

# Pharmacy Care Record

## User Guide





# Pharmacy Care Record (PCR) User Guide



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### Author:

Glenn Thompson, ePharmacy Delivery Team

### Contributing authors

Dr Scott Cunningham, School of Pharmacy & Life Sciences, RGU

Derek McAllister, ePharmacy Programme Manager

Professor Alison Strath, Principal Pharmaceutical Officer, Scottish Government

### Editorial team

Dr Ailsa Power, Assistant Director, NES Pharmacy

Paul Gunnion, Greenhead Editorial and Publishing Service Ltd.

Valerie Inglis, Administrator, NES Pharmacy

**This User Guide should take approximately 5 hours to complete.**

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Christine Patch, Head of Corporate Communications,

NHS Education for Scotland, Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD

Tel: 0131 313 8059, Fax: 0131 313 8123, Mobile: 07786 398082

## About this User Guide

This Pharmacy Care Record (PCR) User Guide complements the NES Pharmacy Chronic Medication Service (CMS) Implementation Resource Pack which has 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 should be read in conjunction with section 4 of the NES Pharmacy CMS Implementation Resource Pack which describes the pharmaceutical care planning process.

## Overall aims of this User Guide

This User Guide will enable you to:

- understand the security arrangements for PCR
- 'associate' with the pharmacy you are working in and login to PCR
- create patient records on PCR
- create and maintain pharmaceutical care plans for patients on PCR
- utilise the links available between PCR and your Patient Medication Record (PMR) application and
- get help with any technical issues with PCR.

## **Format of the User Guide**

This is not a conventional NES pack. It can be used in a variety of ways as each section is designed as a 'stand alone' section.

There are also three test patients and case studies included in Section 6 of this guide to help you familiarise yourself with PCR before using it to provide CMS to your patients. Suggested answers to these case studies are located at the end of the NES pack.

The User Guide is divided into **six sections**.

### **Section 1**

Introduces PCR security arrangements and explains how to associate yourself with the community pharmacy where you are working, login to PCR and change your password.

### **Section 2**

Looks at how you create and search for a patient record on PCR.

### **Section 3**

Focuses on using PCR to create a pharmaceutical care plan; it includes information on completing a pharmaceutical assessment using the patient and medication profiles, assigning a priority for a pharmaceutical care plan, updating care issues and referring to a patient medication history.

### **Section 4**

Outlines the interface between your PMR and PCR; it covers the patient interface and medication history transfer from your PMR to PCR.

### **Section 5**

Describes the options available from the PCR high-level menu, including reviewing reports and accessing CMS disease protocols, as well as who to contact to request further help.

### **Section 6**

Provides three test patients and case studies to allow you to practise on PCR.

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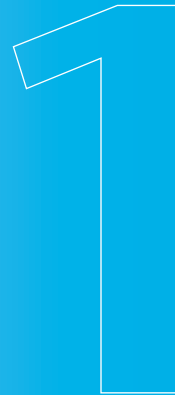
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## **Section 1**

*The Pharmacy Care  
Record (PCR) security  
and access protocols*





## Section 1.1

### Introduction

*The Pharmacy Care Record (PCR) is a web-based application that has been through rigorous security testing and complies with the NHSScotland security standards for this type of application.*

PCR security and access protocols are built around 5 key principles.

- Access is only allowed from Scottish community pharmacies via an independent community pharmacy N3 connection or an authorised corporate network with an approved N3 gateway.
- Access to PCR is limited to practising pharmacists who work in Scottish community pharmacies.
- All pharmacists who practice in Scottish community pharmacies have an individual User ID and password for access to PCR.
- A pharmacist can only access PCR records for the patients of the community pharmacy where they are currently working.
- All access attempts to PCR and updates/viewing of patient records are audited.

## Section 1.2

### Technical environment

PCR has been tested for compatibility with Microsoft Internet Explorer Versions 6, 7 and 8. The main PCR application is available from any computer within a Scottish community pharmacy that is connected to the N3 network (either directly or indirectly via an approved corporate network).

**Note:** As PCR is a web application you need to remember to save any changes you make by clicking the 'Save' (or equivalent) button on each page. If you close the Internet Explorer Window the system will not ask if you wish to save the changes. It will just close and any changes that you have made will be lost.

### Section 1.3 *User IDs and passwords*

All practising pharmacists in Scotland who work in a community pharmacy and require access to PCR will need a PCR User ID and password. For the initial users of PCR the User ID will typically be the pharmacist's RPSGB number. In the future the General Pharmaceutical Council (GPhC) number may be used instead.

Health boards are responsible for identifying users of PCR and for distributing the User IDs and passwords. Passwords are printed on secure stationary, similar to that used for the distribution of PIN letters associated with bank and credit cards.

**Note:** Upon first accessing the system you will be instructed to change your password. Your password must be a minimum of 8 characters and include at least one digit and one non-alphanumeric character (e.g. '&', '\*', etc.). This is similar to the password requirement for your NHS Mail account. Your password will need to be different to one you have previously used.

Passwords will expire every 60 days and upon expiry you will be requested to change your password.

User IDs and passwords must only be used by the individual that they were distributed to and must be kept secure. All access to PCR (login, viewing and updating of patient records) is audited and patterns of inappropriate use will be investigated.

**Any queries regarding passwords or User IDs should be directed to the ePharmacy helpdesk – 0131 275 6600.**

### Section 1.4 *Associating with a community pharmacy*

It is a fundamental requirement of the PCR application that you are only allowed to access patient records relating to the pharmacy where you are currently working.

Each morning, or when you begin work in your usual or a different pharmacy, you must 'associate' yourself with the pharmacy where you are working. In most pharmacies the association process can only be performed on the main 'server' computer in the pharmacy although some large multiple pharmacies may allow the association process from any computer in the pharmacy. With the exception of Lloydspharmacy, the main server computer is usually the one where the ePharmacy Certificate Management Application is installed and the ePharmacy Client Certificate resides. The association process makes use of the ePharmacy Certificate in one of the checks to ensure that you are actually located in the pharmacy that you are currently requesting to be associated with.

An icon may be present on your computer desktop for accessing the PCR association function; if an icon is not present then a link to the association page is present on the SHOW Community Pharmacy website.

<http://www.communitypharmacy.scot.nhs.uk>

Alternatively the following URL (website address) can be used to access the PCR association function.

<https://pcrua.mhs.scot.nhs.uk>

Further information on creating a PCR icon on your desktop can be found in Appendix B.

The PCR association page also includes 'Message of the Day' text; this will be used to notify you of planned downtime on either PCR or the ePharmacy Message Store (EPMS).

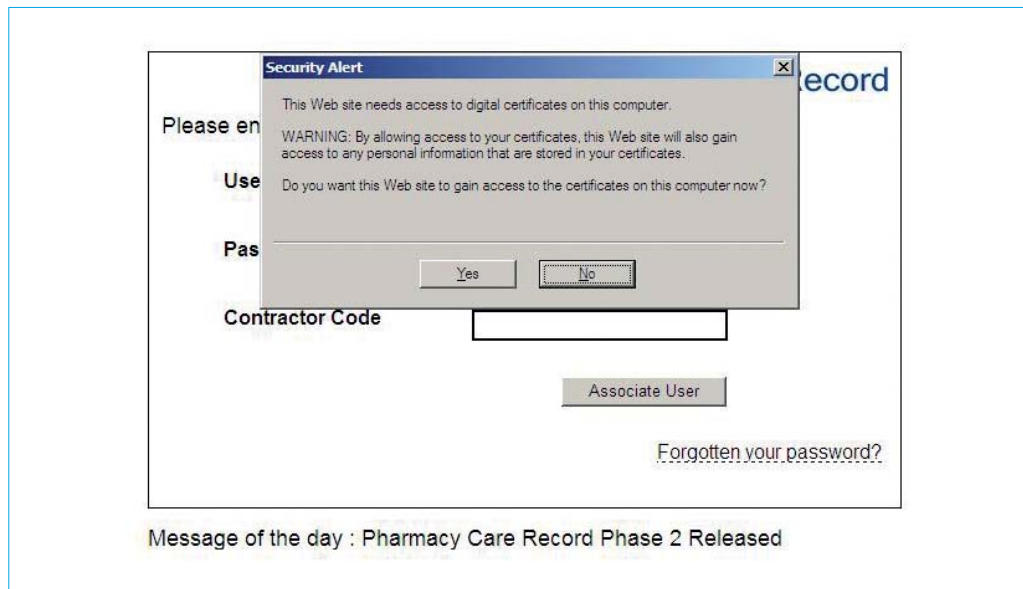
It will also alert you to any new functionality releases on PCR.

### Performing an association

#### Step 1

Upon accessing the PCR association website the following screen, as seen in Figure 1, will be displayed.

Figure 1. PCR user association page showing certificate 'pop-up' window



You should click 'Yes' at this stage so that the ePharmacy Client Certificate can be used as part of the association process.

**Step 2**

Once you have clicked 'Yes' on the security page, you will be able to enter your User ID, your password and the pharmacy contractor code you wish to be associated with.

*Figure 2. PCR user association page showing User ID, password and contractor code entry*

**Pharmacy Care Record**

Please enter your details to associate with a Pharmacy

**User ID**

**Password**

**Contractor Code**

[Forgotten your password?](#)

Message of the day : Pharmacy Care Record Phase 2 Released

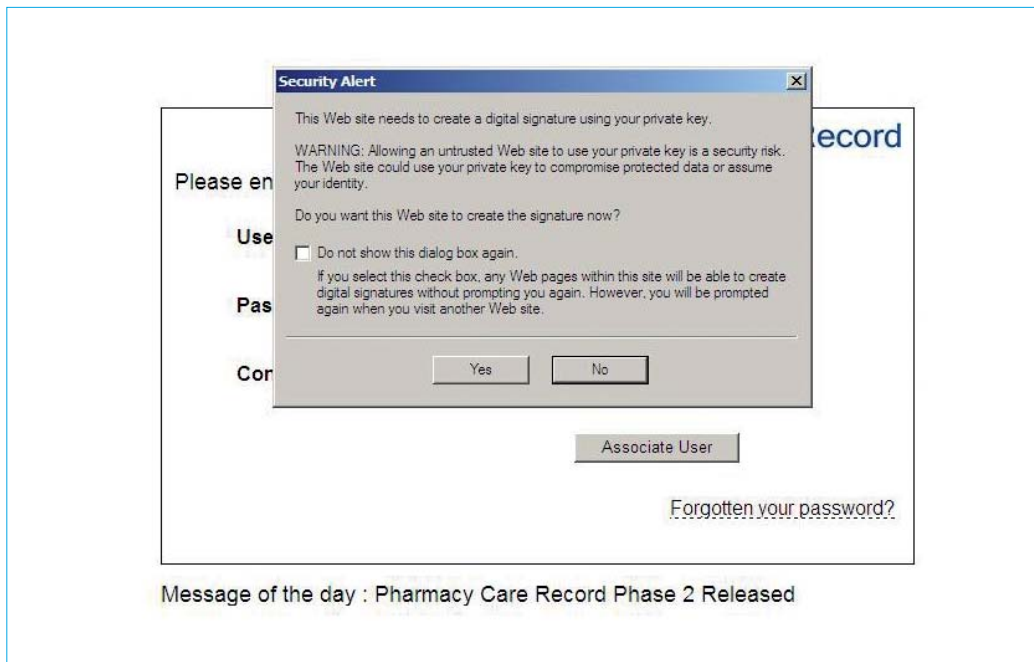
After entering the relevant details click on the 'Associate User' button.

**Step 3**

After clicking 'Yes' you will be presented with a final security alert dialogue box as can be seen in Figure 3.

For the association to work you must click 'Yes'.

*Figure 3. PCR user association page showing security alert*



The dialogue box is displayed because the ePharmacy Certificate is being used to digitally sign a message and send this to the PCR server as part of the security check for the association process.

**Step 4**

If the association is successful the screen in Figure 4 will be displayed.

*Figure 4. PCR user association page showing successful association*

The screenshot shows the 'Pharmacy Care Record' user association page. The title is 'Pharmacy Care Record' and the instruction is 'Please enter your details to associate with a Pharmacy'. There are three input fields: 'User ID' with the value '1234567', 'Password' (empty), and 'Contractor Code' with the value '1234'. Below the fields is an 'Associate User' button. A green dashed box highlights a message: 'Association has been created for 1234567 to pharmacy 1234.' A dashed line points from this message to the text 'Successful association message' on the right. At the bottom, there is a 'Forgotten your password?' link and a 'Message of the day : Pharmacy Care Record Phase 2 Released'.

If you are a new PCR user and associating yourself for the first time you will then be requested to change your password.

Details on changing your password are given in section 1.6 of this document. You will also have to change your password at this point if it has expired.

After you have changed your password the association page will be re-displayed and you will have to repeat the association process from step 2.

**Note:** Remember association needs to be performed only once a day or when moving to a different pharmacy if you had already associated yourself with another pharmacy that day.

At this stage, you are just associated with a pharmacy. You will still need to login to the main PCR application to access patient records.



## **Section 1.5**

### ***PCR login process***

You can login to the main PCR application from any PC in the pharmacy where you are working. You should ensure that you have associated yourself with the pharmacy before attempting to login to PCR.

The main method of accessing PCR is from the following URL:

<https://pcr.mhs.scot.nhs.uk>

As part of the PCR association function, a link to PCR may already be available on your desktop or is accessible via the Community Pharmacy website. Again, you can create an icon on your desktop if you prefer (see Appendix B).

Some pharmacy Patient Medication Record (PMR) systems have the ability to directly link to a patient's PCR record from within the PMR. Further information on PCR integration with PMRs is detailed in section 4 of this document.

The PCR login page is shown in Figure 5. To access the PCR enter your User ID and password and click 'Login'.

Figure 5. PCR login page



The screenshot shows a login form for the Pharmacy Care Record system. The form is titled "Pharmacy Care Record" and includes the instruction "Please enter your details to login". It features two input fields: "User ID:" with the value "1234567" and "Password:" with masked characters. A "Login" button is located to the right of the password field, and a link for "Forgotten your password?" is positioned below it.

Pharmacy Care Record	
Please enter your details to login	
User ID:	<input type="text" value="1234567"/>
Password:	<input type="password" value="....."/>
	<input type="button" value="Login"/>
	<a href="#">Forgotten your password?</a>

### Successful login

If the login is successful and you have not opened PCR from within the link on your PMR system the screen in Figure 6 will be shown.

Figure 6. PCR search page following successful login

The screenshot shows the Pharmacy Care Record (PCR) search page. At the top left, it displays 'Contractor Code : 1234 - Pharmacy One' and 'Current User : 1234567 - Test User'. To the right is the 'Pharmacy Care Record' heading and the 'NHS SCOTLAND' logo. Below this is a navigation menu with links for 'Search', 'Protocols', 'Reports', 'Change password', 'Help', and 'Logout'. The main section is titled 'Search criteria' and contains several input fields: 'Family name', 'Given name', 'Date of birth' (with a hint 'e.g: 01-05-2010 for the 1st of May 2010'), 'Postcode', and 'CHI'. A 'Search' button is located below these fields. At the bottom of the form area, the text 'Search results' is visible.

The heading at the top of the screen is consistent across all PCR pages and displays the current user's details, the contractor code and the name of the pharmacy you are currently associated with.

There is a menu below the heading which is also displayed on each page. It allows you to quickly move between the different high-level functions within PCR. The menu options are detailed in section 5 of the User Guide.

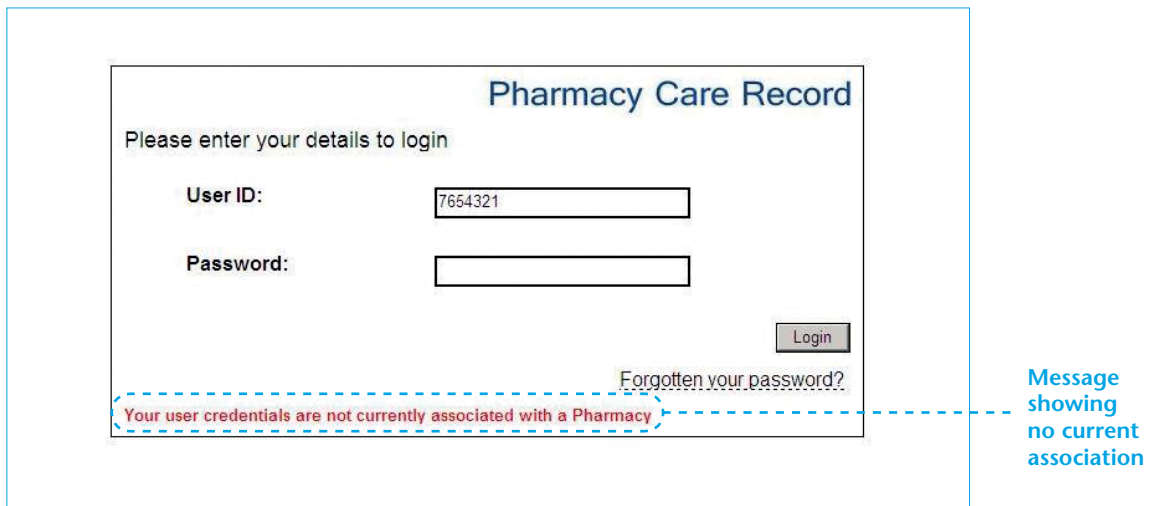
**Note:** Family name = surname; Given name = first name

### Login Failure

If the login has failed, then the reason for failure will be displayed. Examples of reasons for login failure include: incorrect password, incorrect User ID or no association for the user.

Figure 7 shows the message displayed if you attempt to login to PCR before you have associated yourself.

*Figure 7. PCR login page showing failed login attempt (no existing pharmacy association)*



If this happens to you then you need to establish the reason for the failed login and act on it, e.g. associate yourself with the pharmacy or type the correct User ID.

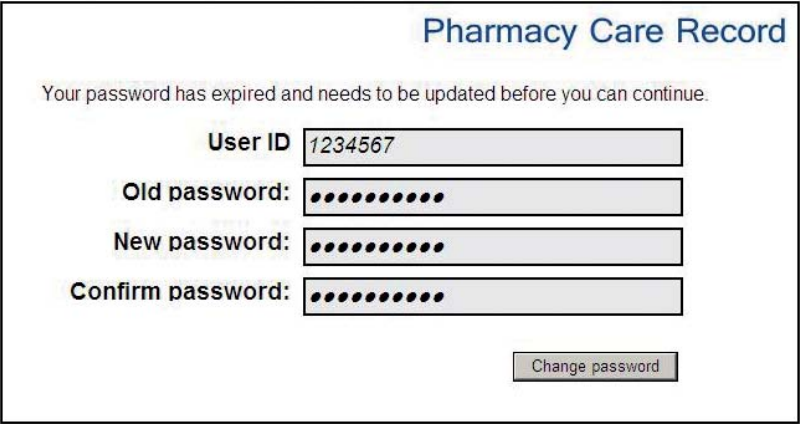
## Section 1.6

### Changing your password

The first time you login to PCR you will be required to change your password. Your original password will have been delivered to you on secure stationery. To view the password tear off the secure slip at the bottom of your password letter and place it on a light background. The password can then be read from the tear-off slip.

Figure 8 shows the screen you will see after entering your User ID and password.

Figure 8. PCR user association change password page



The screenshot shows a web form titled "Pharmacy Care Record". Below the title, a message states: "Your password has expired and needs to be updated before you can continue." The form contains four input fields: "User ID" with the value "1234567", "Old password:" with masked characters, "New password:" with masked characters, and "Confirm password:" with masked characters. A "Change password" button is located at the bottom right of the form.

Field	Value
User ID	1234567
Old password:	●●●●●●●●
New password:	●●●●●●●●
Confirm password:	●●●●●●●●

Change password

You will need to re-enter your User ID and original password and then enter a new password.

Remember this must be at least 8 characters long and include one digit and one non-alphanumeric character.

Your password can also be changed at any time by selecting the 'Change Password' option on the high level PCR Menu.

## **Section 2**

*Searching for and  
creating patient  
records on PCR*



## **Section 2**

*Searching for and  
creating patient  
records on PCR*





*The search page is automatically displayed when you have successfully logged in to the PCR application if not invoked from within the PMR application, or can be displayed at any time by clicking on the 'Search' link on the high-level PCR menu.*

## **Section 2.1**

### **Searching for patient records**

The list of patients shown after any search operation is limited to the patients who have records at the community pharmacy where you are currently associated. If a patient already has a PCR record associated with another pharmacy you will not see their record. You can create a new record for the patient which will then be uniquely linked to the pharmacy where you are associated.

A search must include at least one of family name (surname), date of birth or Community Health Index (CHI) Number; other identifying information such as given name (first name) or Post Code can also be entered to limit the number of records returned.

You can expect one of two results when undertaking a search for a patient on PCR:

- no records matching a patient returned or
- one or more matched patients returned.

**Searches are not case sensitive.**


## No records matching patients returned

The search may return no matching records and you will then be asked if you wish to create a patient record on PCR.

Figure 9 shows the result of a search for a patient called 'Demo Patient' where no records have been returned.

*Figure 9. PCR search results page (showing no results returned)*

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record 

---

**Search** **Protocols** **Reports** **Change password** **Help** **Logout**

**Search criteria**

Family name	<input type="text" value="Patient"/>
Given name	<input type="text" value="Demo"/>
Date of birth	<input type="text"/>
	e.g. 01-05-2010 for the 1st of May 2010
Postcode	<input type="text"/>
CHI	<input type="text"/>

**Search results**

No matching patient record has been found.  
Please change your search criteria or [click here](#) to create a new PCR record.

Section 2.2 gives details on creating a new patient record.

## One or more matching patients returned

Figure 10 shows two patients that have been returned as a result of the search for patients with the family name of 'smith'; you now have the option to view one of the patients' details by clicking on the "View" link displayed for each returned patient details.

Obviously the more data you include in the search fields the more likely you are to get a specific match.

Figure 10 PCR search page (showing two results returned)

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

[Search](#) [Protocols](#) [Reports](#) [Change password](#) [Help](#) [Logout](#)

**Search criteria**

Family name   
Given name   
Date of birth   
e.g. 01-05-2010 for the 1st of May 2010  
Postcode   
CHI

**Search results**  
If you were looking for another person please change your search criteria.  
If you are sure the person has no record [click here](#) to create a new record.

Patient Name	Date of Birth	CHI	Post Code	
Master Johnathan Smith	03-Feb-2001	5555555555	EH54 7EZ	<a href="#">View</a>
Ms Jane Smith	07-Aug-1990	9008075679	EH54 7EZ	<a href="#">View</a>

[Click here to create new patient record](#)

[Click 'view' to see patient record](#)

As before, if the details returned are not for the correct patient you can change the search criteria or choose to create a PCR record for that patient by selecting the 'click here' link.

## Section 2.2 Creating patient records

This section describes how to create a patient's PCR record as a result of a manual search. Section 4 of the User Guide details the process for creating a patient record using the patient interface functionality between your PMR application and PCR.

### Manually creating a patient record

Figure 9 showed the results of a search which had been performed for a patient called 'Demo Patient' where the results of the search did not return a record for the patient. At this point you then have the option to create a record for the patient by clicking on the 'click here to create a new record' link on the search page.

Figure 11 shows what is displayed when you choose to create a new patient record. Any information originally entered as search criteria is automatically copied to the 'create patient' page.

Figure 11. PCR patient demographics entry/edit page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record**

---

[Search](#) [Protocols](#) [Reports](#) [Change password](#) [Help](#) [Logout](#)

### Patient Details

**Patient Demographics**

CHI  \*

Given name  \*

Preferred name

Date of birth  \*

e.g. 01-05-2010 for the 1st of May 2010

**Title**

**Family name**  \*

**Gender**

**Patient Deceased**

**Patient Address**

Address 1

Address 2

Address 3

Address 4

Address 5

Postcode

**Contact Details**

Home phone number

Mobile phone number

Work phone number

Email address

Save Cancel

Elements with a '\*' are mandatory fields. The CHI number and date of birth fields both include validation. Warnings are displayed, as in Figure 12, if you enter an invalid CHI number or invalid date of birth.

When entering a date of birth you can use either '.', '-', or '/' as the separator between the day, month and year elements.

Figure 12. PCR patient demographic page with completed mandatory elements and CHI error

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record**

---

[Search](#) [Protocols](#) [Reports](#) [Change password](#) [Help](#) [Logout](#)

### Patient Details

**Patient Demographics**

CHI  \*

*CHI number is invalid.*

Given name  \*

Preferred name

Date of birth  \*

e.g. 01-05-2010 for the 1st of May 2010

**Patient Address**

Address 1

Address 2

Address 3

Address 4

Address 5

Postcode

\* Means a field requires data

Title

Family name  \*

Gender

Patient Deceased

**Contact Details**

Home phone number

Mobile phone number

Work phone number

Email address


You select the patient's gender from a list of options.

**Note** unlike some PMR systems the gender is not linked to the patient's title.

Figure 13 shows all the relevant details completed for Demo Patient.

Figure 13. PCR patient demographics entry/edit page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record** 

---

[Search](#)
[Protocols](#)
[Reports](#)
[Change password](#)
[Help](#)
[Logout](#)

### Patient Details

#### Patient Demographics

\* Means a field requires data

<p>CHI <input style="border: 1px solid gray;" type="text" value="7777777777"/> *</p> <p>Given name <input style="border: 1px solid gray;" type="text" value="Demo"/> *</p> <p>Preferred name <input style="border: 1px solid gray;" type="text"/></p> <p>Date of birth <input style="border: 1px solid gray;" type="text" value="01-01-1960"/> *</p> <p style="font-size: x-small; margin-left: 20px;">e.g. 01-05-2010 for the 1st of May 2010</p>	<p>Title <input style="border: 1px solid gray;" type="text" value="Mr"/></p> <p>Family name <input style="border: 1px solid gray;" type="text" value="Patient"/> *</p> <p>Gender <input style="border: 1px solid gray;" type="text" value="Male"/></p> <p>Patient Deceased <input type="checkbox"/></p>
--	---

<h4 style="margin: 0;">Patient Address</h4> <p>Address 1 <input style="border: 1px solid gray;" type="text" value="3 Appleton Parkway"/></p> <p>Address 2 <input style="border: 1px solid gray;" type="text" value="Livingston"/></p> <p>Address 3 <input style="border: 1px solid gray;" type="text" value="West Lothian"/></p> <p>Address 4 <input style="border: 1px solid gray;" type="text"/></p> <p>Address 5 <input style="border: 1px solid gray;" type="text"/></p> <p>Postcode <input style="border: 1px solid gray;" type="text" value="EH64 7EZ"/></p>	<h4 style="margin: 0;">Contact Details</h4> <p>Home phone number <input style="border: 1px solid gray;" type="text" value="0123456789"/></p> <p>Mobile phone number <input style="border: 1px solid gray;" type="text" value="0777777777"/></p> <p>Work phone number <input style="border: 1px solid gray;" type="text"/></p> <p>Email address <input style="border: 1px solid gray;" type="text" value="demo@PCRDemo.com"/></p>
--	--

Once the details have been completed you should click the 'Save' button.

When the 'Save' button is selected, the screen shown in Figure 14, known as the 'Patient Home Page', is displayed.

If any changes are required to the patient's demographic details, you click the 'edit' link below the patient's details on the right hand side of the screen. You will be able to amend and save the updated details.

Figure 14. PCR patient home page for newly created Mr Demo Patient

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

[Search](#) [Protocols](#) [Reports](#) [Change password](#) [Help](#) [Logout](#)

**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

[Print](#) [Care Issues](#) [Edit](#)

**Pharmaceutical Care Plan**

**Patient Profile** [Show more detail](#) ▼

**Named Pharmacist**

**General Health**

**Medical Conditions**

**Allergies and Sensitivities**

**Pharmaceutical Care Plan Priority**      **Not Recorded**

Patient Profile Last Modified: 13-Apr-2010 by 1234567

[Review/Edit](#)

**Pharmaceutical Care Risk Assessment**

Review date	Review user	Care issues?
No records to display.		

[Add](#)

**Care Issues**

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

[0 of 0] [Review](#)

**Medication**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
No records to display.						

[0 of 0] [Review](#)

You can choose between showing all or only a summary of the patient's address details on the patient home page by clicking on the shaded line showing the patient's address and phone number.

[Click here to show more or less patient demographic details on the home page](#)





## **Section 3**

### *Creating a Pharmaceutical Care Plan*





*The patient home page is the starting point for entering any information associated with a patient's Pharmaceutical Care Plan (PCP).*

There are four main sections in the PCP:

- Patient Profile
- Medication Profile (otherwise referred to as a Pharmaceutical Care Risk Assessment)
- Pharmaceutical Care Issues, Actions and Outcomes and
- Medication History.

The NES Chronic Medication Service Implementation Resource Pack explains the practice elements of pharmaceutical care planning and how to complete the relevant information in each of the above four sections of the PCP. The information in this User Guide focuses on the practicalities of entering and recording information into the care plan.

### **Section 3.1** **Patient profile**

The patient profile section allows you to enter any general health information, medical conditions, allergies and sensitivities for a patient. You can enter this data as free-text and also create line breaks by using the <Return> key.

Additionally you can record any patient factors – such as information about impaired organ function or visual impairment – marking each of the factors as 'Yes', 'No', 'Not Applicable' or 'Not Recorded'. Again you can enter any applicable free-text information against each factor.

You also assign a 'Pharmaceutical Care Plan Priority' profile in the patient profile section; you can choose as priority; 'High', 'Medium', 'Low' or 'Not Recorded'.

You also need to enter the details of the pharmacist who is responsible for the patient's PCP and any specific contact details for the pharmacist.

None of the data on this page is mandatory and you can save it at any time.

As is the case with all sections of PCR and PCP, the details of the user who last modified the section of PCR, is recorded along with the date of the modification.

Figure 15 shows the data entry page for the patient profile section of the PCP.

**Remember** once all relevant data has been entered you must click the 'Save' button.

Figure 15. PCR patient profile entry/edit page

Named Pharmacist responsible for Pharmaceutical Care Plan	
Name:	Sally Strawberry
Additional Information (e.g. contact details):	On Wednesday please contact me on 07777777777
Patient Profile	
General Health:	Good
Medical Conditions:	Asthma
Allergies & Sensitivities:	Hay Fever
Patient Factors : Dispositions	
Compromised oral route of administration:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input checked="" type="radio"/> Not Recorded
Physical Impairment:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input checked="" type="radio"/> Not Recorded
Visual Impairment:	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input type="radio"/> Not Recorded loss of sight in right eye
Patient Factors : Organ function	
Hepatic function:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input checked="" type="radio"/> Not Recorded
Renal function:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input checked="" type="radio"/> Not Recorded
Lung function:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input checked="" type="radio"/> Not Recorded
Immune status:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable <input checked="" type="radio"/> Not Recorded
Patient Factors : Maternal	
Pregnant:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Applicable <input type="radio"/> Not Recorded
Breast Feeding:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Applicable <input type="radio"/> Not Recorded
Pharmaceutical Care Plan Priority	
PCP Priority:	Medium Priority
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 16 shows part of the patient home page after the patient profile section has been completed and saved.

Figure 16. PCR patient home page after completion of patient profile section

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record**

---

Search Protocols Reports Change password Help Logout
Print Care Issues Edit

**PATIENT, Demo (Mr)**
Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ
Phone and email 0123456789

### Pharmaceutical Care Plan

Patient Profile Show less detail ^

<b>Named Pharmacist</b>	Sally Strawberry	
<b>Additional Information</b>	On Wednesday pleas contact me on 0777777777	
<b>General Health</b>	Good	
<b>Medical Conditions</b>	Asthma	
<b>Allergies and Sensitivities</b>	Hay fever	
<b>Dispositions</b>	Patient has a	
	Compromised oral route of administration	Not Recorded
	Physical Impairment	Not Recorded
	Visual Impairment	Yes <span style="float: right; font-size: x-small;">Detail available</span>
<b>Organ function</b>	Patient has an impaired/compromised	
	Hepatic Function	Not Recorded
	Renal Function	Not Recorded
	Lung Function	Not Recorded
	Immune Status	Not Recorded
<b>Maternal</b>	Patient is	
	Pregnant	Not Applicable
	Breast Feeding	Not Applicable
<b>Pharmaceutical Care Plan Priority</b>	Medium Priority	

Patient Profile Last Modified: 13-Apr-2010 by 1234567

[Review/Edit](#)

### Pharmaceutical Care Risk Assessment

Review date	Review user	Care issues?
No records to display.		

[Add](#)

If you have entered any free-text for any of the patient factors then this will be displayed on the patient home page as 'Detail available'.

To view the text, click on the 'Edit / Review' link in the patient profile section.

You also click the 'Edit / Review' link to amend any details within the patient profile, saving the details after you finished.

If you click the 'Show less detail' button only the named pharmacist, general health, medical conditions, allergies and sensitivities and pharmaceutical care plan priority profile details are visible as in Figure 17.

Figure 17. PCR patient home page with 'less' detail on patient profile selected

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS** SCOTLAND

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PATIENT, Demo (Mr) Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH64 7EZ Phone and email 0123456789

Print Care Issues Edit

**Pharmaceutical Care Plan**

Patient Profile Show more detail ▾

Named Pharmacist	Sally Strawberry
General Health	Good
Medical Conditions	Asthma
Allergies and Sensitivities	Hay fever
Pharmaceutical Care Plan Priority	Medium Priority

Patient Profile Last Modified:13-Apr-2010 by 1234567

Review/Edit

**Pharmaceutical Care Risk Assessment**

Review date	Review user	Care issues?
No records to display.		

Add

**Care Issues**

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

[0 of 0] Review

**Medication**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
No records to display.						

[0 of 0] Review

You can revert back to displaying the full details in the patient profile by clicking on the 'Show more detail' button.

## Section 3.2

### Medication profile (Pharmaceutical Care Risk Assessment)

The medication profile (otherwise known as the pharmaceutical care risk assessment) represents a snapshot assessment of the patient's situation in relation to their therapy and subsequent impact on their pharmaceutical care.

**You must complete all questions in the care risk assessment before it can be saved.**

**Note:** You cannot edit the care risk assessments at a later date (it is a snapshot at a particular point in time). If there are changes in a patient's situation then you need to undertake a further care risk assessment.

To create a medication profile for a patient you click on the 'Add' link at the bottom right hand corner of the Care Risk Assessment section on the patient home page, illustrated in Figure 18.

Figure 18. PCR patient home page care risk assessment section

Pharmaceutical Care Risk Assessment		
Review date	Review user	Care issues?
No records to display.		
		<a href="#">Add</a>

Click here to  
add care risk  
assessment

You are then required to enter 'Yes', 'No' or 'Not Recorded' to a series of questions that make up the full Care Risk Assessment. Alongside each question is a free-text field that allows you to make any corresponding notes relating to the question.

The Pharmaceutical Care Risk Assessment page is shown in Figure 19.

Figure 19. PCR care risk assessment entry page

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**SCOTLAND**

---

**PATIENT, Demo (Mr)**

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ

Born 01-Jan-1960 (50y) Gender Male CHI No. 777777777

Patient Details Last Modified On 13-Apr-2010 By 1234567

Phone and email 0123456789

---

**Care Risk Assessment**  
 Pharmaceutical care issues which affect the patient:

Care issue with the appropriateness of the medicine/s?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Care issue with the formulation of the medicine/s?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Recorded	Difficulty swallowing tablets
Care issue with the dosage and frequency of the medicine/s?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Care issue with the contraindications?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Drug interaction with one or more medicines?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Side effect/s with one or more medicines?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Problem/s with concordance?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Care issue in relation to polypharmacy?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Pharmacokinetic risk factors?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Pharmacodynamic risk factors?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Disease risk factor?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Taking one or more medicines with a narrow therapeutic range?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Taking one or more black triangle medicines?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Duplication of medication?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	

---

**Summary:**  
 Are there any pharmaceutical care issues of note?  Yes  No  Not Recorded

Formulation - speak to GP



Once all the questions have been answered you must indicate if you believe that there are any care issues of note. As before, you are given a choice of 'Yes', 'No', or 'Not Recorded' options. A free-text box is also available for any notes that may supplement your choice.

When you have completed the entire list of questions click the 'Save' button, if any of the Pharmaceutical Care Risk Assessment questions have not been completed they will be highlighted and you must complete them before you can save the data.

To exit the Pharmaceutical Care Risk Assessment without saving the results click 'Cancel' and you will be returned to the patient's home page.

Figure 20 highlights the error flags on a Pharmaceutical Care Risk Assessment if all questions have not been answered before the 'Save' button was clicked.

Figure 20. PCR pharmaceutical care risk assessment entry page showing unanswered questions

Care issue with the appropriateness of the medicine/s?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Care issue with the formulation of the medicine/s?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Recorded	
Care issue with the dosage and frequency of the medicine/s?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Care issue with the contraindications?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Drug interaction with one or more medicines?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Side effect/s with one or more medicines?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Problem/s with concordance?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Care issue in relation to polypharmacy?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Recorded	
Pharmacokinetic risk factors?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Pharmacodynamic risk factors?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Disease risk factor?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Recorded <b>Selection Required</b>	
Taking one or more medicines with a narrow therapeutic range?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Recorded <b>Selection Required</b>	
Taking one or more black triangle medicines?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
Duplication of medication?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Recorded	
<b>Summary:</b>		
Are there any pharmaceutical care issues of note?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Recorded	
		<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Highlighting unanswered questions

Once you have entered all the relevant details for the assessment, clicking 'Save' will take you back to the patient home page. It will then show that an assessment has been completed. It also allows you to view in detail any Pharmaceutical Care Risk Assessments that have been completed for the patient.

Figure 21 shows the relevant section of the patient home page and the flag indicating that an assessment has been completed. Only the result of the question relating to 'any Care Issues of Note' is displayed. If you click on the 'View' link you will be able to view all the answers to the Pharmaceutical Care Risk Assessment.

*Figure 21. PCR pharmaceutical care risk assessment section of patient home page*

Pharmaceutical Care Risk Assessment		
Review date	Review user	Care issues?
13-Apr-2010	1234567	Yes
		<a href="#">View</a>
		<a href="#">Add</a>


  

Care Issues		
Care issue	Earliest review by	Last modified on
No records to display.		
		[0 of 0] <a href="#">Review</a>

Click to see  
detail of care  
risk assessment

Figure 22 shows the expanded pharmaceutical care risk assessment which is available from the 'view' option.

Figure 22. PCR pharmaceutical care risk assessment view page

Contractor Code : 1234 - Pharmacy One Current User : 1234567 - Test User		Pharmacy Care Record 	
<a href="#">Search</a> <a href="#">Protocols</a> <a href="#">Reports</a> <a href="#">Change password</a> <a href="#">Help</a> <a href="#">Logout</a>			
<b>PATIENT, Demo (Mr)</b>		Born <b>01-Jan-1960 (50y)</b> Gender <b>Male</b> CHI No. <b>777777777</b> Patient Details Last Modified On <b>13-Apr-2010</b> By <b>1234567</b>	
Address <b>3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ</b>		Phone and email <b>0123456789</b>	
<b>Care Risk Assessment</b>			
<b>Pharmaceutical care issues which affect the patient:</b>			
Care issue with the appropriateness of the medicine/s?	<b>No</b>		
Care issue with the formulation of the medicine/s?	<b>Yes</b>	Difficulty swallowing tablets	
Care issue with the dosage and frequency of the medicine/s?	<b>Not Recorded</b>		
Care issue with the contraindications?	<b>Not Recorded</b>		
Drug interaction with one or more medicines?	<b>Not Recorded</b>		
Side effect/s with one or more medicines?	<b>Not Recorded</b>		
Problem/s with concordance?	<b>Not Recorded</b>		
Care issue in relation to polypharmacy?	<b>Not Recorded</b>		
Pharmacokinetic risk factors?	<b>No</b>		
Pharmacodynamic risk factors?	<b>No</b>		
Disease risk factor?	<b>No</b>		
Taking one or more medicines with a narrow therapeutic range?	<b>No</b>		
Taking one or more black triangle medicines?	<b>No</b>		
Duplication of medication?	<b>No</b>		
<b>Summary</b>			
Are there any pharmaceutical care issues of note?	<b>Yes</b>	Formulation - speak to GP	
<a href="#">return to Patient Home Page</a>			

### Section 3.3

#### ***Pharmaceutical care issues, outcomes and actions***

The pharmaceutical care plan is progressively built using pharmaceutical care issues that are identified for a patient. The PCP has a section for entering care issues. You also record the desired outcome for the care issue, any actions required to deliver the outcome, the current status of the outcome and apply a review by date to each outcome.

To create a care issue for a patient click on the 'Review' link, as in Figure 23, in the Care Issue Section of the patient home page.

*Figure 23. PCR patient home page care issue section*

Care Issues		
Care issue	Earliest review by	Last modified on
No records to display.		
		[0 of 0] <a href="#">Review</a>

When 'Review' is clicked you will then be presented with a screen as in Figure 24 that allows you to add a care issue. To create a new care issue click the 'Add' link.

If any care issues were already recorded for the patient then you can also view or amend them from this page.

You can return to the patient home page by clicking the link at the bottom of the page.

Figure 24. PCR patient care issues review page

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

Search Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

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

[return to Patient Home Page](#) Add

Click to add a new care issue

The next step is to name the care issue – in other words enter the description of the care issue you wish to record for the patient as can be seen in Figure 25.

Figure 25. PCR care issue entry/edit page (naming the care issue)

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

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**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

**Care Issue** \* Means a field requires data

Description of care issue  \*

Save Cancel

When this is done, click on the 'Save' button.

The page will change to display the Care Issue description and associated Care Issue Outcome information as in Figure 26.

To add a Care Issue Outcome you click the 'Add' link.

Figure 26. PCR care issue detail page

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

[Search](#) [Protocols](#) [Reports](#) [Change password](#) [Help](#) [Logout](#)

**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

**Care Issue**

Description	Poor Inhaler Technique
Modified	13-Apr-2010 by 1234567

[Edit](#)

**Care Issue Outcome**

Desired outcome	Action	Action by	Response	Status	Review by	Modified on	Modified by
No records to display.							

[Add](#)

[return to Care Issues Page](#)  
[return to Patient Home Page](#)

As before, you can return to the patient home page or the list of care issues from here.

Click to add a care issue outcome

After clicking on the 'Add' button a new page is displayed as in Figure 27 allowing you to enter the:

- desired outcome for the care issue
- action/s required to achieve the outcome
- action by (from a list comprising pharmacist, GP, patient, nurse or other)
- response to the action/s
- action review-by date and
- status of the care issue – open or complete.

Figure 27. PCR patient care issues review page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

Pharmacy Care Record

---

Search Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)**

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ

Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
 Patient Details Last Modified On 13-Apr-2010 By 1234567  
 Phone and email 0123456789

**Care Issue Outcome** \* Means a field requires data.

Desired Outcome  \*

Action

Action By

Response

Status  Note: Setting the status to Complete will clear the Review By date when saved.

Review By   
e.g: 01-05-2010 for the 1st of May 2010

**Care Issue**

Care issue	Earliest review by	Last modified on
<div style="display: flex; align-items: center;"> <span style="font-size: x-small; margin-right: 5px;">v</span> <span>Poor Inhaler Technique</span> </div> <div style="display: flex; justify-content: space-between; font-size: x-small; margin-top: 5px;"> <span>Desired outcome</span> <span>Action</span> <span>Action by</span> <span>Response</span> <span>Status</span> <span>Review by</span> <span>Modified date</span> </div>		13-Apr-2010 <a href="#" style="font-size: x-small; text-decoration: underline;">View</a>
No child records to display.		

**Note:** If you set the status to 'Complete' then the action 'Review By' date will be cleared after the 'Care Issue Outcome' has been saved.

Clicking 'Save' on this page will associate the outcome with the care issue and return you to the patient care issue page.




Figure 28 shows the care issue page with three desired outcomes. Each of the outcomes can be amended by clicking the corresponding 'Edit' link.

Care issues are ordered initially by those with the oldest 'Review By' date and then by most recent modified date.

Figure 28. PCR care issue detail page (showing care issue with three outcomes)

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record 

---

**Search** **Protocols** **Reports** **Change password** **Help** **Logout**

---

**PATIENT, Demo (Mr)**

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ

Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567  
Phone and email 0123456789

---

**Care Issue**

Description	Poor Inhaler Technique
Modified	13-Apr-2010 by 1234567

[Edit](#)

---

**Care Issue Outcome**

Desired outcome	Action	Action by	Response	Status	Review by	Modified on	Modified by	
Improve knowledge of asthma management	Patient to read relevant advice leaflets	Patient		Open	26-Apr-2010	13-Apr-2010	1234567	<a href="#">Edit</a>
Improve Inhaler Technique	Counsel patient and test inhaler technique	Pharmacist		Open	01-May-2010	13-Apr-2010	1234567	<a href="#">Edit</a>
Understanding of acute attack inhaler	Explain difference between acute and preventative inhaler	Pharmacist	Patient understands which inhaler to use on a daily basis	Complete		13-Apr-2010	1234567	<a href="#">Edit</a>

[Add](#)

---

[return to Care Issues Page](#)  
[return to Patient Home Page](#)

**Outcomes are sorted in order for review by date**

Once all the outcomes have been entered you can click on the 'return to Care Issues Page' link and add any new care issues or click on the 'return to Patient Home Page' link.

Returning to the patient home page will display the following Care Issue information (note a second Care Issue has also been added for the patient) as illustrated in Figure 29.

Figure 29. PCR patient home page showing two care issues

**PATIENT, Demo (Mr)**

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ

Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
 Patient Details Last Modified On 13-Apr-2010 By 1234567

Phone and email 0123456789

[Print Care Issues](#) [Edit](#)

---

**Pharmaceutical Care Plan**

**Patient Profile** [Show more detail](#) ▾

<b>Named Pharmacist</b>	Sally Strawberry
<b>General Health</b>	Good
<b>Medical Conditions</b>	Asthma
<b>Allergies and Sensitivities</b>	Hay fever
<b>Pharmaceutical Care Plan Priority</b>	<b>Medium Priority</b>

Patient Profile Last Modified: 13-Apr-2010 by 1234567

[Review/Edit](#)

---

**Pharmaceutical Care Risk Assessment**

Review date	Review user	Care issues?	
13-Apr-2010	1234567	Yes	<a href="#">View</a>

[Add](#)

---

**Care Issues**

>	Care issue	Earliest review by	Last modified on	
>	Poor Inhaler Technique	26-Apr-2010	13-Apr-2010	<a href="#">View</a>
>	Dexterity		13-Apr-2010	<a href="#">View</a>

[2 of 2] [Review](#)

---

**Medication**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
No records to display.						

Shows how many of total care issues are shown on home page. Click review to see all care issues.

If you click on the '>' symbol to the left of a Care Issue this will display any outcomes that are associated with the Care Issue, see Figure 30.

Clicking on the '^' symbol to the left of the Care Issue will hide the outcomes for a Care Issue.

Figure 30. PCR patient home page section with expanded care issues

Care Issues								
Care issue	Earliest review by			Last modified on				
<input checked="" type="checkbox"/> Poor Inhaler Technique	26-Apr-2010			13-Apr-2010				<a href="#">View</a>
<b>Desired outcome</b>	<b>Action</b>	<b>Action by</b>	<b>Response</b>	<b>Status</b>	<b>Review by</b>	<b>Modified date</b>		
Improve knowledge of asthma management	Patient to read relevant advice leaflets	Patient		Open	26-Apr-2010	13-Apr-2010		
Improve Inhaler Technique	Counsel patient and test inhaler technique	Pharmacist		Open	01-May-2010	13-Apr-2010		
Understanding of acute attack inhaler	Explain difference between acute and preventative inhaler	Pharmacist	Patient understands which inhaler to use on a daily basis	Complete		13-Apr-2010		
<input type="checkbox"/> Dexterity				13-Apr-2010				<a href="#">View</a>
							[2 of 2] <a href="#">Review</a>	
Medication								
Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported		
No records to display.								
							[0 of 0] <a href="#">Review</a>	

Click on '>' to expand/collapse care issue details

The 'View' link to the right of each listed Care Issue will display the full details for the Care Issue and allow the Care Issue or associated outcomes to be edited.

A maximum of five Care Issues are shown on the patient home page. These are sorted to display the most outstanding care issues (based on the Review By date of the associated outcomes). If there are no outstanding Care Issue Outcomes the most recently modified Care Issues will be displayed.

A count is displayed next to the 'Review' button that details the total number of Care Issues, [2 of 2] in the above figure. If more Care Issues exist than are displayed you can view these by clicking the 'Review' link.

The 'Review' link is also used to edit any existing Care Issues or add a new Care Issue.

## Section 3.4

### Printing Pharmaceutical Care Issues

You can print the Pharmaceutical Care Issues for a patient by clicking on the 'Print Care Issues' link which is located on the Patient Home Page below the Patient Details as seen in Figure 31.

Figure 31. PCR patient home page showing 'Print Care Issues' link

<b>PATIENT, Demo (Mr)</b>		Born 01-Jan-1960 (50y) Gender Male CHI No. 777777777
Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ		Phone and email 0123456789
		<a href="#">Print Care Issues</a> <a href="#">Edit</a>
<b>Pharmaceutical Care Plan</b>		
Patient Profile		<a href="#">Show more detail</a> ▾
<b>Named Pharmacist</b>	Sally Strawberry	
<b>General Health</b>	Good	
<b>Medical Conditions</b>	Asthma	
<b>Allergies and Sensitivities</b>	Hay fever	
<b>Pharmaceutical Care Plan Priority</b>	<b>Medium Priority</b>	
		Patient Profile Last Modified: 13-Apr-2010 by 1234567
		<a href="#">Review/Edit</a>

[Click here to print care issues](#)

The list of Care Issues and Outcomes for the patient opens in a new window.

You can then print the care issues, using the print button in Internet Explorer to any printer that is currently connected to your computer.

You should take care not to print the report to one of your specialist PMR printers such as an endorsement or labelling printer and also that you don't print the report onto CP2 / CP3 stationery.

Figure 32 shows the Care Issues report.

Figure 32. PCR care issues report example

<b>Name: Mr Demo Patient</b>							
<b>Preferred name:</b>		<b>Address:</b>	3 Appleton Parkway				
<b>CHI:</b>	7777777777		Livingston				
<b>Date of birth:</b>	01-Jan-1960		West Lothian				
<b>Home phone:</b>	0123456789						
<b>Work phone:</b>							
<b>Mobile phone:</b>	0777777777		EH54 7EZ				
<b>Email:</b>	demo@PCRDemo.com						
Last modified on 13-Apr-2010 by 1234567							
<b>Poor Inhaler Technique</b>							
			Modified on: 13-Apr-2010		Review by: 26-Apr-2010		
Desired outcome	Action	Response	Status	Action by	Review by	Modified on	Modified by
Improve knowledge of asthma management	Patient to read relevant advice leaflets		Open	Patient	26-Apr-2010	13-Apr-2010	1234567
Improve Inhaler Technique	Counsel patient and test inhaler technique		Open	Pharmacist	01-May-2010	13-Apr-2010	1234567
Understanding of acute attack inhaler	Explain difference between acute and preventative inhaler	Patient understands which inhaler to use on a daily basis	Complete	Pharmacist		13-Apr-2010	1234567
<b>Dexterity</b>							
			Modified on: 13-Apr-2010				
Desired outcome	Action	Response	Status	Action by	Review by	Modified on	Modified by

## Section 3.5

### Medication history

The patient's dispensing history can be held within the PCP.

The medication details can be entered manually or may be imported from your PMR.

You can add medication manually even if you have transferred the patient's history from the PMR. This may be useful if you wish to add an OTC item that may not have been entered onto the patient's PMR record.

The procedure for transferring the details from the PMR to the patient's PCP is detailed in section 4 of the PCR User Guide.

To manually enter the medication history you follow a similar process as for adding Care Issues.

From the patient home page click on the 'Review' link below the Medication section as shown in Figure 33.

*Figure 33. PCR patient home page medication section (no items)*

Medication						
Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
No records to display.						
						[0 of 0] <a href="#">Review</a>

After clicking on the 'Review' link the following screen shown in Figure 34 is displayed.

Figure 34. PCR patient medication review page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record**

---

**Search** Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)**

Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
 Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ
Phone and email 0123456789

**Medications**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
No records to display.						

[Add Medication](#)  
[Import Medication](#)

[return to Patient Home Page](#)

To enter medication you click the 'Add Medication' link, this will display the screen shown in Figure 35.

Figure 35. PCR patient medication entry/edit page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record**

---

**Search** Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)**

Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
 Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ
Phone and email 0123456789

**Medication** \* Means a field requires data

Name	<input style="border: 1px solid gray;" type="text" value="St.Johns Wort"/>
Service	<input style="border: 1px solid gray;" type="text" value="OTC"/>
Indication	<input style="border: 1px solid gray;" type="text" value="Depression"/>
Last dispensed on	<input style="border: 1px solid gray;" type="text" value="Not Dispensed"/>
Imported	<input style="border: 1px solid gray;" type="text" value="Not Imported"/>


You then enter the name of the medication you wish to add. You can also select the service under which the medication was dispensed – ‘AMS,’ ‘CMS’, ‘MAS’, ‘OTC’, ‘CPUS’ or ‘other’. Additionally, you can add an indication for the medication item.

When all the details are added for the medication item click the ‘Save’ button or alternatively click the ‘Cancel’ button to return to the Patient Home page without saving the medication item.

When you click ‘Save’ the screen in Figure 36 is displayed.

Figure 36. PCR medication review page (one item shown)

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record 

[Search](#) [Protocols](#) [Reports](#) [Change password](#) [Help](#) [Logout](#)

---

**PATIENT, Demo (Mr)**

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ

Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567  
Phone and email 0123456789

**Medication**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported	
St.Johns Wort		OTC	Depression	13-Apr-2010	1234567	False	<a href="#">Edit</a>
Quantity		Direction		Dispensed on	Imported		
No child records to display.							

[Add Medication Dispense](#)

[return to Patient Medications page](#)  
[return to Patient Home Page](#)

The ‘Imported’ value is set to ‘False’ to indicate that this item has been added manually and has not been imported from your PMR. If the item details are not correct you can click the ‘Edit’ link to amend any of the data associated with the medication item.

Click to add medication dispensing details



If you click the 'Add Medication Dispense' button you can enter the date the medication was dispensed, the quantity dispensed and the directions. Once finished you click the 'Save' button. Figure 37 shows the addition of a third line of dispensing history.

Figure 37. PCR medication dispensing information entry/edit page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record**

---

**Search** Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)**
Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ
Phone and email 0123456789

**Medication Dispense**
\* Means a field requires data

Quantity  \*

Direction  \*

Dispensed on  \*

e.g. 01-05-2010 for the 1st of May 2010

Imported:  Not Imported

**Medication**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
StJohns Wort	28-Feb-2010	OTC	Depression	13-Apr-2010	1234567	False
Quantity	Direction			Dispensed on		Imported
100	As required			28-Feb-2010		False
100	As required			17-Dec-2009		False

Once you have clicked 'Save' you will be returned to the Medication view and from here you can return to the patient home page.

The patient home page reflects any medication that has been added. Figure 38 shows items that have been imported from the PMR.

Figure 38. PCR patient home page medication section

Medication							
	Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported
>	E45 Crm	24-Jun-2010	CMS		09-Mar-2010	1234567	True <a href="#">View</a>
>	Atorvastatin Tabs 40MG	24-Jun-2010	CMS	High Cholesterol	09-Mar-2010	1234567	True <a href="#">View</a>
>	Diprobase cream (Schering-Plough Ltd) 50 gram	26-May-2010	other		09-Mar-2010	1234567	True <a href="#">View</a>
>	Xalatan 50micrograms/ml eye drops (Pfizer Ltd) 2.5 ml	26-May-2010	other		09-Mar-2010	1234567	True <a href="#">View</a>

[4 of 11] [Review](#)

Click on '>' to expand/  
collapse medication  
dispensing information

A maximum of ten medication items are shown on the patient home page, these are sorted to display the medication items with the latest dispensing dates. A count is displayed next to the 'Review' button that details the total number of medication items, [4 of 11] in Figure 38.

You can expand or collapse the dispensing history information in the same way you can for Care Issues and Outcomes by clicking the '>' to show the dispensing history or '<' to collapse the dispensing history associated with a medication item.

The 'View' and 'Review' links also work in a similar manner to the links on the Care Issue section of the Patient Home page.

## **Section 4**

*PMR interface to PCR*





*PMR applications have the ability to interface with PCR. Full details of the interface functionality are detailed in your PMR User Manual.*

There are two specific interfaces:

- Patient interface and
- Medication history transfer.

These interfaces are designed to prevent the re-keying of patient demographic data and medication dispensing history that is already present in your PMR system.

The PMR interface to PCR will only be available for patients who are registered for CMS. Links to PCR functions are therefore usually found on the Patient's CMS Registration Status / History details within the PMR.

**Note:** Using the Patient interface is the only way to keep the patient demographics held on the PCR consistent with those you have entered / updated on your PMR.

Figure 39 shows the link to PCR from CegeDIM Rx's Pharmacy Manager PMR. There are two significant buttons:

- 'Open PCR' which is the patient level interface and
- 'Export PCR History' which is used for the medication history transfer for a patient.

*Figure 39 Example Pharmacy Manager screen showing PCR interface buttons*

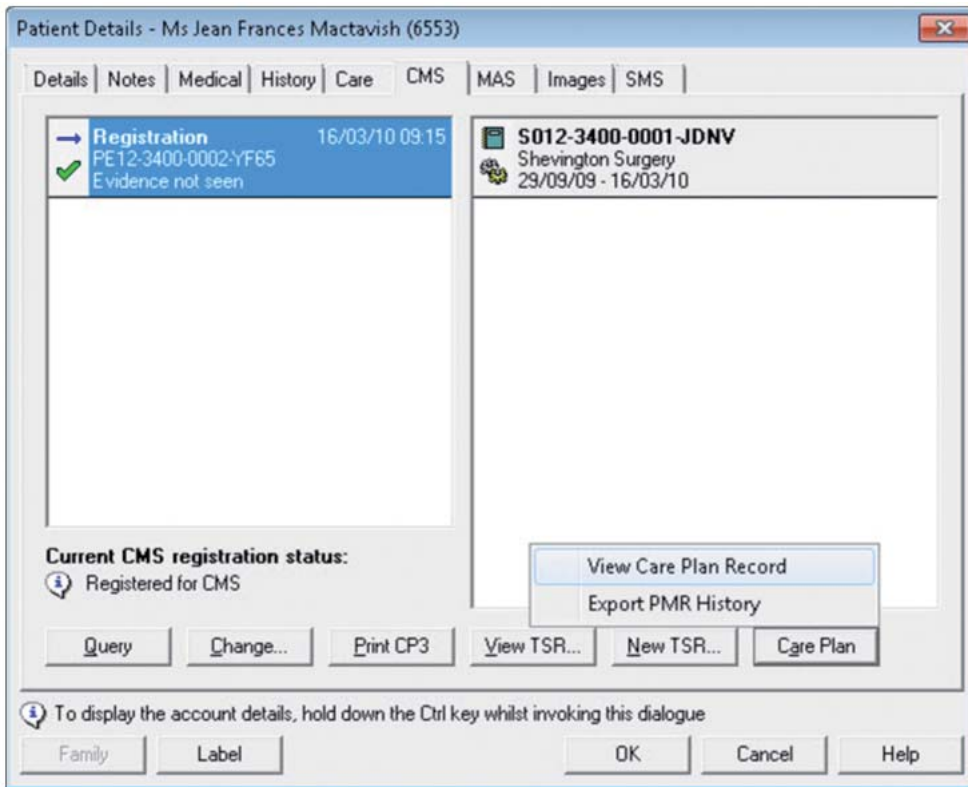
The screenshot displays the 'Registration Status' section of a Pharmacy Manager interface. At the top, there is a navigation bar with tabs for Patient, Doctor, Conditions, Medication, History, Other, Suppressions, and Exemptions. Below this, there are sub-tabs for Repeat Rx, e-Registration, ePrescription Updates, Message Dynamics, and Health Options. The main content area is titled 'Registration Status' and contains three columns of information:

- Registration Status:** MAS: Not Registered, CMS: Registered
- CMS Suitability:** NOT known (dropdown), Priority: Medium (dropdown)
- Pharmacy Care Record:** Open PCR, Export PCR History

Figure 40 shows the equivalent functionality in Positive Solution's Analyst PMR system. If you click the 'Care Plan' button then two menu options are available:

- 'View Care Plan Record' which is the patient level interface and
- 'Export PMR History' which is used for transferring the patient's medication history to PCR.

Figure 40 Positive Solution Analyst screen showing PCR interface buttons



Your PMR supplier will be able to advise you if the PCR interface is available in the current version of your PMR or will be available in a future release. You can still use PCR by adding a patient manually if the interface is not yet available.

## Section 4.1

### Patient interface

Having chosen a patient on your PMR who is registered for CMS (or has a registration pending status) you select the relevant option within your PMR for accessing the PCR patient interface. PCR will automatically be opened in a new window on your computer.


**Note:** If you are not already logged in to PCR you will need to enter your User ID and password because you must have a valid association with the pharmacy within which you are working.

Once successfully logged in, PCR will display one of three different options depending on the status of the relevant patient's record on PCR:

- 1) If a patient record exists on PCR, the CHI number matches that of the patient selected in your PMR and all the demographic details are the same, then you will be taken straight to the patient home page for the patient you wish to view/edit.
- 2) If a patient record exists on PCR, the CHI number matches that of the patient selected in your PMR but some of the demographic details are different as in Figure 41 then you will be asked if you wish to update the patient's demographics on PCR to match those held on your PMR page.

Figure 41 PCR page highlighting differences between PMR and PCR demographic information

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

Pharmacy Care Record 

[Search](#)
[Protocols](#)
[Reports](#)
[Change password](#)
[Help](#)
[Logout](#)

**Patient Import Match**

The data passed from your PMR Application differs from the Patient information within the PCR Application.

*Patient with CHI: 3333333333*

PCR information for the Patient		PMR information for the Patient	
Family name	Patient	Family name	Patient
Given name	Demo	Given name	Demo
Title	Mr	Title	Mr
Date of birth	01-Jan-1960	Date of birth	01-Jan-1960
Address 1	3 Appleton Parkway	Address 1	2 Linwood Road
Address 2	Livingston	Address 2	Linwood
Address 3	West Lothian	Address 3	Paisley
Address 4		Address 4	
Address 5		Address 5	
Postcode	EH54 7EZ	Postcode	PA3 3BB
Home telephone number	0123456789	Telephone number	0987654321
Gender	Male	Gender	Male

Do you want to update PCR with the information from the PMR?



The patient home page will be displayed once you have chosen to update or ignore the patient demographic updates from your PMR.

- 3) If the patient does not already exist on PCR then the patient search page will be displayed and the search criteria will be pre-populated with the relevant patient's demographic details as held on your PMR. You can modify these search criteria and re-search for the patient. You can also click the link that will create a new PCR record for the patient. This link will include the name of the patient to be created. Clicking on this link will automatically take you to the 'create / edit patient details' page and all the demographic details held on your PMR will be pre-populated on the PCR patient details page. If relevant you can then add any other additional details that may not have been held on your PMR and click the 'Save' button to add the patient to PCR. Once saved the patient home page will be displayed.

## **Section 4.2**

### **Medication history transfer**

The medication history transfer is a two-stage process: first, you create an export file using your PMR system and then you need to import the file into PCR.

#### **Creating the medication export file on your PMR**

The medication export file contains the last 24 weeks of dispensing history held for the patient on your PMR from the date of creating the export file. The history export file will include the following details for each item dispensed:

- medication name
- pharmacy service (AMS, CMS, etc.)
- date dispensed
- quantity dispensed
- directions for use.

The medication name will be the prescribed item name for prescriptions processed electronically (AMS, CMS and MAS). Where the prescription has not been processed from electronic data then the medication name may be the name of the dispensed product, i.e. the brand name.

To create the export file you select the relevant patient in your PMR system (note the patient must be registered for CMS), then choose the 'PMR History Export' (or equivalent) option from the PCR interface functionality on your PMR system.

Your PMR system will automatically create an export file.

**Note:** you need to complete the medication history transfer to PCR on the same computer as you performed the export

The export file will be named as follows MHddmmyyxxxx.xml where ddmmyyxxxx is the patient's CHI number. If an export file already exists for a patient the file will be overwritten by any subsequent created export file.

### Importing the medication import file to PCR

To import the medication history file to the Patient's PCR Pharmaceutical Care Plan, you search for the patient on the PMR (this can be done via PMR Patient Interface). You then click on the 'Review' link under the medications section on the patient home page.

You will then be shown the medication page as in Figure 42.

Figure 42 PCR patient medication review page showing import medication link

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

Search Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported	
> St.Johns Wort	12-Apr-2010	OTC	Depression	13-Apr-2010	1234567	False	<a href="#">View</a>
> Aspirin 75mg Tablets	01-Jan-2010	CPUS		13-Apr-2010	1234567	False	<a href="#">View</a>


return to Patient Home Page

Add Medication  
Import Medication

You then click on the 'Import Medication' link. This opens a page requesting you to select the location of the export file that you previously created on your PMR.

Click here  
to import  
medication

Figure 43 PCR medication import file selection page

Contractor Code : 1234 - Pharmacy One Current User : 1234567 - Test User	Pharmacy Care Record 
<a href="#">Search</a> <a href="#">Protocols</a> <a href="#">Reports</a> <a href="#">Change password</a> <a href="#">Help</a> <a href="#">Logout</a>	
<b>PATIENT, Demo (Mr)</b> <span style="float: right;">Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777</span> <span style="float: right;">Patient Details Last Modified On 13-Apr-2010 By 1234567</span>	
Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ <span style="float: right;">Phone and email 0123456789</span>	
<b>Import Medications</b>	
Choose file <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>	
<a href="#">return to Patient Medications page</a> <a href="#">return to Patient Home Page</a>	

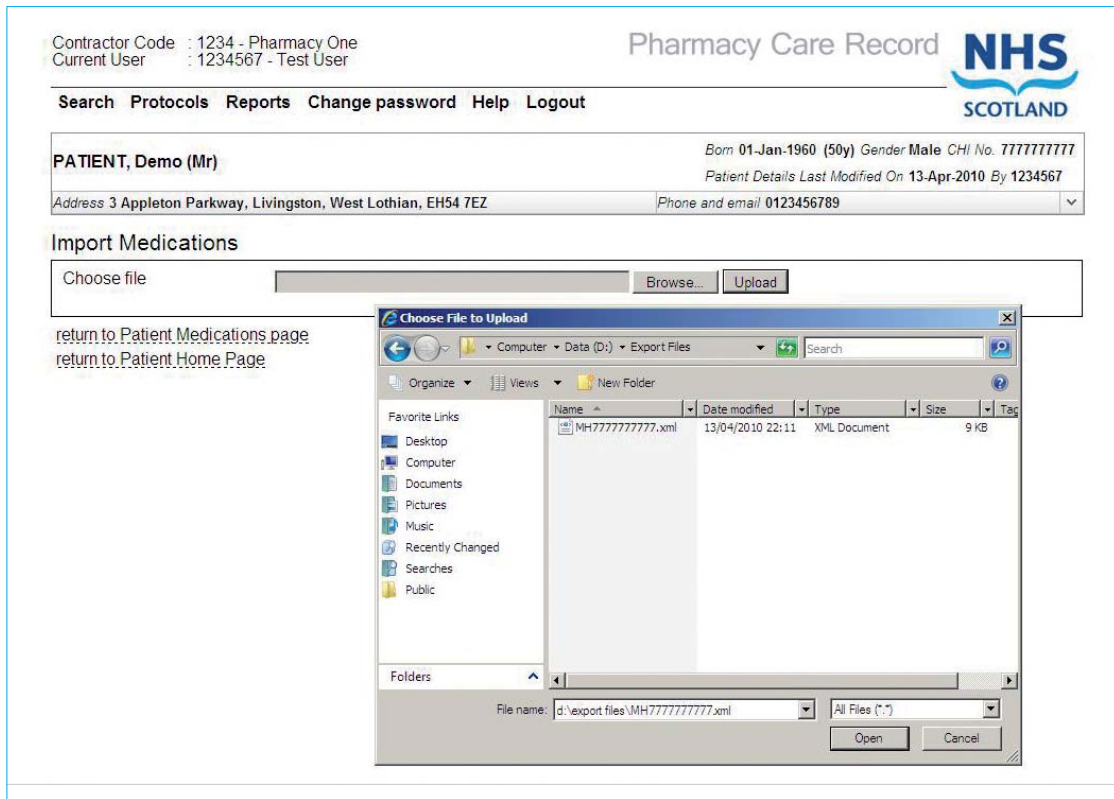
When you created the export file on your PMR, your PMR will have also saved a copy of the export file's location and filename to the clipboard on your computer. If you perform the import operation immediately after creating the export file, you will not need to manually search and select the medication history export file; instead you can just use the clipboard details to define the location and filename.

If the 'Import Medications' filename area as seen in Figure 43, is not 'greyed out' then you can click in the box and then hold the <CTRL> key down and type 'V'. This will paste the file name and location of the export file into the box (or you can perform the same function by right clicking the mouse and choosing 'Paste').

Each of the PMR systems store the medication export files in a specific folder on your computer. Your PMR supplier will be able to advise where the medication export files are located on your computer.

Some versions of Internet Explorer include additional security checks which prevent the location and the filename of the export history file being keyed into the Import Medications filename area.

Figure 44 PCR medication import page and standard windows file open dialog




If the box is 'greyed out' preventing you from entering information, click the 'Browse' button shown in Figure 44. This will open the standard Windows file search dialogue box.

You can now manually search for the file or paste the location and filename into the filename area; hold the <CTRL> key down and type 'V' or use the mouse as described previously.

Figure 44 also shows the selection/input of the export filename. You then click the 'Open' button and this will copy the filename and location to the Import Medications filename area box.

Once the export filename and location has been entered on the Import Medications page you click the 'Upload' button. If the export file is a valid medication history export file the screen seen in Figure 45 will be displayed.

Figure 45 PCR patient medication import confirmation page

Contractor Code : 1234 - Pharmacy One Current User : 1234567 - Test User	Pharmacy Care Record 
<a href="#">Search</a> <a href="#">Protocols</a> <a href="#">Reports</a> <a href="#">Change password</a> <a href="#">Help</a> <a href="#">Logout</a>	
<b>PATIENT, Demo (Mr)</b> <span style="float: right;">Born 01-Jan-1960 (50y) Gender Male CHI No. 333333333</span> <span style="float: right;">Patient Details Last Modified On 13-Apr-2010 By 1234567</span>	
Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ <span style="float: right;">Phone and email 0123456789</span>	
<b>Import Medications</b>	
Are you sure you wish to import the medication data of patient PATIENT, Demo (Mr)? <input type="button" value="Yes"/> <input type="button" value="No"/>	
<a href="#">return to Patient Medications page</a> <a href="#">return to Patient Home Page</a>	

You will now be asked to confirm that you wish to import the medication details for the patient.

PCR automatically checks that the CHI number included on the medication history export file matches that for the patient that you are currently viewing on the PCR. If the CHI number does not match then you will not be able to import the medication history details.

The patient's name detailed in the medication history export file is also displayed as an additional check to ensure that the correct patient has been selected.

You confirm that you wish to upload the medication history by clicking 'Yes' on the medication upload confirmation page.

The import process will not overwrite any existing medication history. It will add new dispensing history information (e.g. date, quantity, etc.) to any medication item and service combination that currently exists for the patient.

Once you have confirmed the uploading of the medication history you will be returned to the medication page and the imported medication will be displayed.

Figure 46 shows several expanded medication lines which are displayed by clicking '>' and show the dispensing history over the period of time.

Figure 46 PCR patient medication page showing imported medication items

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

Search Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 7777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

**Medications**

Name	Last dispensed on	Service	Indication	Modified date	Modified by	Imported	
> St Johns Wort	12-Apr-2010	OTC	Depression	13-Apr-2010	1234567	False	<a href="#">View</a>
> Chloramphenicol 0.5% eye drops (Co-Pharma)	28-Feb-2010	MAS		13-Apr-2010	1234567	True	<a href="#">View</a>
> Aspirin 75mg Tablets	01-Jan-2010	CPUS		13-Apr-2010	1234567	False	<a href="#">View</a>
> E45 Crm	24-Jun-2009	CMS		13-Apr-2010	1234567	True	<a href="#">View</a>
∨ Atorvastatin Tabs 40MG	24-Jun-2009	CMS		13-Apr-2010	1234567	True	<a href="#">View</a>
<b>Quantity</b>	<b>Direction</b>			<b>Dispensed on</b>		<b>Imported</b>	
28	Take One Daily			24-Jun-2009		True	
28	Take One Daily			28-May-2009		True	
28	Take One Daily			29-Apr-2009		True	
28	Take One Daily			28-Feb-2009		True	
> Diprbase cream (Sohering-Plough Ltd) 50 gram	28-May-2009	other		13-Apr-2010	1234567	True	<a href="#">View</a>
> Xalatan 50micrograms/ml eye drops (Pfizer Ltd) 2.5 ml	28-May-2009	other		13-Apr-2010	1234567	True	<a href="#">View</a>
> Paracetamol 500mg caplets (Teva UK Ltd) 32 tablet 4 x 8 tablets	28-May-2009	other		13-Apr-2010	1234567	True	<a href="#">View</a>
> Aspirin Tabs 75MG	28-May-2009	AMS		13-Apr-2010	1234567	True	<a href="#">View</a>
∨ Levothyroxine Tabs 50MICROGRAMS	28-May-2009	AMS		13-Apr-2010	1234567	True	<a href="#">View</a>
<b>Quantity</b>	<b>Direction</b>			<b>Dispensed on</b>		<b>Imported</b>	
112	Take One Three Times A Day			28-May-2009		True	
112	Take One Three Times A Day			29-Apr-2009		True	
> Clinutren Dessert vanilla (Nestle Clinical Nutrition) 500 gram 4 x 125g pots	29-Apr-2009	other		13-Apr-2010	1234567	True	<a href="#">View</a>
> Aspirin Tabs 75MG	29-Apr-2009	AMS		13-Apr-2010	1234567	True	<a href="#">View</a>
> Paracetamol 500mg caplets (M&A) [DPS+32]	28-Feb-2009	MAS		13-Apr-2010	1234567	True	<a href="#">View</a>

Add Medication  
Import Medication

return to Patient Home Page

'True' indicates  
medication  
imported from PMR

## Editing imported medication

It is not possible to edit any medication details imported from your PCR but you can add an indication or manually add further dispensing history for a medication item. You perform these actions in exactly the same manner as editing a medication item that you have manually added. Figure 47 shows the addition of an indication for an item that has been imported from a PMR.

Figure 47 PCR patient medication entry/edit page – editing an imported item

Contractor Code : 1234 - Pharmacy One  
Current User : 1234567 - Test User

Pharmacy Care Record **NHS**  
SCOTLAND

Search Protocols Reports Change password Help Logout

**PATIENT, Demo (Mr)** Born 01-Jan-1960 (50y) Gender Male CHI No. 777777777  
Patient Details Last Modified On 13-Apr-2010 By 1234567

Address 3 Appleton Parkway, Livingston, West Lothian, EH54 7EZ Phone and email 0123456789

**Medication** \* Means a field requires data

Name	Atorvastatin Tabs 40MG*
Service	CMS
Indication	High Cholesterol
Last dispensed on	24-Jun-2009
Imported	Yes

Save Cancel

## Tidying up medication export files

The export files created by your PMR system will remain on your computer after the data has been imported into the patient's record on PCR. It is advisable to delete these export files once you have completed the import process. You will recall that all these files will begin with 'MH' followed by the patient's CHI number and end with '.XML'.

These files can be removed using Windows Explorer; all the files will be in the same folder but you should exercise caution to ensure that you only remove the PCR medication history export files and not other files that may be required for other applications.



## **Section 5**

*PCR high level menu*



5



*The PCR high level menu contains links to other PCR functions. These links are not patient specific but give access to pharmacy-wide functions*

**Note:** Remember PCR is a web-based application and clicking on any high-level menu option will immediately open the relevant PCR page. Any changes you have made in a previous screen will be lost if you have not saved your updates.

### **Section 5.1** ***Search***

If you click the 'Search' menu you will immediately be taken to the search screen. The search page function is described in section 2 of the User Guide.


### **Section 5.2** ***CMS disease protocols***

Clicking the 'Protocols' menu will show a page listing all the CMS disease protocols as in Figure 48. To view the disease protocol, click on the relevant protocol name.

The disease protocols are in PDF format and will automatically open in Adobe Acrobat Reader.

Figure 48 PCR protocols page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

**Pharmacy Care Record** 

---

Search Protocols Reports Change password Help Logout

### Protocols

Title
<a href="#">Angina Protocol</a>
<a href="#">Asthma Protocol</a>
<a href="#">Chronic Pain Protocol</a>
<a href="#">COPD Protocol</a>
<a href="#">Diabetes Protocol</a>
<a href="#">Epilepsy Protocol</a>
<a href="#">Heart Failure Protocol</a>
<a href="#">Hyperlipidaemia Protocol</a>
<a href="#">Hypertension Protocol</a>
<a href="#">Hyperthyroidism Protocol</a>
<a href="#">Osteoporosis Protocol</a>
<a href="#">Parkinsons Disease Protocol</a>
<a href="#">Rheumatoid Arthritis Protocol</a>

**Note:** Right clicking on the Protocols link and choosing 'open in new tab' or 'open in new window' may be preferable so that the current page remains open.

## Section 5.3 Reports


Clicking the 'Report' menu opens a list of reports that are available to the pharmacy.

The report section currently contains one report; 'Outstanding Care Issues' report as shown in Figure 49. This report lists all patients that have a care issue with a 'review by' date that has been missed. The 'review by' date is less than the current date.

You can click on the '>' to display the outstanding care issues for each patient.

Additional reporting functions will be included in future versions of PCR.

Figure 49 PCR outstanding care issues report page

Contractor Code : 1234 - Pharmacy One		Pharmacy Care Record		
Current User : 1234567 - Test User				
<a href="#">Search</a> <a href="#">Protocols</a> <a href="#">Reports</a> <a href="#">Change password</a> <a href="#">Help</a> <a href="#">Logout</a>				
<b>Outstanding care issues</b>				
Patient	DOB	CHI	Postcode	
Ms Jane Smith	07-Aug-1990	9008075679	EH54 7EZ	
<b>Care issue</b>		<b>Earliest review by</b>	<b>Modified date</b>	
Allergy Review		04-Jan-2010	03-Dec-2008	
Increased Asthma Attacks		11-Jan-2010	03-Dec-2008	
Master Johnathan Smith	03-Feb-2001	5555555555	EH54 7EZ	

## Section 5.4

### Changing your password


You can change your password at anytime.

You should always change your password if you believe that it has been compromised and may be known by other people. Clicking the 'Change Password' menu will display the screen in Figure 50.

You will need to enter your current password, a new password and then re-enter your new password to confirm that it is correct.

You will also be automatically forced to change your password every 60 days.

Figure 50 PCR change password page

Contractor Code : 1234 - Pharmacy One		Pharmacy Care Record		
Current User : 1234567 - Test User				
<a href="#">Search</a> <a href="#">Protocols</a> <a href="#">Reports</a> <a href="#">Change password</a> <a href="#">Help</a> <a href="#">Logout</a>				
<b>Change password</b>				
Password	<input type="password"/>			
New Password	<input type="password"/>			
Confirm New Password	<input type="password"/>			
		<input type="button" value="Change Password"/>	<input type="button" value="Cancel"/>	

## Section 5.5 Help

Clicking the 'Help' menu displays the help page as shown in Figure 51.

The help page details how to get additional assistance with any issues that you may encounter when using the PCR. You should always initially contact the ePharmacy helpdesk with any problems unless your pharmacy is part of a corporate group (e.g. Boots, Co-operative Pharmacy, Rowlands, Lloydspharmacy) and you have been instructed otherwise.

The help page also has a link to the latest version of the PCR User Manual.

## Section 5.6 Logout

Clicking the 'Logout' menu option will log you out of the PCR application.


You should remember to log out of PCR if you are not using it, at the end of each day or when you have finished working in the pharmacy.

All users will automatically be logged out and have their associations removed at 1 am the following morning.

Additionally you will also be required to re-enter your user ID and password after 30 minutes of inactivity.

Figure 51 PCR help page

Contractor Code : 1234 - Pharmacy One  
 Current User : 1234567 - Test User

Pharmacy Care Record 

---

Search
Protocols
Reports
Change password
Help
Logout

### Help

Contact Details	Please contact us at: Tel: 0131 275 6600 or email us : <a href="mailto:nss.psdhelp@nhs.net">nss.psdhelp@nhs.net</a>
User Guide	<a href="#">View Guide</a> This PCR User Guide is in a format called PDF. If you cannot open the help guide please contact either your pharmacy system supplier or IT support. Alternatively if your system allows, a viewer (Adobe Acrobat Reader) can be downloaded and installed onto most PCs. <a href="#">Click here</a> to go to the Adobe Acrobat Reader website.

## **Section 6**

*PCR training and  
test patients*







## Section 6.1

### Introduction

You can create three test patients to assist with PCR training. The test patients must be given one of the following CHI numbers:

**5555555555** or  
**7777777777** or  
**9999999999**.

Every pharmacy can create test patients with these CHI numbers and, because of the association process, users will only see the test patients for the pharmacy where they are currently associated.

Using these CHI numbers will ensure that the test patients can be easily identifiable and are excluded from any relevant processing and reporting.

It is important to ensure that any test patients bear no resemblance to real patients. To assist with this, suggested patient names have been provided in section 6.3. You can then use your pharmacy address to complete the demographic data for each patient.

You should not add these patients to your PMR as the PMR to PCR interface will not work with the test CHI numbers.

## Section 6.2

### Using the test scenarios

You can use the three test patient scenarios in Section 6.3 to familiarise yourself with the PCR application.

Start by associating yourself and logging on. If this is the first time you have done this then you will be asked to change your password.

You can then create a patient record using the test patient details. You can choose whether to add the medication details manually or just work from the User Guide. You may want to set up all three patients at once or one after another.

You can then complete the pharmaceutical assessment using the patient profile and medication profile (pharmaceutical care risk assessment) and assign a priority rating for the patient. Whilst you are not working with real patients, there is some additional patient information for each of the test patients which will enable you to familiarise yourself with the processes.

You can then complete a pharmaceutical care plan for each test patient.

You can compare your test scenario attempts with samples of completed care records for these patients which are located at the end of this user guide.

## Section 6.3

### *Test patient details*

#### Test patient 1:

<b>Name:</b>	Ms Sally Shortbread
<b>CHI number:</b>	5555555555
<b>Relevant medical history:</b>	Hypertension (2 years ago) Osteoarthritis (3 years ago)
<b>Current drug therapy:</b>	Bendroflumethiazide 2.5 mg tablets: one daily (started 2 years ago) Lisinopril 10 mg tablets: one daily (started 1 year ago) Paracetamol 500 mg tablets: one three times a day (started 3 years ago)
<b>Other information:</b>	Doesn't always take her diuretic due to concerns about night-time diuresis, especially when staying with family. (Patient takes ACE inhibitor and diuretic together at tea-time). Has difficulty pressing out paracetamol tablets from the blister pack. Suffers arthritic pain regularly. Smoker

**Test patient 2:**

<b>Name:</b>	Mr Bertie Biscuit
<b>CHI number:</b>	7777777777
<b>Relevant medical history:</b>	Diabetes (10 years ago) Hypertension (5 years ago)
<b>Current drug therapy:</b>	Metformin 500 mg tablets: one twice daily (started 7 years ago) Ramipril 10 mg capsules: one daily (started 3 years ago) Bendroflumethiazide 2.5 mg tablets: one daily (started 5 years ago) Simvastatin 40 mg tablets: one daily (started 3 years ago)
<b>Previous drug therapy:</b>	Glibenclamide 5mg tablets: once daily (stopped 9 years ago) Tolbutamide 500mg tablets: two daily (stopped 7 years ago)
<b>Other information:</b>	Poor understanding of rationale of medicines Poor vision due to cataracts Overweight Smokes about 10 cigarettes a day

**Test patient 3:**

<b>Name:</b>	Mr Colin Cracker
<b>CHI number:</b>	9999999999
<b>Relevant medical history:</b>	COPD (1 year ago) Osteoarthritis (15 years ago)
<b>Current drug therapy:</b>	Paracetamol 500 mg: two three or four times daily (10 years ago) Salbutamol inhaler: two puffs when required (1 year ago) Tiotropium 18 mcg inhaler: one puff daily (6 months ago) Symbicort 400/12 inhaler: one puff twice daily (3 months ago)
<b>Previous drug therapy:</b>	Amoxicillin 500mg capsules: one three times a day Co-amoxiclav 625mg tablets: one three times a day Prednisolone 5mg tablets: eight daily
<b>Other information:</b>	Suffers frequently with chest infections. Uses salbutamol inhaler – 4 puffs six times daily – doesn't get much benefit – no tremors or palpitations. Wife says white 'smoke' comes out his mouth after using it. Smoker Slightly overweight

## Congratulations!

You have now made it to the end of this user guide.

Samples of completed care records for the test patients in Section 6 are located after the appendices.

At NES, we would also really appreciate any of your comments about all aspects of the user guide.

Your comments allow us to improve future packages and should be sent to:

**NHS Education for Scotland (Pharmacy)**

3rd floor, 2 Central Quay

89 Hydepark Street

Glasgow G3 8BW



**Appendices  
and Samples of  
Care Records for  
Test Patients**



## Appendix A

### Error messages

The following list shows the error messages that may occur when accessing the PCR User Association website to associate with a pharmacy.

The list is split into technical and general errors.

Each error message contains instructions on any actions you need to take.

If a technical error occurs you should check in Appendix C and if after following any of the suggested actions you are still not able to associate yourself with a pharmacy you should contact the ePharmacy helpdesk.

#### PCR Code 101

**Association Error: Technical/General Error - No valid ePharmacy certificate found.** Please ensure that you are performing this operation on your main PMR server. If you are using your main PMR server please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support

#### PCR Code 102

**Association Error: Technical Error - Certificate not accessible.** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

#### PCR Code 103

**Association Error: Technical Error - Unable to sign association request.** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

#### PCR Code 212

**Authentication Error: Your account is currently locked.** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

#### PCR Code 201

**Authentication Error: Incorrect User ID or Password entered.** Please try again, entering your correct User ID or Password

#### PCR Code 202

**Authentication Error: Your password must be changed before attempting the association process.** Please change your password and then associate yourself.

#### PCR Code 203

**Authentication Error: You do not have permission to perform this action.** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

#### PCR Code 204

**Authentication Error: Your account is suspended.** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.



**PCR Code 104**

**Association Error: An invalid Contractor Code was entered.** If you believe the contractor code to be correct please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 105**

**Association Error: our Contractor Code is not valid with your ePharmacy certificate.** If you believe the contractor code to be correct please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 106**

**Association Error: Your association request could not be verified by the PCR server (Invalid EPOC).** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 107**

**Association Error: Technical Error - Your association request could not be verified by the PCR server (Invalid signature).** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 108**

**Association Error: Technical Error - Your association request could not be verified by the PCR server (Invalid certificate).** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 109**

**Association Error: Technical Error - Your association request could not be verified by the PCR server (no signature present).** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 110**

**Association Error: Technical Error - Please check that the time and date on your PC is correct.** Check and, if necessary, correct the time and date on your computer. If this error reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

**PCR Code 111**

**Association Error: Technical Error - No timestamp present in the association message.** Please ensure that you have followed all the association steps in the PCR User Guide. If this issue reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.net for support.

#### PCR Code 112

**Association Error: Technical Error - Your association request could not be processed.** The timestamp is not in a valid format. If this error reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at [NSS.PSDHelp@nhs.net](mailto:NSS.PSDHelp@nhs.net) for support.

#### PCR Code 113

**Association Error: An invalid Contractor Code was entered.** If you believe the contractor code to be correct please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at [NSS.PSDHelp@nhs.net](mailto:NSS.PSDHelp@nhs.net) for support.

#### PCR Code 114

**Association Error: Technical Error - Your association request could not be verified by the PCR server. (no signature present).** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at [NSS.PSDHelp@nhs.net](mailto:NSS.PSDHelp@nhs.net) for support.

#### PCR Code 300

**Application Error: A general error has occurred.** If this error reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at [NSS.PSDHelp@nhs.net](mailto:NSS.PSDHelp@nhs.net) for support.

#### PCR Code 205

**Authentication Error: Incorrect User ID or Password entered when changing password or your account is locked.** If you have forgotten your password please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at [NSS.PSDHelp@nhs.net](mailto:NSS.PSDHelp@nhs.net) for support.

#### PCR Code 206

**Authentication Error: You are no longer associated with a pharmacy.** Please re-associate with a pharmacy before attempting to change your password.

#### PCR Code 207

**Reset Password Error: Your new password must be at least 8 characters and contain at least 1 non-alphanumeric character.** Please re-enter a new password.

#### PCR Code 208

**Authentication Error: You do not have permission to access PCR.** Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at [NSS.PSDHelp@nhs.net](mailto:NSS.PSDHelp@nhs.net) for support.

#### PCR Code 210

**Reset Password Error: Your new password must not be the same as your previous password.** Please re-enter a new password.

## Appendix B

### Creating PCR icons on your computer desktop

Section 1 of the User Guide detailed the URLs (website addresses) for accessing the PCR Association website and the main PCR website. Your PMR supplier may have added icons to your computer desktop enabling you to quickly access PCR without entering the relevant URL into Internet Explorer. If you do not have the relevant icons on your computer desktop then you can add them by following these instructions.

**Note:** the instructions detail the creation of an icon for the main PCR website but can be repeated for the creation of an icon for accessing the PCR Association website.

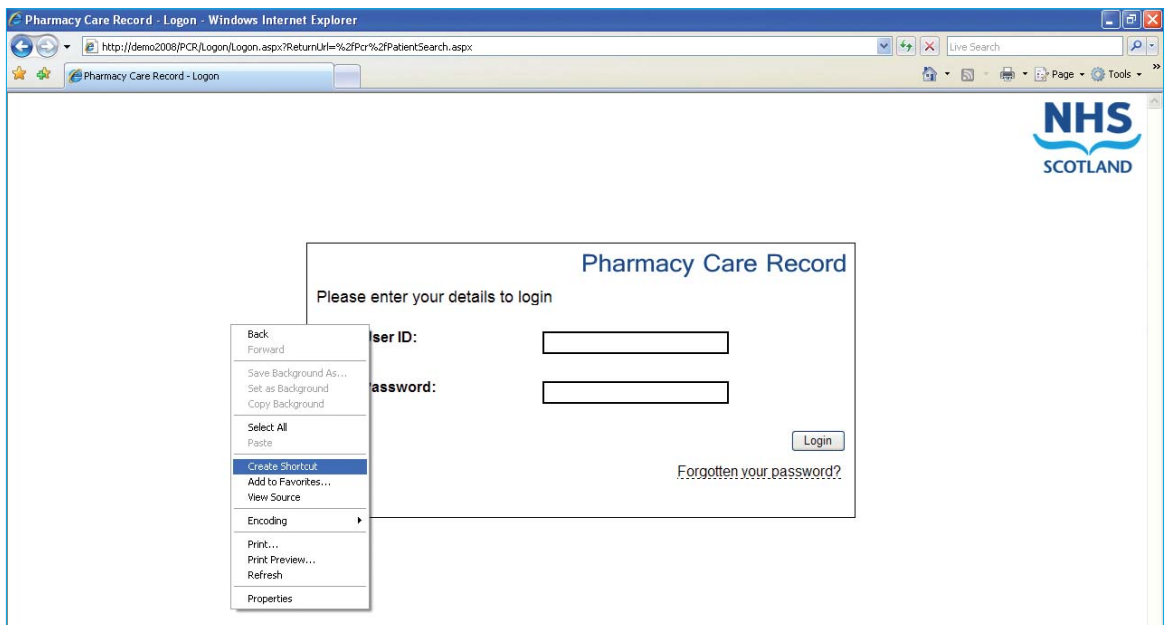
To create a shortcut open 'Internet Explorer' and type the PCR website address below into the address bar:

<https://pcr.mhs.scot.nhs.uk>

The main PCR login page will now be displayed. You should next, using your mouse, right click anywhere on the displayed page. This will display a menu.

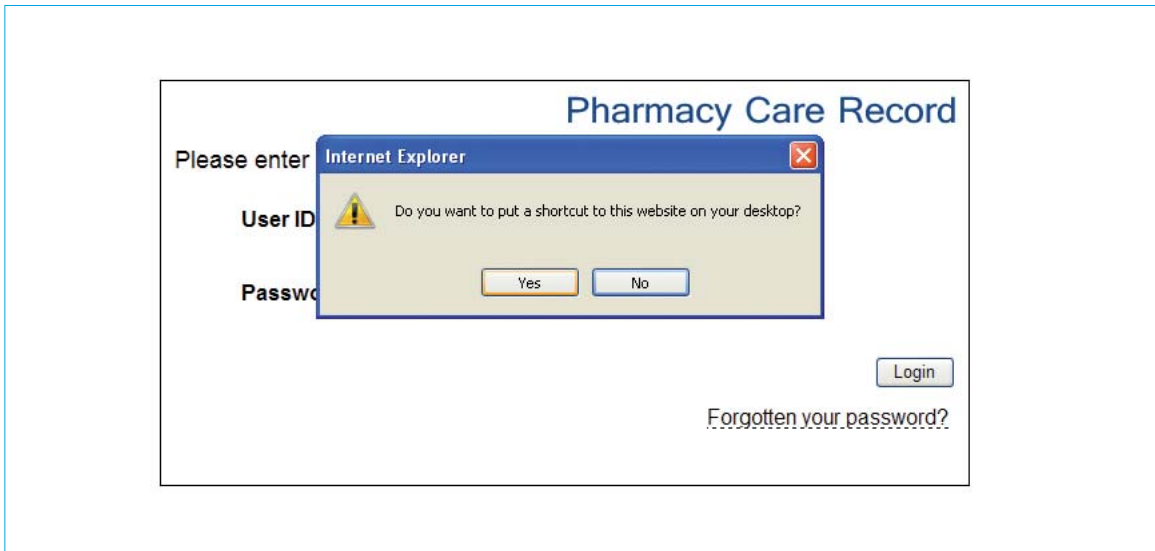
You should then, using your mouse, select the 'Create Shortcut' menu option as in Figure 52.

Figure 52 Right Click Menu – selecting Create Shortcut



When you select the 'Create Shortcut' option the screen in Figure 53 will be displayed.

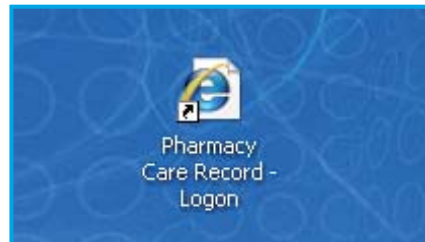
Figure 53 Create Shortcut Confirmation



When the 'Do you want to put a shortcut to this website on your desktop?' dialog box is displayed, click on the 'Yes' button.

This will create an icon on your computer desktop. When you next view your desktop you will see an icon similar to the one in Figure 54.

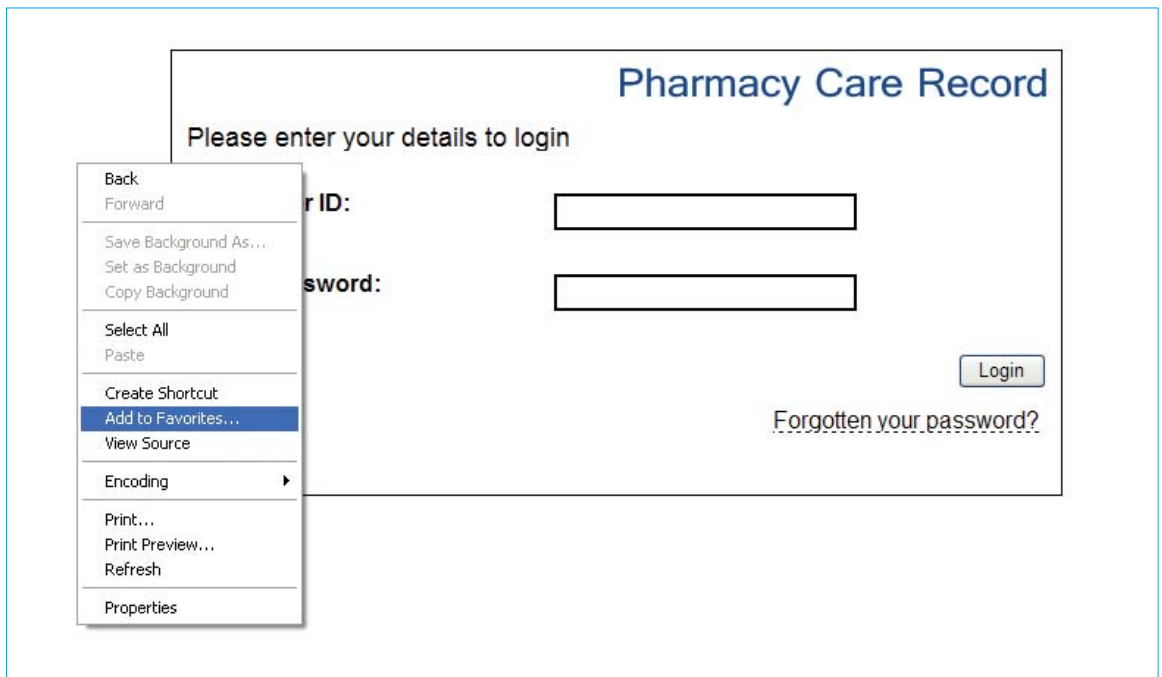
Figure 54 Desktop Shortcut



Accessing PCR now just requires that you double click the 'Pharmacy Care Record – Logon' icon.

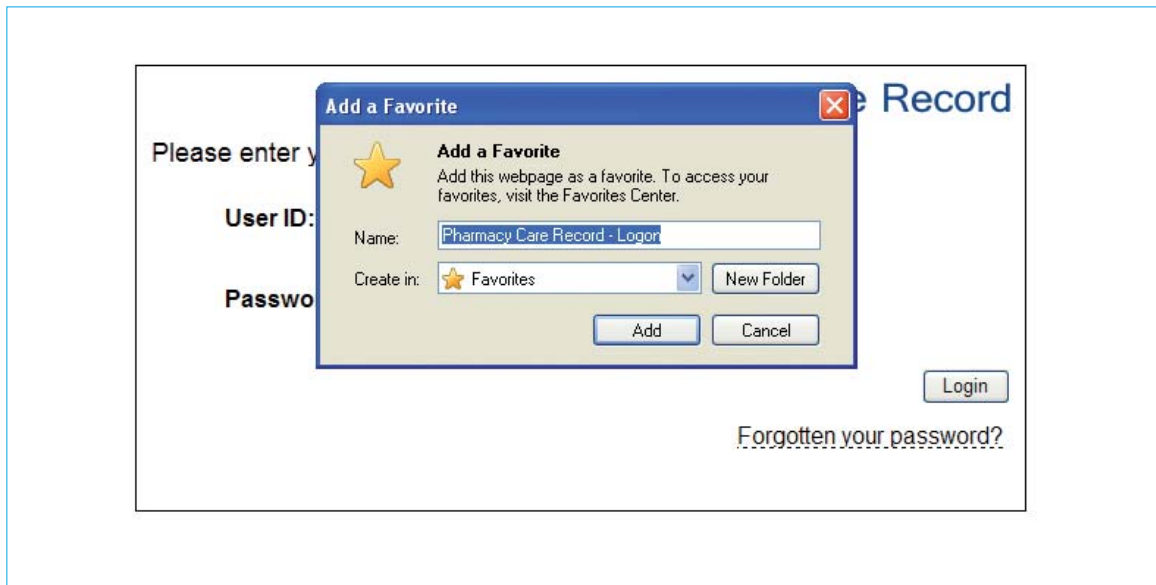
If you prefer, you can also add the PCR website to your list of favourite websites, when the PCR login page is displayed. 'Right click' on the page and select the menu option 'Add to favourites' as shown in Figure 55.

*Figure 55 Right Click Menu – selecting Add to Favourites*



You will then be presented with a dialogue box asking you to confirm that you wish to add the website to your favourites list. If you use Internet Explorer version 7 or 8 the screen in Figure 56 will be displayed.

Figure 56 Confirm Add a Favourite



Click the 'Add' button and your favourites list will be updated. Users of Internet Explorer Version 6 will see a different dialogue box but the operation is similar.

## Appendix C

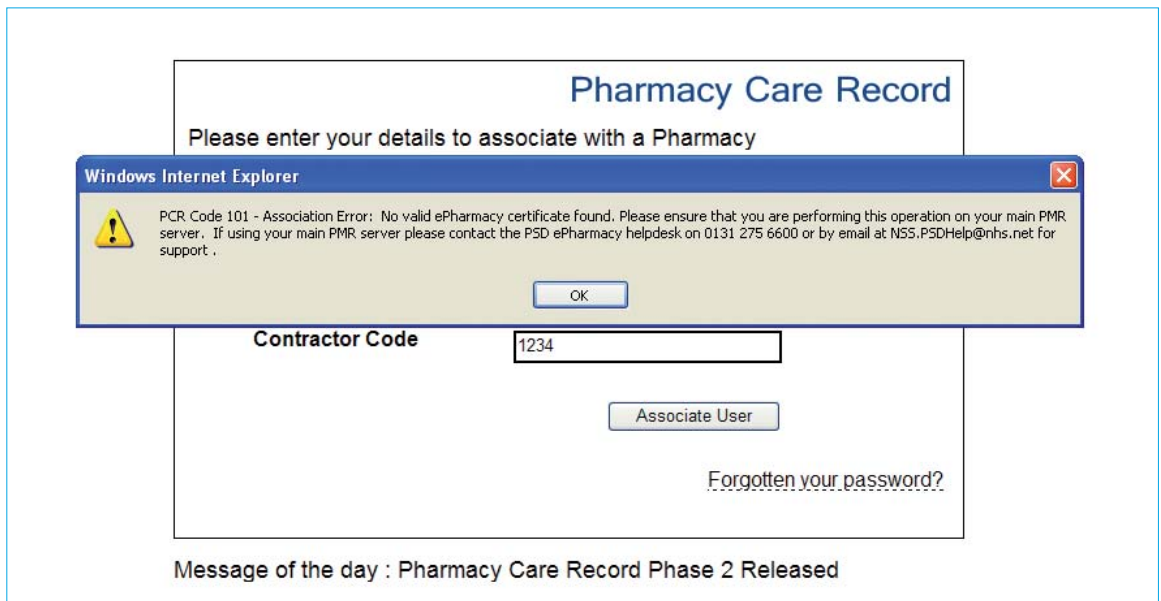
### Common issues with accessing the PCR association function

#### PCR association function from a computer without an ePharmacy Certificate

You may recall that the PCR association process (as detailed in section 1 of this Guide) uses the ePharmacy Certificate. Therefore, association can only be successfully accessed from a computer that has the ePharmacy certificate installed; in the majority of cases this will be your PMR server computer

If you attempt to perform PCR association on a computer that does not have your ePharmacy certificate installed you will see the following error page.

Figure 57 Error message if ePharmacy Certificate not present



### Unable to access the PCR association function

If you receive an error on your computer requesting you to install an 'Active X' component or the association process fails with a technical error and you did not see the 'certificate security alert pop-up' window as shown in Figure 58 then you may be able to resolve the issue by adding the PCR Association website to your list of trusted websites.

Figure 58 Initial Association Page

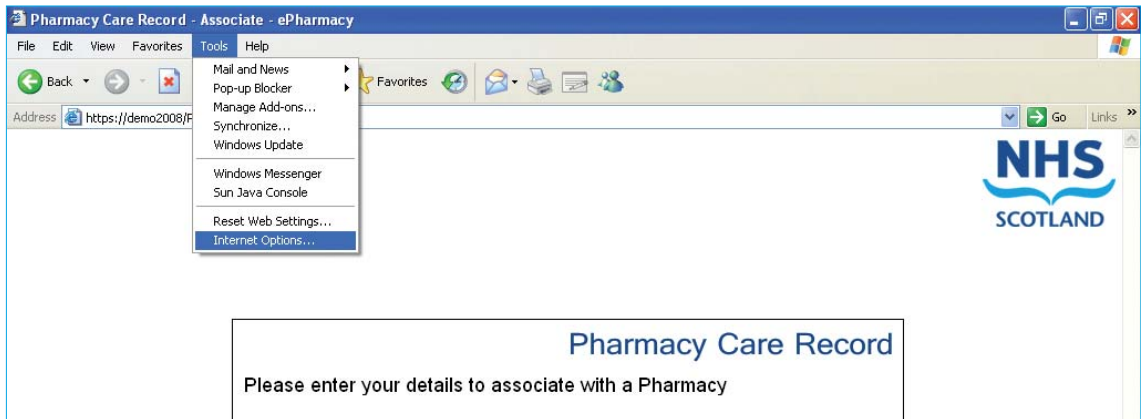


You can add the PCR Association website to the list of Trusted Websites by opening Internet Explorer (this does not have to be the PCR Association page) and clicking on the 'Tools' menu. When the 'Tools' menu is displayed select 'Internet Options'.



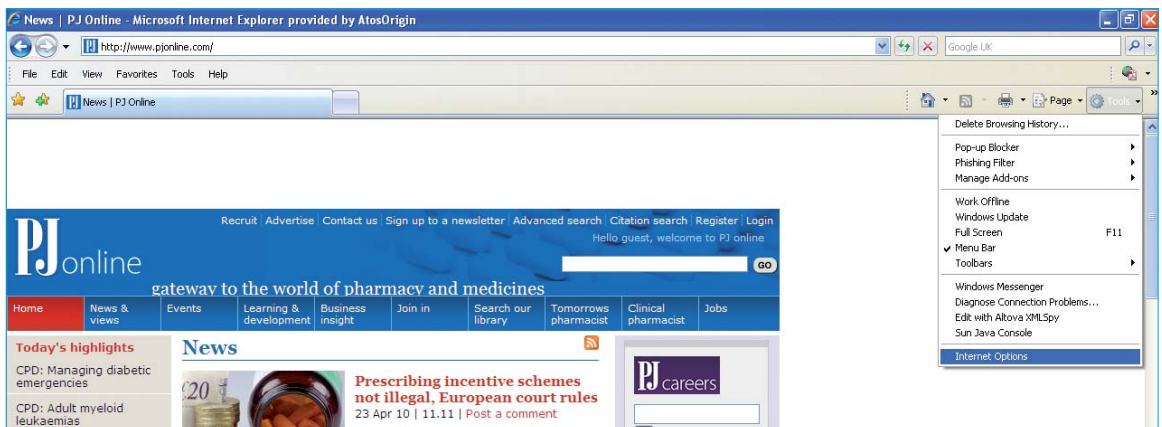
Figure 59 shows what you will see if you are using Internet Explorer Version 6.

Figure 59 Tools Menu in Internet Explorer Version 6



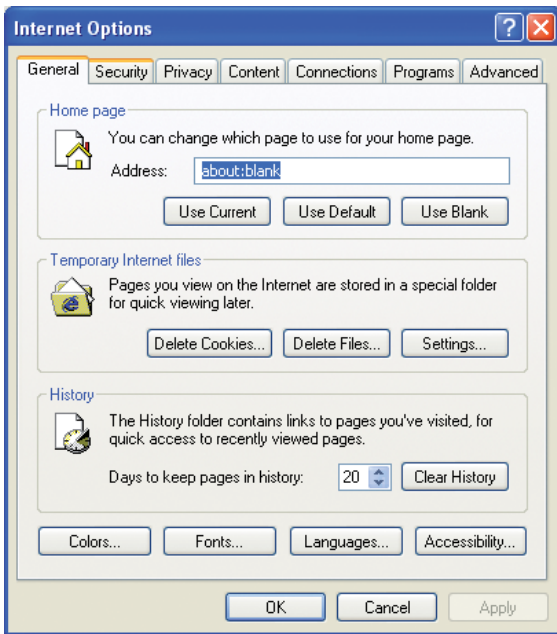
If you use Internet Explorer version 7 or 8, Figure 60 shows the location of the 'Tools' menu.

Figure 60 Tools Menu in Internet Explorer Version 7 or 8



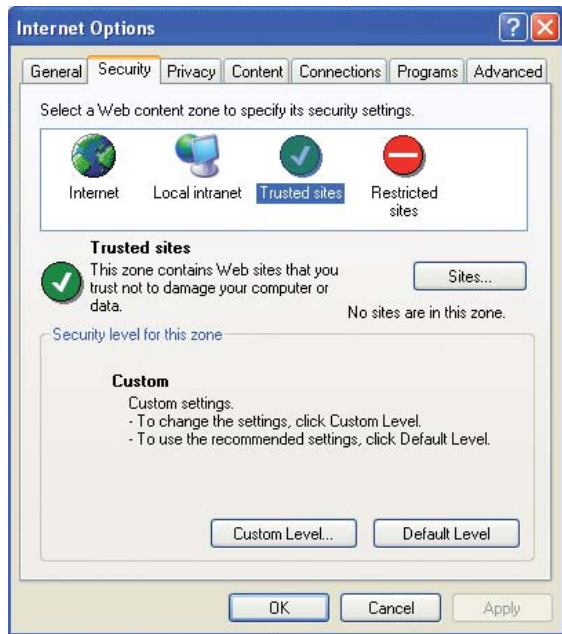
When you select 'Internet Options' the following dialogue box in Figure 61 will be displayed.

Figure 61 Internet Options Dialogue Box



Select the 'Security' tab and then click the 'Trusted Sites' icon as shown in Figure 62.

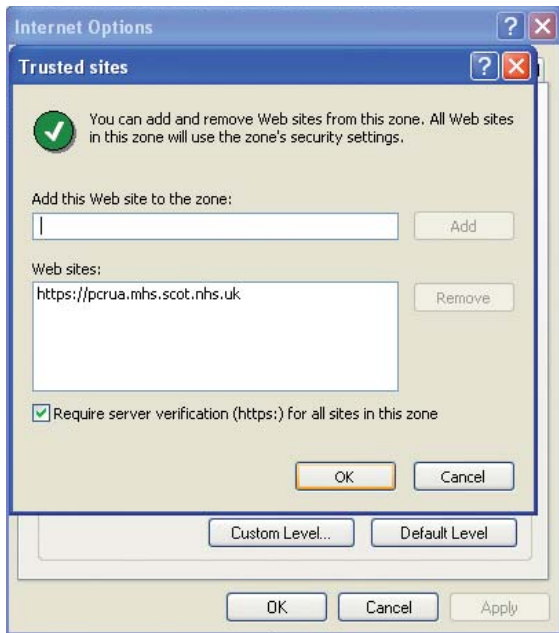
Figure 62 Security tab with 'Trusted Sites' selected



You should now click the 'Sites...' button. When you click this button the following 'Trusted Sites' dialogue box will be shown.

You should now check to see if there is already an entry for the PCR Association website <https://pcrua.mhs.scot.nhs.uk> listed in the website list. See the example in Figure 63.

Figure 63 Trusted Site list showing PCR Association Website

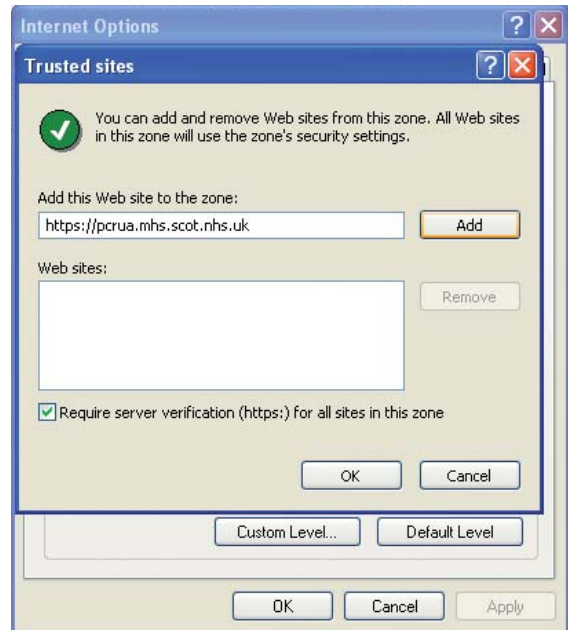


If there already is an entry for the PCR association website listed then close all the dialogue boxes and contact the ePharmacy Helpdesk to report your issue with PCR Association.

If there is no entry present enter the website address for the PCR Association website in the 'Add this website to the zone:' field as shown in Figure 64.

The PCR Association website address is <https://pcrua.mhs.scot.nhs.uk>

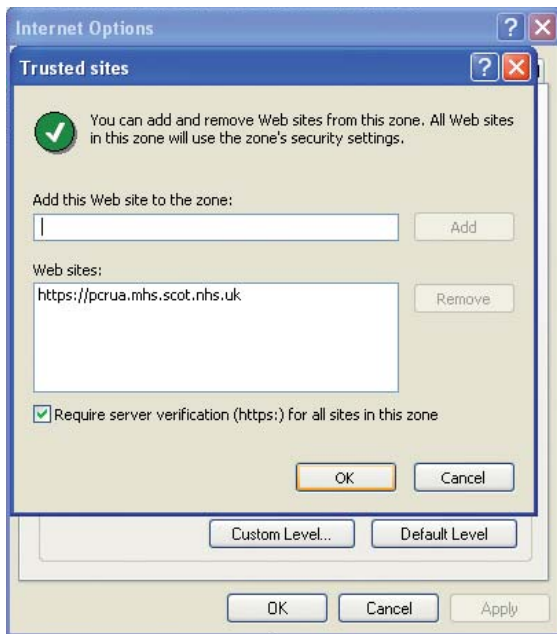
Figure 64 Entry of Website address



When you have entered the address click the 'Add' button.

After clicking the 'Add' button the dialogue box will be updated and you will see that <https://pcrua.mhs.scot.nhs.uk> is now listed as a trusted website (Figure 65). There can be many websites listed and the PCR Association address may not be at the top of the list.

*Figure 65 Trusted websites list, after entry of PCR Association website*



You click the 'OK' button and then close any open dialogue boxes and close Internet Explorer.

Re-open Internet Explorer and open the PCR Association page or click on the desktop shortcut if you have previously created one.

Re-attempt to associate yourself with the pharmacy where you are working. If you still get a failure report the issue to the ePharmacy helpdesk.

### Time Synchronisation Error

The association process requires that the time on your PC is accurate (a maximum of a 10-minute leeway is allowed). If you have issues with association please check that the computer's clock is correct (both date and time).

## Suggested Answers for PCR User Guide Test Cases

*Test Patient One: Ms Sally Shortbread*

### Patient Details

<b>Name:</b> Sally Shortbread <b>Gender:</b> Female	<b>Date of Birth:</b> <b>CHI Number:</b> 555555555
<b>Contact Details:</b> N/A	<b>Address:</b> 123 Anywhere Street Anytown AN1 3RR  <b>Email address:</b>  <b>Phone Number:</b>

### Medication Profile/Pharmaceutical Care Risk Assessment

Care issues with the appropriateness of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the formulation of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the dosage and frequency of the medicine/s?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	<i>Takes ACE inhibitor and diuretic at tea-time Sub therapeutic dosage of paracetamol</i>
Care issue with the contraindications?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Drug interaction with one or more medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	

Side effects with one or more medicines?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	<i>Night time diuresis as a result of timing of diuretic</i>
Problems with concordance?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	<i>Doesn't always take her diuretic therapy due to concerns about diuresis.  Finds it difficult to press out paracetamol tablets from blister pack</i>
Care issue in relation to polypharmacy?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Pharmacokinetic risk factors?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Pharmacodynamic risk factors?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Disease risk factor?	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Recorded	
Taking one or more medicines with a narrow therapeutic range?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Taking one or more black triangle medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Duplication of medication	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
<b>Summary:</b> Are there any pharmaceutical care issues of note?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	

## Patient Profile

**General Health:** Smoker

**Medical conditions:** Hypertension, Osteoarthritis

**Allergies and Sensitivities:** None known

**Patient Factors: Dispositions**

<b>Compromised oral route of administration</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Physical impairment</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	<i>Note: suffers with sore hands</i>
<b>Visual impairment</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	

**Patient Factors: Organ Function**

<b>Hepatic function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Renal function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Lung function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Immune status:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	

**Patient Factors: Maternal**

<b>Pregnant:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Breastfeeding:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	

**Pharmaceutical Care Plan Priority**

**PCP Priority:**  Low Priority  
 Medium Priority  
 High Priority

### Care Plan

Care issue	Desired outcome	Action	Action by (Pharmacist, GP, Nurse, Patient)	Response
Inappropriate medication regimen leading to poor compliance with diuretic	Improve patient compliance	Advise the patient to take ACE inhibitor and diuretic in the morning and update labelling information	Pharmacist	Patient no longer having problems with nocturnal diuresis
Poor pain control	Improved pain control with current therapy	Advise the patient that she can take two paracetamol tablets every four to six hours when required for pain control	Pharmacist	Patient reporting improved pain control with new dosage
Difficulty with blister pack packaging	Provide paracetamol in a more appropriate packaging form	Supply paracetamol in non-blister pack packaging	Pharmacist	Patient reporting no further problems
Patient is a smoker	Encourage and support the patient to stop smoking	Discuss risks of smoking with patient	Pharmacist	Patient enrolled on PHS smoking cessation service



**Test Patient Two: Mr Bertie Biscuit****Patient Details**

<b>Name:</b> Bertie Biscuit <b>Gender:</b> Male	<b>Date of Birth:</b> <b>CHI Number:</b> 777777777
<b>Contact Details:</b> N/A	<b>Address:</b> 124 Anywhere Street Anytown AN1 3RR  <b>Email address:</b>  <b>Phone Number:</b>

**Medication Profile/Pharmaceutical Care Risk Assessment**

Care issues with the appropriateness of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the formulation of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the dosage and frequency of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the contraindications?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Drug interaction with one or more medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	

Side effects with one or more medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Problems with concordance?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue in relation to polypharmacy?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Pharmacokinetic risk factors?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Pharmacodynamic risk factors?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Disease risk factor?	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Recorded	
Taking one or more medicines with a narrow therapeutic range?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Taking one or more black triangle medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Duplication of medication	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
<b>Summary:</b> Are there any pharmaceutical care issues of note?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	<i>Has poor knowledge of rationale of medicines and this may lead to compliance problems</i>

### Patient Profile

**General Health:** Overweight, smoker, poor vision due to cataracts

**Medical conditions:** Diabetes, Hypertension

**Allergies and Sensitivities:** None known

**Patient Factors: Dispositions**

<b>Compromised oral route of administration</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Physical impairment</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Visual impairment</b>	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	<i>Cataracts - awaiting cataract operation</i>

**Patient Factors: Organ Function**

<b>Hepatic function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Renal function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Lung function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Immune status:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	

**Patient Factors: Maternal**

<b>Pregnant:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Breastfeeding:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	

**Pharmaceutical Care Plan Priority**

<b>PCP Priority:</b> <ul style="list-style-type: none"> <li><input type="radio"/> Low Priority</li> <li><input checked="" type="radio"/> Medium Priority</li> <li><input type="radio"/> High Priority</li> </ul>	<i>Improve patient's understanding of their medicines to prevent any potential compliance problems</i>
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## Care Plan

Care issue	Desired outcome	Action	Action by (Pharmacist, GP, Nurse, Patient)	Response
Poor understanding of rationale of medicines for diabetes and hypertension	Improve patient's understanding of the rationale of their current therapy	Counsel patient accordingly	Pharmacist	Patient has better understanding of each therapy and its importance
Patient has poor vision – due to cataracts	Ensure that the patient can read any appropriate patient information e.g. medication labels	Discuss the patients ability to read labels	Pharmacist	Provide large print labels if necessary
Patient is a smoker	Encourage and support the patient to stop smoking	Discuss risks of smoking with patient	Pharmacist	Patient is enrolled on the PHS smoking cessation service
Patient is overweight	Reduce patient's weight through lifestyle changes	Provide lifestyle advice e.g. weight loss, exercise, alcohol intake	Pharmacist	Patient starting a regular exercise regimen

### Test Patient Three: Mr Colin Cracker

#### Patient Details

<b>Name:</b> Colin Cracker <b>Gender:</b> Male	<b>Date of Birth:</b> <b>CHI Number:</b> 9999999999
<b>Contact Details:</b> N/A	<b>Address:</b> 125 Anywhere Street Anytown AN1 3RR  <b>Email address:</b>  <b>Phone Number:</b>

#### Medication Profile/Pharmaceutical Care Risk Assessment

Care issues with the appropriateness of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the formulation of the medicine/s?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	Poor inhaler technique with MDI ('white smoke') – may be linked to osteoarthritis
Care issue with the dosage and frequency of the medicine/s?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Care issue with the contraindications?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Drug interaction with one or more medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	

Side effects with one or more medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Problems with concordance?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	<i>Over use of salbutamol inhaler - 4 puffs six times daily.</i>
Care issue in relation to polypharmacy?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Pharmacokinetic risk factors?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Pharmacodynamic risk factors?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Disease risk factor?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	<i>Smoking is a primary risk factor for COPD</i>
Taking one or more medicines with a narrow therapeutic range?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Taking one or more black triangle medicines?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
Duplication of medication	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Recorded	
<b>Summary:</b> Are there any pharmaceutical care issues of note?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Recorded	

### Patient Profile

**General Health:** Smoker. Suffers occasional chest infections

**Medical conditions:** COPD, Osteoarthritis

**Allergies and Sensitivities:** None known

**Patient Factors: Dispositions**

<b>Compromised oral route of administration</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Physical impairment</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Visual impairment</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	

**Patient Factors: Organ Function**

<b>Hepatic function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Renal function:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	
<b>Lung function:</b>	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	<i>Patient has COPD and smokes which will impact on lung function.</i>
<b>Immune status:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Applicable	<input checked="" type="radio"/> Not Recorded	

**Patient Factors: Maternal**

<b>Pregnant:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	
<b>Breastfeeding:</b>	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Not Recorded	

**Pharmaceutical Care Plan Priority**

<p><b>PCP Priority:</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Low Priority</li> <li><input type="radio"/> Medium Priority</li> <li><input checked="" type="radio"/> High Priority</li> </ul>	<p><i>Improve inhaler technique.</i></p> <p><i>Provide smoking cessation advice and support.</i></p>
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### Care Plan

Care issue	Desired outcome	Action	Action by (Pharmacist, GP, Nurse, Patient)	Response
Poor MDI inhaler technique leading to overuse of salbutamol inhaler	Improve inhaler technique or consider a spacer or an alternative type of inhaler	Teach better inhaler technique and review progress	Pharmacist	Technique much improved and patient reporting better control of COPD
Patient is a smoker	Encourage and support the patient to stop smoking	Discuss risks of smoking with patient and offer to	Pharmacist	Patient enrolled on the PHS smoking cessation service
Lifestyle risk factor (patient slightly overweight)	Reduce risk factors	Provide lifestyle advice e.g. healthy diet, take regular exercise, alcohol intake	Pharmacist	Patient is taking more exercise and has lost weight







**NHS Education for Scotland (Pharmacy)**

3rd Floor, 2 Central Quay  
89 Hydepark Street  
Glasgow  
G3 8BW

Telephone: 0141 223 1600

Fax: 0141 223 1651

Email: [pharmacy@nes.scot.nhs.uk](mailto:pharmacy@nes.scot.nhs.uk)

[www.nes.scot.nhs.uk/pharmacy](http://www.nes.scot.nhs.uk/pharmacy)

