

eAMS Hints and Tips from your Pharmacy Champions

Getting started

- Familiarise yourself with the NES Pharmacy eAMS Implementation Resource Pack. Available at <http://www.nes.scot.nhs.uk/pharmacy/newcontract/documents/13398eAMSwebversion.pdf>
- Get to know your own PMR system inside out.
Read the manual or online help and ask for clarification on points you are unsure about.
Make sure you run PMR updates as early as possible to ensure your systems remains up to date.

Making it happen

- Think about workflow, people, processes and procedures
- Look out for information coming from Community Pharmacy Scotland which will include sample Standard Operating Procedure, ePay road map workflow guide
<http://www.communitypharmacyscotland.org.uk/>
- Ensure that all support staff and locums are aware of how you are running eAMS in your pharmacy.
- Don't forget to claim your Contract Preparation payments

Claiming

- Ensure your staff are trained to electronically endorse prescriptions appropriately
- It is essential that the endorsement on the paper prescription is the same as the electronic claim
- If the electronic message from the GP is not available when script is scanned you can still claim electronically
- You have 14 days to edit or cancel then resubmit a claimed message

Housekeeping

- Regular housekeeping will ensure your PMR runs smoothly
- Make it a daily occurrence
- Consider which member of staff can be responsible for eAMS housekeeping in your business
- Each PMR system reports message statuses in different ways:

PMR system	Housekeeping
Cegedim – Pharmacy manager	eMessages and pending tabs
Rx systems – Proscript	AMS pink tab and eMAS yellow tab
Cegedim – Nexphase	To be dispensed / problems tab
AAH – Link	eScript tab / Message management
Lloydspharmacy - Compass	Majority done centrally by Lloyds
Positive Solutions - Analyst	Previous Scripts screen

Contact details

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eAMS Troubleshooting

AMS statuses

Requested only	Barcode scanned and request sent to ePMS
Retrieved	The electronic message has arrived in the PMR
Ready to claim	Once dispensed and completed with all required information (e.g. exemption, endorsement). Electronic claim is ready to be sent. Must be actively submitted
In progress	If awaiting information (e.g. exemption status, owing) will sit until required information is entered. Once entered status will change to Ready to Claim.

AMS responses from message store

Complete	Claimed and acknowledged
Sent	Claimed but not acknowledged
In exception	Claimed but in exception. Response message should indicate what further action is needed to resolve problem
Timer expired	Claimed but timer expired. Resubmit the message.

Helpdesk support

If your problem relates to:	
Retrieval of electronic prescribing information	How the information is presented or managed in your PMR system
Claims made electronically	Housekeeping
Unable to access any other websites	Reconciliation of electronic claims
Prescriptions from a specific GP practice	No electronic prescription messages being received at all
	Scanners not working
Call	
ePharmacy helpdesk PSDHelp@psd.csa.scot.nhs.uk 0131 275 6600	Your PMR Helpdesk