

Urology Supply Service

Managed by Continence Care Service

This document provides learning for use of ELMS2 system for community pharmacy teams

Elms2 Overview

- Urology orders are created by Nursing Teams for Pharmacies to view and dispense
- The system will advise the Pharmacies NHS mailbox of a new order
- Pharmacy can view, fully/part redeem or cancel orders
- Reporting function of orders redeemed or passed for payment

Please note the following

- Each order is known as a voucher to claim payment.

Order Voucher redemption rule

- The voucher can only be redeemed in one transaction and completes the order you have dispensed or item/s you may not have dispensed.
- You **cannot** go back later and dispense more items to the voucher

The Order Voucher

- Voucher is either fully dispensed, part dispensed or cancelled.
- A dispensing fee is added to the payment of fully dispensed vouchers.
- Inform loth.continencecare@nhs.scot when item out of stock to arrange a new order of an alternative item. Provide client and order details with your communication.
- Once the voucher is redeemed the order will be removed from the order screen.
- You will find history of vouchers at the Personal Budget Administration screen and will be covered at the end of the tutorial.

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1. How to request a login

To request access to the system email elms2@edinburgh.gov.uk with the following details

- Contractor Number
- Contractor Name
- Full Name
- Work email address
- Contact telephone number

To request parent group access which provides only accounts reporting access for all pharmacies in the business contact loth.continencecare@nhs.scot with the following details. (Only section 2 and 5 of these documents are then relevant.)

- Full Name
- Work email address
- Contact telephone number
- Role in Company. i.e Accounts Manager, Area Manager, Director
- List of all Contractor Numbers part of the group. (Edinburgh, East Lothian and Midlothian only)

2. How to login the system

Login <https://edinburgh.ethiteonline.com/web/elms2live.wsc/web/main.html>

Insert your

- User ID
- Password

You will be asked to change your temporary password; the password must be 8 characters long:

- include 4 alphabetic characters.
- contain at least 2 numbers,
- and one-character i.e. !\$£%&

If you any technical queries, please email elms2@edinburgh.gov.uk

Welcome to Edinburgh, Midlothian and East Lothian Equipment Loans Management System (ELMS)



Assistive Technology Enabled Care 24

Edinburgh Health and Social Care Partnership



In partnership with

User ID

Password

Sign In

Don't have an account? [Sign Up Now](#)
Can't access your account? [Click Here](#)

Midlothian Health & Social Care Partnership

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

NHS
Lothian

East Lothian Health & Social Care Partnership

3 Order search page

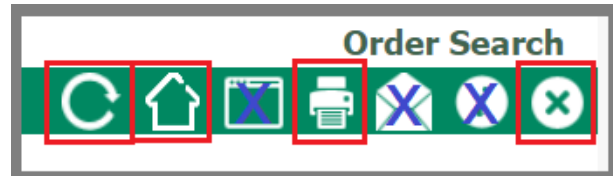
Here is some information on the order Screen

On the right-hand side of the screen, are 7 icons

- 4 are used (highlighted in red)
- 3 not used

From Left to Right (highlighted in red)

- Refresh your screen
- Home button
- Print
- Log out



In the rest of the screen

- The search function is not used at this time
- Click on **change your password**, to change your login password

Search by either a Order ID or by a Client Code.
Your pharmacy is Test Pharmacy
There are the following pharmacies in your group:

Order Search					
Order ID:	<input type="text"/>				
Client Code:	<input type="text"/>				

The following orders are pending at your Pharmacy or in your Pharmacy group

Order ID	Date Added	Nominated Pharmacy	Client Code	Client Name	Orders
UR00003566	28/03/23	Test Pharmacy	TEST00007	Mr Faker Test	75 x CONVEEN EASICATH (MALE NELATON) CH 14
UR00003567	28/03/23	Test Pharmacy	MOUS00010	Miss Missie Mouse	60 x THE ACTREEN HI-LITE FEMALE CH16
UR00003568	28/03/23	Test Pharmacy	TEST00001	Mr Test01 Tester	10 x INSTILLAGEL 11ML SYRINGES

[Search](#) [Change Password](#) [Personal Budget Administration](#)

4 Viewing Orders

Urgent orders are marked with a red background and are a priority for the client
Standard orders have a white background and are expected within 5 – 7 days

To view an order

- Click on the Order ID eg UR00003566

Order Search

Order ID:

Client Code:

The following orders are pending at your Pharmacy or in your Pharmacy group

Order ID	Date Added	Nominated Pharmacy	Client Code	Client Name	Orders
UR00003566	28/03/23	Test Pharmacy	TEST00007	Mr Faker Test	75 x CONVEEN EASICATH (MALE NELATON) CH 14
UR00003567	28/03/23	Test Pharmacy	MOUS00010	Miss Missie Mouse	60 x THE ACTREEN HI-LITE FEMALE CH16
UR00003568	28/03/23	Test Pharmacy	TEST00001	Mr Test01 Tester	10 x INSTILLAGEL 11ML SYRINGES

The following page has the information for Pharmacies to dispense the Items

There are 3 areas

- Client Details** has the following information
 - Name, Address, DOB, next of kin
- Voucher Details**
 - Voucher ID
 - Notes, written by the Nurse for the Pharmacy
- Order Line Notes**
 - Date and item information
 - The pack size
 - Required Units Column is shown and is the total of items regardless of pack counts
 - The Req Packs column is shown and is the total number of packs of the item to be dispensed.
 - Redeem section

Client Details

Client Code: TEST00007	CHI ID: 2345678
Client Name: Mr Faker Test	Address: 1 wester drylaw Drive edinburgh
Client Tel: 01234 567897	Postcode: EH4 2ss
Client Mob: 0131 539 5300	Next of Kin Name:
Date of birth: 24/05/1982	Next of Kin Contact:

Voucher Details

Voucher ID: UR00003566

Notes: notes for the pharmacy

Date Issued	Item Code	Item Desc	Order Line Notes	Pack Size	Req Units	Req Packs	Packs To Redeem	Net Price
28/03/23	INT5354	CONVEEN EASICATH (MALE NELATON) CH 14	<input style="width: 150px;" type="text"/>	25	75	3	<input style="width: 30px;" type="text" value="0"/>	£0.00

VAT: £0.00
TOTAL: £0.00

Redeem Date:

Redeemed By (Full Name) *

Customer/Representative *

Redeem

Back to Search

At this point click on **OK** to finalise the order

edinburgh.ethiteconline.com says

Redemption Final Confirmation

* I redeem this order which has been undertaken/completed and accurate for payment.

The Voucher Redeemed confirmation screen appears

- All items have been redeemed for payment
- Click on **Back to Search** screen

Voucher Redeemed

Patient Details

Patient ID: MOUS00010
Patient Name Miss Missie Mouse
Patient Address Aaron House - (Beeslack) Beeslack Suite Aaron House Edinburgh Road Penicuik Midlothian EH26 0QF

Voucher Details - Voucher ID: UR00003569

Order No	Date Issued	Date Redeemed	Item	Packs	Qty	Redeemed
2	29/03/23	29/03/23	LINC-FLO 2 LITRE OVERNIGH [LM2LNS]	7	70	Yes
3	29/03/23	29/03/23	LINC-FLO STERILE LEG DRAI [LM750LD-T]	1	10	Yes
4	29/03/23	29/03/23	LINC CARE-FLO CATHETER VA [CF1]	2	10	Yes
1	29/03/23	29/03/23	DISPENSING FEE [FEES]	1	1	Yes

4.2 How to update **part dispensed an item within Orders**

Let's look at that same order and instead part dispense not providing item code LM2LNS

In the order Screen

- find the order
- Click onto the **Order ID**

In the Voucher, you will see the following

Notes

The Nursing team may write information pertaining to the prescription, ie client on holiday

Packs to redeem

Redeem the individual items

If you cannot redeem (dispense) an item, leave item packs to redeem at 0, then write in the order line note

Order Line notes

If you cannot redeem (dispense) the item

1. Write in the notes – reason item is not dispensed.
2. Inform loth.continencecare@nhs.scot when an alternative item is required. Provide client and order details with your communication.

Redeemed by (Full Name)

Enter your Name

Customer/ Representative

Click on the down arrow, and choose either **Collected** or **Delivered by Pharmacy**

To complete the process, click on **Redeem**

Voucher Details								
Voucher ID: UR00003569				Notes: Miss Mouse will collect on return return from holiday week after next				
Date Issued	Item Code	Item Desc	Order Line Notes	Pack Req Size	Req Units	Packs To Redeem	Net Price	
29/03/23	LM2LNS	LINC-FLO 2 LITRE OVERNIGHT DRAINAGE BAG	Item unavailable for 3 weeks	10	70	7	0	£0.00
29/03/23	LM750LD-T	LINC-FLO STERILE LEG DRAINAGE BAG 750ML 30CM INLET TUBE T-TAP		10	10	1	1	£0.00
29/03/23	CF1	LINC CARE-FLO CATHETER VALVE		5	10	2	2	£0.00

VAT: £0.00
TOTAL: £0.00

Redeem Date: 29/03/23

Redeemed By (Full Name) * Elizabeth Smith

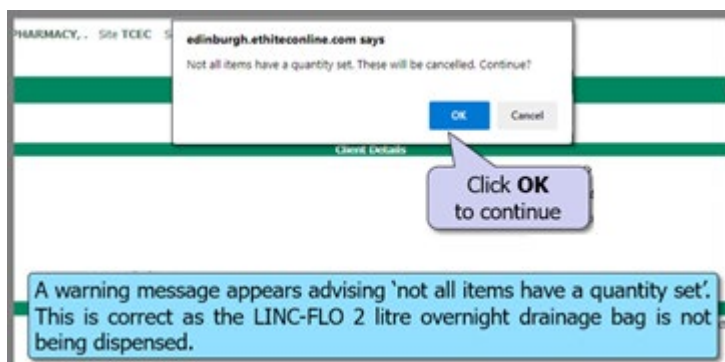
Customer/Representative * Collected

Redeem **Back to Search**

The following pop up will appear

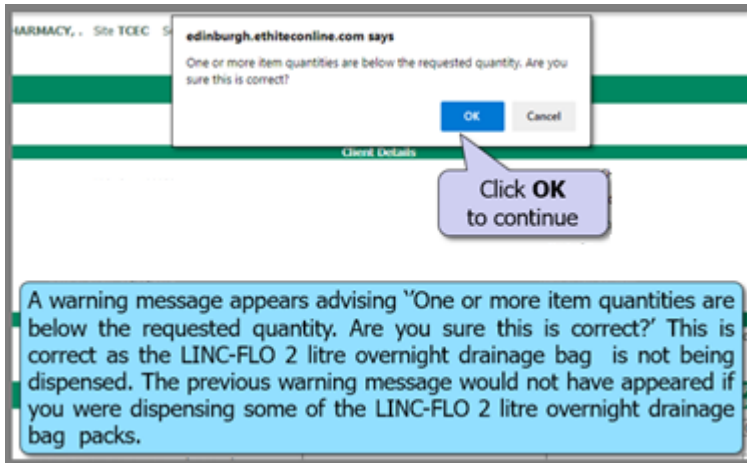
Please read the message and if correct you are not dispensing all items

Click on **OK** to continue

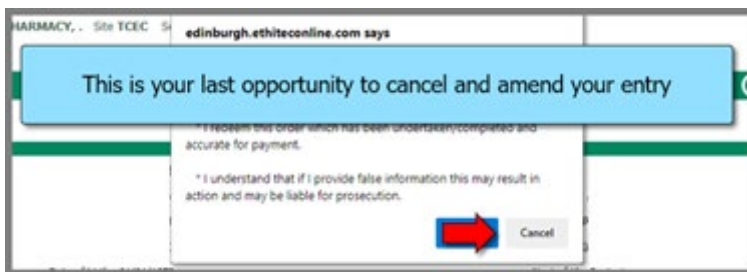


As you are not dispensing all items – this pop up appears.

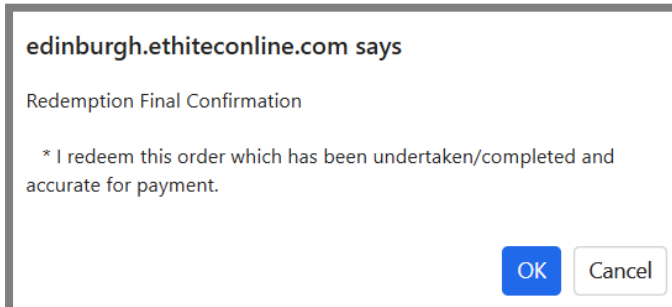
If correct, click on **OK** to continue



This is the last opportunity to cancel and amend your entry



At this point click on **OK** to finalise the order



The Voucher Redeemed confirmation screen appears

- Item 1 has been cancelled
- Item 2 and 3 have been redeemed for payment
- Click on **Back to Search** screen

Voucher Redeemed							
Patient Details							
Patient ID: MOUS00010							
Patient Name: Miss Missie Mouse							
Patient Address: Aaron House - (Beeslack) Beeslack Suite Aaron House Edinburgh Road Penicuik Midlothian EH26 0QF							
Voucher Details - Voucher ID: UR00003569							
Order No	Date Issued	Date Redeemed	Item	Packs	Qty	Redeemed	
2	29/03/23		LINC-FLO 2 LITRE OVERNIGHT [LM2LNS]	0	0	Cancelled	
3	29/03/23		LINC-FLO STERILE LEG DRAI [LM750LD-T]	1	10	Yes	
4	29/03/23		LINC CARE-FLO CATHETER VA [CF1]	2	10	Yes	

[Back to Search](#)

Which takes you back to the **Order search** screen.

The order UR00003569 is now removed from your list of pending orders

4.3 How to **cancel** Order

Find the order

- Click on the Order ID

Search by either a Order ID or by a Client Code.
Your pharmacy is Test Pharmacy
There are the following pharmacies in your group:

Order Search

Order ID:

Client Code:

The following orders are pending at your Pharmacy or in your Pharmacy group

Order ID	Date Added	Nominated Pharmacy	Client Code	Client Name	Orders
UR00003566	28/03/23	Test Pharmacy	TEST00007	Mr Faker Test	75 x CONVEEN EASICATH (MALE NELATON) CH 14
UR00003567	28/03/23	Test Pharmacy	MOUS00010	Miss Missie Mouse	60 x THE ACTREEN HI-LITE FEMALE CH16
UR00003568	28/03/23	Test Pharmacy	TEST00001	Mr Test01 Tester	10 x INSTILLAGEL 11ML SYRINGES

[Search](#) [Change Password](#) [Personal Budget Administration](#)

To view order UR00003568
Click [here](#)

In the Voucher Screen

1. Leave all item packs to redeem at 0, then write in the order line note
2. Inform loth.continencecare@nhs.scot if an alternative item is required.

Then

Redeemed by (Full Name)

Enter your Name

Customer/ Representative

Click on the down arrow, and choose either **Not dispensed**

To complete the process, click on **Redeem**

Date Issued	Item Code	Item Desc	Order Line Notes	Pack Size	Req Units	Req Packs	Packs To Redeem	Net Price
28/03/23	40-011	INSTILLAGEL 11ML SYRINGES	<input type="text" value="Notified item not required"/>	10	10	1	<input type="text" value="0"/>	£0.00

[Redeem All](#)

VAT: £0.00
TOTAL: £0.00

Redeem Date:

Redeemed By (Full Name) *

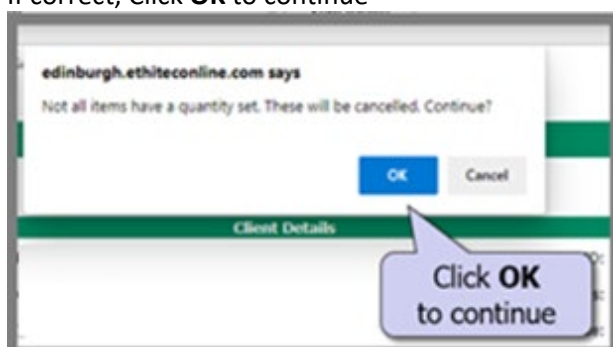
Customer/Representative *

[Redeem](#) [Back to Search](#)

Three pop up messages will appear

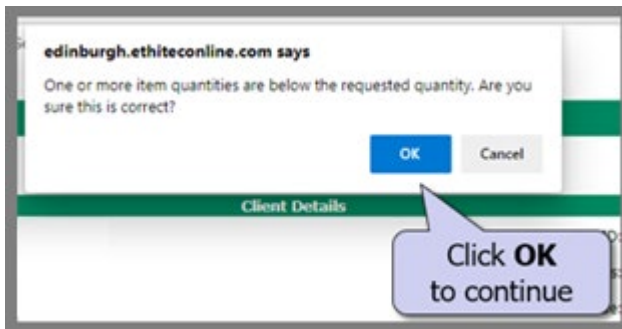
Pop up No.1 – informing you that not all items have a quantity

If correct, Click **OK** to continue



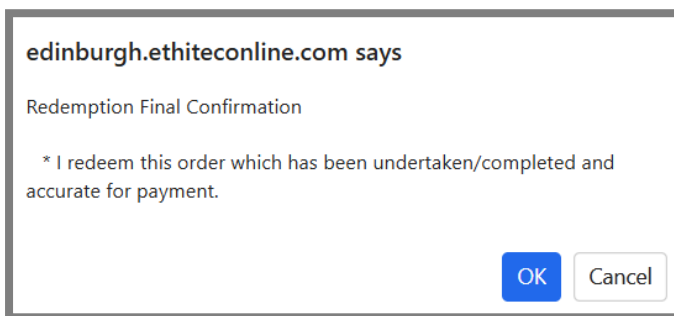
Pop up No. 2

Again the system is confirming that 1 or more items are below the requested quantity
If correct Click **OK** to continue



Last pop up

At this point click on **OK** to finalise the order



The Voucher Redeemed confirmation screen appears

- All Items have been cancelled

Voucher Redeemed

Patient Details

Patient ID: TEST00001
Patient Name Mr Test01 Tester
Patient Address Flat 1 2 Elliot Street Edinburgh City of Edinburgh EH7 5LU

Voucher Details - Voucher ID: UR00003568

Order No	Date Issued	Date Redeemed	Item	Packs	Qty	Redeemed
59	28/03/23		INSTILLAGEL 11ML SYRINGES [40-011]	0	0	Cancelled

Click **Back to Search** Back to Search

5 Personal Budget Administration

On the front screen, you can access the Personal Budget Administration. If your provided parent group access you will find personal budget screen from the menu under Client at top left of the screen.

Search by either a Order ID or by a Client Code.
Your pharmacy is Test Pharmacy
There are the following pharmacies in your group:

Order Search

Order ID:

Client Code:

The following orders are pending at your Pharmacy or in your Pharmacy group

Order ID	Date Added	Nominated Pharmacy	Client Code	Client Name	Orders
UR00003566	28/03/23	Test Pharmacy	TEST00007	Mr Faker Test	75 x CONVEEN EASICATH (MALE NELATON) CH 14
UR00003567	28/03/23	Test Pharmacy	MOUS00010	Miss Missie Mouse	60 x THE ACTREEN HI-LITE FEMALE CH16
UR00003568	28/03/23	Test Pharmacy	TEST00001	Mr Test01 Tester	10 x INSTILLAGEL 11ML SYRINGES

Search
Change Password
Personal Budget Administration

To search for redeemed vouchers

- Click on Redeemed Date Start – a calendar appears, click on the required date
- Enter the end date of your search
- Ensure that the active is Yes
- Click on **Search**

Search

Voucher ID

Redeemed Date Start

Payment Passed On Start

Include:

Client Code

Active

Supplier

Redeemed Date End

Payment Passed On End

Voucher Type

Voucher Sub Type

Search
Back to Redeem Voucher

Search results are returned on this screen

To export the list, click on **Export List**

This will download into a Microsoft Excel file. These files should only be held for as long as necessary, and where longer than 3 months, removal of the client's name from the export is recommended.

Search

Voucher ID

Redeemed Date Start

Payment Passed On Start

Include:

Client Code

Active

Supplier

Redeemed Date End

Payment Passed On End

Voucher Type

Voucher Sub Type

All Displayed Voucher Totals: Value (exc): **143.20**. VAT: **0.00**. Value (inc): **143.20**

Voucher ID	Client	Payment Passed	Quantity	Item	Redeemed On	Value exc.VAT	VAT	Value inc.VAT
UR00003566	Mr Faker Test		75	CONVEEN EASICATH (MALE N	29/03/2023	99.33	0.00	99.33
UR00003566	Mr Faker Test		1	DISPENSING FEE	29/03/2023	5.00	0.00	5.00
UR00003569	Miss Missie Mouse		10	LINC-FLO STERILE LEG DRAI	29/03/2023	23.11	0.00	23.11
UR00003569	Miss Missie Mouse		10	LINC CARE-FLO CATHETER VA	29/03/2023	15.76	0.00	15.76

Page 1 of 1 - Go to page:

Search
Export List
Back to Redeem Voucher

In the screen print below the **Payment passed** column
 - Vouchers will show date payment passed to Primary Services Division Paymaster.

Voucher Information payment information

Vouchers are usually passed for payment 2 working days before deadline on the 10th of each month.
 Except in the Month of December when they bring forward the deadline as early as the 3rd

Search

Voucher ID Supplier

Redeemed Date Start Redeemed Date End

Payment Passed On Start Payment Passed On End

Include: Voucher Type

Client Code Voucher Sub Type

Active

All Displayed Voucher Totals: Value (exc): **143.20**. VAT: **0.00**. Value (inc): **143.20**

Voucher ID	Client	Payment Passed	Quantity	Item	Redeemed On	Value exc VAT	VAT	Value inc VAT
UR00003566	Mr Faker Test		75	CONVEEN EASICATH (MALE N	29/03/2023	99.33	0.00	99.33
UR00003566	Mr Faker Test		1	DISPENSING FEE	29/03/2023	5.00	0.00	5.00
UR00003569	Miss Missie Mouse		10	LINC-FLO STERILE LEG DRAI	29/03/2023	23.11	0.00	23.11
UR00003569	Miss Missie Mouse		10	LINC CARE-FLO CATHETER VA	29/03/2023	15.76	0.00	15.76

Page 1 of 1 - Go to page:

In the Personal Budget Administration Screen

You can also search for a **Client**

- Click on **Client Code**

Search

Voucher ID Supplier

Redeemed Date Start Redeemed Date End

Payment Passed On Start Payment Passed On End

Include: Voucher Type

Client Code

Active Voucher Sub Type

The following page appears

- In the NHS No box, type in the CHI

Search

Code NHS No D.O.B +/-

Surname Soundex Address Sex Current Gender

Forename Soundex Postcode Tel

Deceased Yes No Either

No matching records found

6 Support Contacts

For user access requests or any technical queries using Elms2, please email elms2@edinburgh.gov.uk

For patient order queries, please email loth.continencecare@nhs.scot or telephone 0131 537 4572

Service opening times:

Monday to Friday: 9.00am to 2.00pm

(Closed for lunch between 12.15pm and 1.00pm)