

# EMIS Web standard operating procedure | issuing patient access medication requests from patients or through proxy access

## Purpose

All dispensary staff and locum staff to know how to issue medication from patient access medication requests in EMIS.

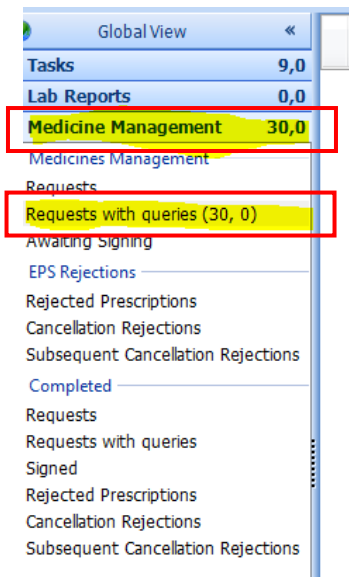
Using this standard operating procedure (SOP) should ensure patients get a prompt and safe service whenever they or their proxy orders through the patient access portal.

## Process

- Click on the **Dispensing** screen Icon on the top tool bar of EMIS.

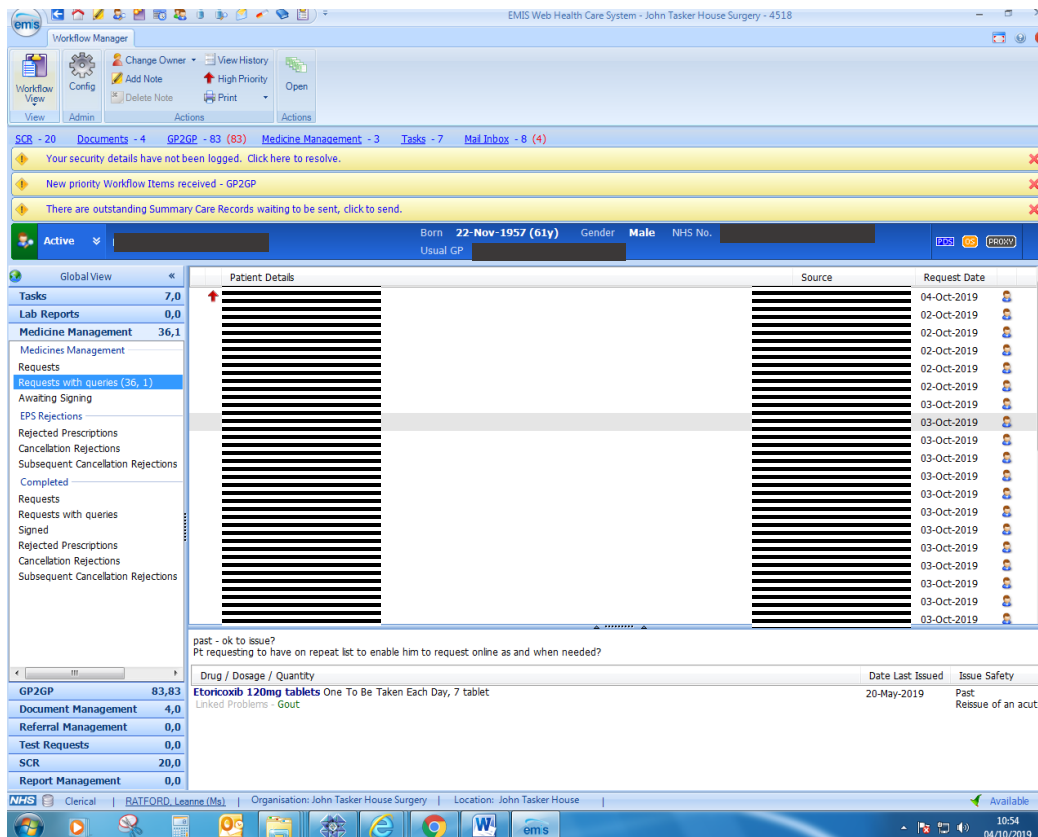


Once the Dispensing screen is opened you will find a list of options on the right-hand side of the screen.



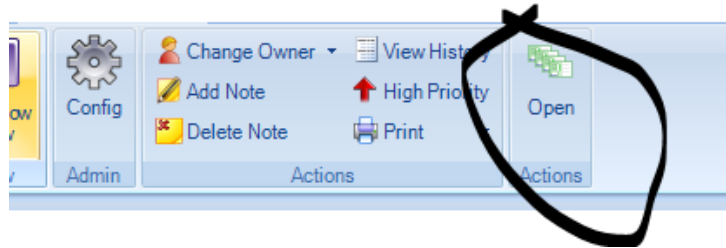
- Right click first on **Medicine Management** and then right click on **Requests with queries**.

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.

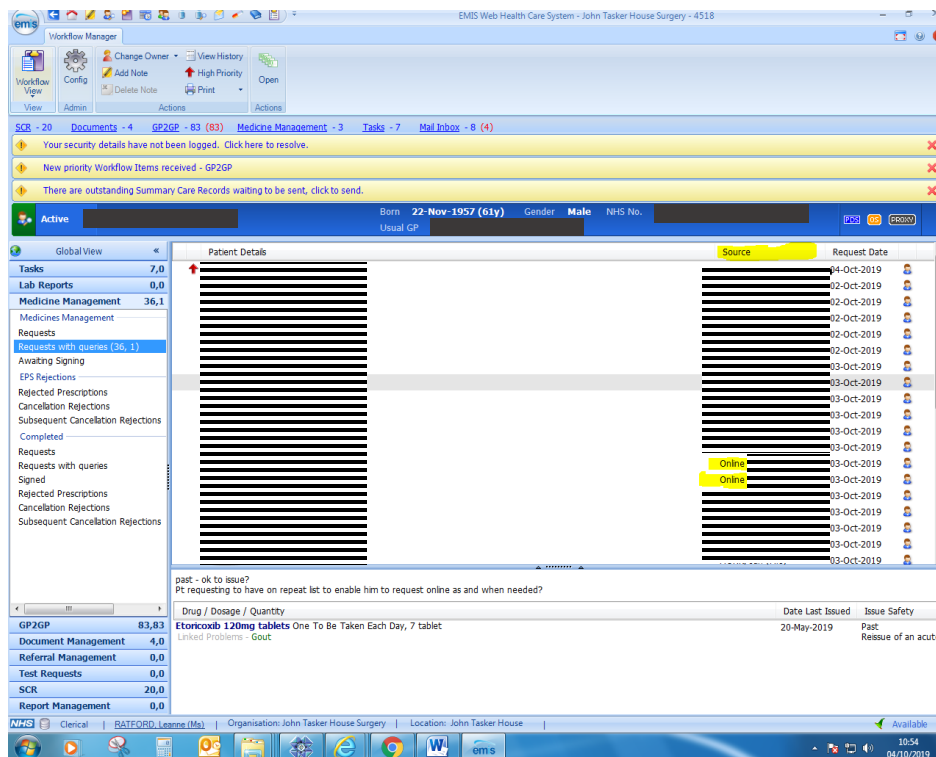


- On the right-hand side of the screen (as above) you will see a list of names under the heading **Source**. These are the names of people who have sent requests or tasks to the GP.
- Find the name of the patient or their proxy and double click on one specific name which has the words **Online (name ??)**.

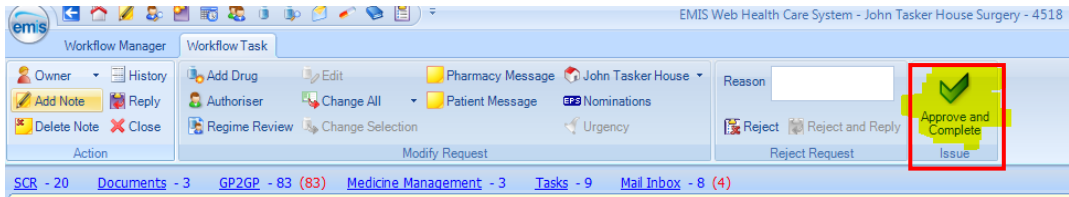
- Right click on one of the **Online user's name** and then Click once on the **Open** icon to access the request.



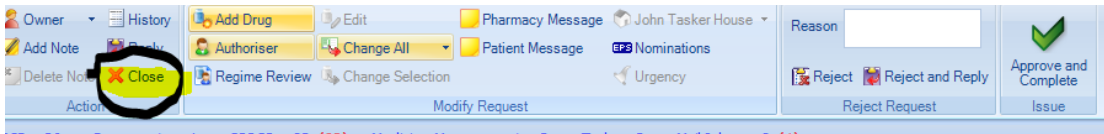
- This will bring you to the patient's request screen.
- The patient or proxy user may have written a message to the GP. This will appear on the top white bar.



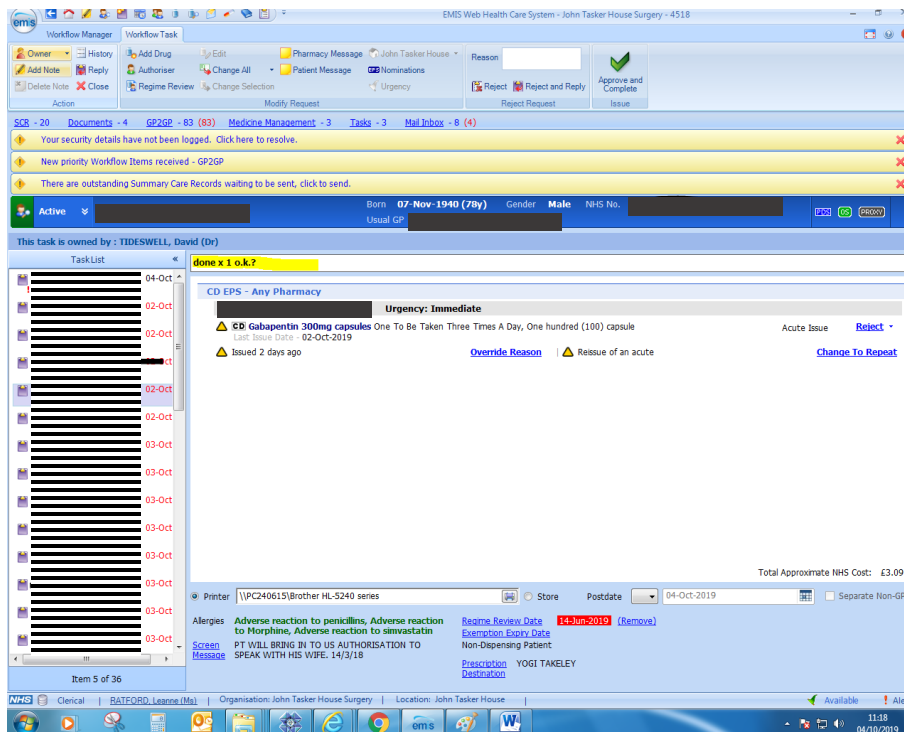
- If the message is a query it needs to be passed to a GP. You can finalise the request by simply clicking on the **Approve and Complete** icon. This will issue the prescription and remove the request from the 'Request with queries' list.



- 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 the queue until all the patient access requests have been issued or tasked to a GP.

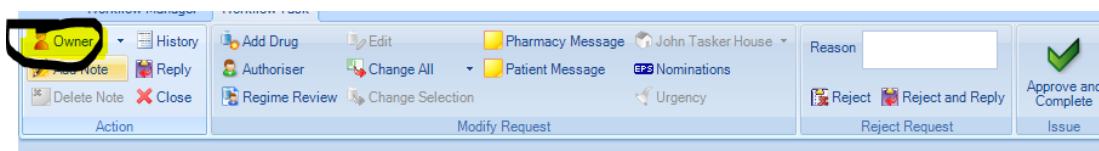


## Encountering problems with issue

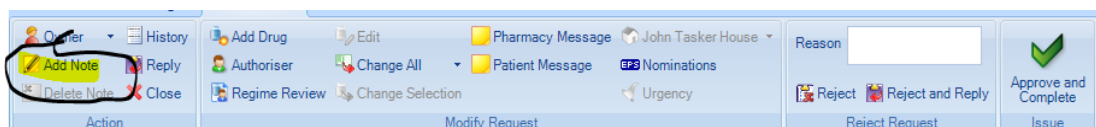
Some requests cannot be issued automatically. If the message contains a request for a new or different medication, this must be passed to a GP. If there a medication review is required, the Approve and Complete icon will be greyed out and unable to be used.

To be able to issue the request quickly you will need to 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.

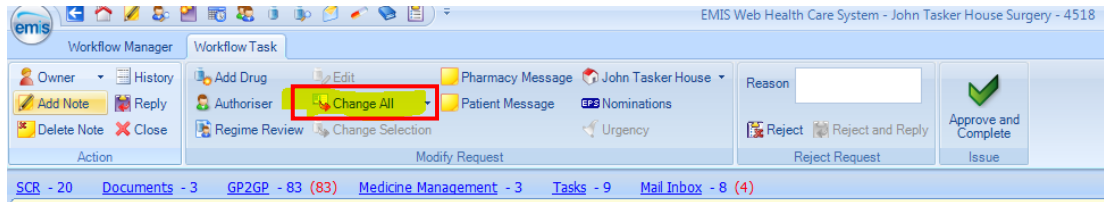


- Add a note to the note box provided. 'Disp seen' is enough although a more detailed note would be helpful if the note on the top of the screen is requesting a new medication or a change of dose / strength.
- The GP will then issue or refuse the request once they have reviewed it.

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 patient's 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.

