

## 10.01. Dispensary mode

Dispensary mode allows you to issue medicines to individual patients. It is ideally suited for pharmacies, clinics, hospital dispensaries, and facilities where medicines are supplied to individual patients.

In dispensary mode:

- Prescription data can be entered into mSupply including:
  - [Patient details](#)
  - [Prescriber details](#)
  - [Prescribed items](#)
  - [Item directions](#) which can be quickly selected from standard abbreviations, and edited as necessary. Item directions can be printed in languages other than English.
- **Labels** can be printed with:
  - Item description and quantity issued
  - Patient name
  - Prescriber name
  - Directions
  - Institution name
  - More...
- [Patient histories](#) are recorded, allowing repeat prescriptions to be:
  - [Duplicated](#)
  - [Repeated](#)



- Use of Dispensary mode depends on your mSupply registration type. Contact Sustainable Solutions if you wish to upgrade your registration.
- Regardless of mode, each user can only use those functions for which they have [permission](#).
- In client-server versions of mSupply, different users can be logged in in different modes at the same time, allowing you to dispense to patients and supply wards, stores, clients or cost centres simultaneously.
- Users whose permissions allow them to operate in either Store mode or Dispensary mode may change from one to the other by pressing *Ctrl+2* on the keyboard. Re-entry of the user's password is not necessary.

## Activating dispensary mode



Prior to version 3.5 you controlled dispensary mode for each



user, and had to choose **File > Edit users...**  
Now it's a setting for a store.

1. Click **Special > Show stores...**
2. Double-click on the store you want to set to dispensary mode.
3. Select **Dispensary** in the drop down list next to the store's code field.
4. Log out of the store and log in again to activate dispensary mode.

## Setting dispensary mode preferences

Click **Admin > Preferences > Dispensary mode** to set preferences.

Important preferences to consider:

- Ensure the **Show direction entry in dispensary** box is ticked.
- Specify what information will be printed on **dispensing labels**.
- Specify if you want a **receipt** to automatically print on labels.
- Specify if you want mSupply to **auto-generate patient codes** (alternatively, the user must enter a unique code for each patient).
- Specify if a **prescriber** must be entered for each prescription.
- Specify if you want to be able to **receive payments** from the prescription window.

Preferences...

General  
Misc  
Purchase order defaults  
Purchase order 2  
Invoices 1  
Invoices 2  
Item  
Price  
Quotes  
Reports  
Names  
Tender  
Reminders  
Patient Medication  
Drug Interactions  
Registration  
Printing  
OK and print  
Logo  
**Dispensary mode**  
HIS  
Log  
Backup  
Backup 2  
Email  
Server  
Synchronise  
Customization

Label Printing

Message on labels

Custom identification code to print on labels  Printing options for units

☒ Show direction entry in dispensary

☐ Turn off cell padding in between direction and patient name ☐ Print sales value of item on label

☐ Print full prescriber name on labels ☐ Print patient code on label

☐ Print organisation Address 1 as separate line ☐ Print batch on label

☐ Print patient category on label ☐ Don't print placeholder lines

☐ Print Expiry Date of Item on label ☒ Print a receipt on labels by default

Patients

Default patient category

Default prescriber name

☒ Auto-generate patient code ☒ Prescriber must be entered

Prefix codes with  ☐ Expand abbreviations in patient address fields

☐ Capitalize patient names (shift overrides) ☐ Share patient prescription over stores

Apply stock to placeholder lines

From  To  Today

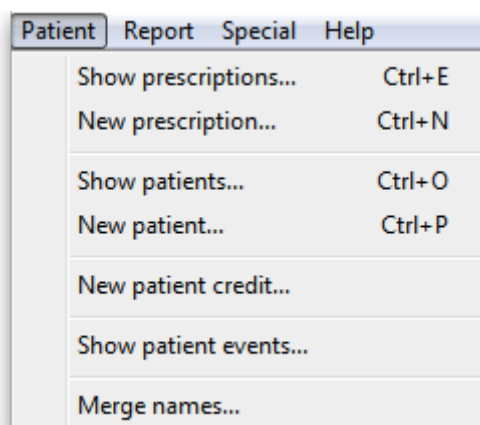
Payments

☐ Default prescription status to finalised ☒ Receive payments from prescription window

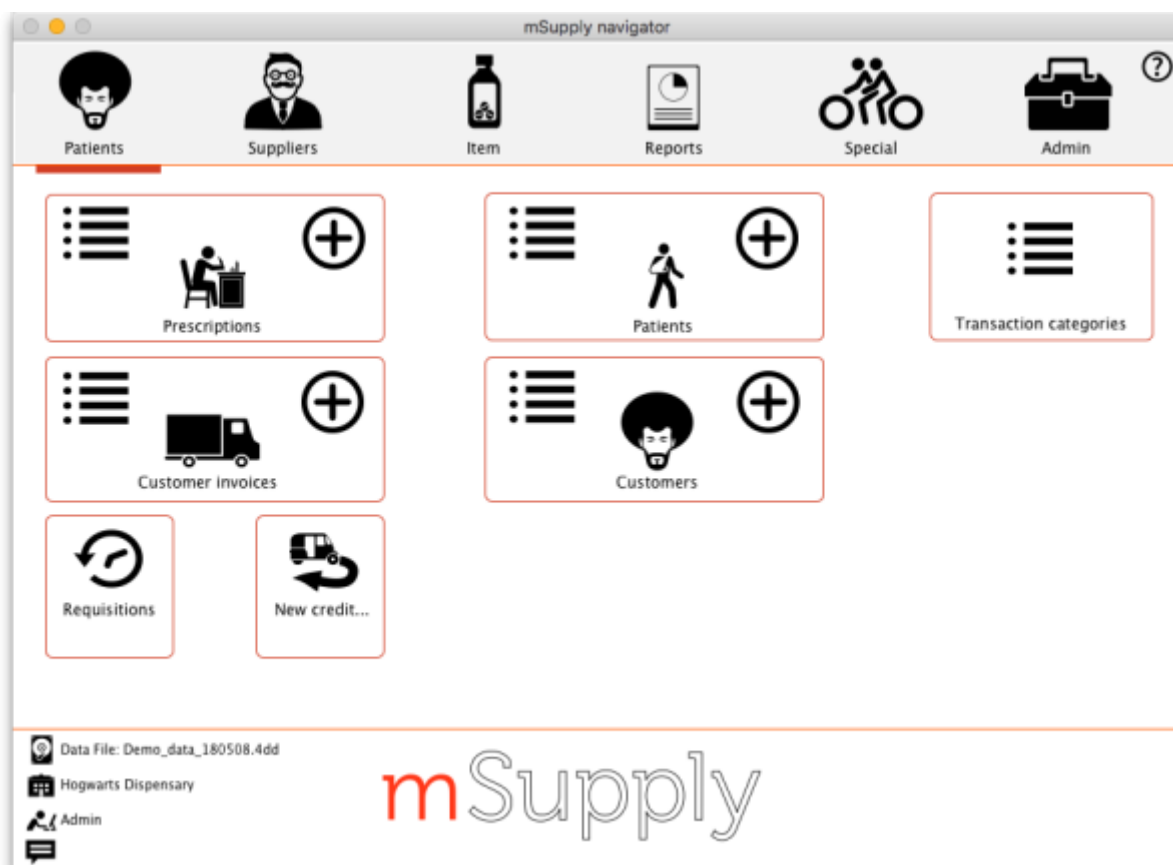
# What changes in dispensary mode?

## Different menus

Some of the menus in dispensary mode have different names. For example, the *Customer menu* becomes the *Patient menu*.



But most of the things you can do in store mode are also available in dispensary mode. In fact, the navigator looks much the same. The only difference is the Customers tab, which is renamed to the Patients tab and has a slightly different selection of icons:



The functionality of the common icons is the same as in store mode and applies mostly to customers

not patients (a dispensary mode store can still distribute stock to customers (not patients) and handle customers' requisitions). For details of those functions, see the other sections of this guide.

## Different windows

The windows displayed are appropriate for dispensing medicines to individual patients.

A patient's dispensing history is maintained and you can also record patient notes (e.g. allergies).

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