

# Pharmacy Care Record

User Guide Update  
For Version 5

Pharmacy



## Document Information

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## Introduction

### About this User Guide Update for PCR Version 5

This Pharmacy Care Record (PCR) User Guide Update supersedes the PCR User Guide Update for PCR version 4.4. It incorporates all content within the version 4.4 update and also covers new functionality for:

- High Risk Medicines Care Risk Assessments (Section 2) ; and
- Changes to the Patient Report for Associated Pharmacy (Section 5)
- Changes to the Outstanding Care Issues Report (Section 5)

This User Guide update also complements the NES Pharmacy Chronic Medication Service (CMS) Implementation Resource Pack and the PCR User Guide which have already been sent to each community pharmacy in Scotland.

Further copies of both resource packs are available on request from NES Pharmacy.

This User Guide Update should be read in conjunction with section 4 of the NES Pharmacy CMS Implementation Resource Pack which describes the pharmaceutical care planning process and the existing PCR User Guide.

### User Guide Structure

- Section 1: Access & Security
- Section 2: High Risk Medicine Care Risk Assessments
- Section 3: Reports
- Section 4: Pharmacy Profile
- Section 5: Patient Profile

## Guidance Note

### Important information regarding your PCR User ID

- If you received your PCR User ID prior to 5th October 2010 your PCR User ID is your RPSGB membership number.
- If you received your PCR User ID from 1st February 2011 your PCR User ID is your GPhC registration number.
- If you received your PCR User ID after 5th October 2010 but before 1st February 2011 your PCR User ID is one of either your GPhC registration number, or your RPSGB membership number.

#### Summary:

Received PCR User ID	Log in with
<b>Prior to 05/10/2011</b>	RPSGB membership number
<b>From 01/02/2011</b>	GPhC registration number
<b>After 05/10/2011 but before 01/02/2011</b>	RPSGB membership number

## Section 1: Access and security

### Maintain reset password questions

This feature allows pharmacists to reset their password in a secure manner, without the need to contact the ePharmacy helpdesk.

This is achieved by recording answers to security questions which only you will know. Questions such as:

- What primary school did you attend?
- What was the name of your first pet?
- Name an author that you enjoy?

Your answers are securely recorded in PCR.

To define password reset questions:

#### Step 1: Navigate to 'Manage Profile' page

- Navigate to 'Manage Profile' page
- Log in to PCR
- Select "Manage profile" from the main menu
- Select "Manage my reset password questions" from the manage profile page (*figure 1-1*)

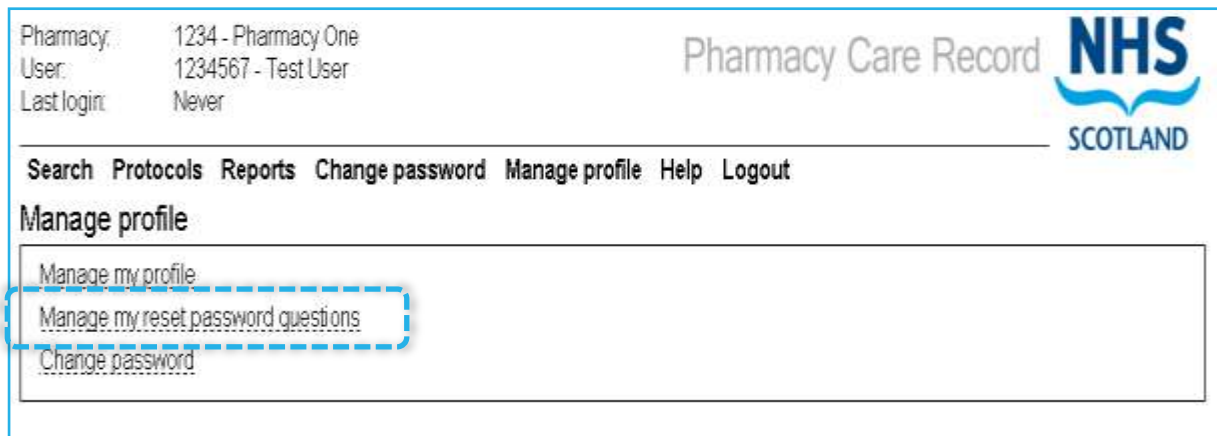


Figure 1-1 "Manage my reset password questions" link

#### Step 2: Select a question to answer

- Select a question to answer from the question drop down list on the "manage my reset password questions" page (Figure 1-2)

Pharmacy: 1234 - Pharmacy One  
 User: 1234567 - Test User  
 Last login: Never

Pharmacy Care Record **NHS**  
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### Manage Reset Password questions

Using the function below, you can configure "Reset Password" questions which will allow you to unlock or reset your password without contacting the helpdesk. You need to have 5 questions answered before you can use this functionality.

Question:	What was the name of your first pet?
Answer:	<input type="text"/>

**Questions already added**

Question	Answer
No records to display.	

Answered Questions: 0, Required Questions: 5

**Figure 1-2 “Manage reset password questions” page**

**Note:** You should only choose questions which you are likely to remember the answer to. Try and avoid questions which may have multiple answers or where your answer may change on a regular basis.

### Step 3: Type your answer and click “Add answer” button

- Type a relevant answer to the question you selected in the “Answer” text box (*figure 1-3*)
- Click the “Add answer” button (*figure 1-3*)

Pharmacy: 1234 - Pharmacy One  
 User: 1234567 - Test User  
 Last login: Never

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### Manage Reset Password questions

Using the function below, you can configure "Reset Password" questions which will allow you to unlock or reset your password without contacting the helpdesk. You need to have 5 questions answered before you can use this functionality.

Question:

Answer:

[Add Answer](#)

enter answer here  
then click to add

#### Questions already answered

Question	Answer set on
No records to display.	

Answered Questions: 0, Required Questions: 5

**Figure 1-3 Answer text box and add answer button**

#### Step 4: Answer additional questions

- Repeat **Step 3** until you have answered the required number of questions (currently set at five questions).

#### Change or remove questions

Password reset questions cannot be edited. If you want to change your answer to a question you need to remove the question first and then re-add it with your new password.

#### To delete a redundant security question:

- Within the Manage Reset Password questions page click Delete on the question you want to change or remove (Figure 1-4)

Pharmacy: 1234 - Pharmacy One  
 User: 1234567 - Test User  
 Last login: Never

Pharmacy Care Record **NHS**  
 SCOTLAND

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### Manage Reset Password questions

Using the function below, you can configure "Reset Password" questions which will allow you to unlock or reset your password without contacting the helpdesk. You need to have 5 questions answered before you can use this functionality.

Question:

Answer:

#### Questions already answered

Question	Answer set on	
What is your favourite television show?	12-Nov-2010	<a href="#">Delete</a>
What is your favourite book?	12-Nov-2010	<a href="#">Delete</a>
Name an author you enjoy	12-Nov-2010	<a href="#">Delete</a>
What primary school did you attend?	12-Nov-2010	<a href="#">Delete</a>
What was the name of your first pet?	12-Nov-2010	<a href="#">Delete</a>

Answered Questions: 5, Required Questions: 5

Delete question link

Figure 1-4: Delete reset password question

## Reset password

If you have forgotten your password and have set up a sufficient number of reset password questions, you can use the reset password process to change your password.

### Step 1: Click “forgotten your password?” link

- Select the “forgotten your password?” link on the PCRUA or PCR login screen (figure 1-5)

The screenshot shows the Pharmacy Care Record login interface. At the top, it says 'Pharmacy Care Record'. Below that, it asks the user to 'Please enter your details to login'. There are two input fields: 'User ID (RPSGB / GPhC)' and 'Password:'. A 'Login' button is located to the right of the password field. A dashed blue box highlights the text 'Forgotten your password?' located below the password field. At the bottom left, it says 'Authorised Users Only'.

Figure 1-5 “forgotten your password” link

### Step 2: enter user details

- Enter your User ID and click the “Start” button

The screenshot shows the Pharmacy Care Record screen for starting the reset password process. It says 'Pharmacy Care Record' at the top and 'Start the reset password process' below. There is an input field for 'User ID (RPSGB / GPhC)' with a note '(for further information click here)'. Below the input field are two buttons: 'Start' and 'Cancel'. A dashed blue box highlights the 'Start' button.

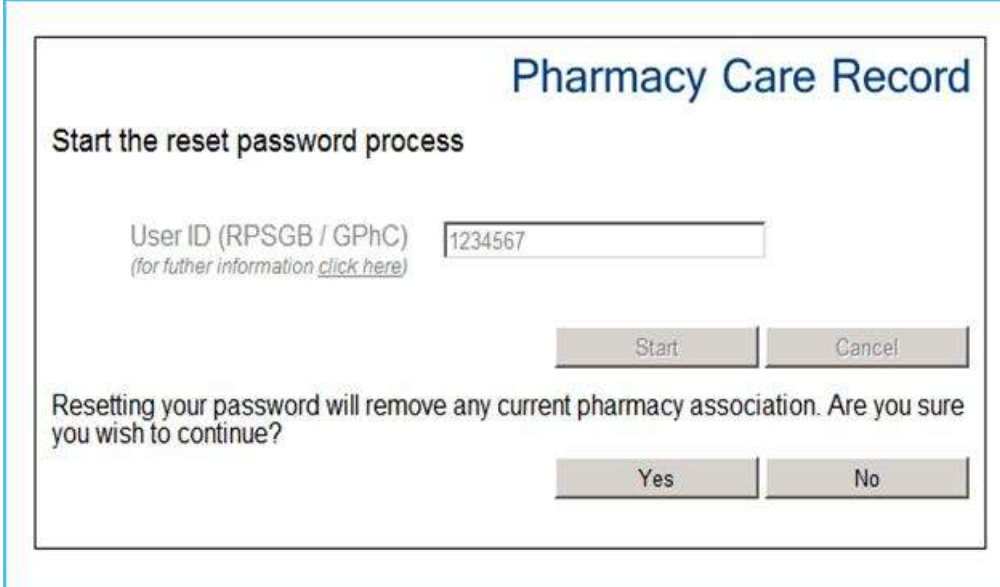
Figure 1-6: Start the reset password process

### Step 3: Confirm that you want to continue

User options:

- Select “Yes” to continue (Figure 1-7)
- Select “No” to cancel (Figure 1-7)

*Note: If you have associated to a pharmacy during the day selecting the “Yes” button will remove this association and you will need to re-associate using the PCR association website.*



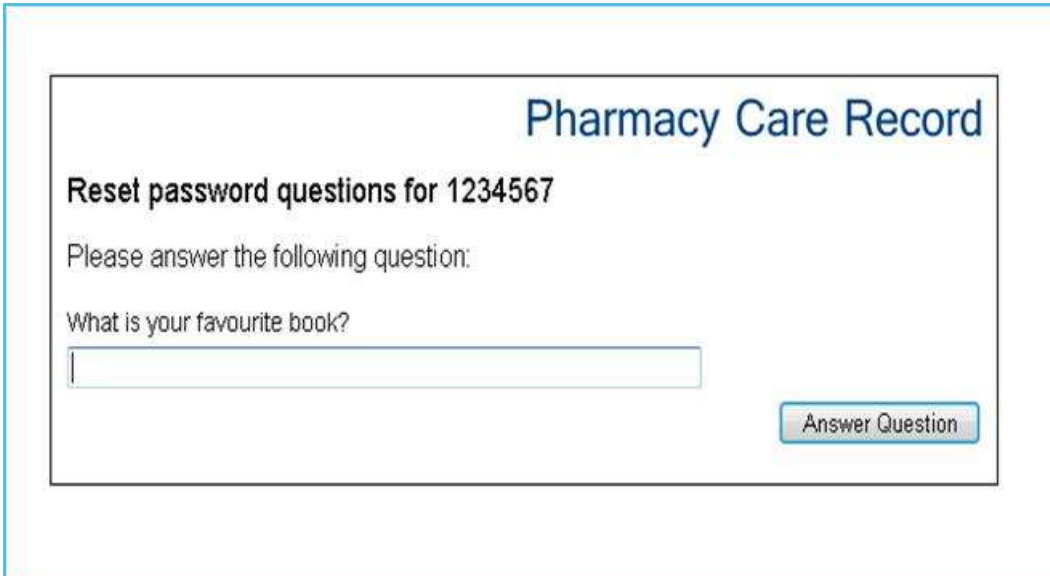
The screenshot shows a web interface titled "Pharmacy Care Record". Below the title, it says "Start the reset password process". There is a text input field for "User ID (RPSGB / GPhC)" with the value "1234567" and a link "(for further information [click here](#))". Below the input field are two buttons: "Start" and "Cancel". Below these buttons is a confirmation message: "Resetting your password will remove any current pharmacy association. Are you sure you wish to continue?". At the bottom of the message are two buttons: "Yes" and "No".

**Figure1-7: Confirm continue and remove any associations**

#### **Step 4: Answer password reset questions**

You will now be asked a sample of questions that you have already configured for the password reset process. Click Answer Question to enter your response (Figure 1-8).

- Type your answer to the question and click “Answer Question”




The screenshot shows a web interface titled "Pharmacy Care Record". Below the title, it says "Reset password questions for 1234567". Below this, it says "Please answer the following question:". The question is "What is your favourite book?". There is a text input field for the answer. Below the input field is a button labeled "Answer Question".

**Figure 1-8: Enter answer to reset password question**

**Step 5: Change password**

Having successfully answered a sufficient number of reset password questions you can now change your password.

- enter new password into the “New password” box and the “Confirm password” box and click the “Set Password” button to change your password (Figure 1-9)



The screenshot shows a web interface titled "Pharmacy Care Record". Below the title, the text "Set password for testuser" is displayed. There are two input fields: "New password:" and "Confirm password:". To the right of the "Confirm password:" field is a button labeled "Set Password".

**Figure 1-9: Set password**

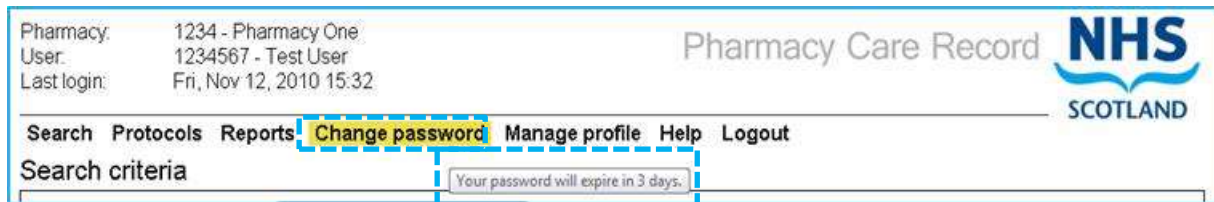
**Note:** Your new password must meet the minimum security standard of 8 characters including at least one digit and one non-alphanumeric character (e.g. '&', '\*', etc.). If the password you have entered is the same as your old (and forgotten) password the system will require you to enter a different password. You can either change your password to a new one or simply start using your old password again. Entering into the reset password process does not force you to change your password if you then remember your current password.

## Expiring Password Warning

On login to PCR there is now a warning on the main menu to highlight that the password is due to expire shortly.

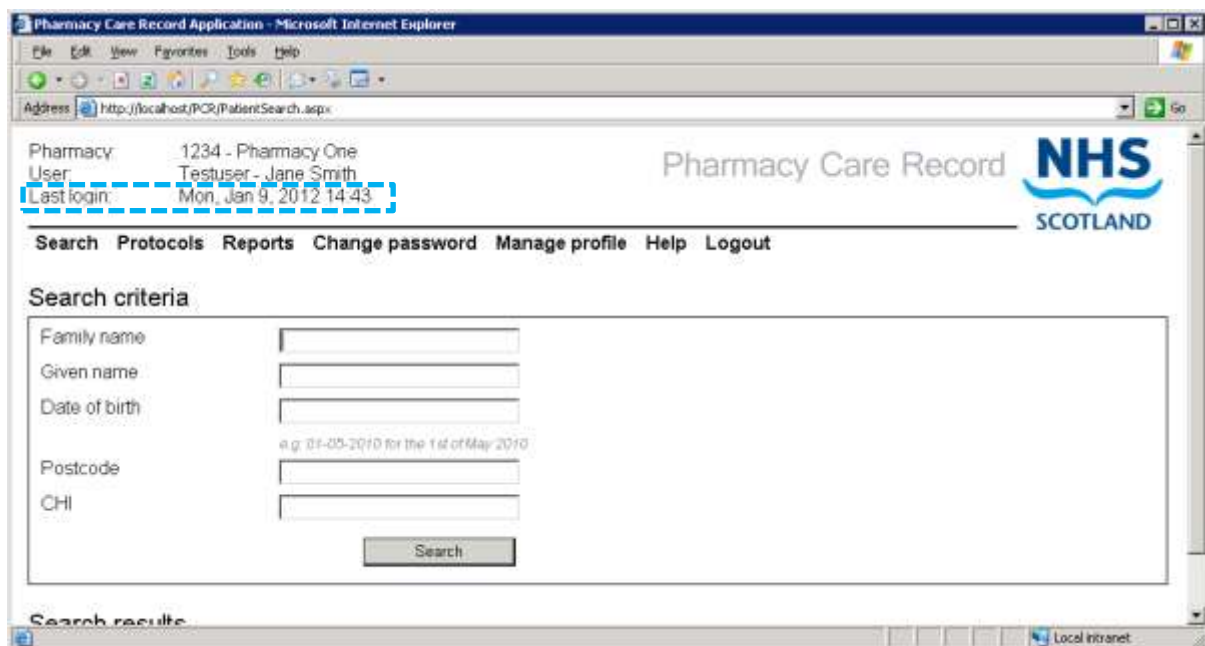
When a password is due to expire within 14 days, an alert will be displayed on the main menu - the “Change password” menu item will be highlighted in yellow.

Hovering the cursor over the “Change password” menu item will display the number of days before the password will expire.



## Last login date and time

For security, the last login date and time is now displayed in PCR.



**Note:** If you have concern that your account is being used by someone else, please inform the ePharmacy helpdesk by either phone (0131 275 6600) or email (nss.psdhelp@nhs.net).

## Section 2: High Risk Medicines Care Risk Assessments

### Overview

A High Risk Medicines (HRM) Care Risk Assessment allows healthcare professionals to record information about a patient's use of a particular medicine type. At present a HRM Care Risk Assessment can be completed for Methotrexate or Lithium – other medicine types may be added in the future.

The functionality consists of a series of grouped questions, answers and supporting protocol guidance. The capability supports the capture and recording of the answers in line with the provided protocol.

The questions are grouped into the following sections:

- Concordance;
- Interactions and precautions;
- Adverse reactions; and
- Monitoring

A patient can have multiple HRM Care Risk Assessments over time.

Sections can be answered in sequence or be completed individually and reviewed and updated from the review page. Not all sections of the assessment need to be completed at the same time. Individual sections can be completed, saved and returned to at a later date.

Care Issues and Care Issue Outcomes can be associated with HRM Care Risk Assessments; these can be viewed alongside standard care issues as well as with the associated HRM Care Risk Assessment.

A HRM Care Risk Assessment Care Issue / Care Issue Outcome can be created with prepopulated text based on the context of an individual question. They can also be created independent of the questions – without prepopulated text.

The HRM Care Risk Assessment supports the concept of a status – Open or Completed. Care Issues / Care Issue Outcomes can continue to be added and updated to a completed HRM Care Risk Assessment.

### Start a HRM Care Risk Assessment

#### Step 1: Identify patient

- Identify the patient you want to create a high risk medicine care risk assessment for and navigate to the Patient Home page.

#### Step 2: Select “High Risk Medicines” tab:

- Select the high risk medicines tab (Figure 2-1)

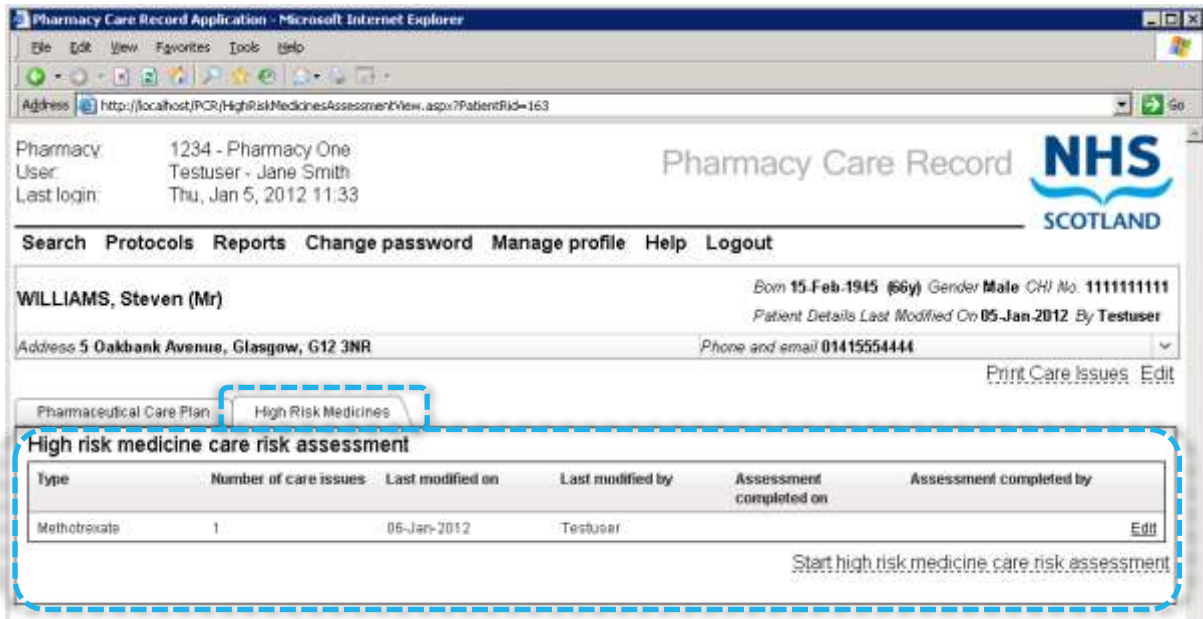


Figure 2-1: high risk medicines tab

- Select “Start high risk medicine care risk assessment” link
- The system will navigate to the “ High Risk Medicine Selection” screen (Figure 2-2)

### Step 3: Select High Risk Medicine

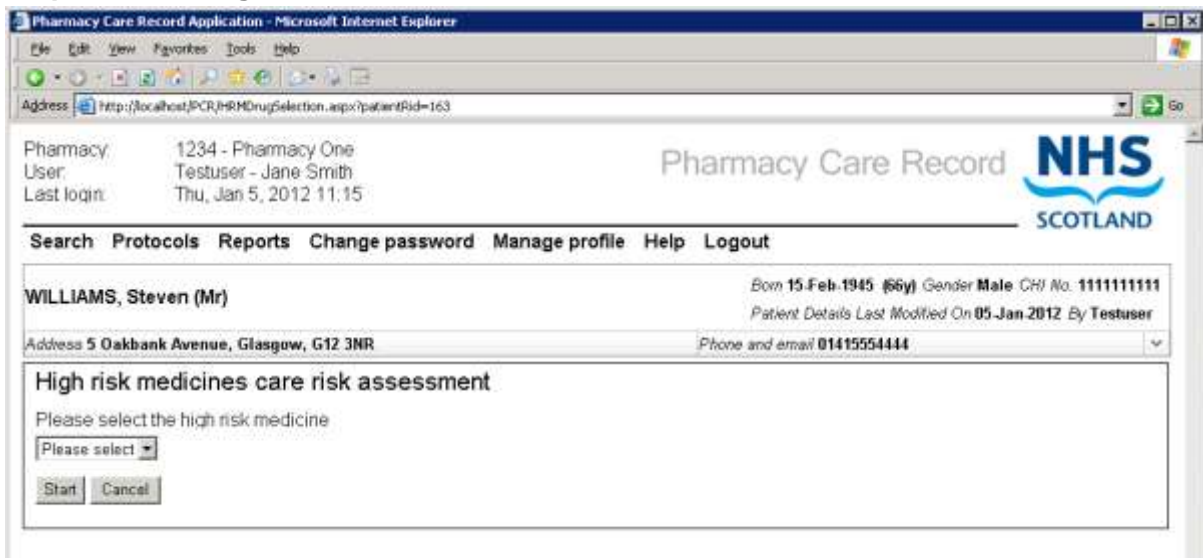


Figure 2-2: Drug Selection

- Select the high risk medicine from the drop down menu (At present, the possible values are Methotrexate or Lithium – other medicines may be added in the future)

*(Note: “Methotrexate” will be used in this User Guide example)*

### High risk medicines care risk assessment

Please select the high risk medicine

Methotrexate ▾

Start Cancel

- Click the “Start” button
- The system will navigate to the Methotrexate “Concordance” questions page (Figure 2-3)

*Note: By selecting the “Start” button (figure 2-2), this will create a new high risk medicine care risk assessment within PCR.*

*Selecting the “Cancel” button (Figure 2-2) will return the system to the patient home page – a high risk medicine care risk assessment will not be created.*

## Complete a HRM Care Risk Assessment

This section guides you through the procedure to create and save a HRM Care Risk Assessment.

### Step 1: Answer “Concordance” Questions

The screenshot shows the 'Pharmacy Care Record' application in Microsoft Internet Explorer. The patient is WILLIAMS, Steven (Mr), born 15-Feb-1945 (66y), Male, CHI No. 1111111111. The address is 5 Oakbank Avenue, Glasgow, G12 3NR. The phone and email are 01415554444.

The 'Concordance' section contains the following questions:

- Is the patient taking their methotrexate as prescribed?  Yes  No
- Does the patient know what to do if they miss a dose of methotrexate or vomit after taking a dose?  Yes  No
- If the patient is taking folic acid are they taking it as prescribed?  Yes  No
- Does the patient have a methotrexate patient information and monitoring booklet and do they use it?  Yes  No

The 'Actions' box contains the following text:

When indicated for RA and psoriasis methotrexate is prescribed as a single dose taken **once a week** on the **same day** each week. 'As directed' instructions should be avoided. You should follow up with the patient's GP practice if the instructions printed on the prescription form do not match what the patient tells you.

**Actions:**

- Check the patient's understanding of how and when to take their methotrexate and clarify any discrepancies.
- If the patient is currently receiving methotrexate 10 mg (either alone or in combination with the 2.5 mg tablets) then discuss the merits of using a single strength of 2.5 mg. If patient is content to change contact their GP to discuss the change
- Advise the patient that methotrexate should be swallowed whole and not crushed or chewed.
- Check the patient's understanding of how and when to take their folic acid and clarify any discrepancies.
- Advise the patient to carry and use the methotrexate booklet.
- Record any care issues in the patient's care plan and agree desired outcomes and actions.

Buttons at the bottom: Next - Interactions & precautions, Save & Review.

Figure 2-3: Methotrexate “Concordance”

- Provide an answer to all questions on the Concordance page by selecting either 'Yes' or 'No' for each question.

#### User Options:

- Select the “Next – Interactions & Precautions” button; The system will save entered data and navigate to the “Interactions & Precautions” screen; or
- Select the “Save & Review” button; The system will save entered data and navigate to the “Review” screen for the selected high risk medicine

*Note: All questions are mandatory. If an answer is not selected an error message will be displayed when either the “Next” or “Save & review” buttons are selected, (Figure 2-4).*

*Note: It is not possible to navigate to the next questions screen or the “review” screen unless an answer is provided for each question.*

**Concordance**

Is the patient taking their methotrexate as prescribed?	<input type="radio"/> Yes <input type="radio"/> No	When as a wee follo the l <b>Acti</b> <b>C</b> <b>ta</b> <b>if</b> <b>(e</b> <b>th</b> <b>m</b> <b>di</b>
<b>Required</b>		
Does the patient know what to do if they miss a dose of methotrexate or vomit after taking a dose?	<input type="radio"/> Yes <input type="radio"/> No	
<b>Required</b>		
If the patient is taking folic acid are they taking it as prescribed?	<input type="radio"/> Yes <input type="radio"/> No	
<b>Required</b>		
Does the patient have a methotrexate patient information and monitoring booklet and do they use it?	<input type="radio"/> Yes <input type="radio"/> No	
<b>Required</b>		

**Figure 2-4: Error message – mandatory information**

## Step 2 Answer “Interactions & Precautions” questions

*Note: The Interactions & Precautions questions screen can be navigated to from the “Concordance” screen or directly from the review page if the High Risk Medicine Care Risk Assessment has already been created and saved.*

- Select an answer for each of the questions on the Interactions & Precautions screen (Figure 2-5)

Pharmacy Care Record Application - Microsoft Internet Explorer

Address: http://localhost/PCR/MethotrexateSection2.aspx?patientRid=1638&highRiskMedicinesCareRiskAssessmentRid=5

Pharmacy: 1234 - Pharmacy One  
 User: Testuser - Jane Smith  
 Last login: Thu, Jan 5, 2012 11:15

Pharmacy Care Record **NHS** SCOTLAND

Search Protocols Reports Change password Manage profile Help Logout

**WILLIAMS, Steven (Mr)** Born 15-Feb-1945 (66y) Gender Male CHI No. 1111111111  
 Patient Details Last Modified On 05-Jan-2012 By Testuser  
 Address 5 Oakbank Avenue, Glasgow, G12 3NR Phone and email 01415554444

HRM Methotrexate Process: Concordance > **Interactions & precautions** > Adverse reactions > Monitoring > Review

### Interactions and precautions

Is the patient aware they should check that any newly prescribed medicines don't interact with methotrexate?  Yes  No

Is the patient aware that certain OTC medicines can interact with methotrexate?  Yes  No

Serious drug interactions include:  
 Acitretin and Sulfapyrazone  
 Chloramphenicol, co-trimoxazole, probenecid and trimethoprim  
 Consider the need for contraceptive and family planning advice.

**Action:**  
 Advise the patient to always check with their GP and pharmacist that any new medicine, including OTC, is safe to take with methotrexate.  
 Record any issues in the patient's care plan and agree desired outcomes and actions.

Back - Concordance Next - Adverse reactions Save & Review

[return to Methotrexate Review Page](#)

Figure 2-5: Interactions & Precautions screen

### User Options:

- Select the “Back – Concordance” button; the System will save entered data and navigate to the “Concordance” screen, (Figure 2-3); OR

- Select the “Next – Adverse reactions” button; the system will save entered data and navigate to the “Adverse reactions” screen, (Figure 2-6); OR
- Select the “Save & Review” button; The system will save the question answers and navigate to the “Review” screen for the selected medicine

### Step 3: Answer “adverse reactions” questions

*Note: The Adverse reactions questions screen can be navigated to from the “Interactions & precautions” screen or directly from the review page if the high risk medicine care risk assessment has already been created and saved.*

- Select an answer for each of the questions on the Adverse reactions” screen (Figure 2-6, 2-7)

Pharmacy Care Record Application - Microsoft Internet Explorer

Address: http://localhost/PCR/MethotrexateSection3.aspx?patientRid=163&highRiskMedicinesCareRiskAssessmentRid=22

Pharmacy: 1234 - Pharmacy One  
User: Testuser - Jane Smith  
Last login: Thu, Jan 12, 2012 11:17

Pharmacy Care Record NHS SCOTLAND

Search Protocols Reports Change password Manage profile Help Logout

**WILLIAMS, Steven (Mr)** Born 15-Feb-1945 (66y) Gender Male CHI No. 1111111111  
Patient Details Last Modified On 05-Jan-2012 By Testuser

Address 5 Oakbank Avenue, Glasgow, G12 3NR Phone and email 01415554444

HRM Methotrexate Process: Concordance > Interactions & precautions > **Adverse reactions** > Monitoring > Review

**Adverse reactions : side effects and toxicity**

Is the patient aware of the common side effects of methotrexate?  Yes  No

Is the patient aware of the side effects that occur if they are having a reaction to methotrexate?  Yes  No

Is the patient aware of what to do if they are suffering from these signs?  Yes  No

Is the patient aware that adverse reactions should be reported?  Yes  No

The most common side effects are:

- Skin (e.g. urticaria, acne, photosensitivity)
- Haematopoietic reactions (e.g. anaemia, pneumonia, septicæmia)
- Alimentary tract (e.g. nausea, vomiting, gingivitis, pharyngitis, intestinal ulceration)
- Hepatic (e.g. acute hepatitis or cirrhosis)
- Urogenital (e.g. vaginal discharge or ulcers, cystitis, dysuria)
- Pulmonary (e.g. acute pulmonary oedema, fibrosis)
- CNS (e.g. headache, drowsiness or blurred vision)
- Cardiac (hypotension, deep vein thrombosis)

**Actions:**

- Check the patient's understanding of the side effects of Methotrexate using the information booklet as a prompt.
- Ask the patient if they are experiencing any side effects.
- Refer them to their GP if side effects appear severe.
- Record any care issues in the patient's care plan and agree desired outcomes and actions.

Signs of methotrexate toxicity or intolerance are:

- Breathlessness
- Dry persistent cough

Figure 2-6: Adverse reactions screen (Top)

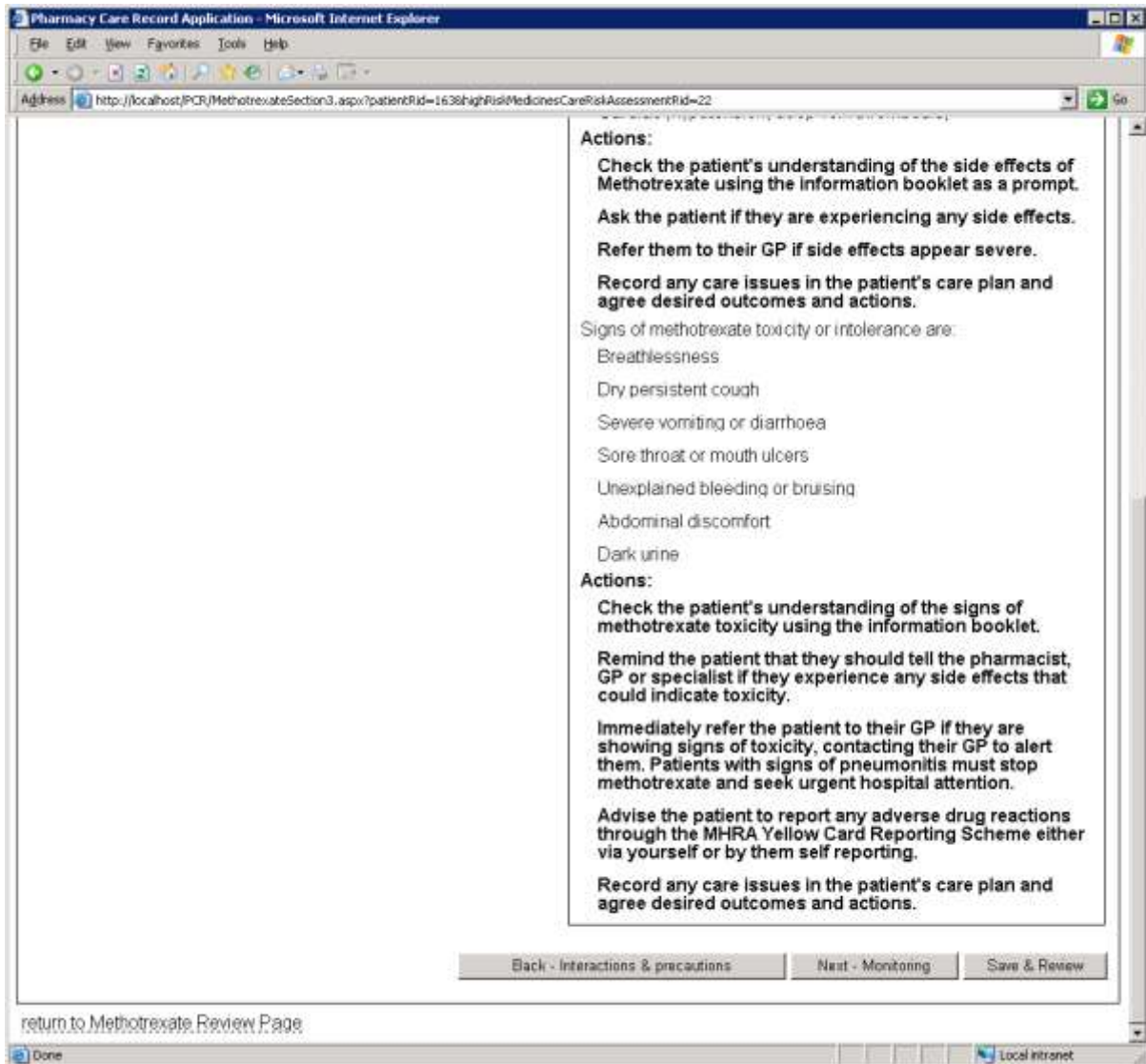


Figure 2-7: Adverse reactions screen (Bottom (Scroll down))

*User Options:*

- Select the “Back – Interactions & precautions” button; the System will save entered data and navigate to the “Interactions & precautions” screen, (Figure 2-5); OR
- Select the “Next - Monitoring” button; the system will save entered data and navigate to the “Adverse reactions” screen, (Figure 2-8); OR
- Select the “Save & Review” button; the system will save the question answers and navigate to the “Review” screen for the selected medicine

### Step 4: Answer monitoring questions

The screenshot shows a web browser window displaying the 'Pharmacy Care Record' for Steven Williams. The patient's details include: Born 15-Feb-1945 (66y), Gender Male, CHI No. 1111111111, and Patient Details Last Modified On 05-Jan-2012. The address is 5 Oakbank Avenue, Glasgow, G12 3NR. The page is titled 'Monitoring' and contains three questions with radio buttons for 'Yes' and 'No' answers, and a text input field for question 2.

**Monitoring**

Is the patient aware of how frequently they should have their blood tests done?  Yes  No

Can the patient tell you the date of their last blood test and, if so, when was it? (Record the date or approximate date if known. Otherwise record "No")

Does the patient record their blood results in their methotrexate monitoring booklet?  Yes  No

**Monitoring**

Methotrexate has a narrow therapeutic index. Monitoring is very important. Patients should know who is responsible for the prescribing and monitoring of their methotrexate. You should expect to find monitoring will be:

- three monthly** for people stable on methotrexate for years and with no co-morbidities
- four to eight weekly** for those in the first couple of years of being on a stable dosage or co-morbidities in long-term users.
- weekly - fortnightly** for those just started.

**Actions:**

- Establish if the patient is receiving regular monitoring.
- If the patient has not had their blood levels monitored within an appropriate timescale refer them to their GP practice for monitoring, contacting the GP to alert them.
- Advise the patient to discuss their monitoring arrangements with their GP or practice nurse if there appears to be confusion about the interval.
- Encourage the patient to check their results are normal with their GP or practice nurse after each test and record the results in their monitoring booklet.
- Encourage the patient to carry their methotrexate booklet.
- Record any care issues in the patient's care plan and agree desired outcome and actions.

Back - Adverse reactions    Save & Review

Figure 2-8: Monitoring questions screen

- Provide answers to the monitoring questions using the radio buttons for question 1 and 3 and the text input field for question 2.

#### User Options:

- Select the "Back – Adverse reactions" button; The system will navigate to the "Adverse reactions" screen, (Figure 2-6); OR
- Click the "Save & Review" button. The system will navigate to the "Methotrexate Review" screen (Figure 2-9)

## HRM Review Screen Overview

The review screen shows a summary of all questions and any answers provided for the medicine selected in page 8, step 3. (Figure 2-2)

If an answer has not been provided for a question this will be shown as “Unanswered”, (Figure 2-9a)

The headings for each question group are hyperlinks to the corresponding questions pages.

The screenshot shows the 'Methotrexate high risk medicine care risk assessment summary' for patient WILLIAMS, Steven (Mr). The assessment is divided into four sections: Concordance, Adverse reactions: side effects and toxicity, Interactions and precautions, and Monitoring. Each section contains several questions with 'Yes' or 'No' answers and a '+' icon. A 'Link to question page' callout points to the '+' icons. An 'Add Care Issue link' callout points to a '+' icon in the Adverse reactions section.

Section	Question	Answer	Action
Concordance	Is the patient taking their methotrexate as prescribed?	Yes	+
	Does the patient know what to do if they miss a dose of methotrexate or vomit after taking a dose?	Yes	+
	If the patient is taking folic acid are they taking it as prescribed?	Yes	+
	Does the patient have a methotrexate patient information and monitoring booklet and do they use it?	Yes	+
Adverse reactions: side effects and toxicity	Is the patient aware of the common side effects of methotrexate?	Yes	+
	Is the patient aware of the side effects that occur if they are having a reaction to methotrexate?	Yes	+
	Is the patient aware of what to do if they are suffering from these signs?	Yes	+
	Is the patient aware that adverse reactions should be reported?	Yes	+
Interactions and precautions	Is the patient aware they should check that any newly prescribed medicines don't interact with methotrexate?	Yes	+
	Is the patient aware that certain OTC medicines can interact with methotrexate?	No	+
Monitoring	Is the patient aware of how frequently they should have their blood tests done?	Yes	+
	Can the patient tell you the date of their last blood test and, if so, when was it?	No	+
	Does the patient record their blood results in their methotrexate monitoring booklet?	Yes	+

Care issues associated with this assessment:

Care issue	Earliest review by	Last modified on
No records to display.		

Figure 2-9: Methotrexate review screen

Care Issues associated with the assessment are shown below the questions summary. (Figure 2-9)

The assessment completion status is shown at the bottom of the screen (Figure 2-9a)

Pharmacy Care Record Application - Microsoft Internet Explorer

Address <http://localhost/PCR/LithiumReview.aspx?patientId=1639&highRiskMedicineCareRiskAssessmentId=10>

Patient Details Last Modified On 05-Jan-2012 By Testuser

Address 5 Oakbank Avenue, Glasgow, G12 3NR Phone and email 01415554444

HRM Lithium Process > Concordance > Interactions & precautions > Adverse reactions > Monitoring > Review

### Lithium high risk medicine care risk assessment summary

Use to add care issues for the specific question.

**Concordance**

Is the patient taking their lithium as prescribed?	Yes	
Does the patient know what to do if they miss a dose?	Yes	
Does the patient have the patient information and recording booklets and alert card and do they use them?	Yes	

**Adverse reactions: side effects and toxicity**

Is the patient aware of the common side effects of lithium?	Unanswered	
Is the patient aware of the signs of lithium toxicity?	Unanswered	
Is the patient aware what might cause lithium toxicity and how to avoid this happening?	Unanswered	
Is the patient aware of what to do if they are suffering from these signs?	Unanswered	
Is the patient aware that adverse reactions should be reported?	Unanswered	

**Interactions and precautions**

Is the patient aware they should check that any newly prescribed medicines don't interact with lithium?	Unanswered	
Does the patient know that certain OTC medicines (e.g. ibuprofen or Alka Seltzer) can interact with lithium?	Unanswered	

**Monitoring**

Has the patient had a blood test to check their lithium levels in the last three months?	Unanswered	
--	------------	--

**Care issues associated with this assessment**

Care issue	Earliest review by	Last modified on
No records to display.		

[Add](#)

**Assessment completion**

Assessment complete	No
Assessment completed by	
Assessment completed on	
<a href="#">Complete assessment</a>	

[return to Patient Home Page](#)

Figure 2-9a: denotes unanswered questions

## Create associated Care Issue / Care Issue Outcome using prepopulated text

Selecting a link next to a question will populate the care issue with default text.

*Note: This option does not mean that the care issue is associated with the actual question – the association is at assessment level.*

**Step 1: Select link**


- Select a  link for the question that you want to create a care issue / care issue outcome for, (Figure 2-10)



Figure 2-10: Add Care Issue / Care Issue Outcome link

- The system will navigate to the high risk medicines “Record care issue” screen (Figure 2-11)

Figure 2-11: high risk medicines “Record care issue” screen

*Note: The “description of care issue” text input box and the “Desired outcome” text input box will be prepopulated with default text. This text can be modified.*

**Step 2: Enter form details**

- Enter relevant details into the form:

- Description of care issue (Mandatory)
- Desired Outcome (Mandatory)
- Action
- Action By
- Response
- Status (Display Text)
- Review by

**Step 3: Save details**

- Click “Save”
- The system will add the Care Issue / Care Issue Outcome to the PCR database and navigate to the “Review” screen
- The newly created Care Issue / Care Issue Outcome will be listed in the “Care issues associated with this assessment” grid (Figure 2-12)

*Note: If the entered “Review by” date is in the past a warning message will be displayed.*

**Interactions and precautions**

Is the patient aware they should check that any newly prescribed medicines don't interact with methotrexate? **Yes** +

Is the patient aware that certain OTC medicines can interact with methotrexate? **Yes** +

**Monitoring**

Is the patient aware of how frequently they should have their blood tests done? **Yes** +

Can the patient tell you the date of their last blood test and, if so, when was it? **1** +

Does the patient record their blood results in their methotrexate monitoring booklet? **Yes** +

---

**Care issues associated with this assessment**

Care issue	Earliest review by	Last modified on	
> Patient unaware that some OTC products can interact with Methotrexate	25-Jan-2012	09-Jan-2012	<a href="#">View</a>

[Add](#)

---

**Assessment completion**

Assessment complete **No**

Assessment completed by

Assessment completed on

[return to Patient Home Page](#)

**Figure 2-12: Care Issues Associated with This Assessment**

**Create associated Care Issue / Care Issue Outcome using the “Add” link**

This option allows you to add an associated Care Issue (with the assessment), but without prepopulating any text.

**Step 1: Select link**

- Select the “Add” link at the bottom of the “Care issues associated with this assessment” grid (Figure 2-12)

- The care issue form is displayed (Figure 2-13)

### Step 2: Enter form details

- Enter relevant details into the form:
  - Description of care issue (Mandatory)
  - Desired Outcome (Mandatory)
  - Action
  - Action By
  - Response
  - Status (Display Text)
  - Review by

### Step 3: Save details

- Click “Save”
- The system will add the care issue / care issue outcome to the PCR database and navigate to the “Methotrexate Review” screen
- The newly created care issue / care issue outcome will be listed in the “care issues associated with this assessment” grid (Figure 2-12)

The screenshot shows a web browser window titled "Pharmacy Care Record Application - Windows Internet Explorer". The address bar shows a URL starting with "http://stbuhk101...". The page header includes "Pharmacy Care Record" and the NHS SCOTLAND logo. The user information is: Pharmacy: 1234 - Pharmacy One; User: Testuser - Jane Smith; Last login: Mon, Jan 9, 2012 07:39. The patient information is: WILLIAMS, Steven; Born: 15-Feb-1945 (66y); Gender: Male; CHI No: 1111111111; Patient Details Last Modified On: 09-Jan-2012 By: Testuser. The form title is "Record care issue for high risk medicine care risk assessment". The form fields are: Description of care issue (text input), Care issue outcome: Desired Outcome (text input), Action (dropdown menu), Action By (dropdown menu with "Patient" selected), Response (dropdown menu), Status (text input with "Open" selected), and Review By (text input). A red asterisk indicates a mandatory field. At the bottom right of the form are "Save" and "Cancel" buttons.

Figure 2-13: Add care issue – not associated with specific question

*Note: Because this care issue is not associated with a particular question, there is no prepopulated text in the form.*

## Set the status of a HRM Care Risk Assessment to “Completed”

### Step 1: To “Complete” a high risk medicine care risk assessment

- From the review page, select “Complete assessment” button in the “Assessment completion” section of the Review screen (Figure 2-14)
- The system will set the status of the assessment to completed and refresh the page (Figure 2-15)
- The assessment completion details will be updated:
  - Assessment Complete = Yes
  - Assessment completed by – Username
  - Assessment completed on - date

The screenshot displays a web browser window titled "Pharmacy Care Record Application - Microsoft Internet Explorer". The address bar shows a URL for a patient's high-risk medicine care risk assessment. The main content area is divided into several sections:

- Assessment Questions:** A grid of questions with "Yes" or "No" answers and expand/collapse icons.
 

Is the patient taking their methotrexate as prescribed?	Yes	+	Is the patient aware of the common side effects of methotrexate?	Yes	+
Does the patient know what to do if they miss a dose of methotrexate or vomit after taking a dose?	Yes	+	Is the patient aware of the side effects that occur if they are having a reaction to methotrexate?	Yes	+
If the patient is taking folic acid are they taking it as prescribed?	Yes	+	Is the patient aware of what to do if they are suffering from these signs?	Yes	+
Does the patient have a methotrexate patient information and monitoring booklet and do they use it?	Yes	+	Is the patient aware that adverse reactions should be reported?	Yes	+
- Interactions and precautions:**

Is the patient aware they should check that any newly prescribed medicines don't interact with methotrexate?	Yes	+
Is the patient aware that certain OTC medicines can interact with methotrexate?	No	+
- Monitoring:**

Is the patient aware of how frequently they should have their blood tests done?	Yes	+
Can the patient tell you the date of their last blood test and, if so, when was it?	No	+
Does the patient record their blood results in their methotrexate monitoring booklet?	Yes	+
- Care issues associated with this assessment:** A table listing care issues, earliest review by dates, and last modified dates.
 

Care issue	Earliest review by	Last modified on
> Patient unaware that some OTC products can interact with Methotrexate	11-Jan-2012	06-Jan-2012
- Assessment completion:** A section where the "Assessment complete" status is currently set to "No". Below this are fields for "Assessment completed by" and "Assessment completed on", and a "Complete assessment" button.

At the bottom of the page, there is a link "return to Patient Home Page" and a status bar showing "Done" and "Local intranet".

Figure 2-14: Assessment completion details for an “Open” assessment



**Figure 2-15: Assessment completion details updated**

The user can navigate back to the patient home from the link at the bottom of the review page. (Figure 2-15)

## Access existing HRM Care Risk Assessments from the Patient Home page

“Open” or “Completed” HRM Care Risk Assessments can be accessed from the “High Risk Medicines” tab on the Patient Home page.

### To edit an “Open” High Risk Medicine Care Risk Assessment

- Select the “Edit” link for the HRM Care Risk Assessment you want to edit (Figure 2-17)
- The system will navigate to the HRM Care Risk Assessment Review page

### To view a “Completed” High Risk Medicine Care Risk Assessment

- Select the “View” link for the HRM Care Risk Assessment you want to View (Figure 2-17)
- The system will navigate to the HRM Care Risk Assessment Review page

*Note: All data for a completed HRM Care Risk Assessment is shown as read only (Figure 2-18). This means that responses for a completed HRM Care Risk Assessment cannot be edited; however, it is still possible to add a Care Issue / Care Issue Outcome to a completed HRM Care Risk Assessment.*

The screenshot shows the Pharmacy Care Record Application interface. At the top, it displays the patient's name, WILLIAMS, Steven, and their details: Born 15-Feb-1945 (66y), Gender: Male, CHI No. 1111111111. The patient details were last modified on 09-Jan-2012 by Testuser. The interface includes a navigation menu with options like Search, Protocols, Reports, Change password, Manage profile, Help, and Logout. Below the patient information, there are tabs for Pharmaceutical Care Plan and High Risk Medicines. The High Risk Medicines tab is active, showing a table titled "High risk medicine care risk assessment".

Type	Number of care issues	Last modified on	Last modified by	Assessment completed on	Assessment completed by	
Methotrexate	0	09-Jan-2012	Testuser			<a href="#">Edit</a>
Methotrexate	2	09-Jan-2012	Testuser	09-Jan-2012	Testuser	<a href="#">View</a>

At the bottom of the table, there is a link: [Start high risk medicine care risk assessment](#).

Figure 2-17: High Risk Medicines tab

The screenshot shows a web browser window with the following content:

- Address bar:** `http://localhost/PCR/MethotrexateSection1.aspx?patientRid=1638&HighRiskMedicinesCareRiskAssessmentRid=5`
- Page Header:** Pharmacy Care Record **NHS SCOTLAND**
- User Information:** Pharmacy: 1234 - Pharmacy One; User: Testuser - Jane Smith; Last login: Thu, Jan 12, 2012 14:12
- Navigation Menu:** Search, Protocols, Reports, Change password, Manage profile, Help, Logout
- Patient Details:** WILLIAMS, Steven (Mr); Born 15-Feb-1945 (66y); Gender Male; CHI No. 1111111111; Patient Details Last Modified On 05-Jan-2012 By Testuser
- Address:** 5 Oakbank Avenue, Glasgow, G12 3NR; Phone and email 01415554444
- Assessment Section:**
  - Concordance**
    - Is the patient taking their methotrexate as prescribed? YesNo
    - Does the patient know what to do if they miss a dose of methotrexate or vomit after taking a dose? YesNo
    - If the patient is taking folic acid are they taking it as prescribed? YesNo
    - Does the patient have a methotrexate patient information and monitoring booklet and do they use it? YesNo
  - Read only** (indicated by a blue dashed box around the assessment questions)
  - Text:** When indicated for RA and psoriasis methotrexate is prescribed as a single dose taken **once a week** on the **same day** each week. 'As directed' instructions should be avoided. You should follow up with the patient's GP practice if the instructions printed on the prescription form do not match what the patient tells you.
  - Actions:**
    - Check the patient's understanding of how and when to take their methotrexate and clarify any discrepancies.
    - If the patient is currently receiving methotrexate 10 mg (either alone or in combination with the 2.5 mg tablets) then discuss the merits of using a single strength of 2.5 mg. If patient is content to change contact their GP to discuss the change
    - Advise the patient that methotrexate should be swallowed whole and not crushed or chewed.
    - Check the patient's understanding of how and when to take their folic acid and clarify any discrepancies.
    - Advise the patient to carry and use the methotrexate booklet.
    - Record any care issues in the patient's care plan and agree desired outcomes and actions.
- Footer:** return to Methotrexate Review Page; Next - Interactions & precautions

Figure 2-18: Read only – completed assessment

## Section 3: Reports

### PCR CMS Patient Report for Associated Pharmacy

The CMS Patient Report for Associated Pharmacy allows you to view all patients at your associated pharmacy and allows you to filter the patients by the date that their Pharmacy care record was created, Pharmaceutical Care Plan Priority and if a care issue has been recorded.

#### Step 1: Access the Patient Report for Associated Pharmacy

- Select the “Patient Report for Associated Pharmacy” link from the “Reports” page (Figure 3-1)
- The report criteria options will be displayed (Figure 3-2)

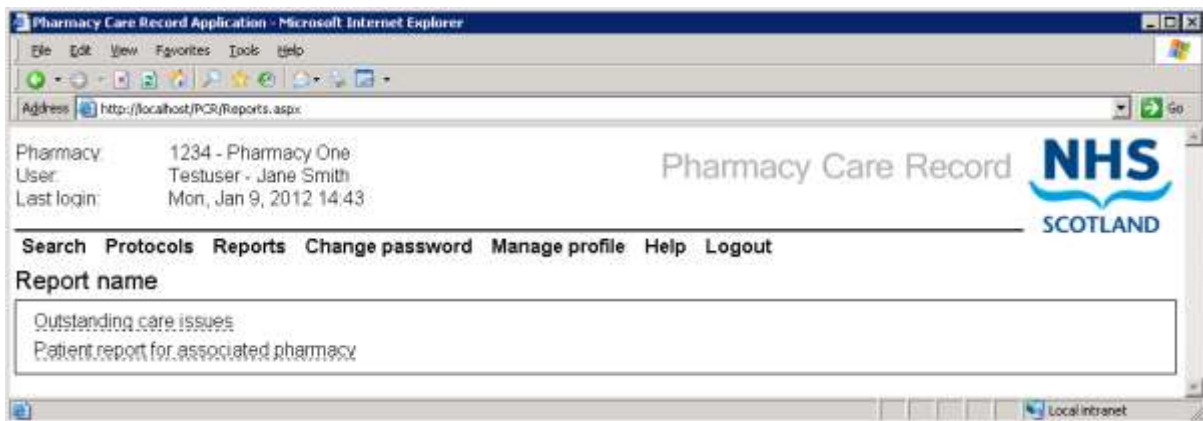


Figure 3-1: Reports

## Step 2: Generate report

The screenshot shows a web browser window titled 'Pharmacy Care Record Application - Microsoft Internet Explorer'. The address bar shows 'http://localhost/PCR/PCrCmsPatientReportForPharmacy.aspx'. The page header includes 'Pharmacy Care Record' and the NHS SCOTLAND logo. Below the header, there is a navigation menu with 'Search', 'Protocols', 'Reports', 'Change password', 'Manage profile', 'Help', and 'Logout'. The main content area is titled 'Patient report for Pharmacy One' and contains a 'Criteria' section with the following fields:

- PCR creation date, from: [text input] to [text input]
- PCP Priority: [All] (dropdown menu)
- Care Issues Recorded: [All] (dropdown menu)
- Initial Assessment Completed: [All] (dropdown menu)

A 'Generate Report' button is located at the bottom right of the criteria section. A small example text below the date field reads: 'e.g. 01-05-2010 for the 1st of May 2010'. The browser status bar at the bottom shows 'Done' and 'Local intranet'.

**Figure 3-2: Patient Report for Associated Pharmacy – criteria**

- Click the generate report button (Figure 3-2)
- The report search results will be displayed (Figure 3-3)

*Note: If no criteria are selected all valid records will be returned.*

## Step 4: View report

The screenshot shows the Pharmacy Care Record Application interface. At the top, it displays the user's session information: Pharmacy (1234 - Pharmacy One), User (Testuser - Jane Smith), and Last login (Mon, Jan 9, 2012 14:43). The NHS SCOTLAND logo is visible in the top right. Below this is a navigation menu with links for Search, Protocols, Reports, Change password, Manage profile, Help, and Logout. The main heading is "Patient report for Pharmacy One".

The "Criteria" section contains search filters:
 

- PCR creation date, from: [ ] to [ ] (with an example: e.g. 01-05-2010 for the 1st of May 2010)
- PCP Priority: All
- Care Issues Recorded: All
- Initial Assessment Completed: All

 A "Generate Report" button is located at the bottom right of this section.

The "Report" section shows a table of results with the following columns: Family name, Given name, CHI, Created on, PCP Priority, Modified on, Number of care issues, and Latest care risk assessment. The table contains 11 rows of patient data, each with a "View" link in the final column. The total number of patients on the report is 11.

Family name	Given name	CHI	Created on	PCP Priority	Modified on	Number of care issues	Latest care risk assessment
Duncan	Barry	0101001231	08-Nov-2010	Medium Priority	04-Jan-2012	1	<a href="#">View</a>
Williams	Steven	1111111111	05-Jan-2012	Not Recorded	05-Jan-2012	1	<a href="#">View</a>
Daniels	Christopher	2902040777	23-Mar-2011	Not Recorded	23-Mar-2011	0	<a href="#">View</a>
Scott	Elaine	3107921688	23-Mar-2011	Not Recorded	23-Mar-2011	0	<a href="#">View</a>
Currie	Mary	1702438020	26-Jan-2011	Not Recorded	26-Jan-2011	0	<a href="#">View</a>
Adams	Gary	1509731636	10-Dec-2010	Not Recorded	10-Dec-2010	0	<a href="#">View</a>
HUMPHRIES	Stephanie	0111994004	10-Dec-2010	Not Recorded	10-Dec-2010	0	<a href="#">View</a>
Banks	Claire	3107321869	03-Dec-2010	Not Recorded	03-Dec-2010	0	<a href="#">View</a>
Dvaughn	Sharon	0212482726	30-Sep-2010	Not Recorded	30-Sep-2010	0	<a href="#">View</a>
Abbott	David	2902961294	16-Sep-2010	Not Recorded	16-Sep-2010	1	<a href="#">View</a>
Gallagher	Paula	2010017668	16-Sep-2010	Not Recorded	16-Sep-2010	3	<a href="#">View</a>

Figure 3-3: Report Search Results

The report data includes

- Family name
- Given name
- CHI
- Created on
- PCP Priority
- Modified On
- Number of care issues
- Latest care risk assessment

Selecting the "View" link will navigate to the corresponding patient profile. (Figure 3.4)

Pharmacy Care Record Application - Microsoft Internet Explorer

Address: http://localhost/PCR/ForCrisPatientReportForPharmacy.aspx?FromDate=01%2F01%2F2011&ToDate=01%2F01%2F2012&priority=-1&Recorded=1&assessmentCompleted=-1

Pharmacy: 1234 - Pharmacy One  
 User: Testuser - Jane Smith  
 Last login: Mon, Jan 9, 2012 14:43

Pharmacy Care Record **NHS**  
 SCOTLAND

Search Protocols Reports Change password Manage profile Help Logout

### Patient report for Pharmacy One

**Criteria**

PCR creation date, from:  to   
e.g. 01-05-2010 for the 1st of May 2010

PCP Priority:

Care Issues Recorded:

Initial Assessment Completed:

**Report** Number of patients on report: 3

Family name	Given name	CHI	Created on	PCP Priority	Modified on	Number of care issues	Latest care risk assessment
Daniels	Christopher	2902048777	23-Mar-2011	Not Recorded	23-Mar-2011	0	<a href="#">View</a>
Scott	Elaine	3107921688	23-Mar-2011	Not Recorded	23-Mar-2011	0	<a href="#">View</a>
Curne	Mary	1702436020	26-Jan-2011	Not Recorded	26-Jan-2011	0	<a href="#">View</a>

Done Local intranet

Figure 3-4: View link

## Outstanding care issues report

The Outstanding care issues report has been enhanced to allow you to only show patients who have care issues which are requiring a review between, two dates (the From and To date fields at the top of the report).

You can still show all patients with a care issue needing a review by or before today's date by leaving the From and To dates blank and then click the Generate Report button.

With the introduction of the High risk Medicines Care Risk assessments functionality, it is also possible to filter on Care Issue Type: "Standard" or "High Risk Medicine".

The screenshot shows a web browser window titled "Pharmacy Care Record Application - Microsoft Internet Explorer". The address bar shows the URL: `http://localhost/PCR/CareIssuesForPharmacy.aspx?invoked=1&careIssueType=0`. The page header includes the Pharmacy name "1234 - Pharmacy One", the user "Testuser - Jane Smith", and the last login time "Mon, Jan 9, 2012 14:43". The NHS Scotland logo is visible in the top right. A navigation menu contains "Search", "Protocols", "Reports", "Change password", "Manage profile", "Help", and "Logout".

The main section is titled "Outstanding care issues" and contains a "Criteria" section with two input fields for "Review by date, from" and "to", with a placeholder example "e.g. 01-05-2010 for the 1st of May 2010". Below these is a "Care Issue Type" dropdown menu currently set to "All". A "Generate Report" button is located to the right of the dropdown.

Below the criteria section is a "Report" section containing a table with the following data:

Patient	DOB	CHI	Postcode	
> Miss Paula Gallagher	26-Oct-2001	2010017668	G2 7BN	<a href="#">View</a>
> Mr Steven Williams	15-Feb-1945	1111111111	012 3NR	<a href="#">View</a>

Figure 3-5: Outstanding care issues report

## Section 4: Manage pharmacist profile

### Overview

Pharmacists can now change the details held about them in the PCR system (such as their name, email address and how their name is displayed in PCR).

#### Step 1: Access the manage profile page

- Login to PCR
- Select Manage Profile from the main menu
- The system will display the Manage Profile Page.
- Select the “Manage my profile” link (Figure 4-1)

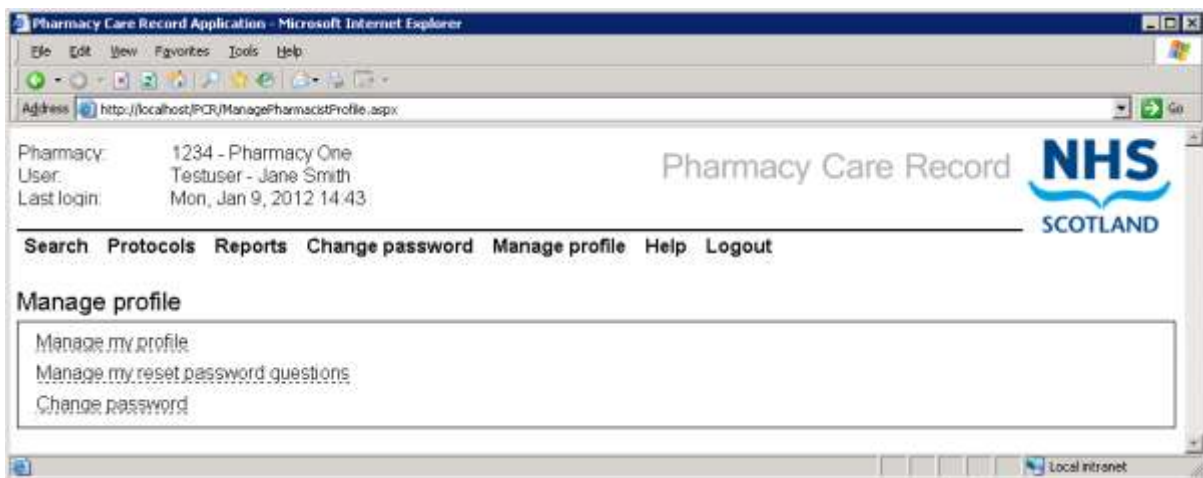


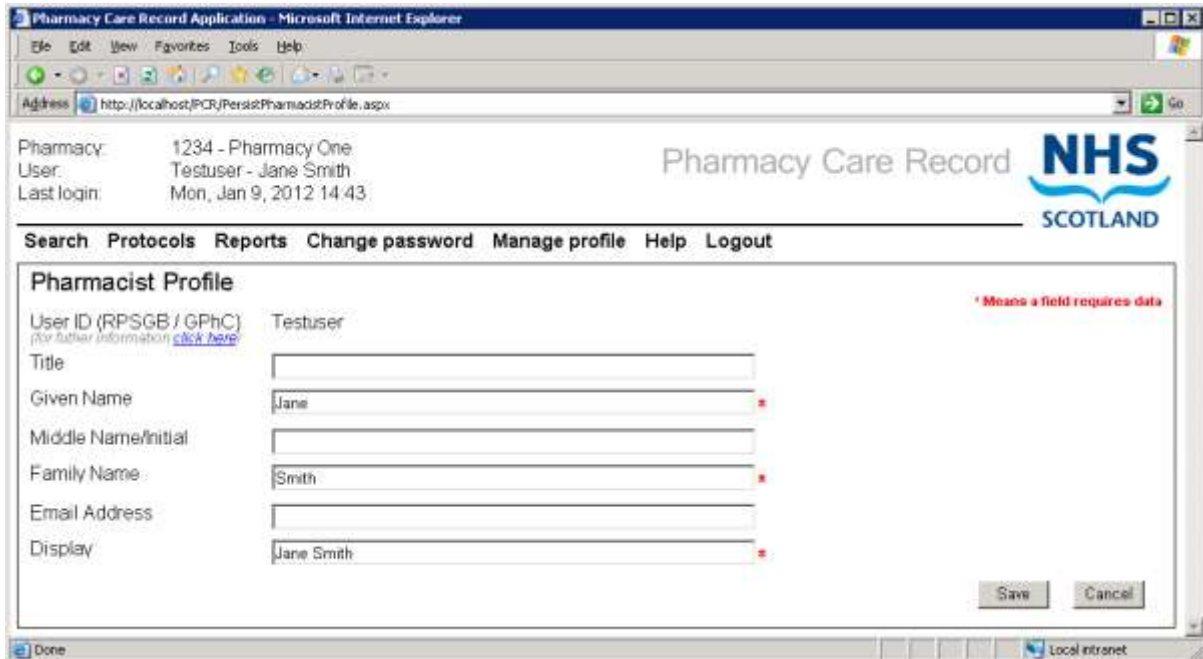
Figure 4-1: Manage profile options

**Step 2: edit profile details**

- The Pharmacist Profile page will now be displayed (Figure 4-2)

*User options:*

- Change details as appropriate and select Save - details will be saved in PCR
- Select “Cancel” to exit without saving changes



The screenshot shows a web browser window titled "Pharmacy Care Record Application - Microsoft Internet Explorer". The address bar shows "http://localhost/PCR/PeristPharmacistProfile.aspx". The page header includes "Pharmacy Care Record" and the "NHS SCOTLAND" logo. Below the header, there is a navigation menu with "Search", "Protocols", "Reports", "Change password", "Manage profile", "Help", and "Logout". The main content area is titled "Pharmacist Profile" and contains the following information:

Pharmacy: 1234 - Pharmacy One  
User: Testuser - Jane Smith  
Last login: Mon, Jan 9, 2012 14:43

**Pharmacist Profile** \* Means a field requires data

User ID (RPSGB / GPhC): Testuser  
(for further information [click here](#))

Title:

Given Name:  \*

Middle Name/initial:

Family Name:  \*

Email Address:

Display:  \*

Buttons: Save, Cancel

Done Local intranet

**Figure 4-2: Pharmacist profile**

## Section 5: Patient profile

### Pharmaceutical Care Plan Priority

To assist with the recording of a Care Plan Priorities for patients two amendments have been introduced to the PCR Patient Profile page.

An additional PCR Priority Category Not Required has been introduced alongside the existing Low, Medium, High and Not Recorded Categories.

In addition a new check box Initial assessment complete has been added so that a positive indicator can be set to identify when the patient initial assessment has been complete. The Initial assessment complete box can only be checked if the PCP Priority has been changed from the default value Not Recorded. Once the Initial assessment complete box has been checked and the patient's PCR recorded saved the box cannot be unchecked.

**Note:** All patients that had a PCP Priority recorded as Low, Medium or High will automatically have the Initial assessment complete box checked as part of the migration of data from PCR Phase 3 to Phase 4.

Pharmaceutical Care Plan Priority	
PCP Priority:	<input type="text" value="Not Recorded"/> <input type="text"/>
Initial assessment complete:	<input type="checkbox"/>