



# Electronic Prescription Service

Using EPS on integrated Adastra software



**Information and technology**  
**for better health and care**

## Introduction to EPS

The Electronic Prescription Service (EPS), also known as ETP, is used by over 22 million patients who have nominated a pharmacy to receive and dispense prescriptions sent by their GP.

Accessing EPS in Aداstra extends the benefits into integrated urgent care: removing the need for paper, securely transferring prescriptions, providing a robust audit trail and reducing admin time for prescribers and support staff.

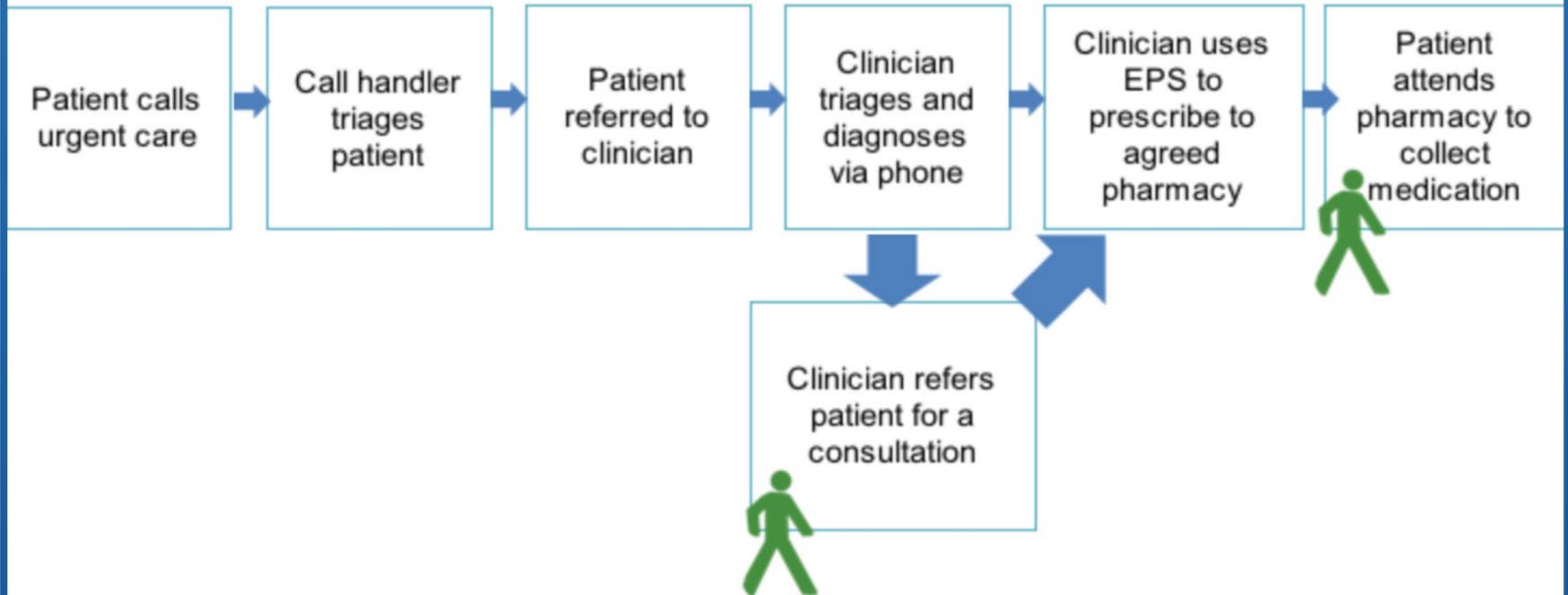
# Functionality

The functionality of EPS within integrated urgent care is a simplified version of the service that is used by GP practices and is designed for acute prescribing only.

EPS in Aداstra does not provide the following capabilities:

- Repeat prescribing, and eRD - Electronic Repeat Dispensing
- Post-dating of prescriptions
- Ability to change the patient's nomination
- Ability to search or select a distance selling pharmacy or a Dispensing Appliance Contractor (DAC)

# The EPS Process



# Logging on

It is imperative that all users of EPS within integrated urgent care, log in using their own smartcard.

To do otherwise would be a breach of information governance standards.

Adastra login



Welcome to Aداstra

Please only attempt to login if you are an authorised user.

User:  Password:

Your Location Details

Your location:

DN:

License Statistics

No. of people logged in at this time	0
Total local licenses:	20

**Computer Misuse Act 1990 - Unauthorised access to this system is an offence**

Message of the day

**This is a demonstration version of Aداstra. All data is fictitious. The Aداstra application includes the Capscan national postcode database and the Multilex drugs database. The Plain Healthcare Odyssey and CS Nightingale or Teleguide decision support systems, and the Logical Images Visual DX database are also able to be embedded but are separately licensable and carry additional costs.**

**This instance of Aداstra is for the use of QA only - anybody else should be using PM316.**

**When logging onto EoL Web Access use username : EOL password : EOL. This will allow you to log onto the EoL Web site. The shortcut can be found in the Aداstra folder. This is all about the document.**

Prescribing

Pharmacy Selection

Signing Prescriptions

Notification to Patient

## Prescribing Overview

To allow an EPS prescription to be created the patient requires a valid NHS Number and for the local Adastr patient record to be matched to the PDS record on the Spine.

The drug prescribed needs to be listed in the dictionary of medicines and devices (dm+d). Schedule 2 & 3 Controlled Drugs are currently excluded from electronic prescribing.

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## Prescribing

Once the decision is made to prescribe the prescriber creates the prescription using the current process, the system will present a choice to create an EPS prescription rather than printing and then faxing an FP10.

Prescription Issue...



What would you like to do with your prescription?

<input type="radio"/> Electronic Prescription	Send prescription using the Electronic Prescription Service
<input type="radio"/> Print	Print prescription items out
<input type="radio"/> Record Handwritten	Record prescription as having been hand-written

Cancel

Prescribing

Prescription to Patient

Prescription

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Prescribing

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## Pharmacy Selection

The prescriber will need to discuss the selection of the pharmacy with the patient.

The prescribing clinician will need to determine the clinical urgency of the prescription and what communication is appropriate with the pharmacy.

# Using Electronic Prescription Service in Integrated Urgent Care - Aداstra

Pharmacy Lookup



Prescriptions generated by the system will be nominated to the dispenser selected on this occasion. This will not affect any of the patient's other electronic prescriptions

Search by Postcode

Postcode

LE7 9AF

**Postcode**

Defaults to patient's **current location**, but it can be changed if the patient is away from usual location

Pharmacy Name

Pharmacy Name

Houghton Pharmacy Ltd

Tel 0116 241 8243

www www.houghtonpharmacy.com

Private

Tel

Open Within (hours)

1

4

6

12

24



Search

**Time Slider**

Use this to view the open pharmacies local to the patient, up to 24 hours in the future

The top five pharmacies will be displayed below. Please choose a pharmacy to send this prescription to.

Pharmacy Name	Distance (miles)	Open 24 hours
Houghton Pharmacy Ltd	2.6	No
County Pharmacy	4.7	No
Well Thurnby Lodge - Thurn...	5	No
R Glenton & Son Ltd	5.1	No
Severn Chemist	5.3	No

Address

14 Main Street

Houghton On The Hill

Leicestershire

LE7 9GD

EPS alone is unable to guarantee that the dispenser:

- Will be made aware of the urgency of the prescription
- Has the medication in stock
- Can dispense the medication

**Depending on the situation you are presented with you may consider it necessary to contact the dispenser to alert them to this prescription.**

**Declaration: I confirm that I have:**

- Sent this prescription to an open pharmacy of the patient's choice
- Advised the patient to collect their medication from that pharmacy
- Advised the patient that should they, for whatever reason, be unable to obtain the prescribed medication they should call the issuing service for further advice.

**Contact Pharmacy**

This area emphasizes the need to contact the pharmacy and asks the prescriber to tick a box to confirm

Date	Day	Opening Times
2-3-18	Fri	14:00 - 18:15
3-3-18	Sat	not specified
4-3-18	Sun	not specified
5-3-18	Mon	not specified
6-3-18	Tue	not specified
		not specified
		not specified

Return

Cancel

Next

Prescribing

Pharmacy Selection

Signing Prescriptions

Notification to Patient

## Signing the Prescription

EPS requires an electronic signature by the clinical prescriber. This requires the clinician to log on with their smartcard, using the appropriate role and access rights. They must also enter their PIN when prompted to sign the prescription.



Prescription Details

Address 2 Towns Lane  
Goadby Marwood  
Melton Mowbray  
Leics  
LE14 4LL

Home Phone 01233 333444

Contents

The patient's details will need to be checked along with the prescription items details before selecting PIN

REMEMBER TO SCROLL ALL THE WAY TO DO THIS



Item

Endorsement

flecainide 50mg tablets  
supply (60) tablet  
2 tablets - TWICE a DAY - oral

Return

The system will sign the content displayed here on your behalf, by means of information stored on your smart card as an Advanced Electronic Signature. By entering your PIN here you affirm your intention to digitally sign and issue this electronic prescription. Do you wish to proceed?

***You need to scroll to the bottom of the warnings before you can continue***

Cancel

PIN

Prescribing

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## Notification/SMS

The system will not produce a prescription token. To give the patient the appropriate details there are two options:

- The prescription ID and pharmacy details can be sent as a text message if the patient provides a mobile number
- The patient writes the prescription ID and pharmacy details down

Prescription SMS Confirmation



Please confirm the mobile number to send the message to:

Existing Mobile Number: 07777 123123

New Number:

Or add a new mobile number if no number is stored:

Prescription SMS Confirmation



Please confirm the mobile number to send the message to:

New Number:

## Key Information

- The system can only generate acute prescriptions not repeats.
- The Adastra system will not produce a prescription token.
- The system can send a text message containing the Prescription ID and details of the pharmacy.
- A valid NHS number is needed.
- Medication must be listed in dm+d.
- Only community pharmacies can be used.
- Any existing patient nomination will remain unchanged.

## Prescribing Video

This video is a brief  
overview of the  
electronic  
prescribing service  
within Aداstra

Please follow the below link for a brief video overview of the  
electronic prescribing service within Aداstra

<https://vimeo.com/468127342>

# Common Issues

Here are some of the reasons why EPS may not be available:

## **Incorrect Login**

EPS requires a valid smartcard to work. Without one, the EPS button will not be activated

# Common Issues

Here are some of the reasons why EPS may not be available:

## **Number of items on prescription**

The system has been designed so that no more than four items can be sent via EPS. A warning screen has been created to alert the clinician when they are approaching four items. The clinicians should print a paper prescription when more than four items are required

# Common Issues

Here are some of the reasons why EPS may not be available:

## **Non-EPS Medication**

Currently medication that is not in the dm+d or is a schedule 2 or 3 controlled drug can not be sent via EPS

There could be other restrictions depending on the formulary accessed

# Common Issues

Here are some of the reasons why EPS may not be available:

## **PDS mismatches also known as Trace**

PDS traces names, address, DOB and gender. If any of these are not matched in the local system, EPS will not be able to generate a prescription. A user can rectify this by conducting a PDS look up and amending the local details before starting the prescribing process

# Common Issues

Here are some of the reasons why EPS may not be available:

## **Closing a consultation early**

Once an EPS prescription has been sent, the open case must be saved. A warning will be displayed if the clinician tries to abandon the case without saving

# Hints and Tips

Look out for these common stumbling blocks

## **Pharmacy not found**

If the pharmacy that you are searching for is closed, It will not show on the default search of postcode and opening time. A name (or part name i.e. Boots) and postcode search should locate preferred pharmacy

# Hints and Tips

Look out for these common stumbling blocks

## **Pharmacy cannot find prescription**

Remind patient that the prescription ID you give them, either verbally or by text message, will make it easier for the pharmacist to find the prescription. The pharmacist can also use the prescription tracker to search

# Prescription Tracker

The prescription tracker allows prescribers and dispensers to check the status and history of electronic prescriptions. You must have a legitimate reason to verify that a prescription exists or to identify a prescription status.

<http://digital.nhs.uk/electronic-prescription-service/rx-tracker>

You can search by date range, prescription ID, status, and by applied, or pending, cancellation requests.

**Cancelling in an  
OPEN Consultation**

**Cancelling in a Closed  
Consultation**

**Confirm  
Cancellation**

**Cancellation  
Responses**

## **Cancellation of a Prescription**

In Integrated Urgent Care, if something needs to be changed within an acute prescription the whole prescription must be cancelled and a new replacement prescription should be generated. The patient and pharmacy should be informed of the change to avoid any confusion.

Electronic prescriptions can be cancelled at any point until they are dispensed to the patient.

✓  
Cancelling in an  
OPEN Consultation

✓  
Cancelling in a Closed  
Consultation

✓  
Confirm  
Cancellation

✓  
Cancellation  
Responses

## Cancelling a prescription - Open consultation

After the prescription has been sent and the case is still open, it is possible to cancel a prescription should there be any errors or required changes.

### Cancel ETP

When cancelling the prescription before the case has been completed, the user will be required to click "Cancel ETP" here

The screenshot shows a software interface for managing prescriptions. On the left, there is a search bar with the text '<< Coding' and a 'Remove' button. Below the search bar is a 'Prescribed Drugs' list. The first item in the list is 'paracetamol 500mg tablets supply (8) tablet three times a day', which is highlighted. To the right of the list is a vertical menu of buttons: 'Cancel ETP' (with a yellow downward arrow icon), 'Finish', 'Lock', 'Update', and 'Prescribe'.

✓  
Cancelling in an  
OPEN Consultation

✓  
Cancelling in a  
Closed Consultation

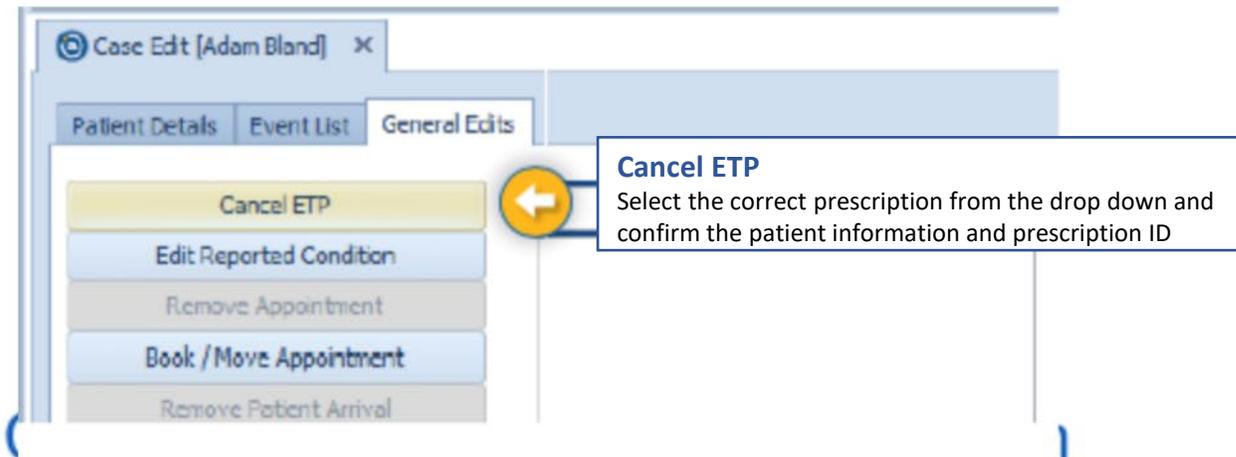
✓  
Confirm  
Cancellation

✓  
Cancellation  
Responses

## Cancelling a prescription – Closed Consultation

On occasion it may be necessary to cancel a prescription after the consultation has been closed.

Once the cancellation has been completed the prescriber may need to issue a new prescription.



Canceling in an OPEN Consultation

Canceling in a Closed Consultation

Confirm Cancellation

Cancellation Responses

## Confirm

Electronic Prescription Cancellation

Select Prescription To Cancel  
Sent on 08/11/2017 14:15 PM - Advice CaseType

Items On Selected Prescription

Patient Details

Prescription Id BF1254-Y12345-003182  
Name Adam Bland  
Leics LE14 4LL  
Home Phone 01233 333444

Item Endorsement

amoxicillin 125mg/1.25 supply (20) ml 5ml - every 8 hours - or

Cancel OK

### Cancellation Reasons

Ensure the most appropriate reason for cancellation is selected

### Confirm Cancellation

Once the cancellation reason has been selected, click OK. A screen will appear that will reconfirm you wish to cancel

Canceling in an  
**OPEN Consultation**

Canceling in a Closed  
**Consultation**

Confirm  
**Cancellation**

  
**Cancellation  
Responses**

## Spine Cancellation Responses

There are three possible responses from the Spine:

### Successful Cancellation

A successful response confirmed the prescription has been cancelled. In this case a new electronic prescription can be generated and sent to the pharmacy if required

Canceling in an  
**OPEN Consultation**

Canceling in a Closed  
**Consultation**

Confirm  
**Cancellation**

  
**Cancellation  
Responses**

## Spine Cancellation Responses

There are three possible responses from the Spine:

### With Dispenser

An unsuccessful response confirmed that the prescription cannot be cancelled because it has been downloaded at the pharmacy

**In this case you MUST contact the pharmacy and request that they return the prescription to the Spine where it will be automatically cancelled**

Canceling in an  
**OPEN Consultation**

Canceling in a Closed  
**Consultation**

Confirm  
**Cancellation**

  
**Cancellation  
Responses**

## Spine Cancellation Responses

There are three possible responses from the Spine:

### With Patient

An unsuccessful response confirming that the prescription cannot be cancelled because it has been dispensed to the patient

**In this case, the clinician MUST contact the patient directly and advise them of the next steps (for example: ask them to return to the pharmacy to collect a new prescription)**

## Cancellation Video

This video is a brief overview of the process of cancellation of prescription

Please follow the below link for a brief video overview of the process of cancellation a prescription.

<https://vimeo.com/468127486>