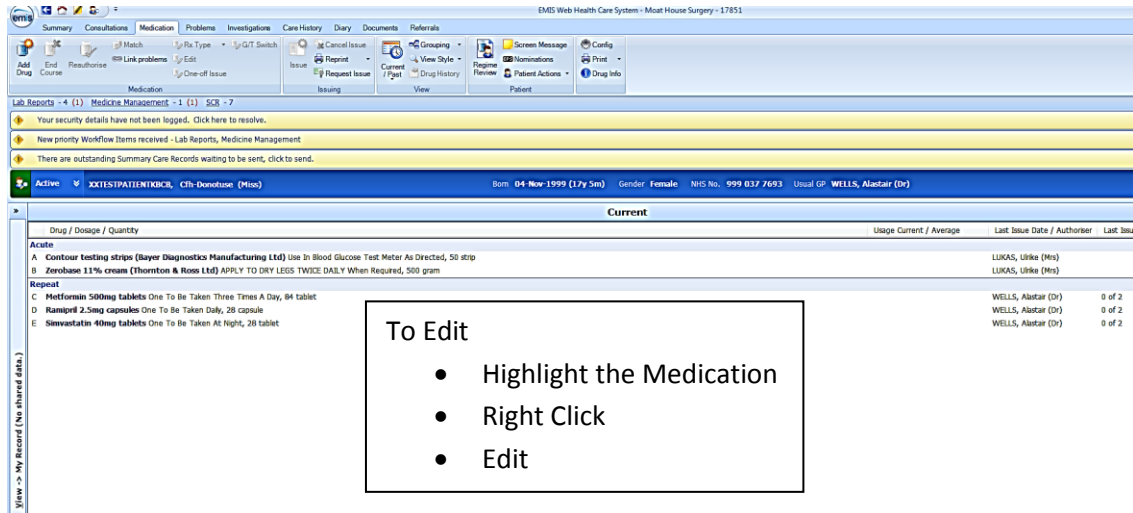# Electronic Repeat Dispensing (eRD) in Emis

Please Note: This is not an official training document or official guidance. It is a reference source from experience to aid understanding. Please feel free to adapt. Produced by Nicola Chapman(NHS Digital) 19th April 2017

SYNCHRONISATION

Editing an existing Repeat Template

If an eRD regime is being set up from existing repeat templates it is crucial for ALL medication items to be edited individually to synchronise them.

To Edit
- Highlight the Medication
- Right Click
- Edit

Regular medications need to be synchronised to have the SAME **DURATION** (i.e. how many days supply) and the same number of **AUTHORISED ISSUES** (How many times you want them to have it) for them to be released to the pharmacy at the same time.
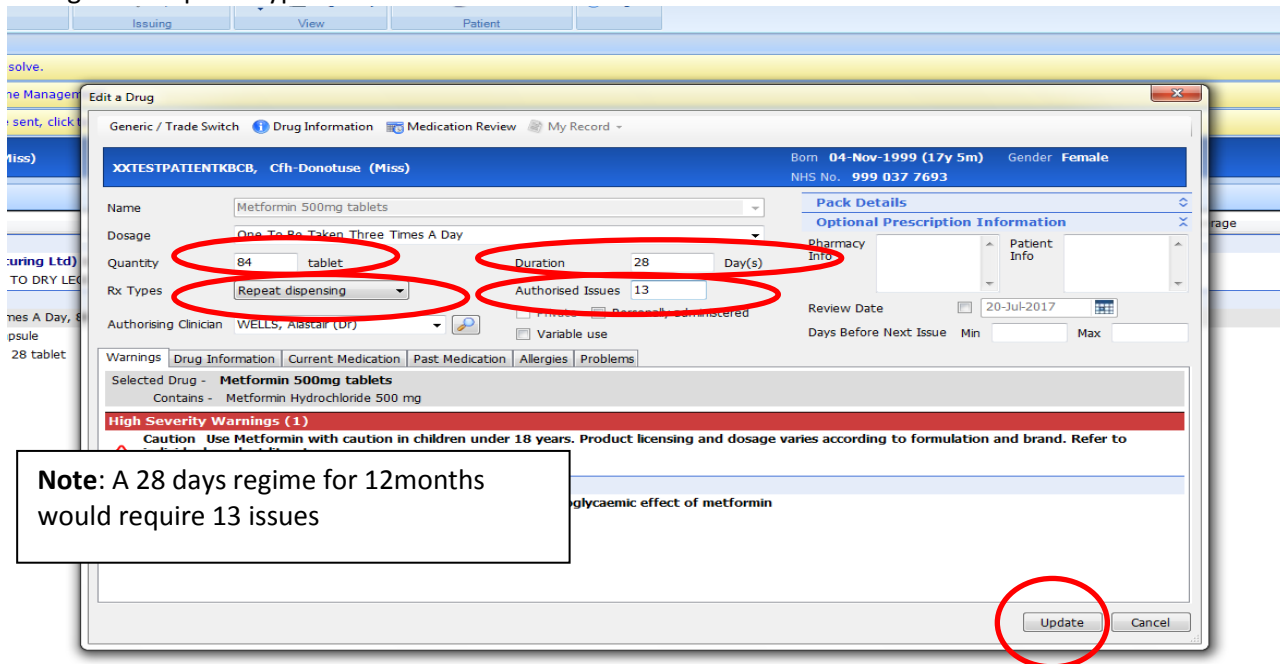
The **QUANTITY** will be calculated from the Dose and Issue Duration i.e.

Dose x Issue Duration = Quantity

1 Three times a Day x 28 days = 84

1 Twice a day x 56 days = 112

Change Prescription Type to REPEAT DISPENSING

Note: A 28 days regime for 12months would require 13 issues

Changing Prescription Type to 'Repeat Dispensing' creates a new section on the Medication Screen from the Acutes and Repeats.

Repeat the process for the other regular medications to be put on the repeat dispensing regime

To Edit
- Highlight the Medication
- Right Click
- Edit

For 'When Required' Medication

Check the Medication History to determine the Duration and Number of Authorised Issues.

For example - For a 12 month regime where the patient is ordering every 3 months

Issue Duration = 84 days (3 x 28 days)

Number of Issues = 4 (4 x 84 = 336 days which is just less than 12 months or could be 5)

The Quantity will be how much you want to supply at each issue e.g. 500g of Zerobase cream


Some drugs are classed as appliances and will go to a Dispensing Appliance Contractor if nominated. They will automatically have the DAC box ticked. Remove this tick for the drug to go to a nominated community pharmacy. This will remain as the Default when updated.

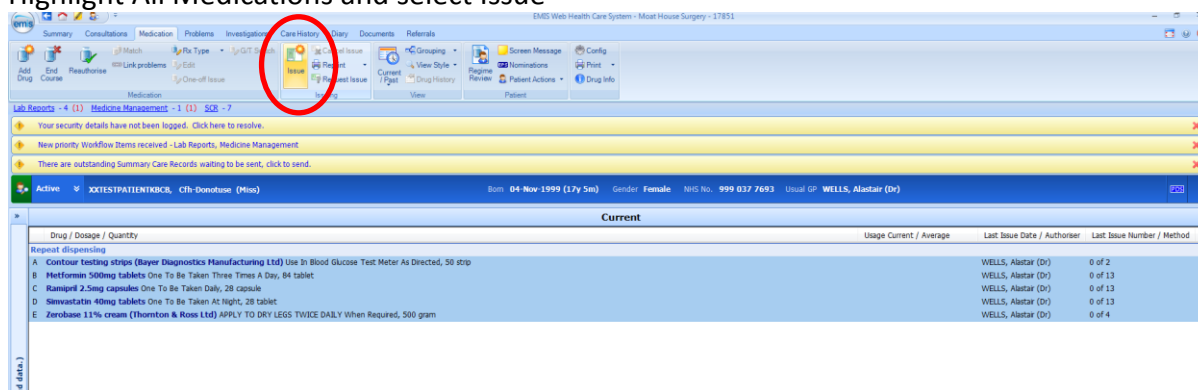Repeat the process for all 'When Required' Medication.

In this case Contour Testing strips should only be needed occasionally. Remember they can be downloaded early if required.
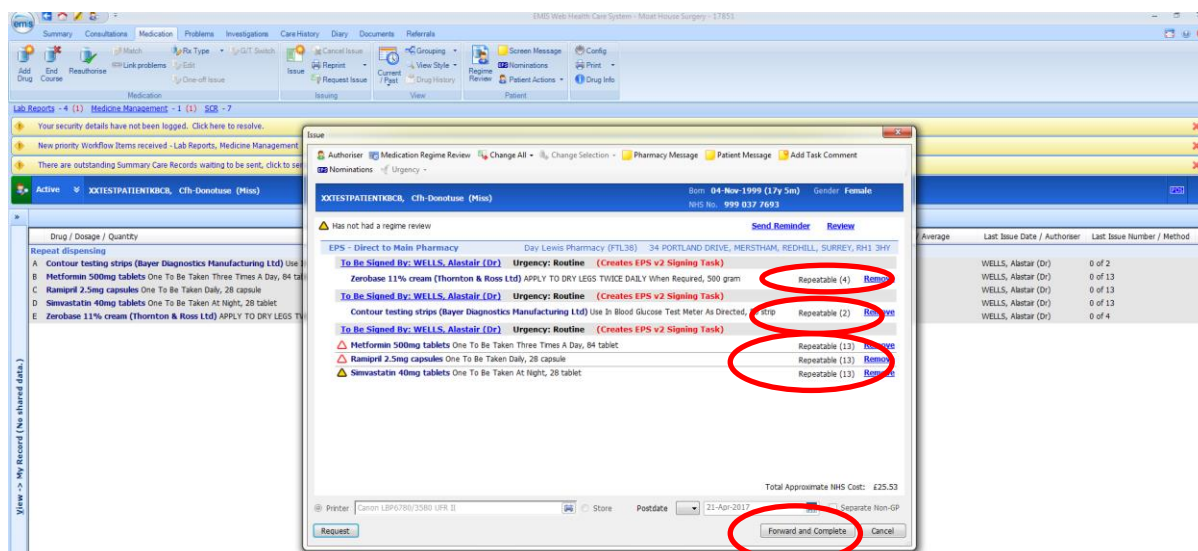

All Medications are now in the 'Repeat Dispensing' section on the Medication screen
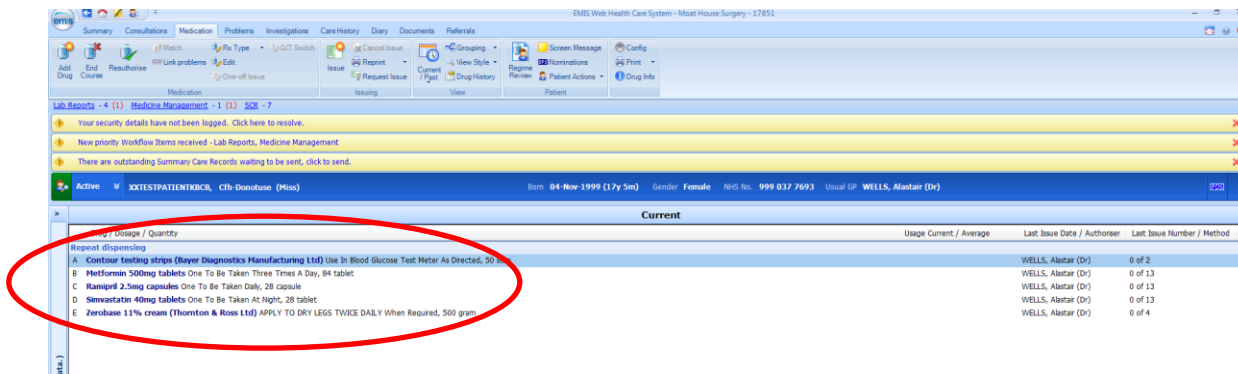
Highlight All Medications and select Issue

If the Prescription Duration or Number of Authorised issues are different it will automatically separate the prescriptions. Even though ALL items were highlighted and issued together; if an item has a different 'Duration' or 'Authorised Issues' it will put that item on a separate prescription with its own barcode. This gives that prescription flexibility to come down in the pharmacy at different durations to the regular medication but it will still be associated with all other items issued at the same time on emis.

Forward and Complete to send for signing by non-clinical staff or
Approve and Complete if Clinician and signing

Indicates awaiting signing

Prescription is signed and the expected end date is indicated as the future. Last issue number will count down according to the durations set previously.

eRD and the Prescription Tracker

The eRD regime is visible on the prescription tracker.
Clicking on the Electronic R2 (which will only be visible when the prescription is signed) will show all items that were issued at the same time. The prescription barcode can be obtained for each prescription.

Left Click the Electronic R2
Right click the Prescription Barcode
Left click Copy Identifier

Paste the Prescription ID into the tracker and search to see the regime

All issues have the same Prescription ID

The status and issue date of the prescription changes as it passes from Spine to Pharmacy to Patient.

EPS Prescription Tracker shows each issue individually

Status 'To be dispensed' means it is on the spine

Click into the prescription hyperlinks for further information

Click into hyperlinks on event history to show the status at prescription item level.

Status 'With Dispenser' means the pharmacy have downloaded the prescription and it is in their pharmacy

Medication Changes and Cancellations

If one of the items on an issued eRD regime needs to be changed or stopped **consider the following**:

1. All prescription located on the spine are legally signed prescriptions. They cannot be 'edited'.
2. To amend a prescription in any way, the item needs to be cancelled and re-issued.
3. If an item is cancelled and a new amended repeat template is created for that item and issued; that item will have its own barcode, it will be on its own regime timetable and it will be available immediately on the spine for the pharmacy to download! If this is not in line with the other items for that patient it will mean the prescriptions for that patient will be coming down at different times in the pharmacy. This is very confusing for pharmacy and patient and potentially a clinical risk.
4. Any changes should be clearly communicated to the pharmacy.

How to Cancel/Stop a Single item

If one item on a multiple item prescription needs to be **stopped** and not replaced or amended it can be highlighted and 'cancel issue'. This will cancel that item off all remaining future prescriptions on the spine. If one issue of the prescriptions is in the pharmacy you will receive a 'Cancellation Rejection' message (see later screenshots); Ring the pharmacy and request them to return the prescription to the spine for that item to be cancelled. The pharmacy can download it again and the item will be cancelled. Alternatively ask the pharmacy to mark that item as 'Not Dispensed' for that issue. Any future issues will have that item cancelled.

Suggestions for amending a medication

1. If there are multiple items on a prescription and one items needs to be amended; cancel ALL items on that prescription barcode. Amend the item and then re-issue ALL items in line with any other prescriptions for that patient.

2. The first issue of a regime can be delayed by post-dating the first one to be in line with any other regime the patient may have. *Remember! Post-dated prescriptions will not leave the GP clinical system and therefore, they will not be visible on the EPS tracker, until the post date.*

In this scenario we will edit the dose of metformin.

> **To Prevent Cancellation Rejections**; before carrying out any cancellations, check the EPS Tracker. If a prescription is 'With Dispenser' call the pharmacy and ask them to return any outstanding prescriptions to the spine.

> Left click on the Electronic R2 to show the items that were issued together on the same barcode.

Highlight the medication with the same barcode and select 'Cancel Issue'

Indicate the reason for cancellation from the drop down box
Select 'Apply to All' if applicable
Select Ok

On the Medication screen it will show that a cancellation has been **Requested** for those items.

If the pharmacy have not been asked to return any outstanding prescriptions to the spine; if a prescription is 'with dispenser' it can not be cancelled. Emis will generate a 'Cancellation Rejection' task for each item on that prescription that has been requested to cancel.

The tracker will show the cancellation as pending

Click the hyperlink for further information

Call the pharmacy and ask them to return the prescription to the spine

The cancellation will then take effect

To Complete the Cancellation Rejection Task
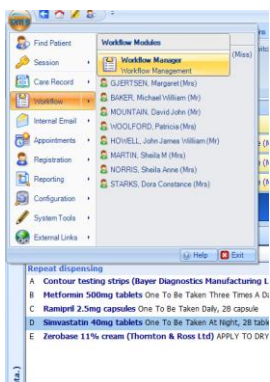
In workflow Manager; select Medicines Management

Cancellation Rejections

Select the patient

Mark the item as Cancelled

Then Process

NB: If the patient had already been given the medication; select 'Leave as issued'

> **To Prevent Cancellation Rejections**; before carrying out any cancellations, check the EPS Tracker. If a prescription is 'With Dispenser' call the pharmacy and ask them to return any outstanding prescriptions to the spine.

The dose of the metformin can now be changed to: One to be Taken Twice a Day.

The quantity will be changed to 56

For this example the regime has been running for just over 1 month so the number of authorised issues = 11

Select Update

> Edit the other items on the prescription to ensure they are synchronised with the amended item. In this case change the number of authorised issues to 11.

Highlight the altered Medication and 'Issue'
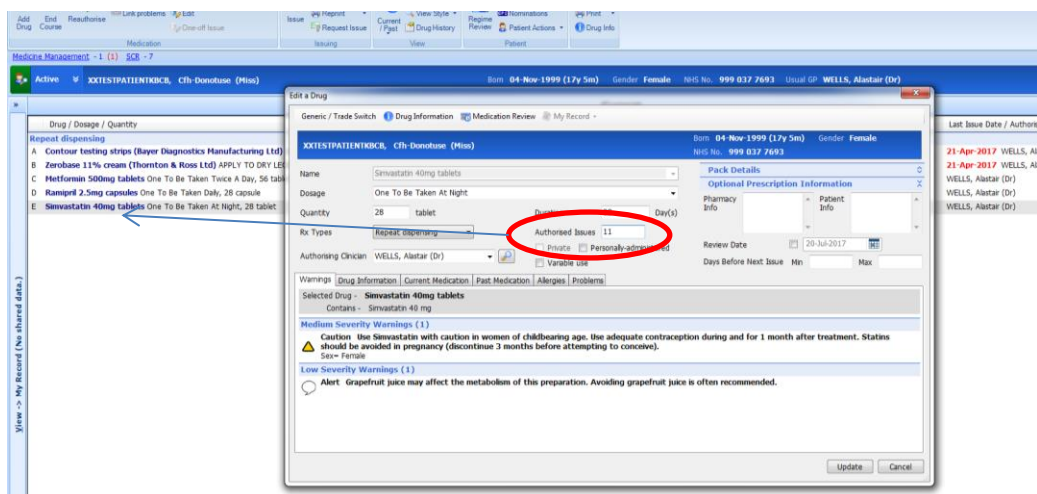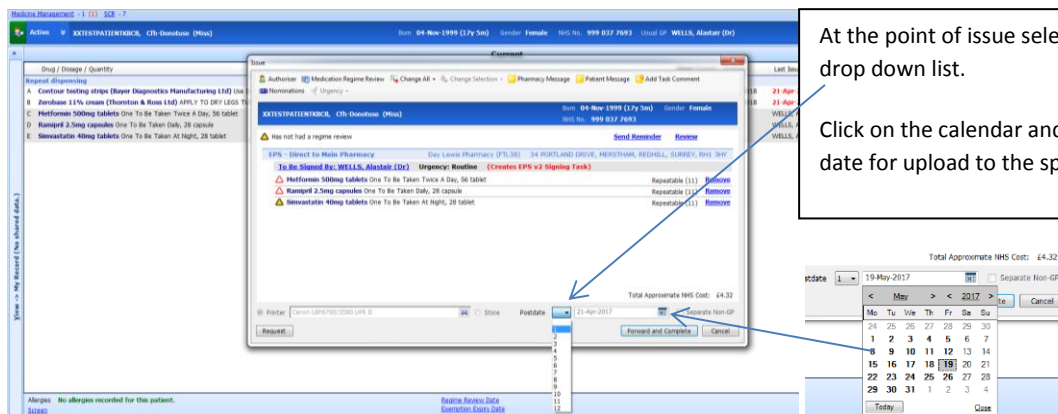
Post-Dating an eRD regime

As soon as the eRD regime is issued it will be available for download at the pharmacy. To keep the amended prescription in line with other regimes or with current supplies, it is possible to delay the release of the regime by post-dating the first prescription. This will release the batch of prescriptions to the spine on the date specified.

At the point of issue select 1 from the 'Postdate' drop down list.

Click on the calendar and select the appropriate date for upload to the spine.

Forward and Complete to send for signing by non-clinical staff
or
Approve and Complete if Clinician and Signing.

Consider the following:

When the eRD regime is post-dated; it will not be visible on the spine until the due date and the pharmacy will not be able to access it until that date.

If a post-dated regime needs cancelling, a cancellation request can be sent but will not take effect until the regime is on the spine, at which point the cancellation will take effect.

If a single item is being amended and set up to synchronise with the other prescriptions on the spine; the GP could bridge the gap with an acute prescription.

To prevent cancellation rejections and having to action Cancellation Rejections in Emis – ask the pharmacy to return the prescription to the spine **prior** to cancelling the medication.

IMPORTANT NOTE!
If a prescription is amended using 'End Course' it will ask for the reason and then the following warning will appear
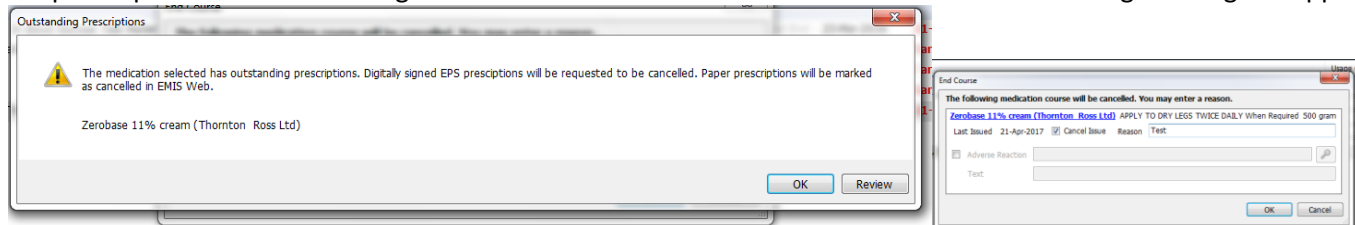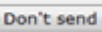

Select Ok or Review to prompt a reason to be entered and a cancellation request will be sent to the spine. The normal cancellation process will resume.
If the [X] is pressed, the current regime will NOT BE CANCELLED and will still be available for download in the pharmacy causing a potential clinical risk to the patient.

If a prescription is amended using the 'edit' function without previously cancelling issuethe following warning will appear
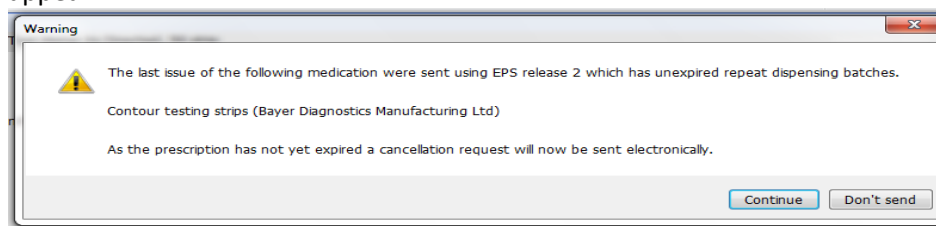
If the [Don't send] or [X] is pressed, the current regime will NOT BE CANCELLED and will still be available for download in the pharmacy causing a potential clinical risk to the patient.
Select Continue to trigger the cancellation process.

Use the Cancel Issue function and not 'End Course' or 'Edit' if amending drugs to avoid the potential for duplicate regimes running parallel