

Managing and Signing Prescribing Tasks

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1. Purpose

Administrative staff can send tasks to prescribing staff requesting further issues of repeat medication. They can request:

- Repeat issues for electronic prescriptions (signing tasks).
- Barcoded prescriptions (prescription request tasks).
- Printed FP10s (prescription request tasks).

If configured as global viewers, administrative staff can manage prescription requests received via Patient Access or from pharmacies, by forwarding them to the appropriate prescriber for signing.

To produce signing tasks, administrative staff must have the 'Permit Medication Issue Warning Override' option enabled in their user record (Organisation Configuration, Users). This option enables non-prescribing users to deal with safety validation checks in the same way as prescribers. If this option is *not* enabled, some safety validation checks will prevent the user from requesting signing tasks, so that they can only create prescription request tasks.

Prescribers typically deal with signing tasks and prescription request tasks from the Medicine Management section of Workflow Manager, where a list of outstanding items can be reviewed and dealt with at once. However, prescribers can also deal with these tasks from the medication screen; if you issue an item that has a status of 'Awaiting Issue' in medication, it is removed from the signing task in Medicine Management (for tasks containing multiple items), or the task is completed.

2. Procedure

Create a signing task

Administrative staff usually perform this part of the process, specifically for EPS Release 2 electronic prescriptions.

1. Log on to EMIS Web using your smartcard.
2. Access Medicine Management.

Click , click **Workflow Manager**, and then click **Medicine Management** in the navigation pane. If you do not have a patient selected, you are prompted to choose one. The Medicine Management screen is displayed.

3. Select the required medication(s) for the request, and then click **Issue**. If appropriate, the Issue Validation screen is displayed for each medication issued.
4. If any safety validation warnings are displayed, deal with them as appropriate, and then click **Continue**.

If the Issue Validation screen contains any medium or high severity warnings (e.g. under/over compliance) and the Permit Medication Issue Warning Override option is *not* enabled, you can *only* select Request, to create a repeat medication request for that medication.

The Issue screen is displayed.

If you try to create a signing task for a medication for which there is already an outstanding request or signing task, a warning message is displayed; click **Amend** to return to the Issue screen, or click **Ignore** to continue the issue process.

5. To change the user who will deal with the task, click **To be signed by**, and then use the Find Users screen to select the required user.

The default recipient depends on the Use Usual Doctor option in Medication Configuration (Organisation Options, General).

6. Action on any further administration tasks as required, and then click **Forward and Complete**.
A signing task is created and placed in the Awaiting Signing folder for the selected user.

Create a prescription request

Administrative staff usually carry out this part of the process.

1. Access Medicine Management.

Click , click **Workflow Manager**, and then click **Medicine Management** in the navigation pane. If you do not have a patient selected, you are prompted to choose one. The Medicine Management screen is displayed.

2. Select the required medication(s) for the request and then click **Request Issue** on the ribbon.
3. If required, on the Issue Request screen, type a query to accompany the request.
4. Click , and then use the Find Users screen to select the user who needs to deal with the request.

This option defaults to the patient's usual GP.

5. Click **Request**.
The request is displayed in the Medicine Management section of Workflow Manager for the selected user.

Manage a prescription request from an external source

Administrative staff perform this part of the process, if configured as global viewers, to direct prescription requests to the appropriate prescriber for signing.

1. Access Medicine Management.

Click , click **Workflow Manager**, and then click **Medicine Management** in the navigation pane. The Medicine Management screen is displayed.

2. In the navigation pane, select **Requests** or **Requests with Queries**.
3. In the right-hand pane, select the required request and then click **Open** on the ribbon.
4. In the Task List pane of the Workflow Manager Task screen, select the required task.
5. On the ribbon, click **Forward**, and then select the required prescriber.
The request is forwarded to the selected prescriber for signing, and displayed in that prescriber's Awaiting Signing folder.

Deal with a signing task

Prescribing staff perform this part of the process, to produce electronic prescriptions.

You can also deal with signing tasks from the Medication screen: if you issue an item that has a status of Awaiting Issue, it is removed from the signing task (for tasks containing multiple items), or the signing task is completed.

1. Log on to EMIS Web using your smartcard.
2. Access Medicine Management.

Click , click **Workflow Manager**, and then click **Medicine Management** in the navigation pane. The Medicine Management screen is displayed.

3. In the navigation pane, select **Awaiting Signing**.
4. In the right-hand pane, select the required task, and then click **Open** on the ribbon.
5. In the Task List pane on the Workflow Manager Task screen, select a task, and then use the information below as a guide to the action(s) you need to take.

Action	Description
Browse the patient's care record	You can navigate away from Workflow Manager and browse the patient's care record, and then use the Workflow Manager tab on the title bar to return to the list of requests.
Perform a medication review	Click Medication Regime Review , and then select the review term (if required) and next review date.
Deal with clinical safety warnings	In the right-hand pane, deal with the warnings as you would when performing a normal issue. Click Continue when you have dealt with the warnings. Tip: To override all current safety warnings that do not require further user intervention, click Override All .
Add a medication item to the request	Click Add Drug , and then complete the Add a Drug screen in the usual way.
Amend the request	You can amend the request using the options that are available from the Issue screen, e.g. cancel an item; change the prescription type; add messages to the task.
Add/amend a nomination	Click Nominations , and then complete the Manage ETP Nominations screen.
Produce a prescription token	Select Print Token to produce a prescription token when the medication is issued.
Approve the request	Click Approve and Next to approve all items in the task, ready to issue.
Issue all approved requests	Click Issue Approved , and then type your PIN (passcode) when prompted to issue all items that have been approved. This will send all approved tasks electronically and close the Workflow Manager Task screen.
Reject a request	To cancel a task, click Reject Request .

6. Click **Close** to close the Workflow Manager Task screen and return to the Medicine Management section of Workflow Manager.

Deal with a prescription request

Prescribing staff perform this part of the process, to review prescription requests before producing barcoded prescriptions or normal FP10s.

1. Access Medicine Management.

Click , click **Workflow Manager**, and then click **Medicine Management** in the navigation pane. The Medicine Management screen is displayed.

2. In the navigation pane, select **Prescription Requests**.
3. In the right-hand pane, select the required request, and then click **Open** on the ribbon.
4. On the Workflow Manager Tasks screen, use the table to help you perform one or more actions.
5. Click **Close** to close the Workflow Manager Task pane and return to the Medicine Management section of Workflow Manager.

You can also deal with prescription requests from the Medication screen: if you issue an item that has a status of Awaiting Issue from Medication, it is removed from the prescription request (for requests containing multiple items), or the request is completed.

Acknowledge EPS rejections

1. Access Medicine Management.

Click , click **Workflow Manager**, and then click **Medicine Management** in the navigation pane. The Medicine Management screen is displayed.

2. In the EPS Rejections section of the navigation pane, select the required sub-section.
3. In the top right-hand pane, select the required task, and then review the details in the bottom right-hand pane.
4. On the ribbon, click **Process**.
The task is removed from your list. You need to take any appropriate action to deal with the rejection.

Tasks in the Cancellation Rejections section may not have been cancelled correctly via EPS. Deal with these tasks by leaving as issued or marking as cancelled before processing.

Please note that it says on point 4 that 'you need to take any appropriate action to deal with the rejection'.

If the prescription has already been downloaded you should contact the pharmacy as the prescription will need to be returned to the spine for cancellation in order to prevent any errors.

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