Adding Pharmacy and Patient Messages		
Reference	How To Guide 23	
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1. Purpose

A pharmacy message allows the user to add information specific to the dispensing of medication for the selected patient e.g. 'The next batch of repeat dispensing prescriptions are due (insert date). The patient needs a medication review before their next batch of prescriptions'. This message will show on the left hand side of the main body of the prescription.

A patient message allows the user to add information specific to the selected patient e.g. 'Please make an appointment for a medication review before next prescription'
This message will show on the right hand side of the printed prescription/token for the patient and if sent via EPS, the dispensing pharmacy should to tell the patient what the message says.

Getting messages to patients requires patient and pharmacy messages as this highlights the message to the community pharmacy so that they can give the right hand side of the prescription containing the message to the patient.

2. Procedure
- Select the patient
- Select the drug that you want to add the Pharmacy message and Patient message to e.g. Paracetamol
- Right click on the drug
- Click on Edit
- Click on the arrow icon next to Pack Details on the right hand side of the screen

- In the Pharmacy Info box write the message e.g. 'The patient needs a medication review before their next batch of prescriptions', or in the Patient Info box write the message e.g. Please make an appointment for a medication review before your next prescription is due'
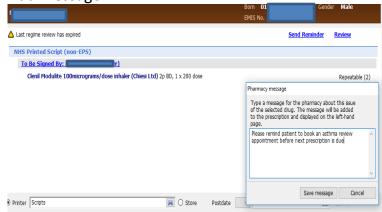
- Click update

These messages will stay on so should be removed when appropriate to do so by following the procedure above and deleting or amending the text

- One off Pharmacy messages can be added when repeat prescriptions are requested
- Select drug then click issue
- In the box select Pharmacy message, double click to open up the message box

- Add message

- Send prescription to prescriber as normal