ProScript User Guide

Chronic Medication Service

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Introduction

Patients may be diagnosed with one or more long-term chronic conditions and require regular visits to their General Practitioner (GP) and community pharmacy. They may require routine monitoring and prescription medication in order to manage these conditions. The process of requesting, obtaining and collecting medication can prove to be an arduous task.

The **Chronic Medication Service** (CMS) allows for stable patients diagnosed with chronic conditions to benefit from a shared agreement between the patient, community pharmacy, and GP. The service allows for a more efficient and methodical way of working, utilising the knowledge and skillset of the community pharmacist allowing them to:

- Improve the patient's own knowledge and understanding of their medication and/or condition
- Optimise the clinical benefits from their therapy.[1]

ProScript's CMS module allows for pharmacists to register patients to the service, process each serial prescription, and submit claims electronically. Treatment Summary Reports can be generated for each patient, which can then be sent to the ePharmacy Message Store (ePMS).

The module also includes a facility to interact with the Pharmacy Care Record (PCR) and send a patient's details and medical history to the PCR website.

After reading this guide, users will be able to perform the following:

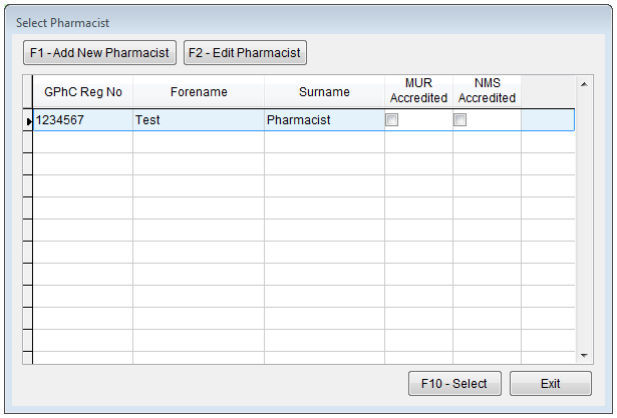
- Manage patient registration within the CMS module;
- Process new and existing CMS serial prescriptions;
- Transmit electronic CMS claims (including claim cancellations);
- Create and send treatment summary reports;
- Send patient details (including the medication history) to the PCR web database.

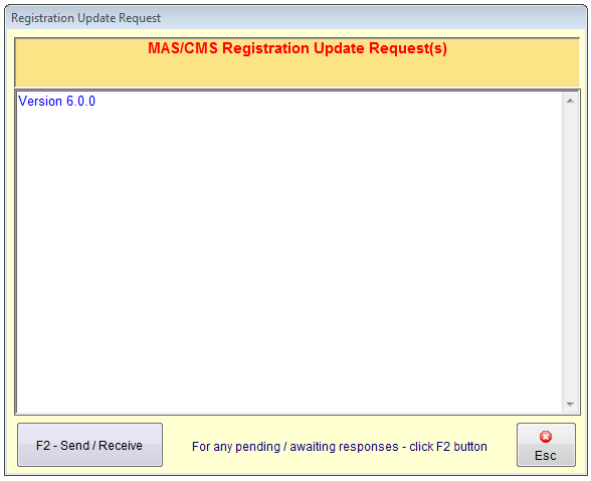
[1] (Community Pharmacy Scotland, 2013)

Accessing the CMS Main Screen

When you first load ProScript you will be prompted to select the pharmacist who will be accessing the CMS (Chronic Medication Service) and MAS (Minor Ailment Service) modules.

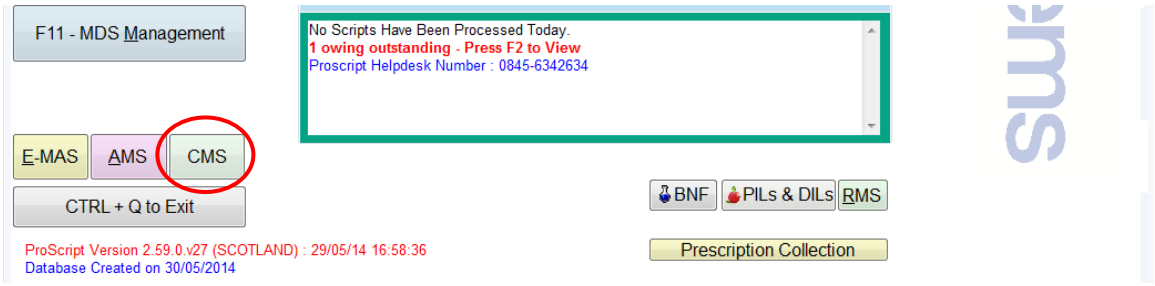
ProScript then carries out an update on any CMS and MAS registrations:





Tip: To change the selected pharmacist, you will need to restart ProScript.

All processes that are required for the CMS module can be accessed by clicking on the **[CMS]** button from the **ProScript Main Screen**:



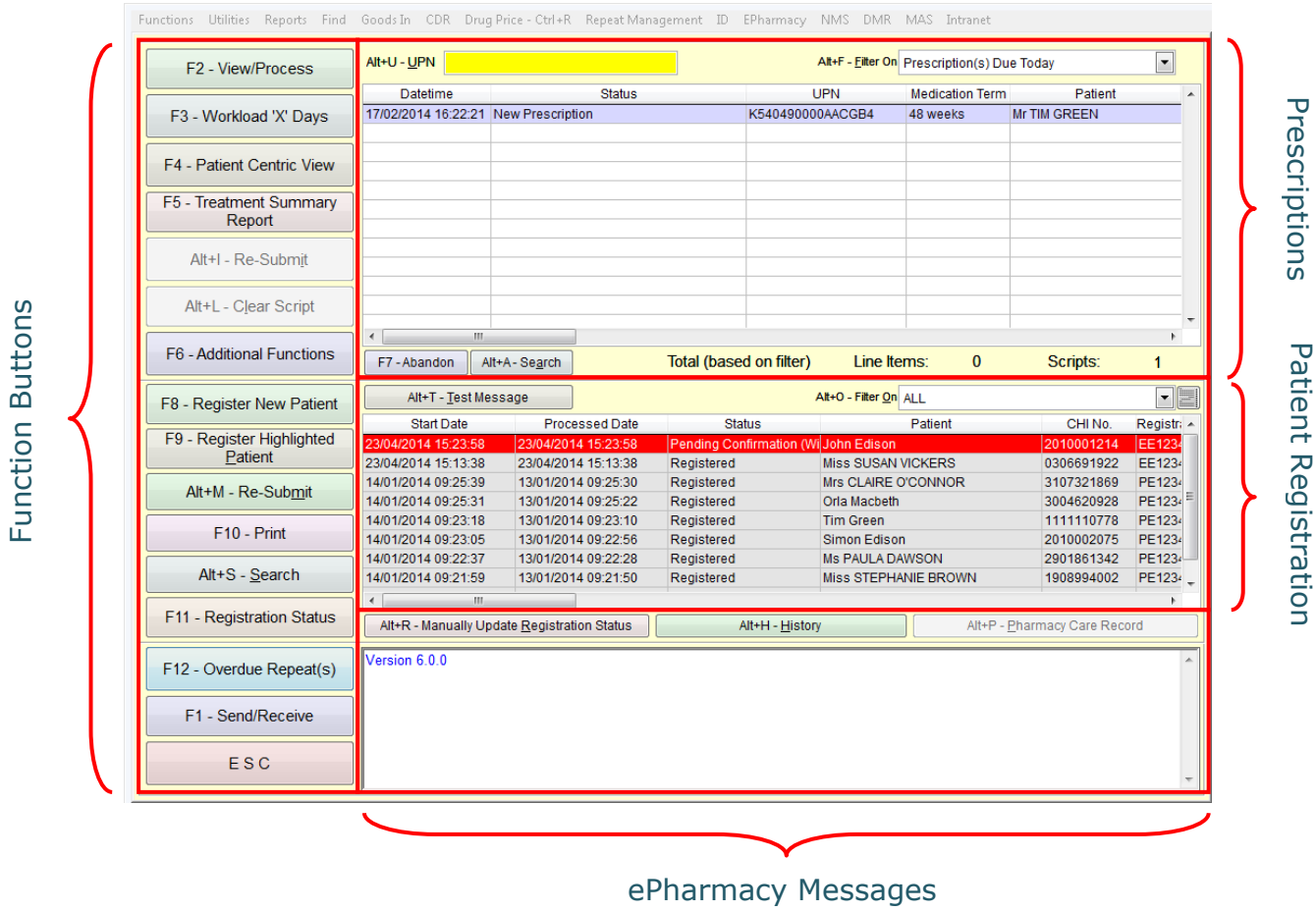
The CMS module opens to the **CMS Main Screen**. For ease of explanation, this screen is split into four sections:

- The **Prescriptions** section is where any serial prescriptions will be displayed. By default, this section is filtered on "Prescription(s) Due Today" but can be filtered to display "All" prescriptions or those with a status of "Prescription Completed."

- The **Patient Registration** section displays your patients' current registration status whether this is successful, pending or withdrawn. This is the section where you are able to manually update a patient's registration.

- The **Function Buttons** can be found on the left-hand side of the screen which will allow you to carry out various processes within the module. These are explained throughout this guide and a summary of these functions is outlined in **Appendix – Function Buttons**.

- The bottom of the **CMS Main Screen** will display messages sent to and received by ePharmacy. If you receive any errors with patient registration or the processing of prescriptions (including sending of claims), these will be displayed here. You will also see connection details and logs.



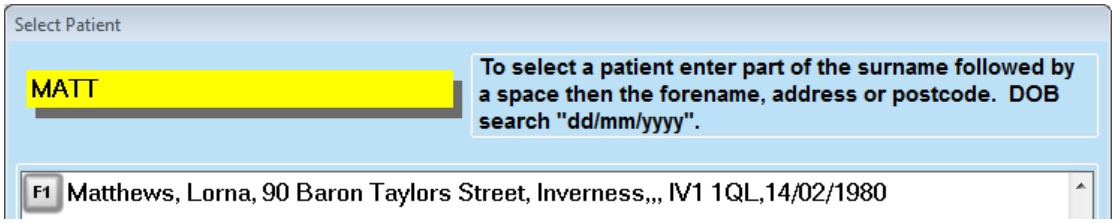
Patient Registration

Registering a New Patient

The first stage of the CMS service involves the registration of eligible patients. In ProScript, this process prints the CMS CP3 registration form and sends a CMS patient registration request to the Patient Registration System (PRS) via the ePharmacy Message Store (ePMS).

From the **CMS Main Screen**, select **[F8 – Register New Patient]**. The **Select Patient** window opens where you will need to enter in the surname followed by the forename of the patient you wish to register.

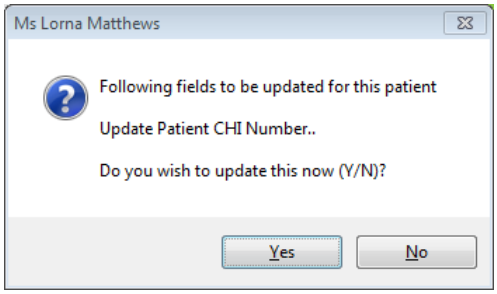
Select this patient from the list:



Note: A patient must exist within your ProScript system in order for you to register them for CMS. If the patient is new to your pharmacy, you will need to create a new patient record for them via the **ProScript Main Screen** before then registering them for CMS.

ProScript will then check the selected patient's details to ensure that all mandatory information is completed in order to then send a registration request. This will include:

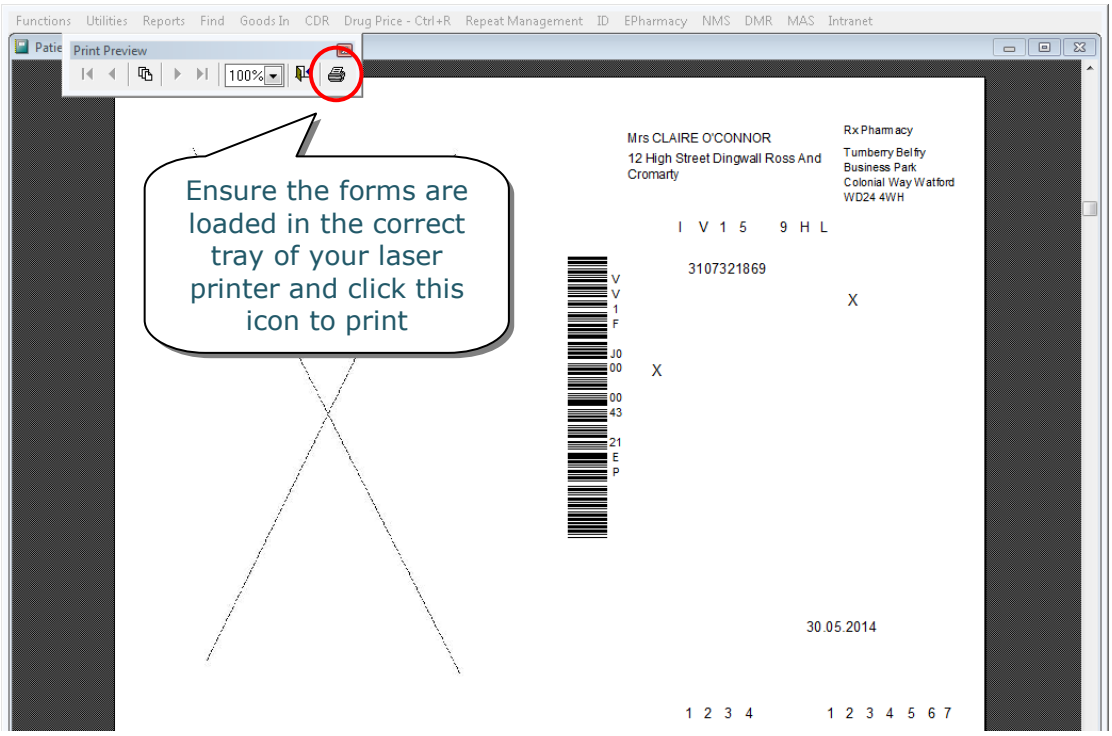
- Name
- Gender
- Address (including the postcode)
- Date of birth
- Exemption category
- Community Health Index (CHI) number



If any of the required fields are missing and/or invalid, you will see a warning alert (shown above).

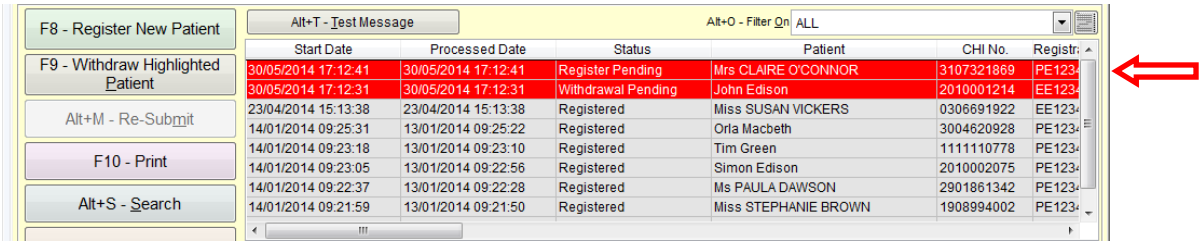
As registration is not possible without correcting these fields, you will need to select **[Yes]** in order to proceed. The **Patient Details** screen will then appear and you should enter or correct the fields mentioned in the warning alert and save these changes.

After saving these changes, you will be required to print a CMS CP3 registration form for you and the patient to sign. A preview will be displayed on the screen as shown below:



This registration request is sent to the PRS who will then send a CMS registration response to your pharmacy (this response takes approximately one minute).

The patient will be displayed in the **Patient Registration** section of the **CMS Main Screen**, along with a status indicating the stage of the registration process he or she is currently at:

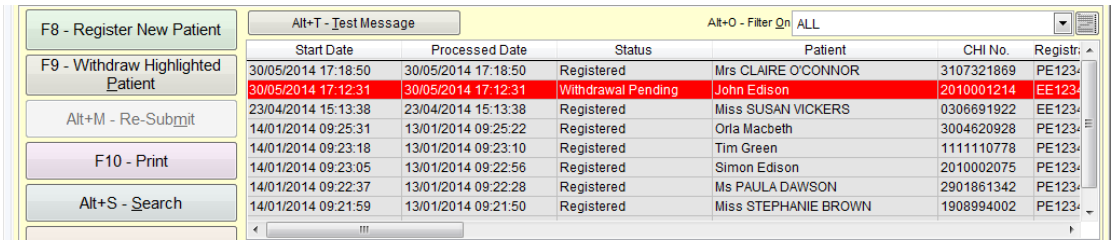


Start Date	Processed Date	Status	Patient	CHI No.	Registr
30/05/2014 17:12:41	30/05/2014 17:12:41	Register Pending	Mrs CLAIRE O'CONNOR	3107321869	PE123
30/05/2014 17:12:31	30/05/2014 17:12:31	Withdrawal Pending	John Edison	2010001214	EE123
23/04/2014 15:13:38	23/04/2014 15:13:38	Registered	Miss SUSAN VICKERS	0306691922	EE123
14/01/2014 09:25:31	13/01/2014 09:25:22	Registered	Orla Macbeth	3004620928	PE123
14/01/2014 09:23:18	13/01/2014 09:23:10	Registered	Tim Green	1111110778	PE123
14/01/2014 09:23:05	13/01/2014 09:22:56	Registered	Simon Edison	2010002075	PE123
14/01/2014 09:22:37	13/01/2014 09:22:28	Registered	Ms PAULA DAWSON	2901861342	PE123
14/01/2014 09:21:59	13/01/2014 09:21:50	Registered	Miss STEPHANIE BROWN	1908994002	PE123

Note: This status can take up to 24 hours to change. You can check for any CMS registration updates by highlighting the patient in the **Patient Registrations** section and using **[F11 – Registration Status]**.

Note: It may take up to seven days for the results of a pending registration to be received by PRS. If you have still not received a result after this time you should contact the ePharmacy Helpdesk.

Once confirmation of the patient's registration has been received, the status will change to "Registered":



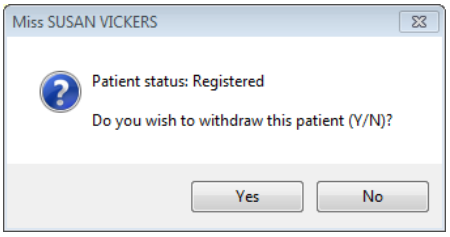
Note: If you attempt to register a patient who has already been registered at another pharmacy, their status will be listed as "Registered Elsewhere". If the patient wishes to change their registration to your pharmacy, simply carry out the registration process again. This will withdraw the registration from the other pharmacy and change it to your pharmacy.

You can filter the registration statuses within ProScript by:

All	*Displays all statuses*
Error	*This may occur if there is an error registering the patient*
Not Registered	*The patient is not registered for CMS*
Pending Confirmation (Register)	*This status is returned by ePharmacy; this may be due to an N3 network communication error or it the PRS is unavailable*
Pending Confirmation (Withdrawal)	*This status is returned by ePharmacy*
Registered	*This status is returned by ePharmacy when a patient has been successfully registered*
Registered Else Where	*The patient is registered with another pharmacy*
Register Pending	*This status is set manually by the user*
Rejected	*The patient's CHI number has not been found on the ePharmacy database*
Withdrawal Pending	*This status is set manually by the user*
Withdrawn	*This status is returned by ePharmacy when a patient has been withdrawn from the service*

Tip: If you begin to process a prescription for a patient who has not been registered for CMS on your system, you will be prompted to register them. Once the registration process is complete, you are able to continue with processing the CMS prescription.

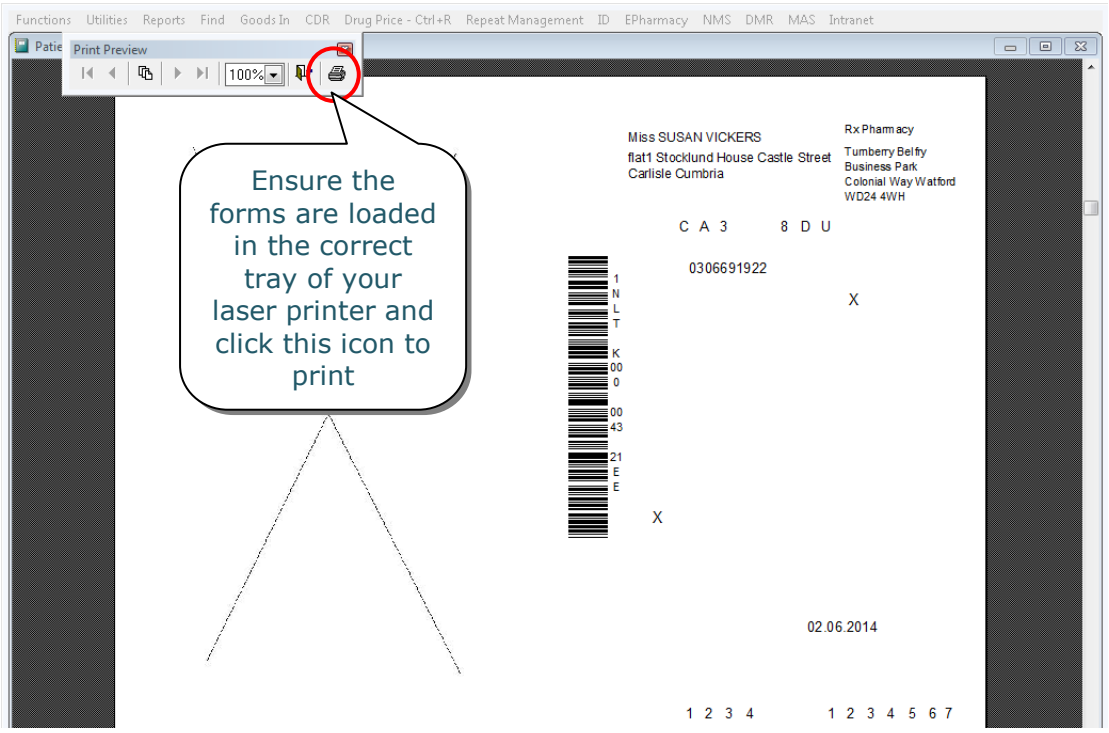
Withdrawing a Patient's Registration



To remove a patient from the service, simply highlight the patient in the **Patient Registration** section and select **[F9 – Withdraw Highlighted Patient]**.

You will see an alert prompting you to confirm that you wish to withdraw the selected patient. Click **[Yes]** to continue.

You will then be shown a print preview of the CMS CP3 withdrawal form which contains all of the required information. The details of the pharmacist that was selected upon loading ProScript will be printed onto the CMS CP3 withdrawal form:



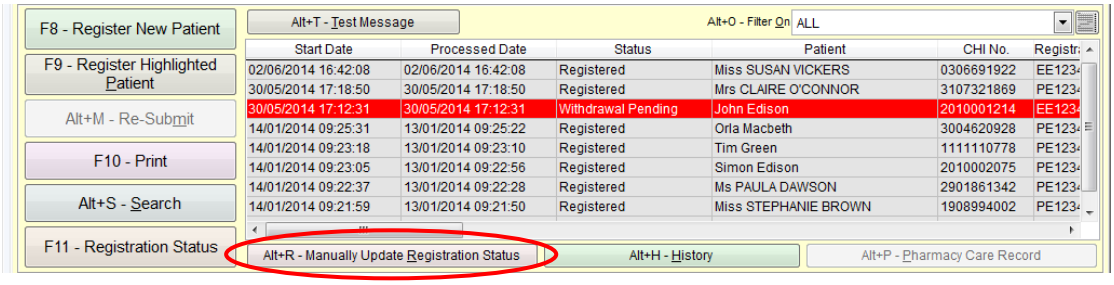
Note: The status change can take up to 24 hours. You can check for any CMS registration updates from the **CMS Main Screen** by selecting the **[F11 – Registration Status]** button for the highlighted patient.

Note: As with a pending registration, it may take up to seven days for the results of a pending withdrawal to be received by PRS. If you have still not received a result after this time you should contact the ePharmacy Helpdesk.

Manually Updating a Registration Status

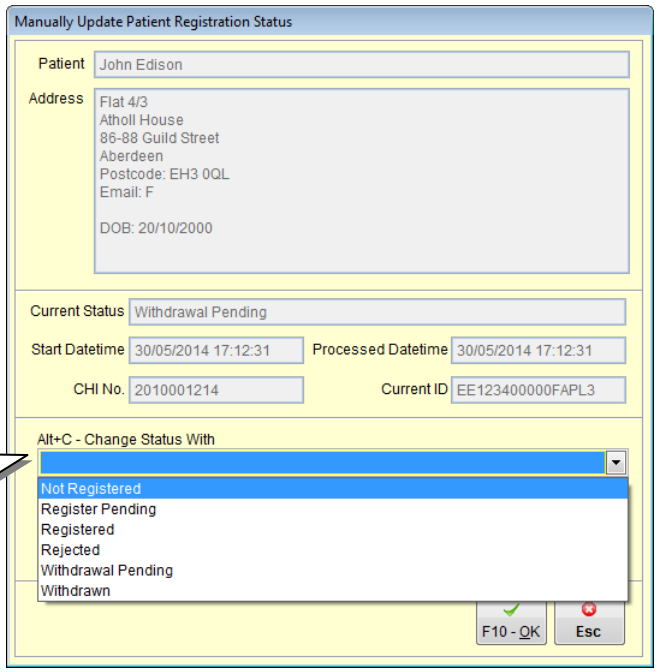
If you have still not received a confirmation of registration (or registration withdrawal), you may need to contact the ePharmacy Helpdesk to manually check the status.

If necessary, you will then need to manually update the patient's registration status locally on your ProScript system. This is done by selecting the patient from the **Patient Registration** section and using the **[Alt+R – Manually Update Registration Status]** button:



The following screen appears and you will need to select the status to update to.

Select the relevant status and click **[F10 – OK]** to complete.



Use the drop down arrow to display a list of registration statuses

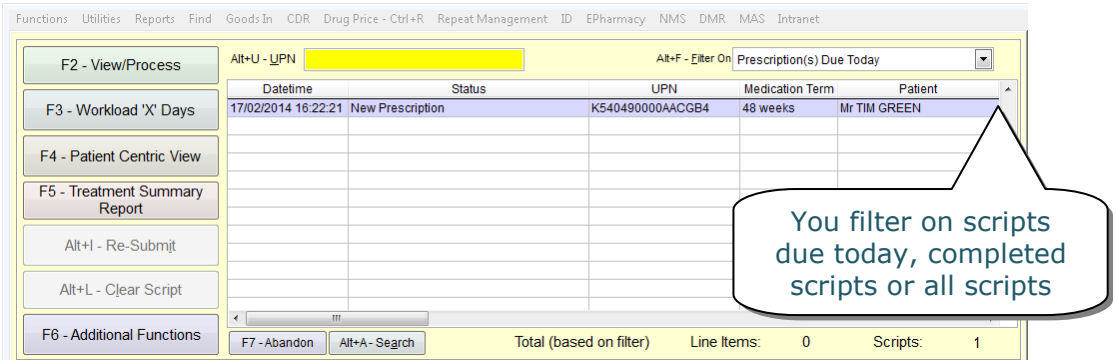
Processing a New Prescription

When a patient has been successfully registered to your pharmacy, a notification is also sent to their GP. This flags the patient as "CMS registered" on the GP system; any serial prescriptions that are generated will then be sent to your pharmacy.

To process a new CMS prescription, access the **CMS Main Screen** and scan the barcode that appears on the prescription. The Unique Prescription Number (UPN) should appear in the yellow box above. If it doesn't, click onto the yellow box and scan the barcode again.

The prescription will then be requested from ePharmacy. During this time, you will see a flashing message momentarily reading:

This process usually takes approximately 5-10 seconds. Once completed, the requested prescription should appear on the screen:



Tip: If the prescription preview has not appeared automatically or has a status of "Pending", try waiting for a further 10 seconds and then select **[F1 – Send/Receive]**. The prescription should appear in the **Prescriptions** section with a status of "New Prescription".

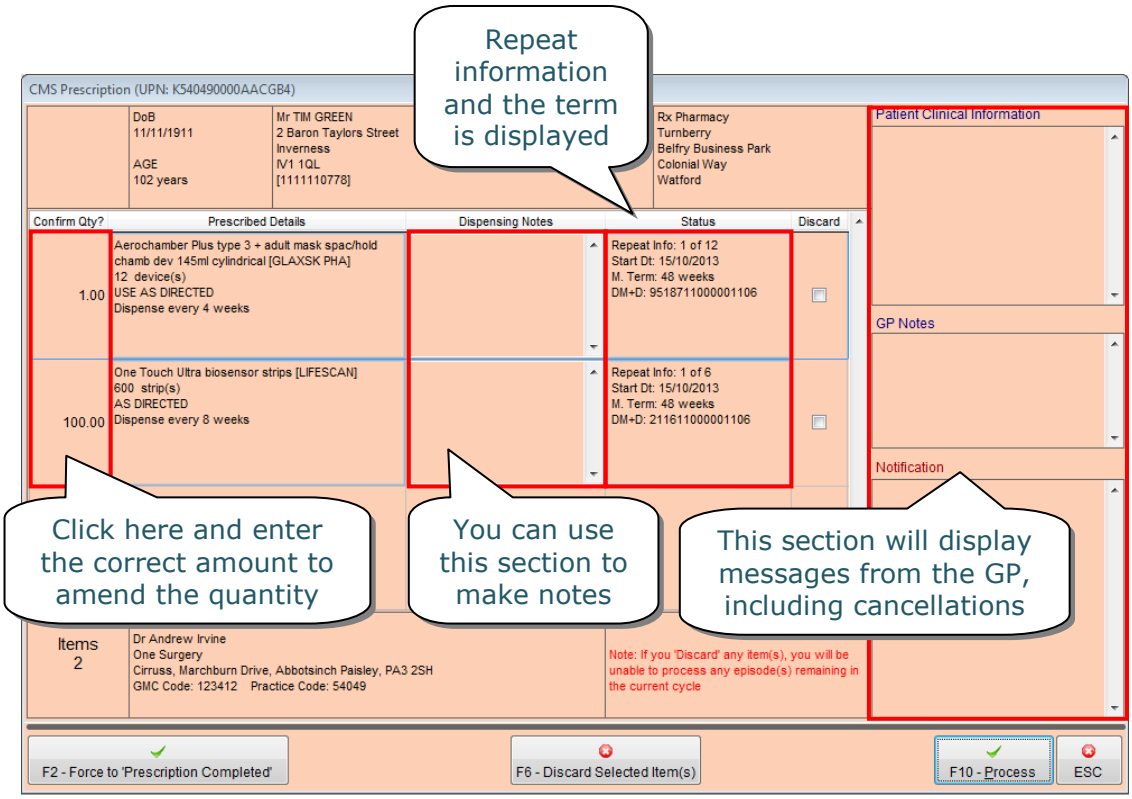
To begin processing the "New Prescription", highlight it from the **Prescriptions** section and select **[F2 – View/Process]** which will display the prescription preview.

Note: If the initial CMS serial prescription is not dispensed within 24 weeks from the prescription start date, it will be marked as "expired". You will not be able to process this prescription.

Tip: If you attempt to process a prescription and ProScript is unable to match the downloaded patient's details with a patient currently on your system, you will be shown the **Select Patient** window. You should select the correct patient to continue dispensing.

If the patient does not exist on your system, press **[Esc]** using your keyboard on the **Select Patient** window and you will be taken to the **Patient Details** window. This will be pre-populated with the downloaded patient's details. Enter in any additional information you have available and select the **[F10 – Save]** button to create a new patient record.

Once the patient has been selected, you will be displayed with a preview of the downloaded prescription.



Note: The 'Dispensing Notes' section is intended for any notes relating to the dispensing of the medication that you may wish to pass on to the patient's GP practice. For example, if the patient is going on holiday.

Tip: If an item is not required, simply amend the quantity to 0 (zero). The number of episodes for this line will not change and will still be available for dispensing if required.

ProScript calculates the current dispensing for you by using the total quantity prescribed, dispensing frequency, and medication term.

Although this is accurate for the majority of occasions, it should **always** be confirmed manually in the event of inaccurate data being downloaded when the prescription is scanned.

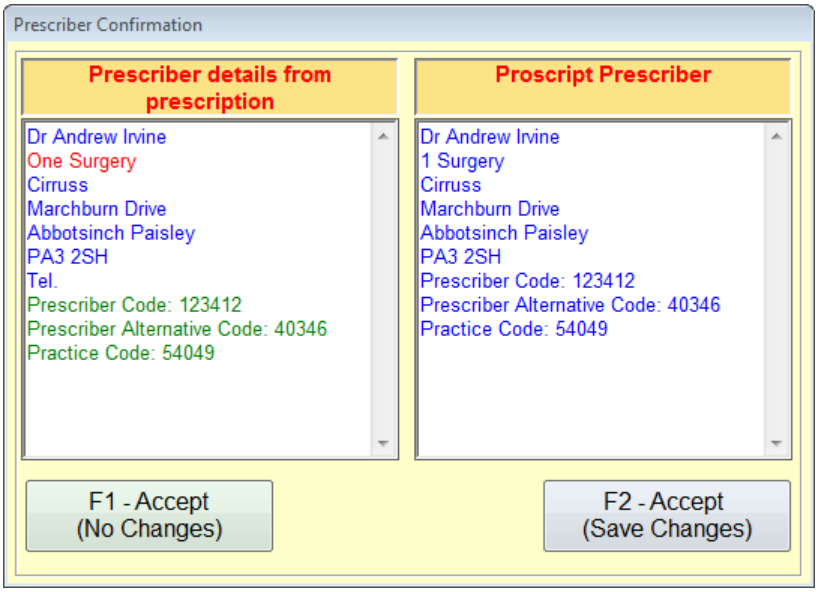
If this does need to be amended, simply click on the quantity and type in the correct amount for the current dispensing.

Tip: The **[F2 – Force to 'Prescription Completed']** button is used when you wish to declare an entire CMS serial prescription as complete (irrespective of the number of items issued). For example: a batch of serial prescriptions is currently on batch 4 of 6 but the remaining quantity is no longer required. It is also used when certain items on a prescription are not dispensed.

Note: If you select the "Discard" checkbox for any item(s) and click on the **[F6 – Discard Selected Item(s)]** button, you will be unable to dispense further episode(s) of that item if any remain.

Select **[F10 – Process]** to continue dispensing the prescription.

The system will attempt to match the "downloaded" prescriber (as per the downloaded prescription) to the "ProScript" prescriber. The **Prescriber Confirmation** window will only appear if the downloaded details differ from those stored locally on your ProScript system. These differences will be highlighted in red.



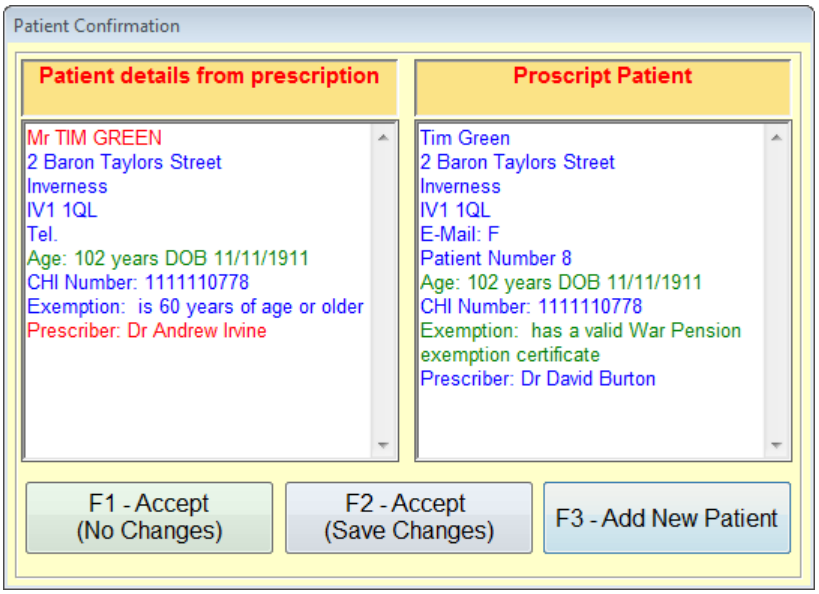
At this stage, you have the option to select:

- **[F1 – Accept (No Changes)]** which will ignore the differences of the downloaded prescriber and use the prescriber currently selected on the system; or

- **[F2 – Accept (Save Changes)]** which will amend the prescriber currently on the system to match prescriber on the downloaded prescription (recommended in most cases).

Note: If ProScript cannot match the details of the downloaded prescriber to the same doctor on your system, the **Select Prescriber** window will be displayed instead. You can then either manually search for the prescriber or press **[Esc]** on your keyboard to add them to your system.

After confirming the prescriber, you will be shown a similar process for confirming the patient details on the **Patient Confirmation** screen:



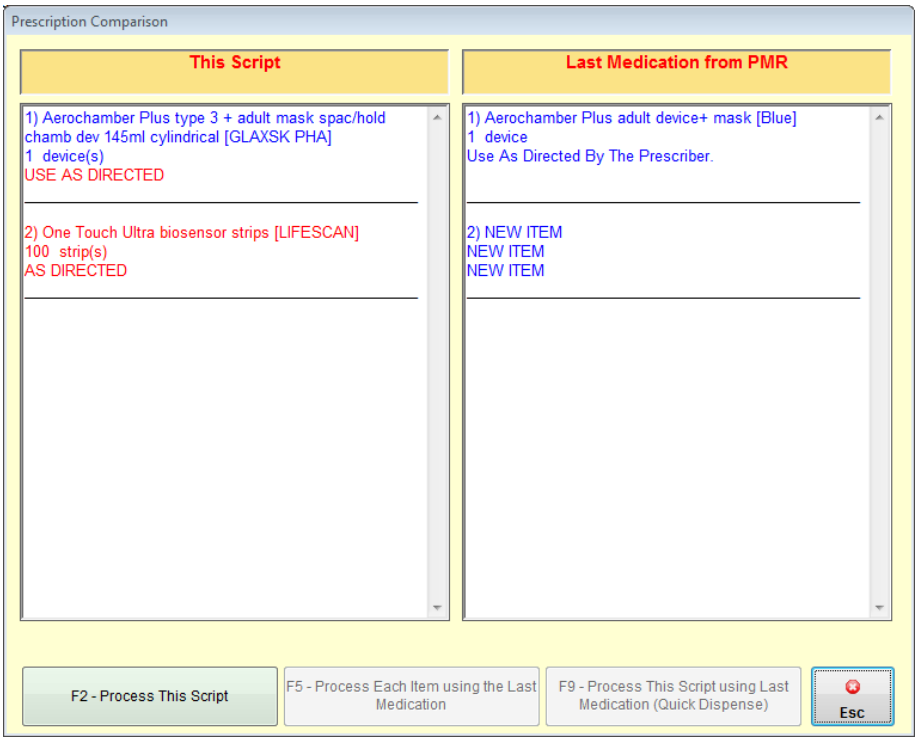
You have the option to select:

- **[F1 – Accept (No Changes)]** to ignore the differences in red and continue using the patient's data stored on ProScript (only if mandatory fields are correct);

- **[F2 – Accept (Save Changes)]** to amend the patient details on your ProScript system to match the details on the downloaded prescription;

- **[F3 – Add New Patient]** to use the downloaded details to create a new patient. **Note that this may result in duplicate patients**.

After confirming the patient, you will be taken through the dispensing process. The first window that will appear is the **Prescription Comparison** window:



This window compares the items on the downloaded prescription (on the left) with the medication that was previously dispensed in the PMR (shown on the right). Any differences will be shown in red which will help you to spot potential problems.

The **[F2 – Process This Script]** button uses the dosage instructions from the *downloaded script* and processes each item individually.

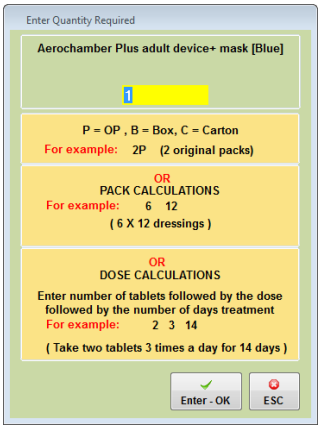
The **[F5 – Process Each Item using the Last Medication]** button uses the dosage instructions from the *PMR* (i.e. last dispensed medication) and processes each item individually.

The **[F9 – Process This Script using Last Medication (Quick Dispense)]** button uses the dosage instructions from the *PMR* and fast-tracks through the prescription where you will be shown a final preview of the prescription prior to completing it.

If you have selected either **[F2 – Process This Script]** or **[F5 – Process Each Item using the Last Medication]**, the next few steps simply require you to carry out the following for each item:

1) Confirm or amend the quantity
2) Confirm or amend the dosage
3) Repeated for each item until all items have been confirmed

1



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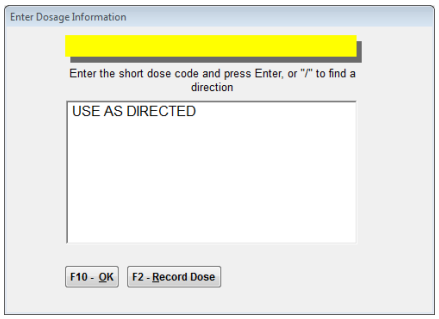
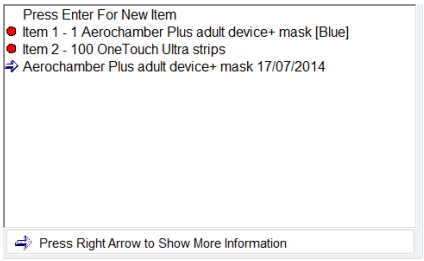


3



If the details are not correct, simply amend them and press **[Enter – OK]** or **[F10 – OK]** to accept and proceed to the next step.

Tip: These three steps will be bypassed if you select **[F9 – Process This Script using Last Medication (Quick Dispense)]**.

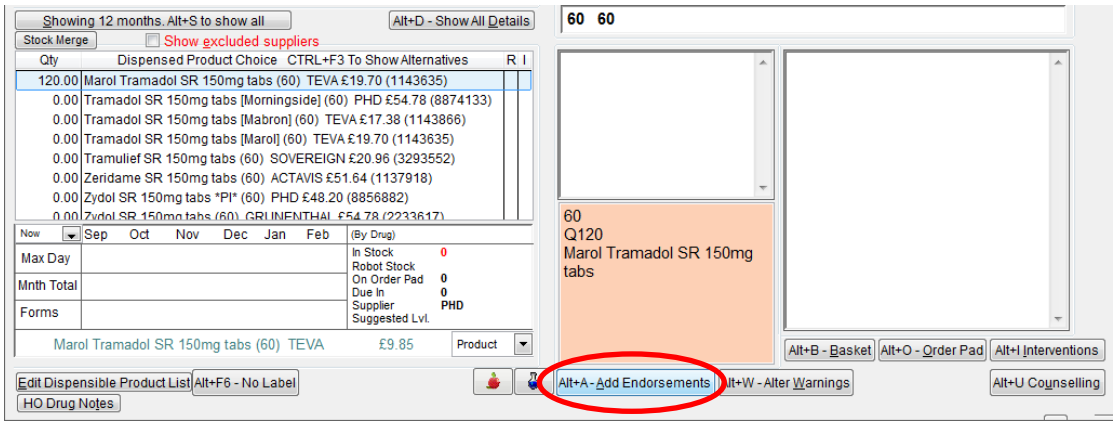
This process continues until all items have been dispensed. ProScript will then remain in the patient's PMR, allowing you to create owings or add additional endorsements if required.

Tip: To create an owing prior to completing the prescription, highlight the relevant item and select **[F2 – Create Owing]**.

Adding Extra Endorsements

As the **electronic** claim message for CMS prescriptions is used solely for payment, it is important to ensure that you are adding all additional endorsements for each item electronically. These should NOT be hand-written on the paper copies.

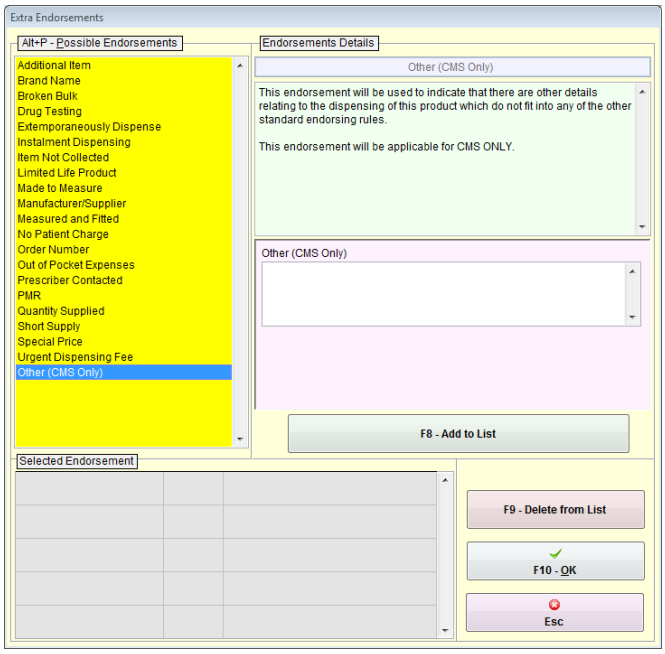
Whilst you are processing the prescription in the PMR, you can add any additional endorsements using the **[Alt+A – Add Endorsements]** button.



Select from the list of possible endorsements to provide additional information on the prescriptions.

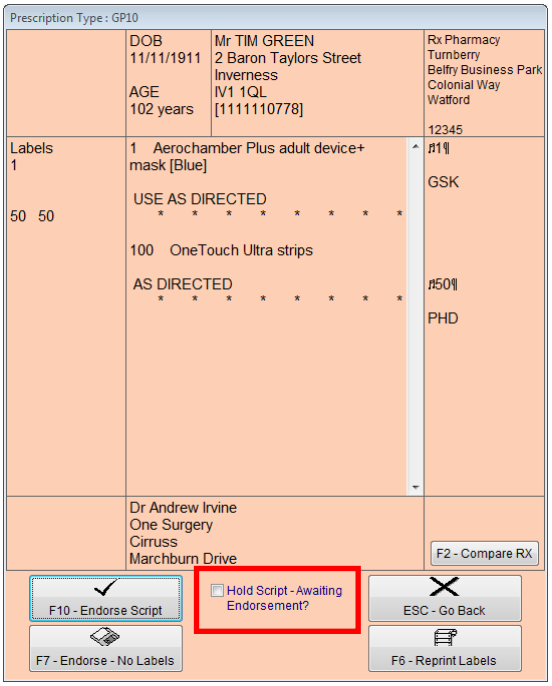
Use 'Other (CMS Only)' to add additional CMS endorsements, if needed.

Complete the fields and select **[F8 – Add to List]**; repeat this step for each additional endorsement and then **[F10 – OK]** to save.



Any text included in the fields completed will be included in the electronic claim message.

When you are ready to save and endorse the CMS prescription, select the **[F8 – Last Item]** button.



You will be shown a final prescription preview where you can use **[F10 – Endorse Script]** to endorse your prescription. This may say **[F10 – Complete Script]** depending on your configuration setup.

Alternatively, select one of the other options if applicable:

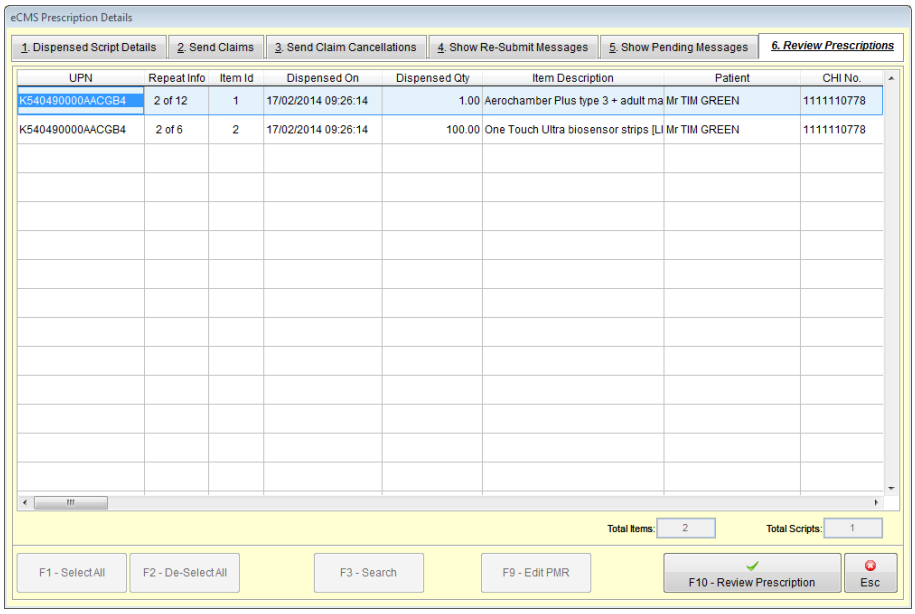
[F7 – Endorse – No Labels] will endorse the script but withhold labels.

[F6 – Reprint Labels] will print another set of labels and **[ESC – Go Back]** will return you to the PMR.

Holding Prescriptions

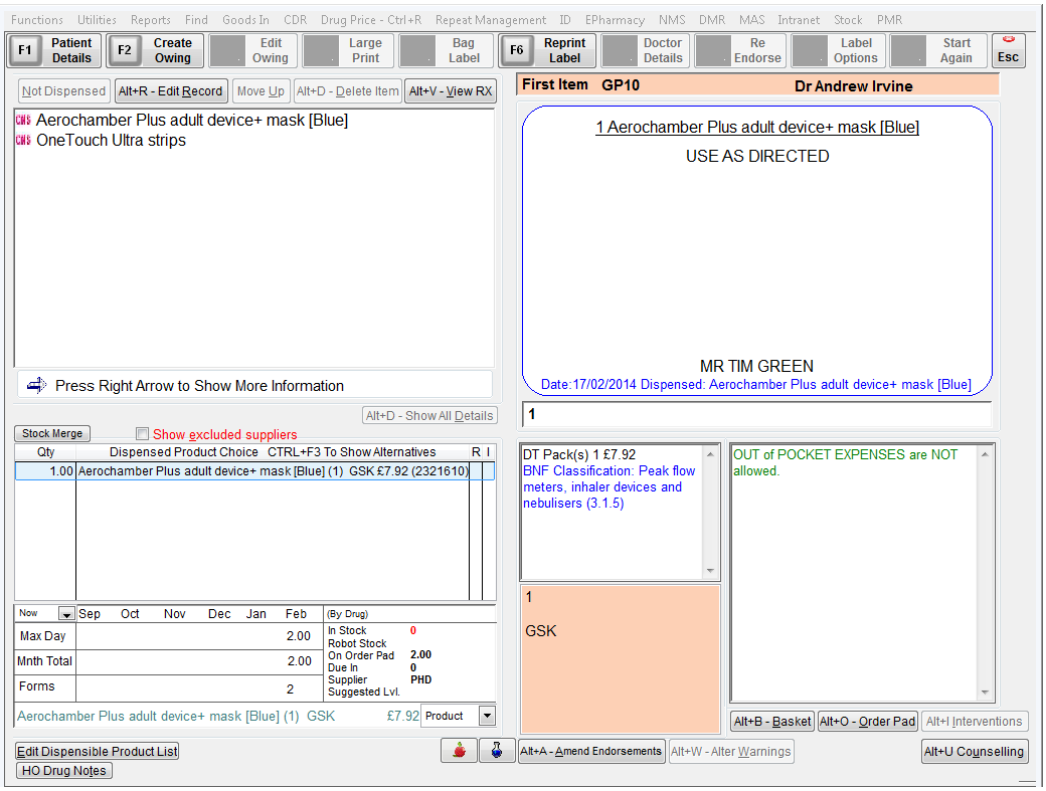
The "Hold Script – Awaiting Endorsement?" checkbox (highlighted above) can be used if you wish to park the script and add any additional endorsements at a later time. After selecting this checkbox, select **[F10 – Endorse Script]** to complete the prescription.

To view any prescriptions that you have placed "on hold", you will need to access the **eCMS Prescription Details** window and select the 'Review Prescriptions' tab:



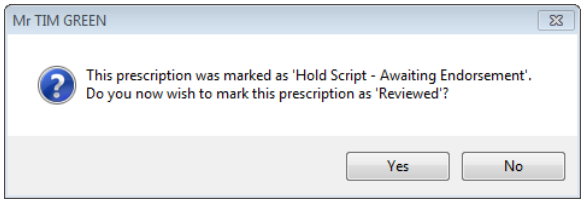
To add any endorsements to these prescriptions, highlight the item in the **eCMS Prescription Details** window and select **[F10 – Review Prescription]**.

You will be taken back to the patient's PMR where you will see only the items that were dispensed on that prescription:



Make any amendments as required (see the **Adding Extra Endorsements** section for further details).

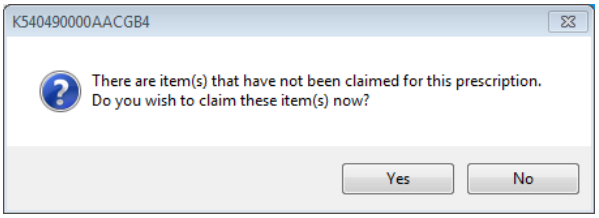
Finally, select **[Esc]** and you will be prompted with the alert displayed on the right. Marking the prescription as 'Reviewed' will move it to the 'Dispensed Script Details' tab.



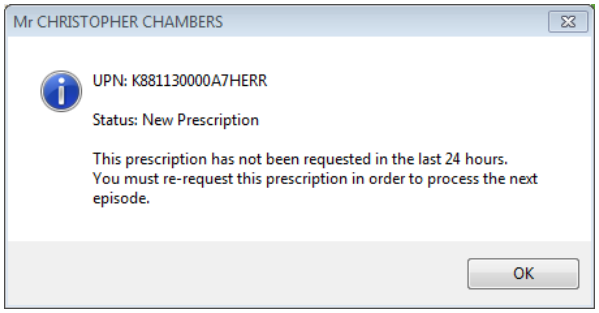
Processing Subsequent Episodes

After the initial dispensing, all subsequent episodes are managed via the **CMS Main Screen**. Use the CMS filter to find prescriptions due today, select the prescription and click **[F2 – View/Process]**. Alternatively, you can scan the prescription again.

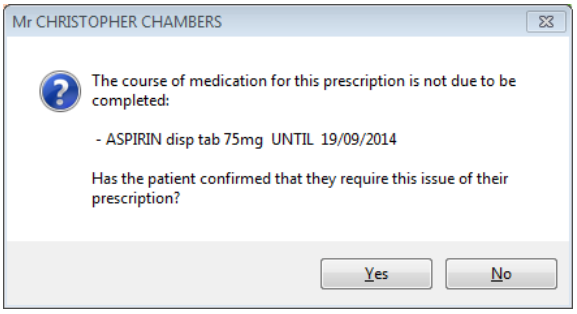
When you choose to dispense the next episode of a serial prescription, a check is done to ensure that previous episodes have been claimed.



You may be asked to re-request the prescription which should be carried out to ensure that there have been no item cancellations on the prescription before the dispensing of the next episode begins.



If a prescription is not due to be completed, you will be prompted to check that the patient still requires the episode.



Return of Issued/Unwanted Items

If an item is given in error or the patient subsequently indicates that they do not require the item(s), it is not possible to decrease the episode count. There are two courses of action available:

1) Provide the item(s) to the patient and submit the claim. Explain to the patient that they should use the item(s) when required and that it will not be issued during the next round of dispensing.

2) Store the item within your pharmacy until the patient requests it. Do not submit the claim until that patient has received the item(s) to ensure that the date passed to the prescriber is accurate.

Claiming for CMS Prescriptions

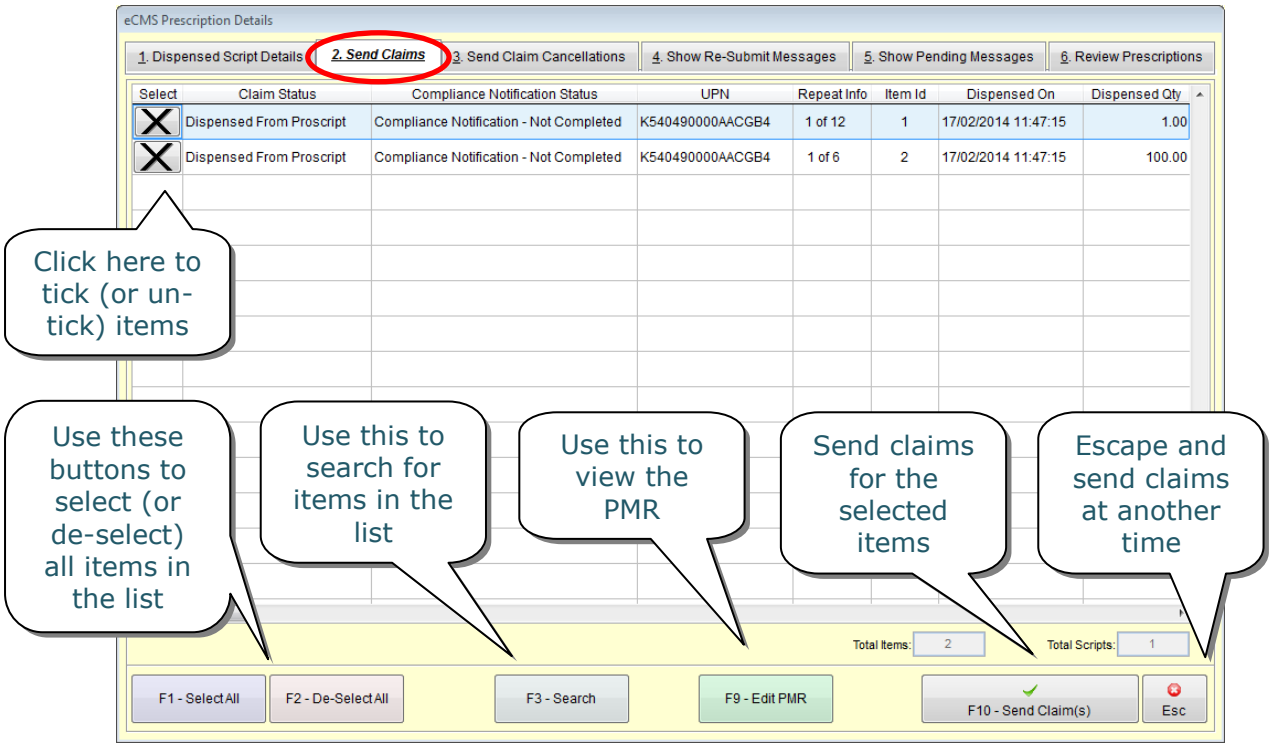
After dispensing a CMS prescription, the **eCMS Prescription Details** window appears automatically allowing you to send one or more items for claim.

CMS claims can only be made electronically; there is no paper method for claiming re-imbursement. Claims are sent on an item level rather than at form level. Item compliance notifications are also sent for each item.

Once the claim has been sent, a notification is sent to the GP which triggers the next serial prescription.

Tip: You will be automatically prompted to send the claim immediately after dispensing. You can do so at this point or send it in a batch at a later stage along with other CMS prescriptions (see the **Batch Claims** section under).

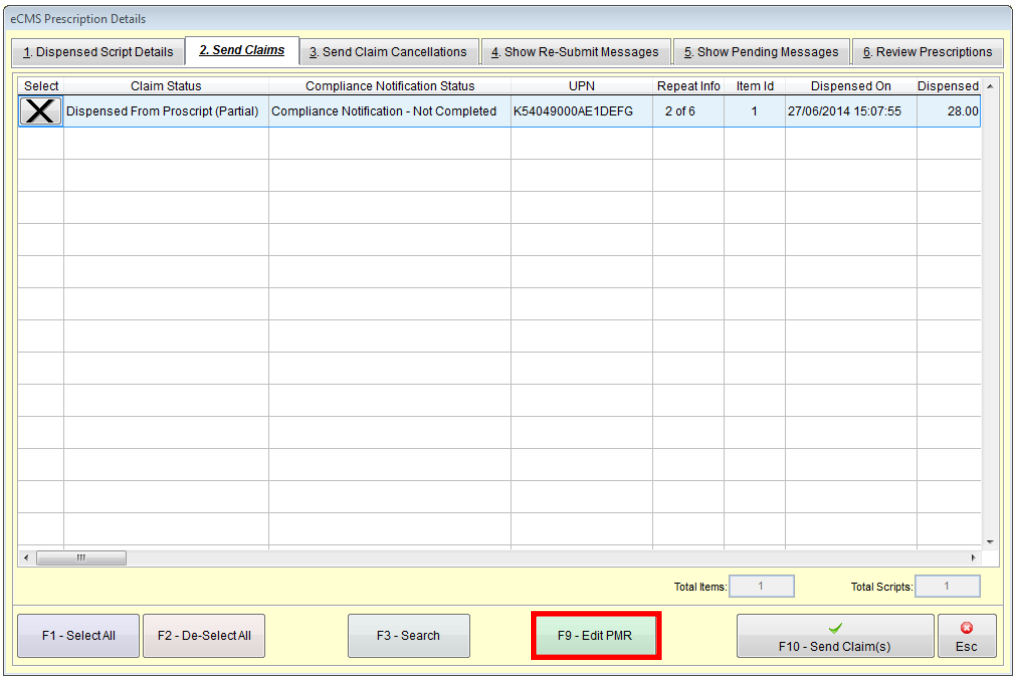
Below is a preview of the **eCMS Prescription Details** window and instructions on how to send claims:



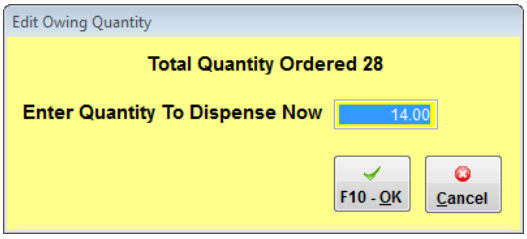
This screen is explained in more detail in the **eCMS Prescription Details Window** section.

Editing CMS Records in the PMR

If you have dispensed a CMS prescription and wish to amend a CMS record, access the **eCMS Prescription Details** window (shown below). Use **[F9 – Edit PMR]** to edit the record. From here, use either the **[Alt+R – Edit Record]** or **[Alt+A – Amend Endorsements]** buttons.



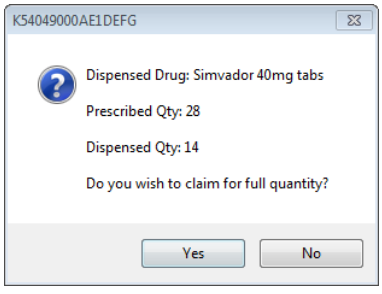
Claims with Owings



There may be instances where you need to create an owing for one or more items.

These will be displayed in the **eCMS Prescription Details** window under the 'Send Claims' tab as 'Dispensed From ProScript (Partial)' (as shown in the image above).

When you attempt to send the item(s) for claim, you will be prompted if you wish to claim for the full quantity.



If you select **[Yes]**, the claim message will contain the prescribed quantity. If you select **[No]**, the claim message will not be submitted.

Note: You will be unable to send claims for a partially dispensed quantity of an item. **Redeem** the owing in the usual manner and send the claim successfully. If you have claimed the full quantity for an owing, ensure that you reclaim the item upon redeeming it.

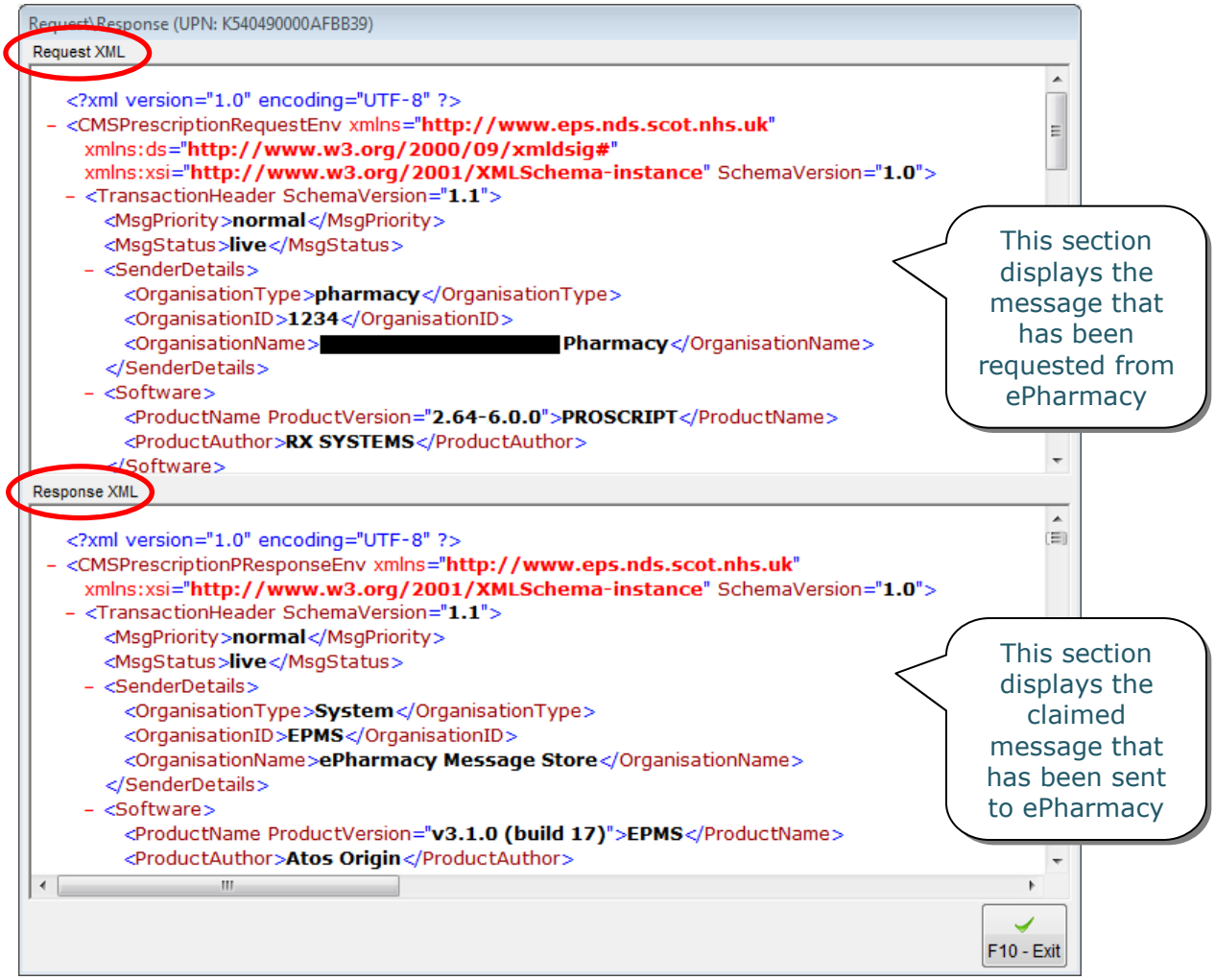
Re-Claiming CMS Items

If you have made amendments to any CMS items (e.g. adding endorsements, amending the PMR record, redeeming owings, etc.), you can re-claim the item(s) and therefore update the claim message.

Access the **eCMS Prescription Details** window and select the 'Send Claim Cancellations' tab. Select the item(s) you wish to reclaim and select the **[F5 – Send Reclaim(s)]** button. This will update the claim message.

Viewing the Claim Message

To view details of the claim message that is sent to ePharmacy, simply right-click on the completed, claimed prescription from the **Prescriptions** section and click 'View XML'.



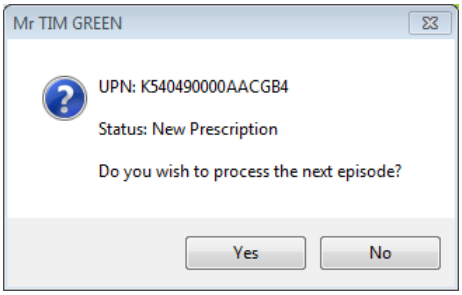
eCMS Prescription Details Window

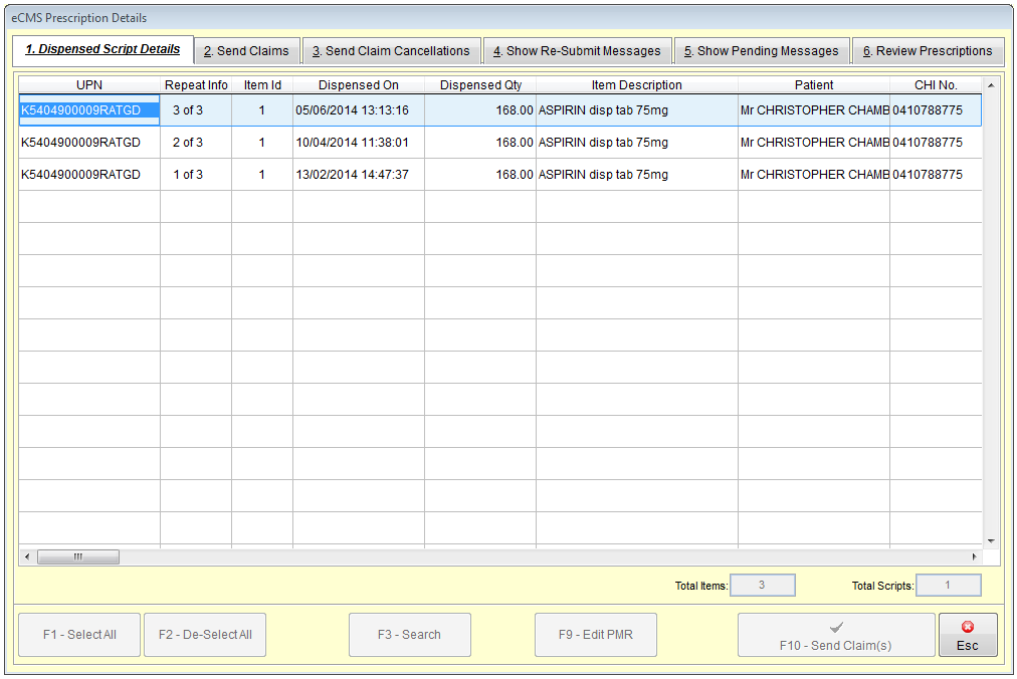
The **eCMS Prescription Details** window allows you to perform additional tasks, such as:

- Viewing a previously dispensed prescription's details
- Sending a claim for dispensed items
- Sending a cancellation for claimed items
- Viewing or re-sending existing claims

In order to perform one of these tasks, highlight the relevant prescription (marked as 'Prescription Completed') from the **CMS Main Screen** and select **[F2 – View/Process]**.

If there are instalments due, you will see the message displayed on the right. If you select **[No]**, you will be directed to the **eCMS Prescription Details** window:





Each tab in this window is explained in more detail below.

Dispensed Script Details

This tab simply displays details of a patient's existing and/or completed prescription that has been dispensed in ProScript (e.g. the current episode).

Send Claims

This tab appears automatically at the end of the dispensing process for CMS prescriptions. If the claim was not sent at this point, you are able to return to this tab and submit the claim.

Send Claim Cancellations

Access this tab if you have sent a claim but wish to cancel it – this may be because you wish to amend the claim. From the point you have submitted a claim, you will have 14 days to electronically cancel and/or amend it.

Select the prescriptions whose claim you wish to cancel (by clicking on the crosses) and select **[F10 – Send Cancellation(s)]**. These will then be moved to the 'Send Claims' tab.

Note: Cancelling a claim will not result in the issue (or episode) being removed from the patient record or the item compliance notification being recalled from the GP patient record.

When changes are made, they may not always be visible on the screen. However, testing has shown that changes are fed through to the re-submitted claim message. This can be confirmed by viewing the claim message (see **Viewing the Claim Message**).

Show Pending Messages

If a claim cannot be sent (e.g. due to network problems), you will be able to see the prescription(s) in this tab. ProScript will attempt to resend the claims here at regular intervals for at least 24 hours. You can click on this tab to view all claims that are still pending (this is a configurable option).

Show Re-Submit Messages

When a pending claim expires (i.e. it has exceeded the maximum number of auto-retries in 24 hours), ePharmacy recommend that these claims are re-submitted.

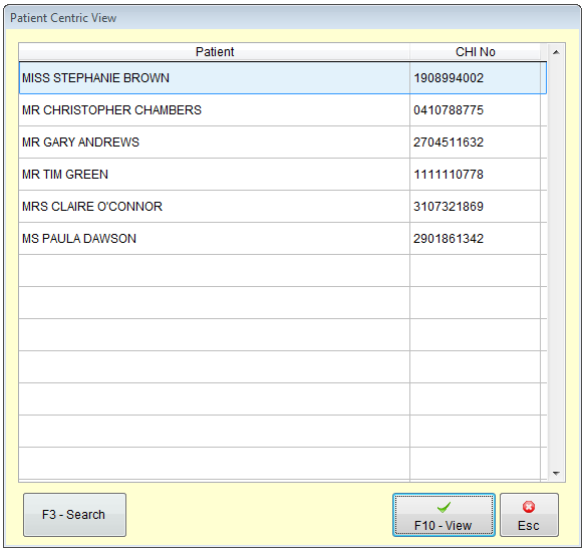
This should not happen very often but in the event that it does, ProScript will automatically move them to this tab. Select the prescriptions for the claims you wish to re-submit and click **[F10 – Re-Submit]**. If successful, these prescriptions will be removed from this list.

Review Prescriptions

Upon processing a prescription, you have the option to select the "Hold Script – Awaiting Endorsement?" checkbox. Any prescriptions that are awaiting endorsement can be accessed from this tab. (See the **Holding Prescriptions** section for further details).

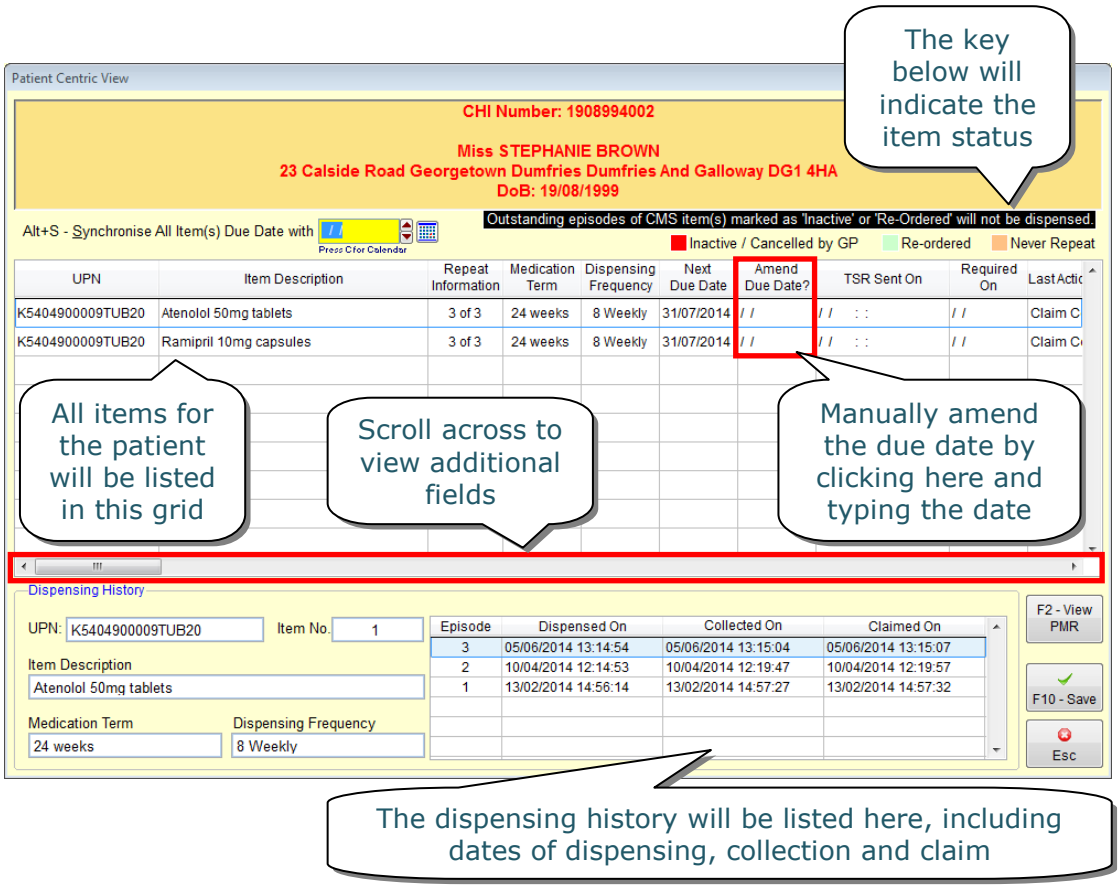
Patient Centric View

The 'Patient Centric View' (also referred to as the 'Patient Centred Timeline') will allow you to view the CMS history for a particular patient who has registered for CMS with your pharmacy and also has active CMS prescriptions downloaded onto your ProScript system.

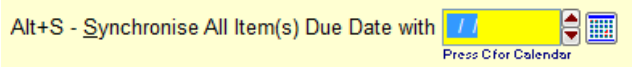


Select **[F4 – Patient Centric View]** from the **CMS Main Screen** to see a list of all these patients.

Select the patient and click on **[F10 – View]** to display the **Patient Centric View** window:



You are able to synchronise the dispensing items on a patient's serial prescription(s) by specifying a due date for all items that have been selected. Simply manually enter the due date or use the calendar icon to select the date and select **[F10 – Save]**.



Treatment Summary Reports

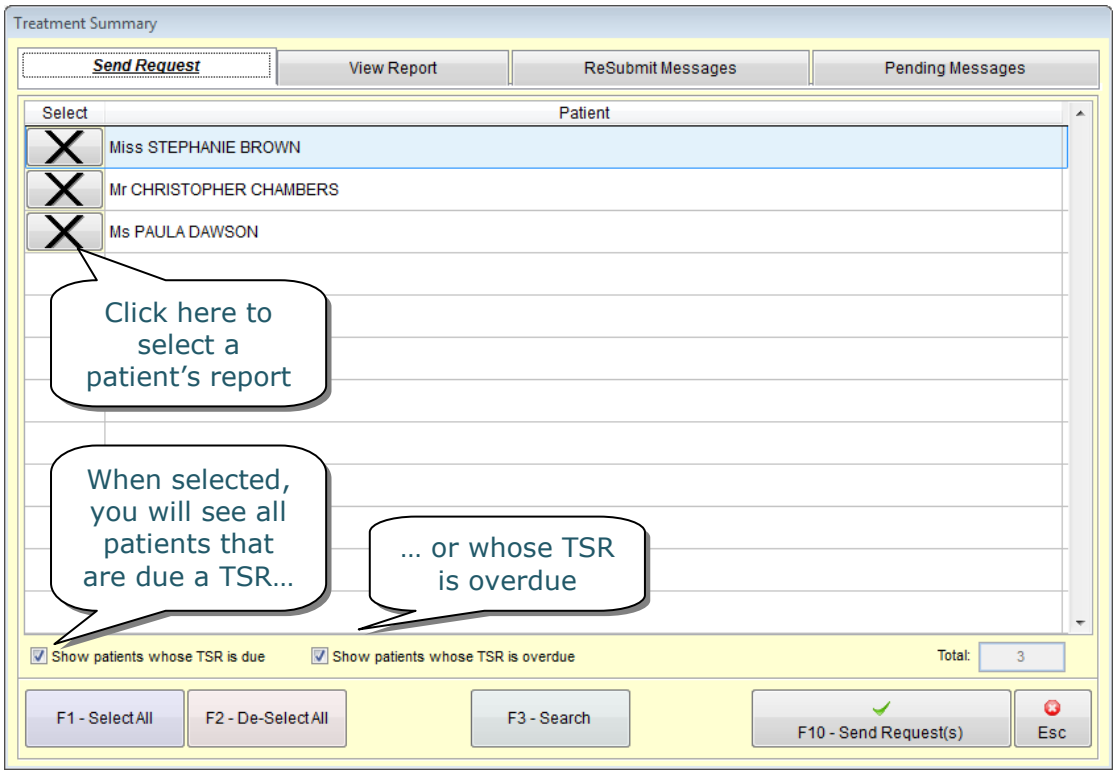
Treatment Summary Reports (TSRs) for patients can be created at any point however you are more likely to do this after completing the last dispensing episode. You will be prompted to create one around 20 weeks after the first CMS item has been dispensed.

Following the electronic submission of this report, subsequent reports will be automatically prompted at 24-week intervals. (This is because an ad-hoc report may have been produced). This report can be:

- Sent to ePMS for subsequent retrieval by a GP from their own GP IT system;
- Viewed or printed for the patient's and/or GP's use.

The CMS module automatically searches the prescription currently on your system each time the **CMS Main Screen** is accessed, and displays the **Treatment Summary** window if any reports are due. The report can also be created manually as required (for example if requested by the prescriber).

Select **[F5 – Treatment Summary Report]** to access this feature:

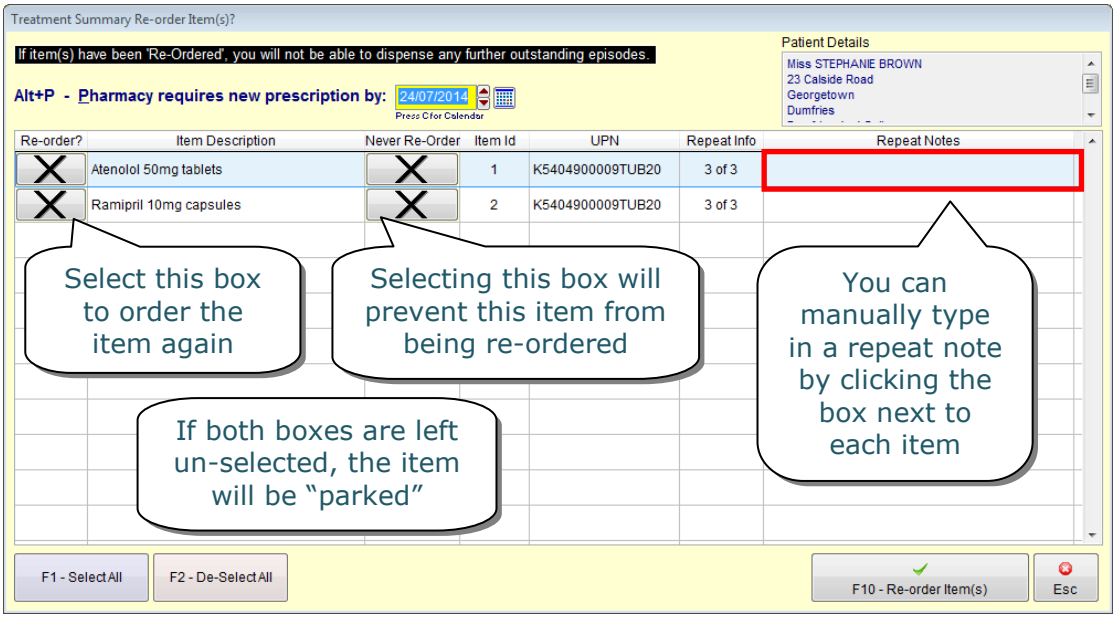


By default, all patient reports will be de-selected. This screen will be explained in more detail below.

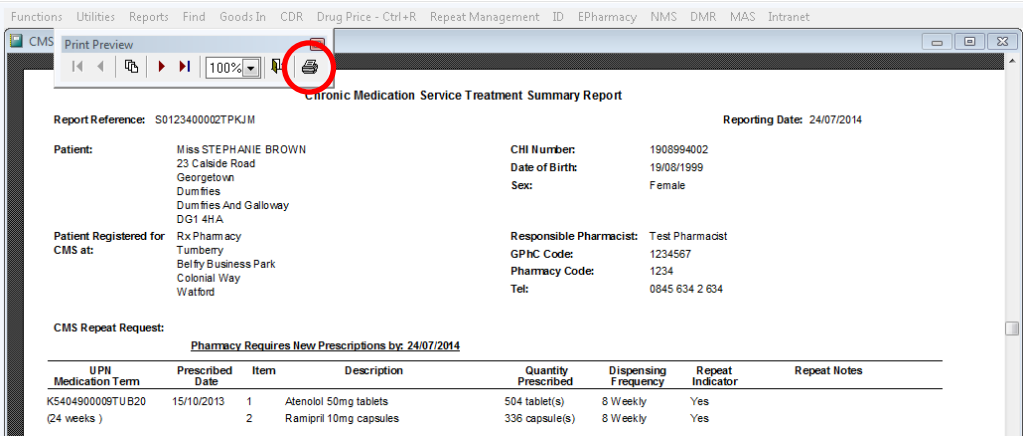
Send Request

Once you have selected the patient(s) whose TSR you wish to submit, select **[F10 – Send Request(s)]** from the **Treatment Summary** window. The **Treatment Summary Re-order Items** window will then appear.

You can indicate which of the item(s) are suitable for renewal and to be considered by the GP. On the screen below, all items for the selected patient are displayed in a list.



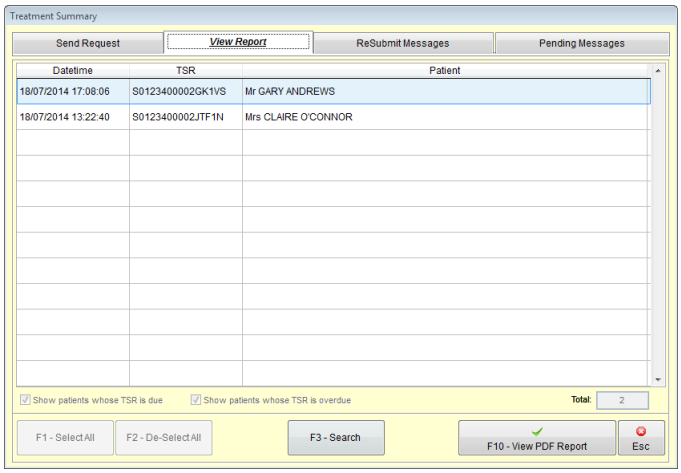
When you have made your recommendations, select **[F10 – Re-order Item(s)]** and a report preview will be displayed. Although the report is sent electronically to ePharmacy and the corresponding practice, you can print the report for your own records or for the patient (should they request a copy):



Click the printer icon to print or press **[Esc]** if you do not wish to print it. A confirmation prompt will then appear; if you click **[Yes]**, ProScript will attempt to send the report.

Viewing Submitted Reports

After creating and sending the TSR, you will be able to check its status. From the **Treatment Summary** window, select the 'View Report' tab.



Here, you can view and print off previously sent reports by highlighting it and selecting **[F10 – View PDF Report]**.

Pending Reports

If the report cannot be sent (e.g. due to network problems), it will be held under the 'Pending Messages' tab (see screenshot above). ProScript will automatically attempt to resend the report to ePharmacy at regular intervals.

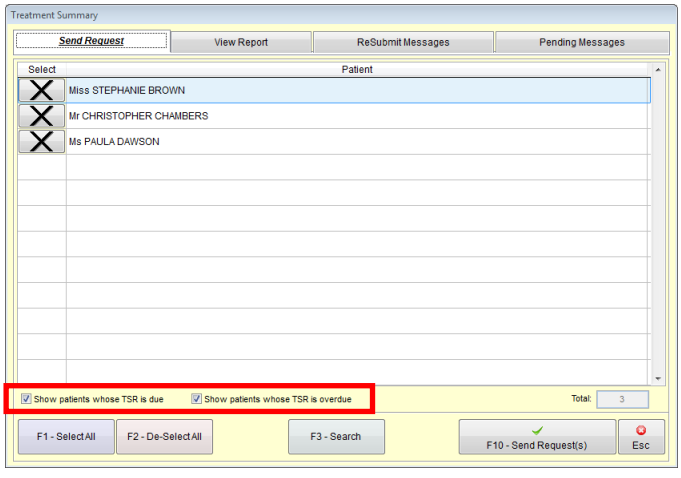
Resubmitting Expired Pending Messages

As with claims, when a pending message for the TSR has expired (i.e. has exceeded the maximum number of auto-retries), ePharmacy has a requirement that these messages are removed from the 'Pending Messages' tab to be manually re-submitted. These messages are moved to the 'Resubmit Messages' tab.

This should not happen very often, however in the event that it does, you will be required to re-submit the TSR. Simply access the 'Resubmit Messages' tab, select the reports you wish to resubmit and click the **[F10 – Re-Submit]** button. If the submission is successful, the reports will disappear from this tab.

Ad Hoc TSRs

To create a TSR at any point of the CMS dispensing process (e.g. if you complete a script early), simply remove the checkboxes as highlighted, select the patient and click the **[F10 – Send Request(s)]** button.



Proceed as described above.

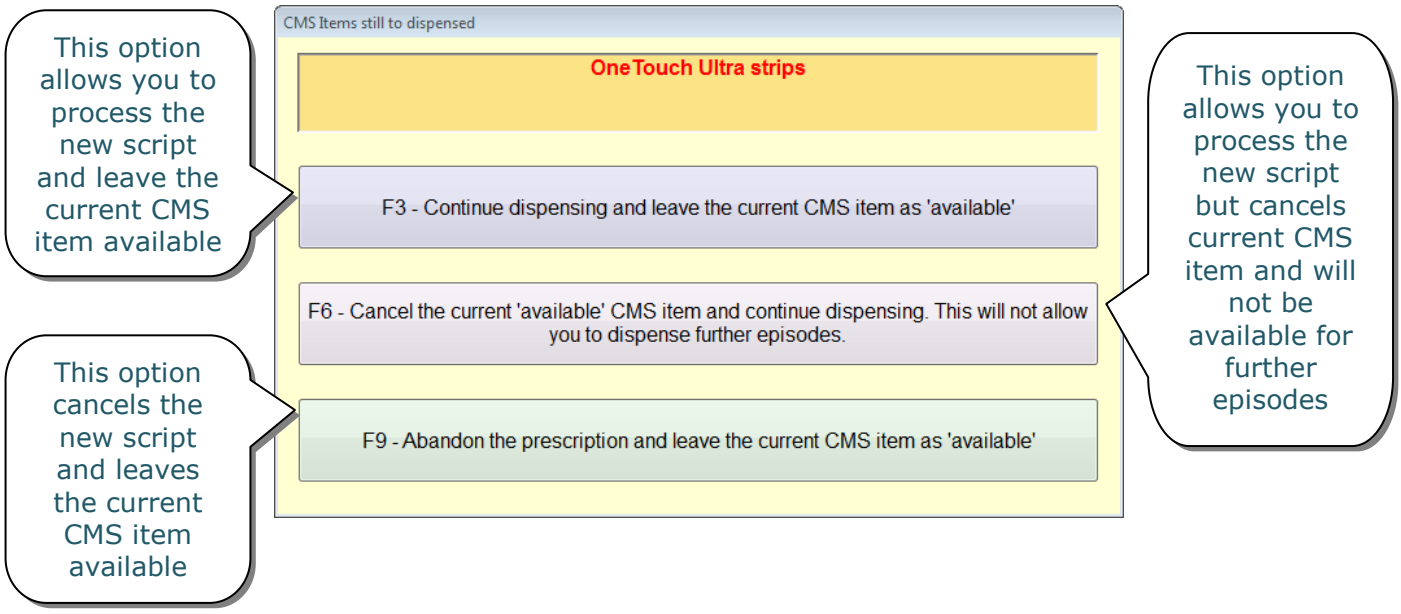
Processing Other Prescriptions for Existing CMS Items

There may be occasions where you receive a separate prescription (non-CMS or an unexpected new CMS script) for items that you currently have issued on an existing, valid CMS serial prescription.

ProScript will carry out checks to determine whether or not you currently have an active CMS prescription "in play" and will prompt you to make a decision on how you wish to proceed.

For example, you currently have an "active" CMS prescription for some OneTouch Ultra strips. You then attempt to process an AMS prescription for the same item.

Upon dispensing this "new" prescription within the patient's PMR, you will see the following alert



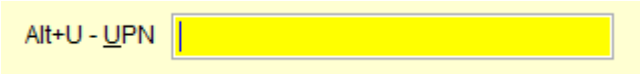
This feature allows you to make a professional judgement on how to proceed.

Processing CMS Scripts Manually

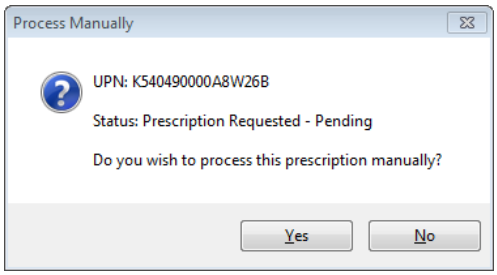
As with normal prescriptions, there may be occasions when there has been a technical or network fault which results in failed messaging.

Note: As CMS payments are based on electronic claims, it is vital that the following process is followed when CMS messages are unavailable. If CMS is exited and the prescription is processed manually, an electronic claim cannot be submitted and reimbursement cannot be made.

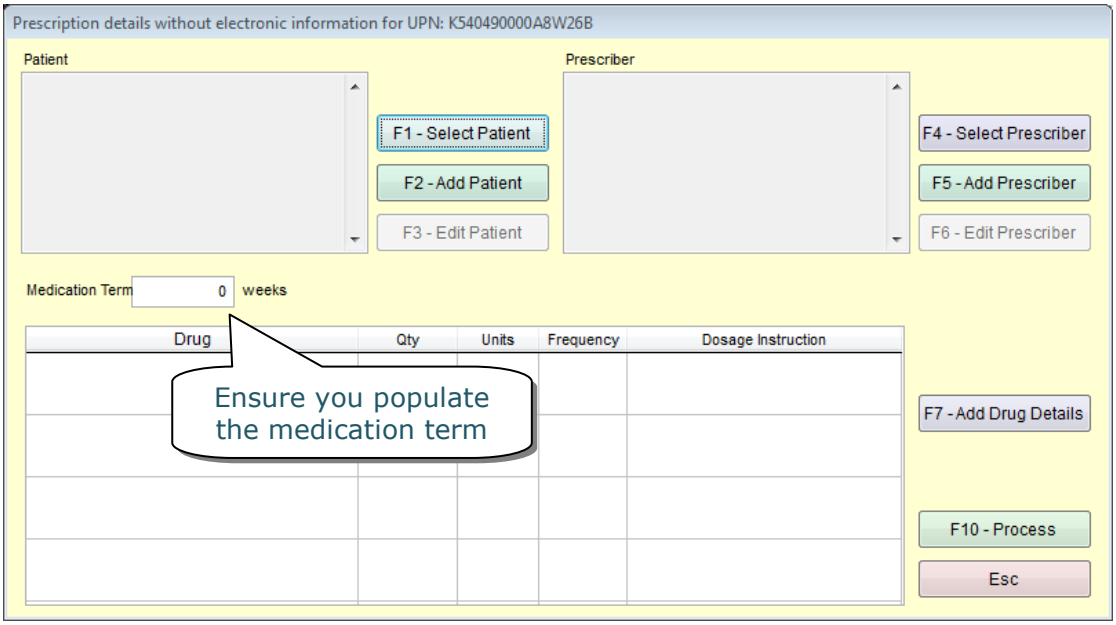
From the **CMS Main Screen**, ensure you have selected the UPN field and scan in your barcode.



If there is no supporting electronic message (i.e. the CMS script has not been downloaded already), you will see the alert on the right. Select **[Yes]** to continue to process the prescription manually.

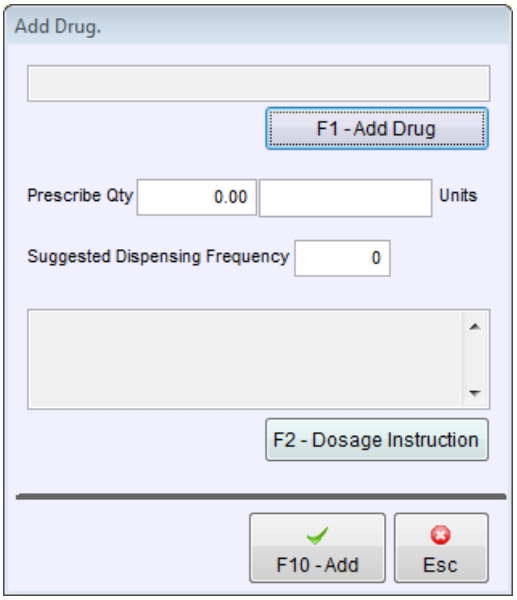


The following screen appears and you will be required to manually enter the patient, prescriber and medication information:



Each of these buttons is explained in more detail below.

F1 – Select Patient	Opens the **Select Patient** window where you can search for the patient from your ProScript system
F2 – Add Patient	Opens the **Patient Details** window where you will need to complete the fields. This will create a new patient record.
F3 – Edit Patient	Once a patient has been selected, this button will open the **Patient Details** window where you can amend information as required.
F4 – Select Prescriber	The prescriber details will be populated if the prescriber is already saved on the patient's record. Selecting this button opens the **Select Prescriber** window.
F5 – Add Prescriber	Opens the **Select Prescriber** window so that you can create a new prescriber if required.
F6 – Edit Prescriber	Opens the **Prescriber & Practice Details** window if you wish to edit the populated prescriber's details.
F7 – Add Drug Details	Opens the following screen where you can add the item, prescribed quantity, units suggested dispensing frequency and dosage instruction:



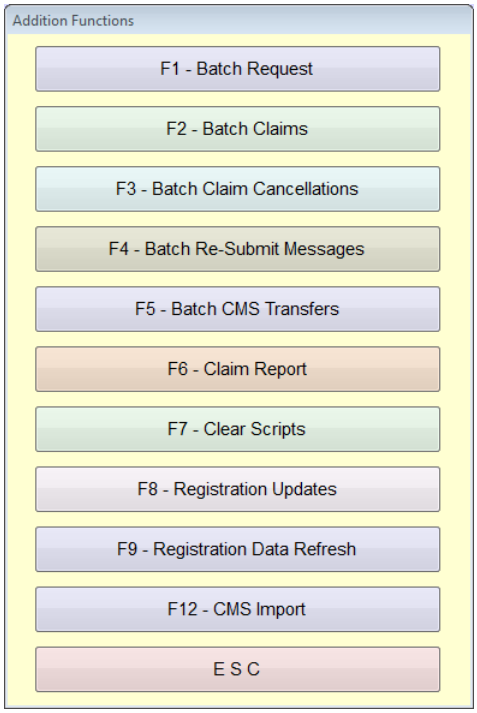
F10 - Process	Process the CMS prescriptions.

Add each of the items as issued on the CMS prescription. Once all items have been added, select **[F10 – Process]**.

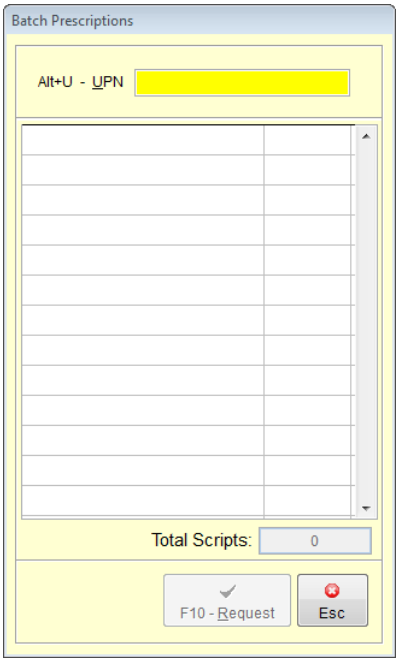
Note: Ensure that you contact the surgery to have the problem resolved and check that the message is available for the next dispensing event. As CMS prescriptions can be done in advance, logging out of CMS and trying again at a later stage is an option. It is possible that the CMS electronic message may have arrived into the PMR system in the interim.

Additional Functions

The **[F6 – Additional Functions]** button on the **CMS Main Screen** contains several functions which are designed to help ease your workload. Each of these functions is explained below.



Batch Request



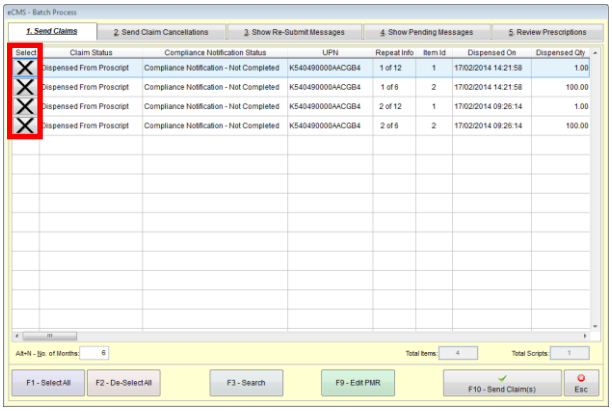
Select **[F1 – Batch Request]** to retrieve multiple prescriptions at the same time. This can be useful if you have several CMS prescriptions that need to be processed as you will only need to wait for them all to download once.

The **Batch Prescriptions** window will appear (as shown) and you should ensure that the UPN bar at the top is yellow, indicating that it is selected. Scan in your first bar code and it will appear in the list. Continue scanning in your required prescriptions and finally select **[F10 – Request]**.

The prescriptions will then be requested, downloaded and then displayed in the **Prescriptions** section of the **CMS Main Screen** ready for you to process.

Batch Claims

As described earlier in this guide, claims can either be submitted immediately after dispensing or at a later time.



To view and send claims in a batch, select **[F2 – Batch Claims]** and you will be taken to the **eCMS – Batch Process** screen. The 'Send Claim' tab will be displayed by default.

The process of sending these claims is very similar to the process of sending claims immediately after a dispensing. Simply tick all the claims you wish to send (by clicking on the crosses highlighted) and select the **[F10 – Send Claims]** button.

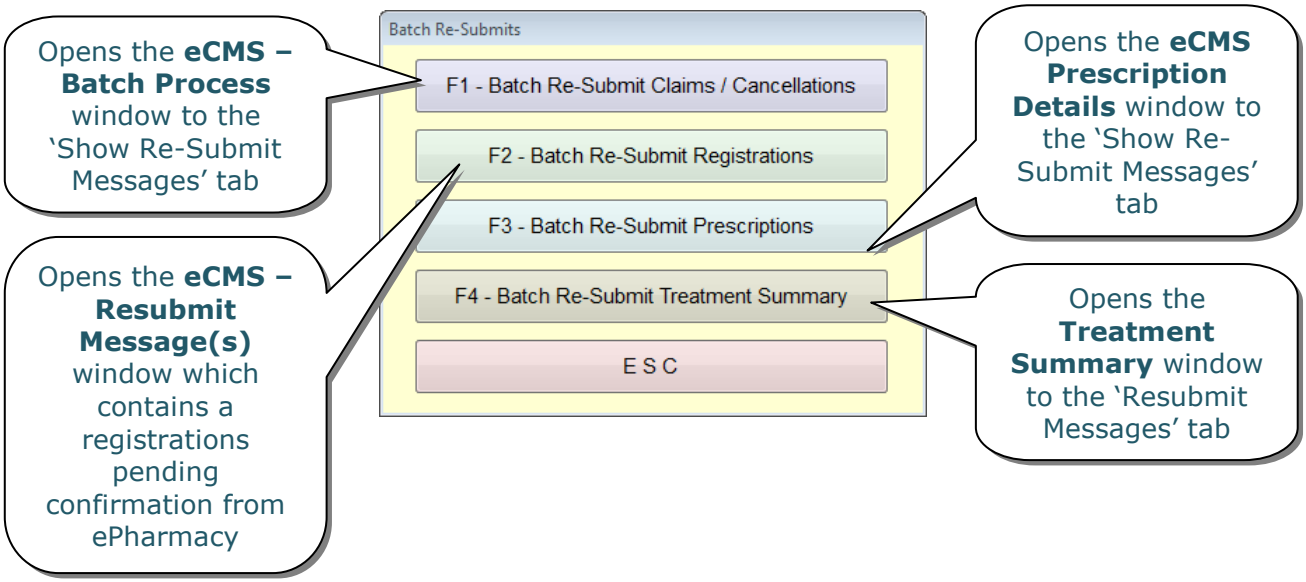
Batch Claim Cancellations

Use **[F3 – Batch Claim Cancellations]** if you wish to cancel a batch of claims for more than one patient. You will be taken to the **eCMS – Batch Process** screen to the 'Send Claim Cancellation' tab. Select the claims you wish to cancel and use **[F10 – Send Cancellation(s)]**.

Tip: If you cannot find the claim you wish to send, adjust the **No. of Months** filter at the bottom left.

Batch Pending / Resubmit Messages

Selecting the **[F4 – Batch Re-Submit Messages]** button displays a further sub-menu (as shown below). From this menu, you can access a range of options that allow you to re-submit a batch of pending and/or expired messages.



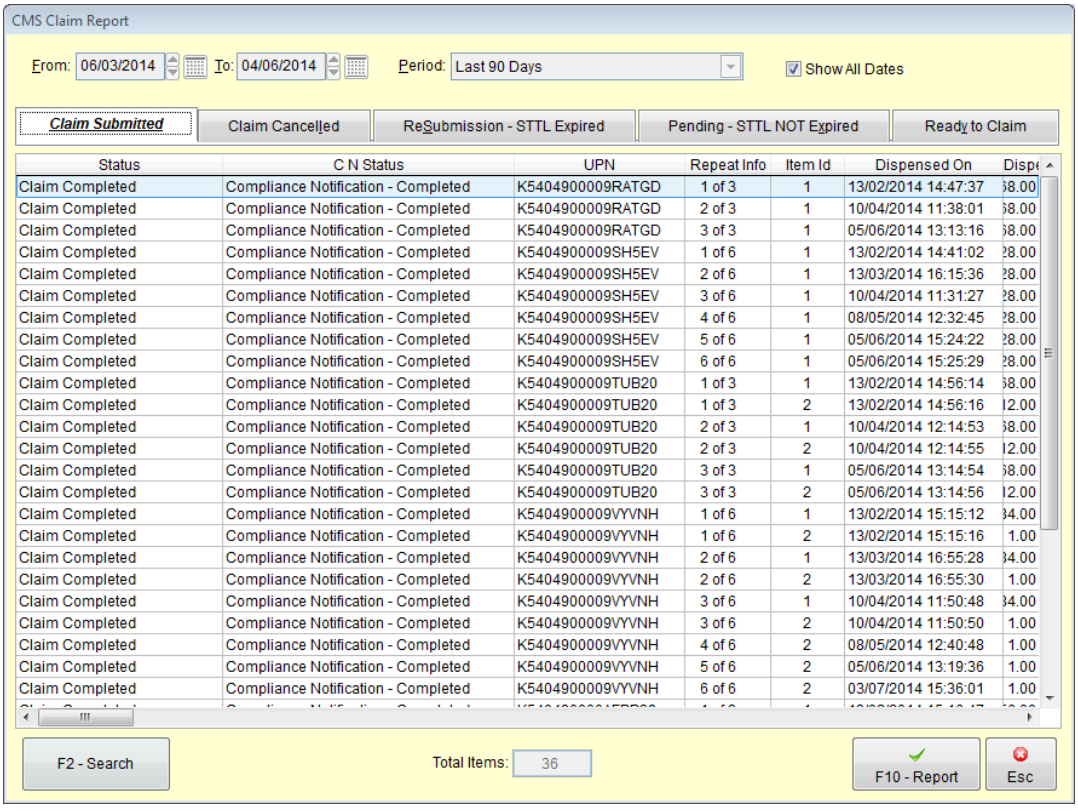
Batch CMS Transfers

There may be instances where you have attempted to register a patient and receive a response back from ePharmacy alerting you that the patient is registered elsewhere. In order for you to receive the patient's CMS prescriptions, you must confirm with the patient that they wish to use your pharmacy.

This feature allows you to transfer a batch of patients with a status of "Registered Else Where" to your pharmacy.

Claim Report

Selecting the **[F6 – Claim Report]** button opens the **CMS Claim Report** window to the 'Claim Submitted' tab by default.



From this tab, you will be able to see a list of all claims that have been submitted. You can filter the results by selecting the time period from the top of the window.

The report can also be filtered by the following tabs:

- Cancelled claims
- Resubmitted claims – STTL expired
- Resubmitted claims – STTL has not expired
- Messages still to be claimed

Clear Scripts

Use **[F7 – Clear Scripts]** to clear all completed and abandoned prescriptions.

Registration Updates

The **[F8 – Registration Updates]** button can be used to receive registration updates from the ePharmacy server for all of your patients.

This is different to the **[F11 – Registration Status]** button on the **CMS Main Screen** which checks for an updated registration status for the selected patient in the **Patient Registration** section.

Registration Data Refresh and CMS Import

The **[F9 – Registration Data Refresh]** and the **[F12 – CMS Import]** buttons are features used by Rx Systems staff for support purposes only.

You will not need to access these features in your day to day processes.

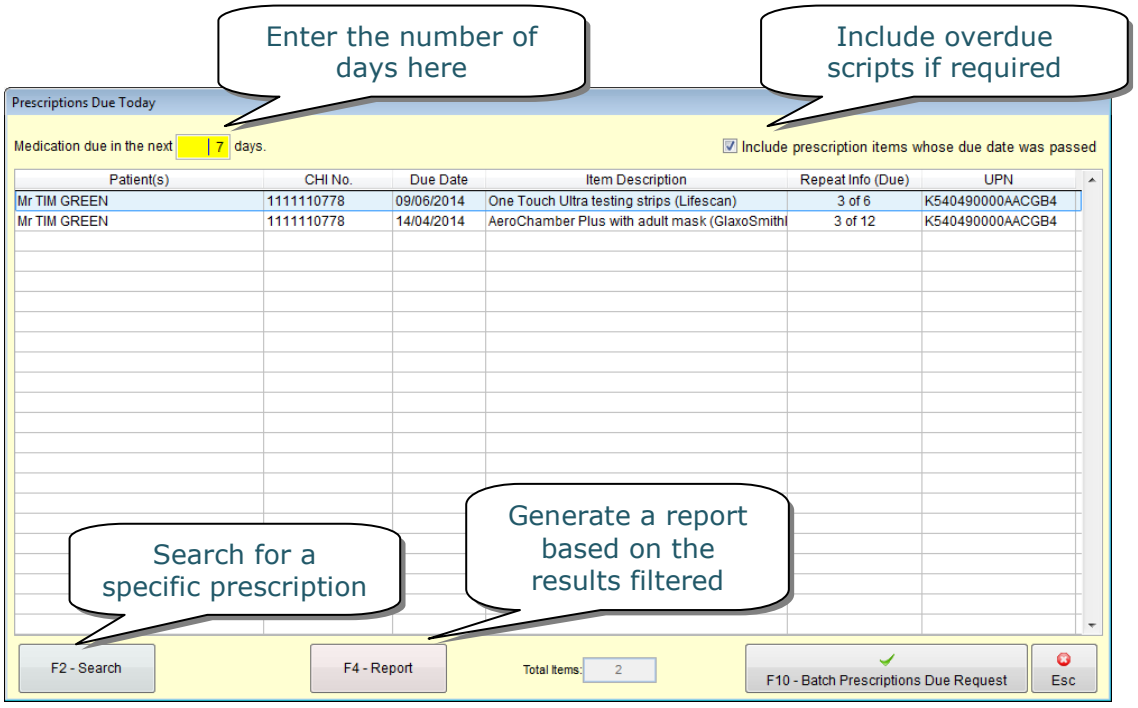
Other Functions

In this section, we have described the other function buttons that are available from the **CMS Main Screen**.

Workload 'X' Days

This feature will allow you to batch request any prescriptions that are due in the specified number of days for all patients registered for CMS at your pharmacy.

Select the **[F3 – Workload 'X' Days]** button from the **CMS Main Screen** to view your workload by a specified number of days.



After specifying the number of days (as highlighted above), you should use the **[F10 – Batch Prescriptions Due Request]** button to pull down prescriptions for all patients.

Re-Submit

You may have requested a prescription but it has failed before it reaches ePharmacy. These prescriptions will have a status of "New Prescription – (PENDING)".

Select the prescription in the **Prescriptions** section of the **CMS Main Screen** and use the **[Alt+I – Re-Submit]** button to re-submit the prescription request.

Similarly, you may have attempted to register a patient but it has failed before it reaches ePharmacy. These requests will have a status of "Pending Confirmation (Register) Re-Submit".

Select the registration request in the **Patient Registration** section of the **CMS Main Screen** and use the **[Alt+M –Re-Submit]** button to re-submit the registration request.

Clear Script

From the **CMS Main Screen**, use the **[Alt+L – Clear Script]** button to clear any completed and/or abandoned prescriptions. Note that this button is only enabled when one of these prescriptions is selected in the **Prescriptions** section.

Printing the CP3 Form

When you register (or withdraw) a patient to the CMS service, ProScript automatically prompts you to print the CMS CP3 form.

In order to re-print the CMS CP3 form, you will simply need to select a patient in the **Patient Registration** section and use the **[F10 – Print]** button. You will be displayed with a print preview of the form and you should click on the printer icon to print the form.

Search

Use the **[Alt+A – Search]** button to search for CMS prescriptions in the **Prescriptions** section.

Use the **[Alt+S – Search]** button to search for patient registrations in the **Patient Registrations** section.

Abandon

The **[F7 – Abandon]** button is to be used when you wish to cancel a new prescription in the **Prescriptions** section which is no longer required.

Overdue Repeats

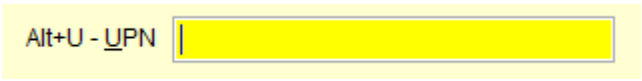
The **[F12 – Overdue Repeat(s)]** button allows you to view all prescriptions that are overdue from the prescriber. The TSR is due 14 days before the next episode and after you submit a TSR, the requested prescriptions will be shown as 'overdue' 7 days before the first (or next) episode's due date.

Additional Information

In this section, we have described some other options available from the **CMS Main Screen**. These may have already been covered in other areas of this guide.

Unique Prescription Number (UPN)

The top of the **Prescriptions** section contains a text box.



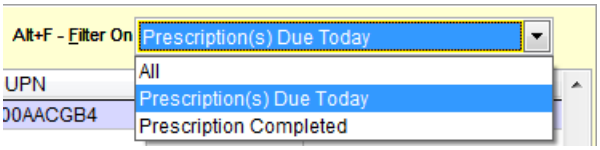
The UPN number can be found on all CMS prescriptions and should be entered into this box. If you have a scanner installed, simply ensure the box is yellow (as shown above) to indicate that it is active. (You can enter **[Alt+U – UPN]** using your keyboard if it isn't.)

Scan in the barcode that is printed on the prescription and the UPN will appear in the yellow box.

Tip: If you do not have a scanner (or if it is not working) simply type in the UPN number (found beneath the barcode) manually into the box and press **[Enter]** on your keyboard to request it.

Prescription Filter

The top of the **Prescriptions** section has a filter that can be used to display:

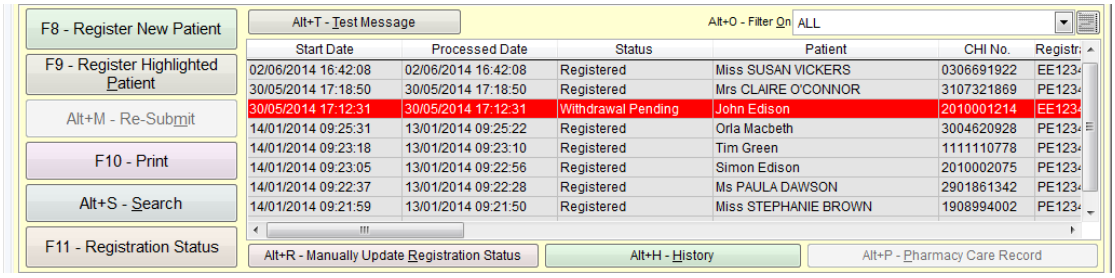


- Prescription(s) Due Today
- Prescription Completed
- All

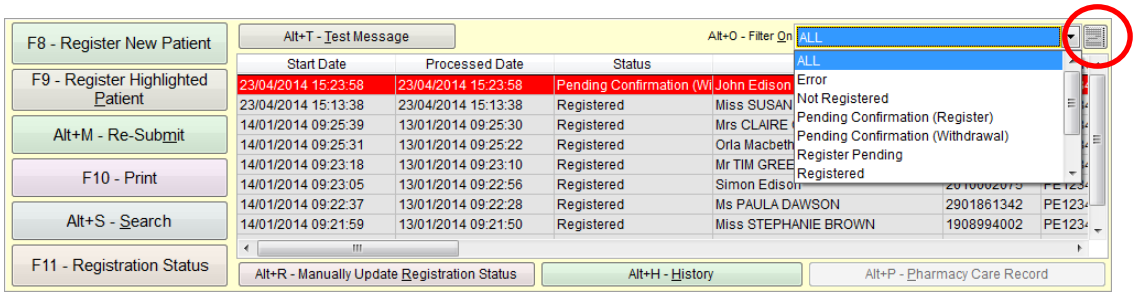
To apply a filter, click on the drop-down arrow beside the filter and choose the filter of your choice. By default, 'Prescription(s) Due Today' will be displayed.

Patient Filter

The **Patient Registration** section is where all CMS patients and details of their registration are displayed. As displayed below, certain details (such as registration start date, status, CHI number, etc.) are viewable for each patient. Use the scroll bar to view more details for the patient.



The list can be filtered to display a specific registration status. Simply click the drop down and select the status you wish to see:



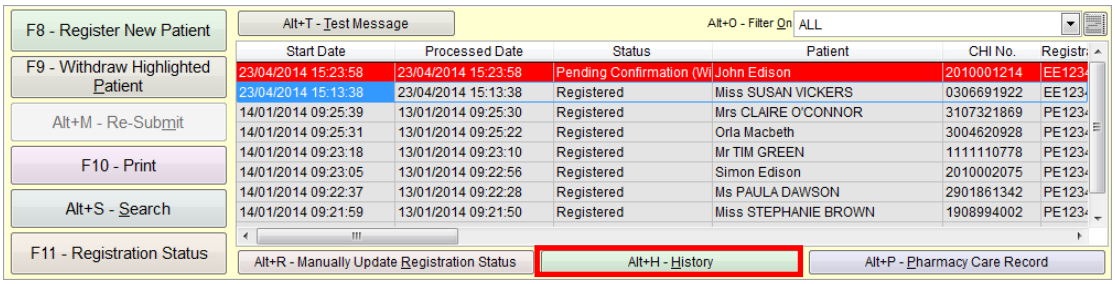
Patient Registration Reports

This button (as highlighted in the screenshot above) allows you to generate a report on patients based on your filter. After selecting this button, you will see a preview of the report. This can be filtered further by a date range or by status. You also have the ability to print this report.

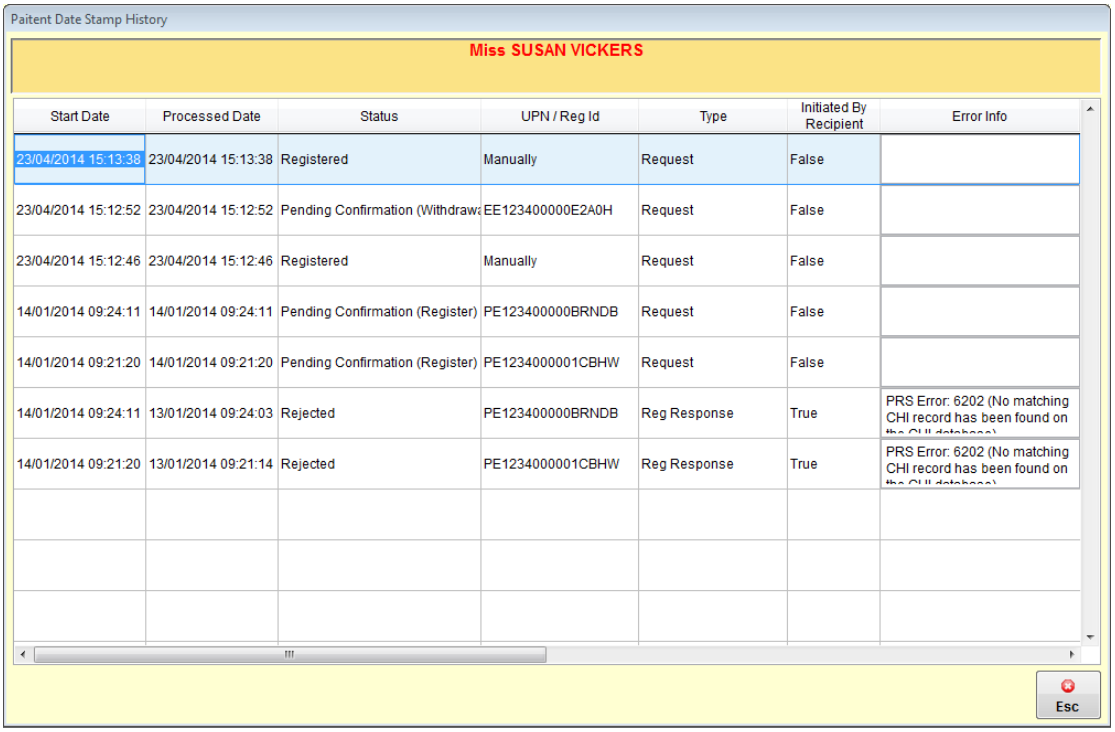
Tip: The reports button will only be active if patients exist under the selected filter.

History

The **[Alt+H – History]** button is located in the **Patient Registration** section. It can be used to display the registration history for the selected patient:



Simply highlight the patient and select the **[Alt+H – History]** button:

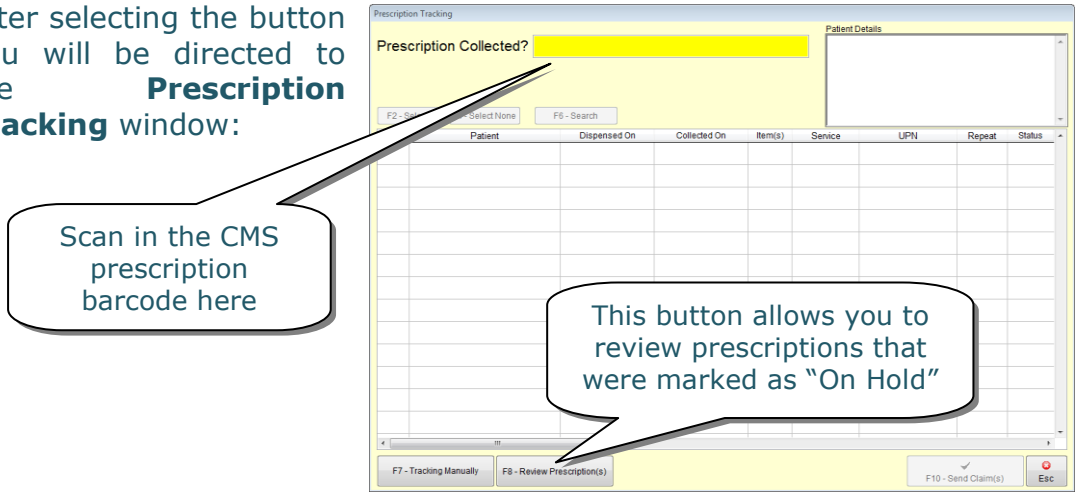


Prescription Collection

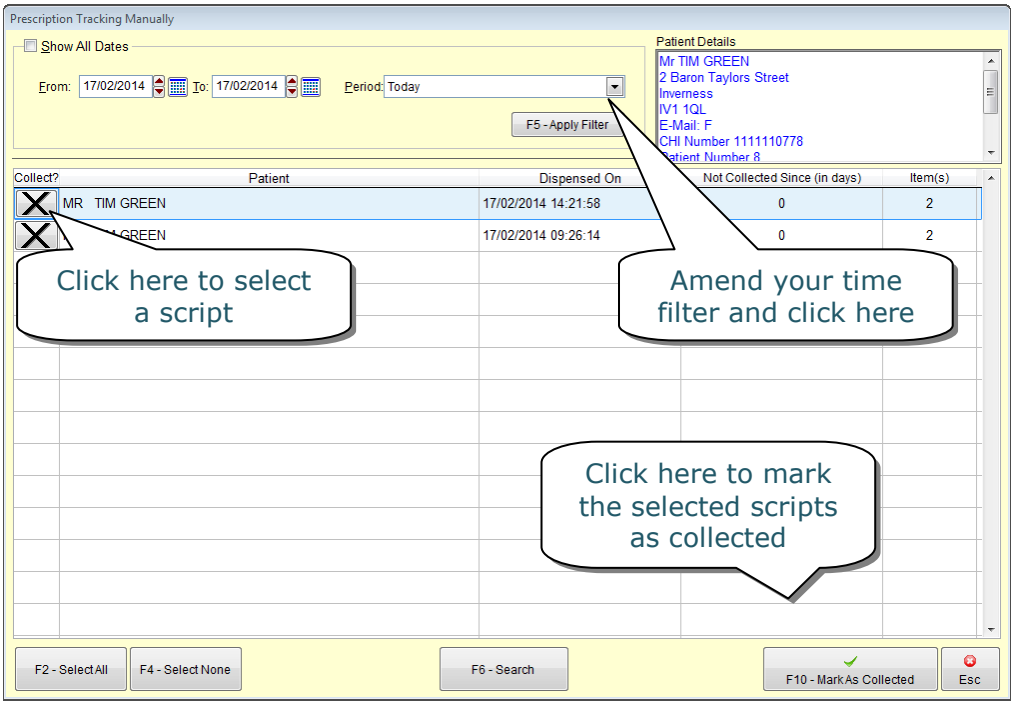
This is a configurable option that assists you in determining when an item can be claimed by utilising the bar codes on the CMS prescriptions.

On the **ProScript Main Screen**, you will notice the **[Prescription Collection]** button:

After selecting the button you will be directed to the **Prescription Tracking** window:



Select **[F7 – Tracking Manually]** to manually track a prescription and mark it as collected.



Pharmacy Care Record

The **CMS** module interacts with NHS Scotland's Pharmacy Care Record (PCR) website. In addition to providing a direct link to the PCR website via a dedicated **[Alt+P – Pharmacy Care Record]** button, there are two other features which allow you to:

- Send a patient's details to the PCR website;
- Send a patient's medical history to the PCR website.

These options should save valuable time as:

- Many of the forms required in creating a patient's record on the PCR website will be pre-populated using the patient record already saved in your ProScript system; and

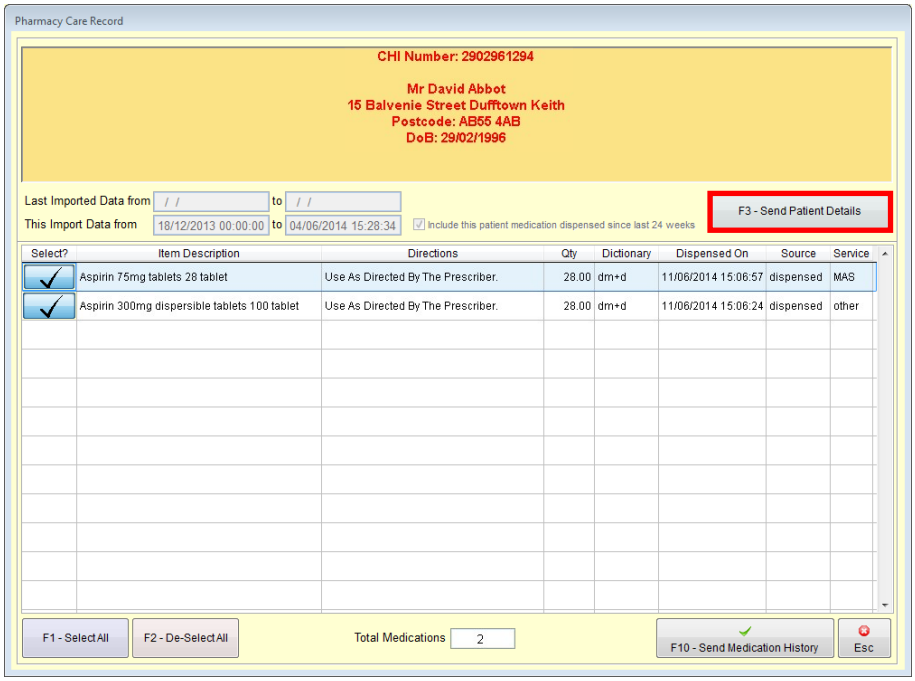
- The medication history which pharmacists are required to update on the website for registered patients can now be uploaded directly from ProScript to the website, saving you from having to enter each item manually.

In order to send a patient's details or medication history to the PCR you will need to highlight the registered patient in the **Patient Registration** section and select **[Alt+P – Pharmacy Care Record]**:

The **Pharmacy Care Record** window will open (see next page). By default, all items are selected. You can remove an item by clicking on the tick.

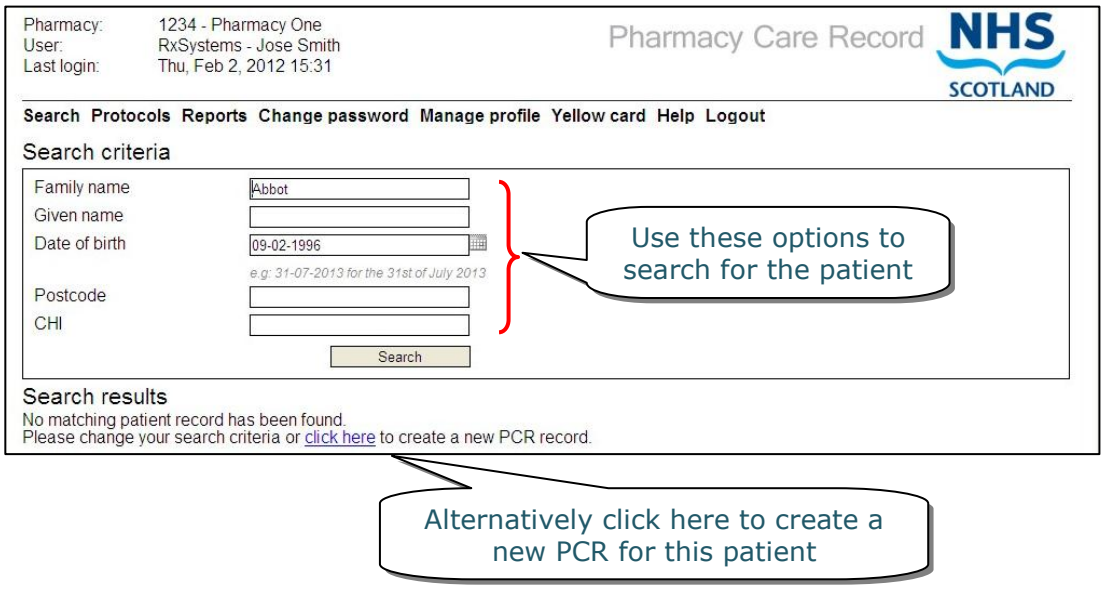
Sending Patient Details to the PCR

To submit patient details, access the **Pharmacy Care Record** window, and select the **[F3 – Send Patient Details]** button.

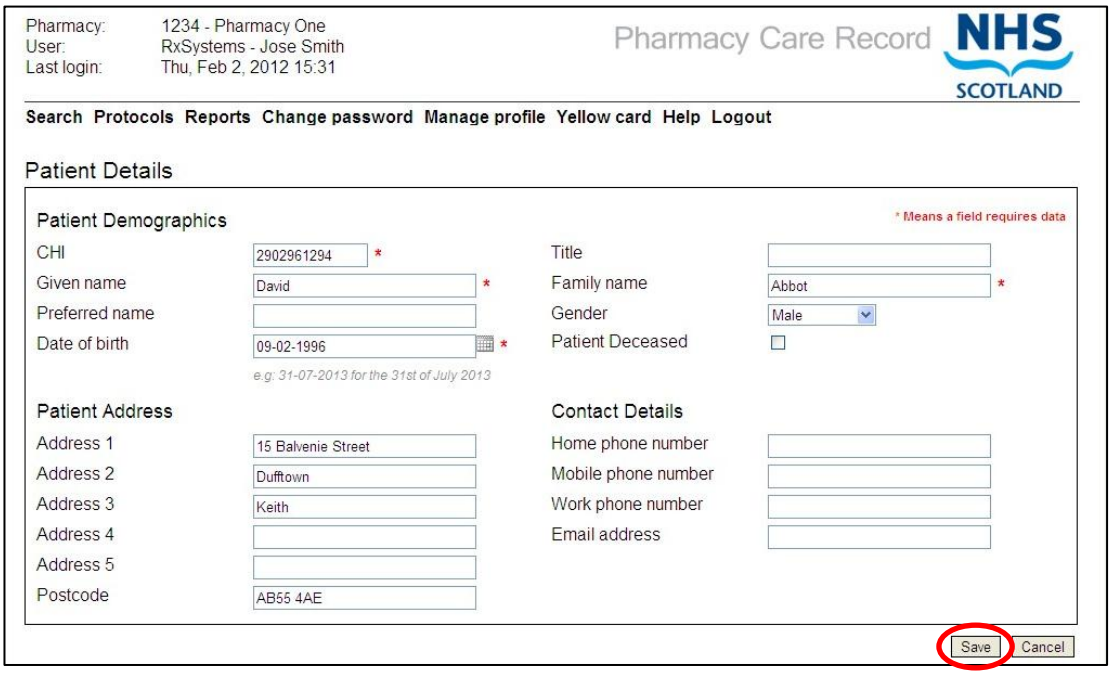


Your internet browser will then launch automatically and you will be presented with the login screen for the PCR website. Enter your login details to access to the website.

Once logged in, the website will search for the patient's record on its database. If one cannot be found, you will be shown a screen where you can manually search for the patient. If a patient still cannot be found using these search criteria, you will be able to use an option at the bottom of this page to create a new PCR for the patient.



If you chose to create a new PCR for the patient, you will be shown a Patient Details screen – most of these fields will be pre-populated so long as the mandatory details for the patient exists in ProScript.

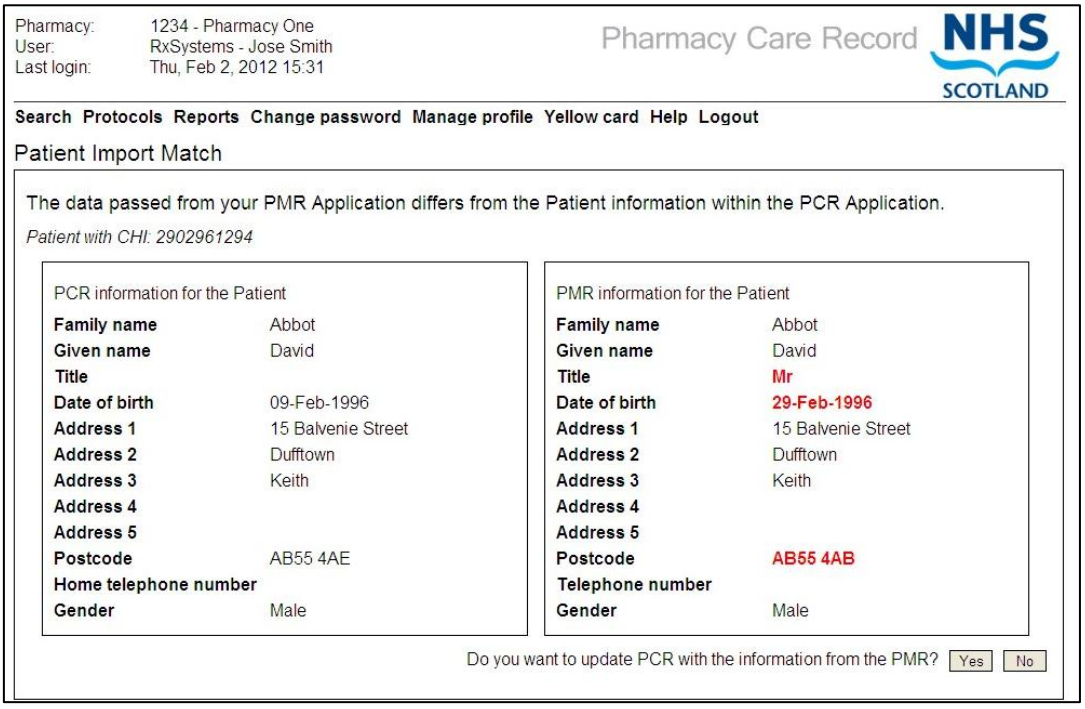


If any of the mandatory fields (marked with a *) are missing, you must complete them or else you will be unable to proceed. Populate the remaining fields with any additional information (if you wish to do so) and click on the **[Save]** button.

You will then be shown the Pharmacy Care Record with the populated patient details.

Updating a Patient's PCR

If any aspect of the patient's details has changed and you have already made the necessary changes in ProScript, you may wish to update the PCR with this change.



To do so, you will need to return to the **Pharmacy Care Record** window within the CMS module in ProScript and select **[F3 – Send Patient Details]**.

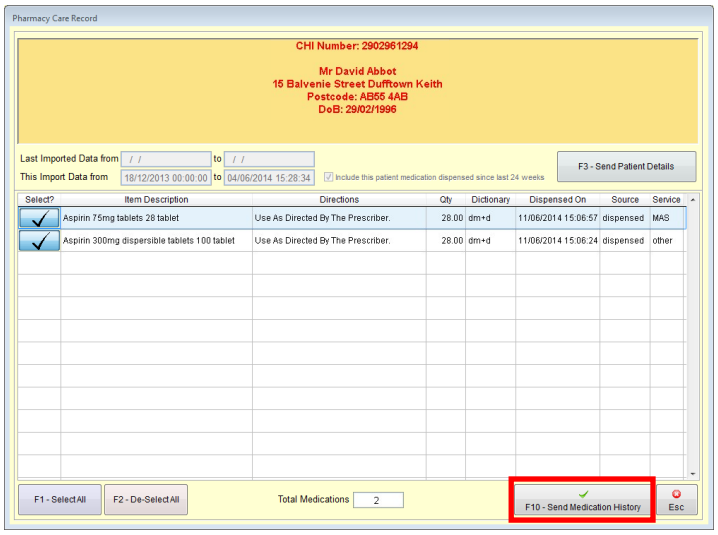
Once you have logged in to the PCR website, it will automatically recognise that the details on its own system differ to the patient's details in ProScript.

It will offer an option of updating the PCR record from the PMR on ProScript and you should click either **[Yes]** or **[No]** depending on whether or not the change is accurate.

Sending Medication Details to the PCR Website

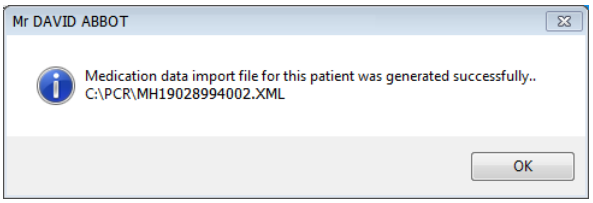
Once a patient's PCR record has been found (or created), you can then upload the PMR to the website's secure online database.

To do so, you will need to return to the **Pharmacy Care Record** window within the CMS module in ProScript.



You will then be required to select the items you wish to upload. As shown, all items are ticked by default. You can amend your selection by clicking on the 'tick' to turn it into a 'cross' or by using the **[F1 – Select All]** or **[F2 – De-Select All]** buttons

After selecting the items you wish to upload, click the **[F10 – Send Medication History]** button. If successful, you will see a confirmation prompt (as shown).

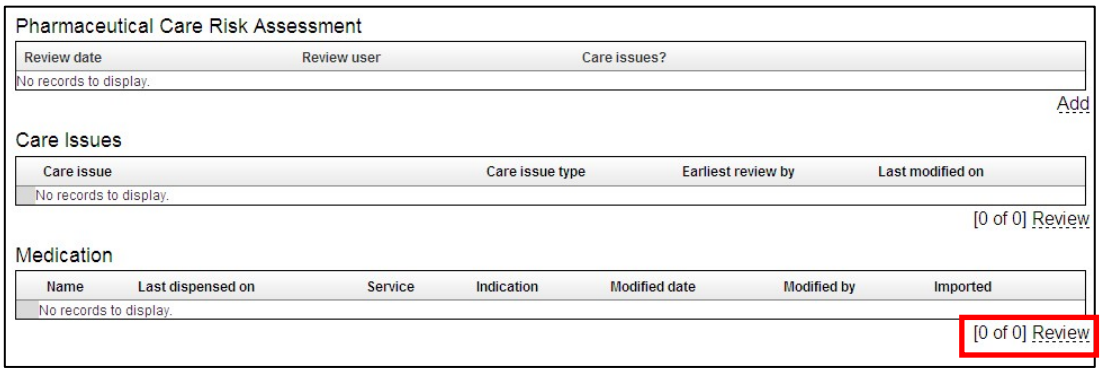


At this point, the medication history is converted into a secure test file and stored in the location shown. The next step is to import this file onto the PCR website.

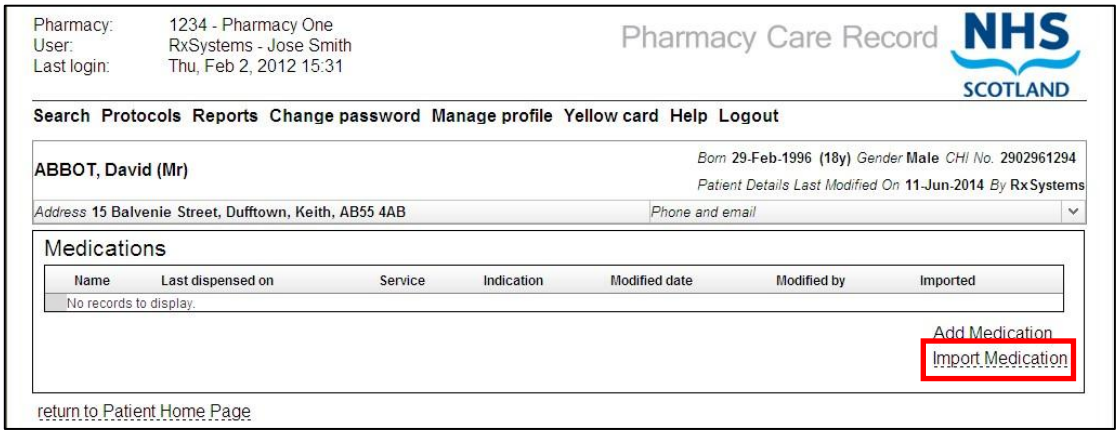
A quick and simple way of doing this it to:

1) Highlight the patient's record in the **Patients Registration** section of the **CMS Main Screen**;
2) Click the **[Alt+P – Pharmacy Care Record]** button and then select the **[F3 – Send Patient Details]** button;

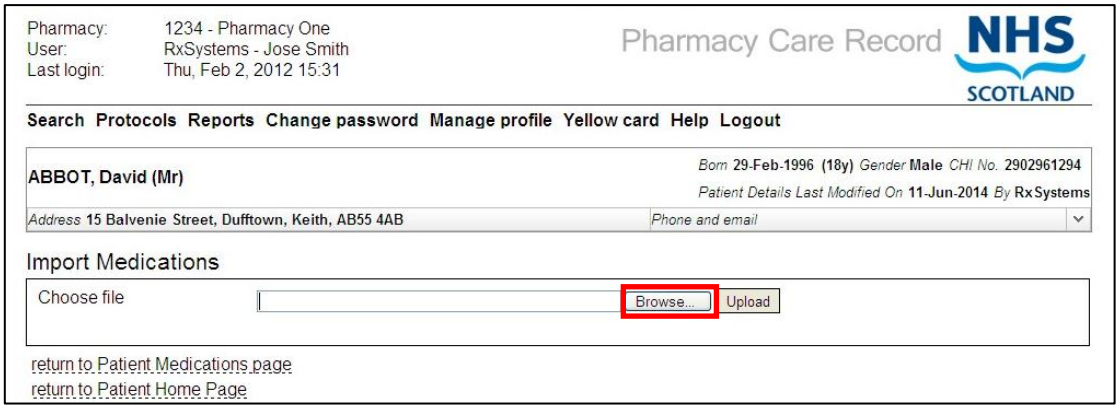
3) Log in to the PCR website - as the record already exists, you will be directed to the patient's PMR summary screen;
4) Scroll down to the 'Medication' section;
5) Select the 'Review' option (highlighted below);



6) Click on 'Import Medication' (highlighted below);

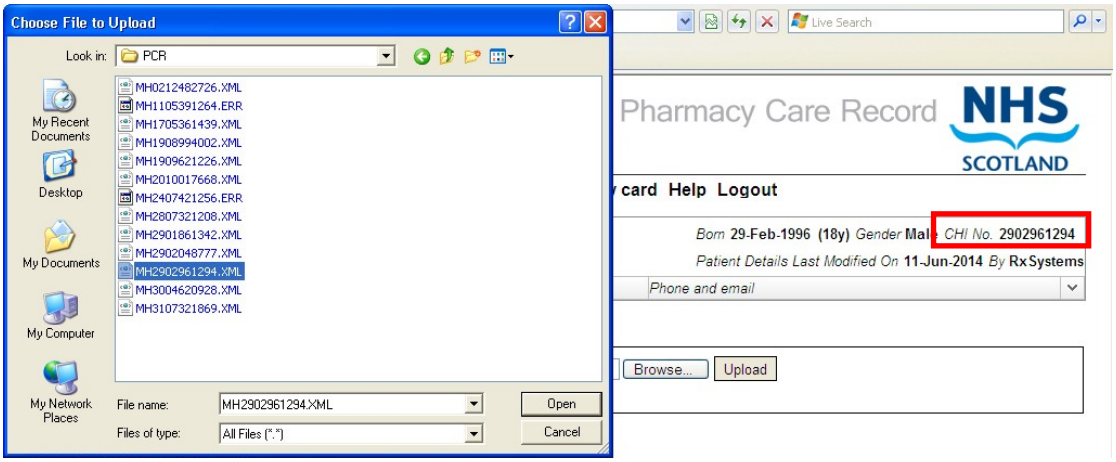


7) Click on the 'Browse' button;



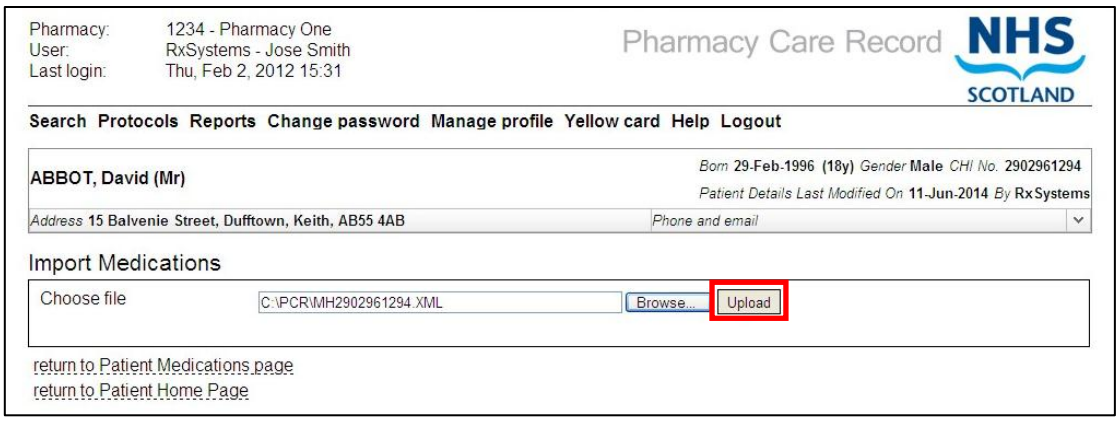
Note: If the steps above have been followed correctly, a **Choose File** window will appear. It should already be pointing to the location that the secure medication history file is saved in. If not, you will need to locate the file in C:\PCR

8) Highlight the file and click the **[Open]** button;

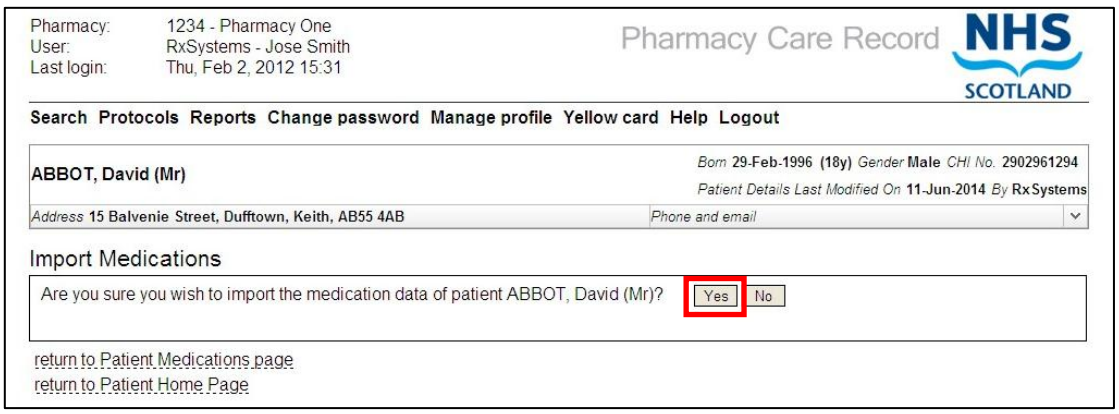


Note: Be very careful to select the correct one. The naming convention is MHXXXXXXXXXXX where the X represents the patient's CHI number. If you do not know that patient's CHI number, it is shown on the PCR website in the background (highlighted in red above).

9) Then click the 'Upload' button;



10) Click on 'Yes';



11) The medication will then be uploaded and you will be shown the results on the screen.

CMS Housekeeping

This section outlines specific housekeeping tasks for ProScript users.

CMS Registration

CMS is based purely on the electronic message. Although ProScript does an automatic CMS registrations update every morning, it is important that you check for registrations that have not resulted in a successful registration.

The table below outlines the different statuses and the appropriate actions:

Status	Reason	Action
Register Pending	No response has been received from ePharmacy	1. Use **[F11 – Registration Status]** to establish the status 2. Contact the ePharmacy Helpdesk 3. Manually update the registration status using **[Alt+R – Manually Update Registration Status]**
Pending Confirmation (Register) – Resubmit	The message has failed	1. Use **[Alt+M – Re-Submit]** to resend the message 2. If the message still fails, contact the Rx Systems Service Desk
Rejected	Patient is not eligible e.g. they are a resident in a Care Home, not registered with a GP in Scotland, **OR** the patient details held on the PMR do not match the CHI database	For patients whose incorrect details resulted in a failed registration (which can be confirmed by contacting the ePharmacy Helpdesk): 1. Update the PMR record to match the CHI database 2. Re-register the patient the next time they are in your pharmacy and have the new form signed by the patient

CMS Claims

All payment for CMS is generated through the submission of electronic claims (sent at item level) and not from the submission of paper CMS prescriptions. It is vital that you ensure that all of your claims are submitted successfully to ensure payment.

You can send a batch of claims by selecting:

1) **[F6 – Additional Functions]** then
2) **[F2 – Batch Claims]**
3) Choose the items to send for a claim
4) Finally select **[F10 – Send Claim(s)]**

It is also recommended that you re-submit any failed messages on a regular basis (e.g. once a week) by:

1) Accessing **[F6 – Additional Functions]** then
2) Selecting **[F4 – Batch Re-Submit Messages]** then
3) **[F1 – Batch Re-Submit Claims/Cancellations]**
4) Choose the items to re-submit for claim
5) Finally select **[F10 – Re-Submit]**

If you have problems with re-submitting the messages, please contact the Rx Systems Service Desk.

Works Cited

Community Pharmacy Scotland. (2013, September 18). *Chronic Medication Service (CMS)*. Retrieved December 11, 2013, from Community Pharmacy Scotland: http://www.communitypharmacy.scot.nhs.uk/core_services/cms.html

Appendix – Function Buttons

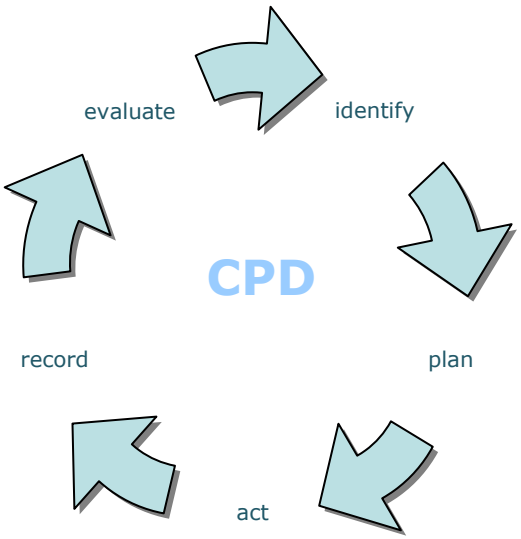
The following function keys relate to the **Prescriptions** section of the **CMS Main Screen**.

Key	Function
F2 – View/Process	Process a new scanned prescription; also opens the **eCMS Prescription Details** window if a CMS prescription has already been processed and is awaiting claim
F3 – Workload 'X' Days	Batch request any prescriptions that are due in the specified number of days for all patients registered for CMS at your pharmacy
F4 – Patient Centric View	View the CMS history for a particular patient who has registered for CMS with your pharmacy and also has active CMS prescriptions downloaded onto your ProScript system
F5 – Treatment Summary Report	Generate an electronic Treatment Summary Record
Alt+I – Re-Submit	If you have requested a prescription but it has failed before it reaches ePharmacy, use this button to re-submit requests with a status of "New Prescription – (PENDING)"
Alt+L – Clear Script	Clear completed and abandoned prescriptions – only enabled if one of these prescriptions is selected
F6 – Additional Functions	Access various CMS features in batch mode; also contains the Claim Report, registration updates, and Rx Systems support features
F7 – Abandon	Cancel a new prescription which is no longer required
Alt+A - Search	Search through the list of prescriptions

The following function keys relate to the **Patient Registration** section of the **CMS Main Screen**.

Key	Function
F8 – Register New Patient	Register your own patients to the service
F9 – Register Highlighted Patient	Register the selected patient for the service
Changes to F9 – Withdraw Highlighted Patient	Withdraw the selected patient from the service
Alt+M – Re-Submit	If you have attempted to register a patient but it has failed before it reaches ePharmacy, re-submit the registration request with a status of "Pending Confirmation (Register) – Resubmit"
F10 – Print	Reprint the details of a selected patient onto a CMS CP3 form
Alt+S – Search	Search through the patients in the **Patient Registration** section
F11 – Registration Status	Check for updates to the registration status for the selected patient
F12 – Overdue Repeat(s)	View all prescriptions that are overdue from the prescriber.
F1 – Send/Receive	Manually send or receive prescriptions and/or claims that you are waiting for
Alt+T – Test Message	Used by the Rx Systems Support Team for support purposes only
Alt+R – Manually Update Registration Status	Manually amend the selected patient's registration status
Alt+H – History	View the ProScript CMS registration history for the selected patient
Alt+P – Pharmacy Care Record	View the selected patient's PCR

Continuing Professional Development



- What have I learnt from this training session?
- How will these things improve my current or future performance in my job?
- What opportunities do I have or need to practise what I have learnt?
- What help or support will I need and from whom?
- How and when will I (and others) measure how well I have put my learning into practice at work?