 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

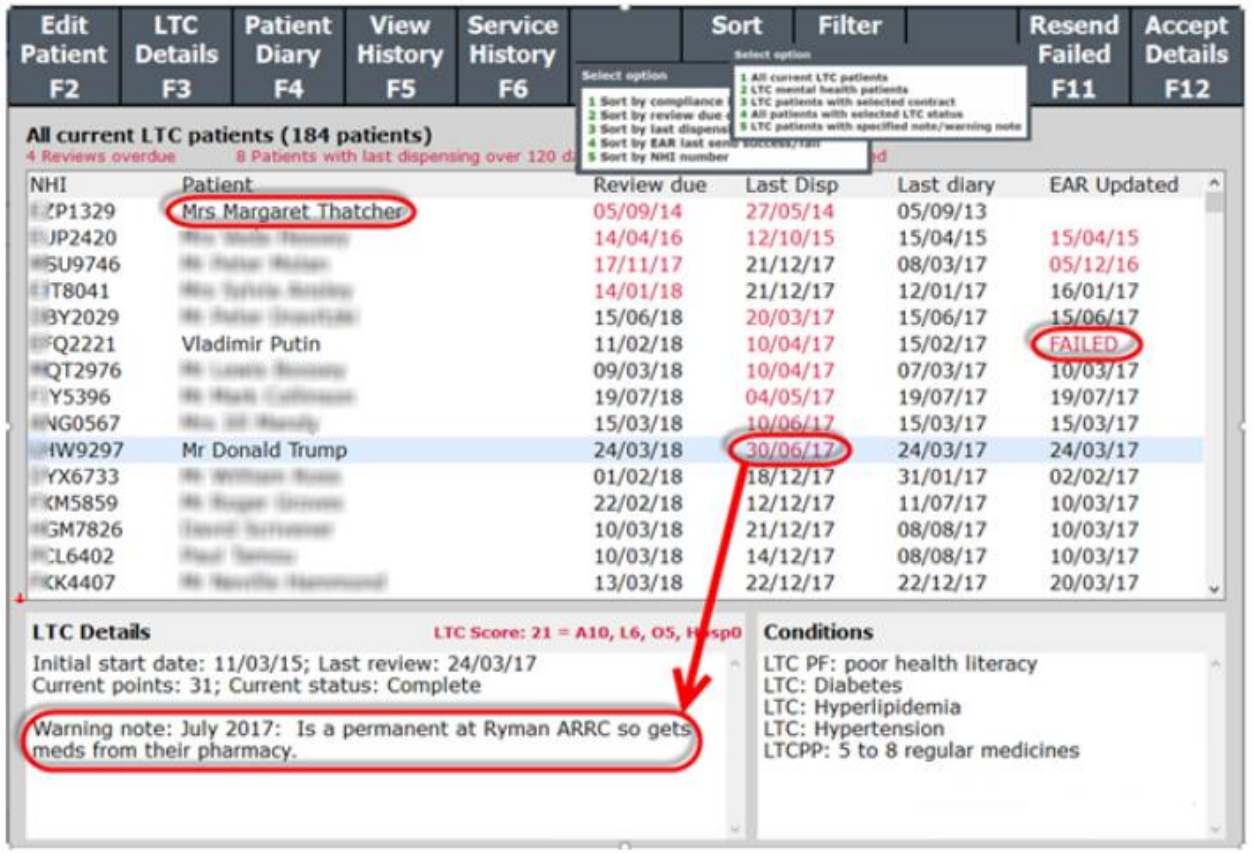



- Use **F6 Med Log** to view dispensing history as well as purchase history
- Set up a Sundry Label to print when a medicine is dispensed:
  - Recall the medicine and press **F11 Next Page** twice
  - Select the Sundry Label
  - Choose the desired prompt



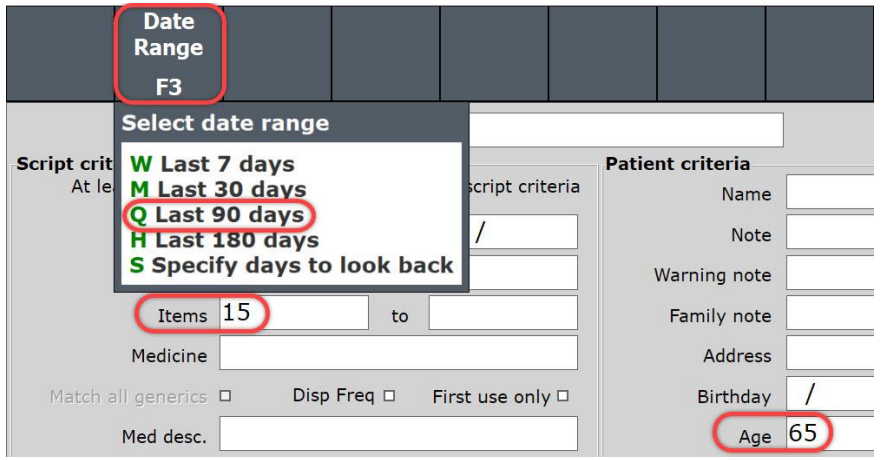
# Toniq LTC Manager

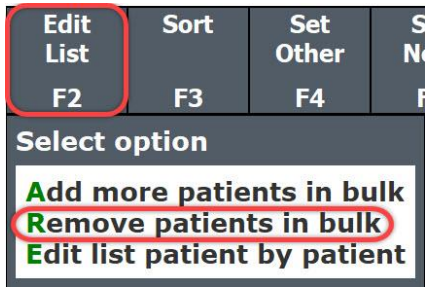
- The LTC Manager is dynamically updated to provide a summary of LTC registration status and highlight those that may result in loss of Payment
- Manage annual reviews, patients with dispensing's over 120 days and failed updates
- Use **F8 Sort** to aid management
- Dates can be updated as required
-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



# Toniq LTC - Finding Potential Patients

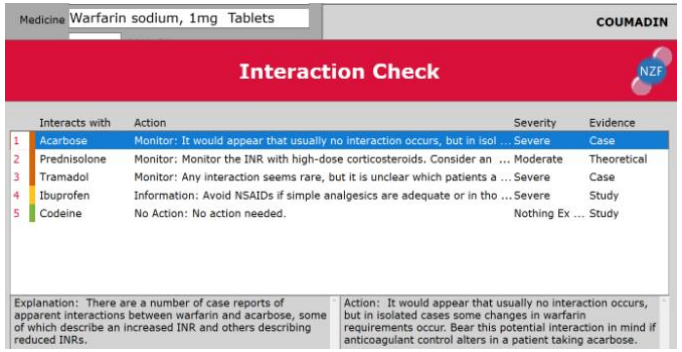
- Use Bulk Edit patients. From the main menu:
  - **9. Other**, **2. Bulk edit patients**, **F3 Add**
  - Use **F3 Date Range** and select the **Q Last 90 days**
  - Enter **Items** of *15* and Age *65*
  - Optional: To exclude patients in institutions, press **F11 Next Page** and tick **No institution**
  - 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

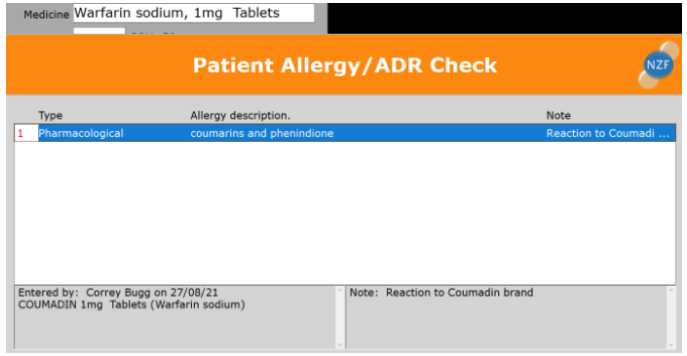


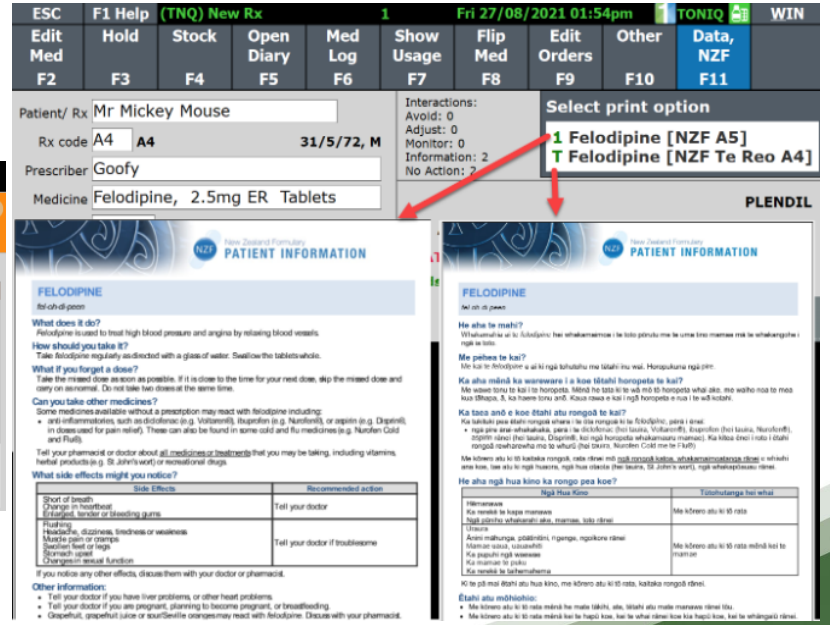



# Toniq NZ Formulary Integration

- 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**

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# Toniq Help and Knowledge Base

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

**toniq.nz/help**

- Questions?

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