

## 9.01. 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.

The screenshot shows the 'Preferences...' dialog box with the 'Dispensary mode' section selected in the left sidebar. The main area contains several sections of settings:

- Label Printing:** Includes fields for 'Message on labels' and 'Custom identification code to print on labels'. A dropdown for 'Printing options for units' is set to 'Always print units'. A checkbox 'Show direction entry in dispensary' is checked and highlighted with a red box. Other checkboxes include 'Turn off cell padding in between direction and patient name', 'Print full prescriber name on labels', 'Print organisation Address 1 as separate line', 'Print patient category on label', 'Print Expiry Date of Item on label', 'Print sales value of item on label', 'Print patient code on label', 'Print batch on label', and 'Don't print placeholder lines'. A checkbox 'Print a receipt on labels by default' is checked and highlighted with a red box.
- Patients:** Includes fields for 'Default patient category' and 'Default prescriber name' (set to 'Search Prescriber'). A checkbox 'Auto-generate patient code' is checked and highlighted with a red box. Another checkbox 'Prescriber must be entered' is checked and highlighted with a red box. Other options include 'Prefix codes with', 'Capitalize patient names (shift overrides)', 'Expand abbreviations in patient address fields', and 'Share patient prescription over stores'.
- Apply stock to placeholder lines:** Includes date pickers for 'From' (1/11/19) and 'To' (1/11/19), a 'Today' button, and an 'Apply stock' button.
- Payments:** Includes a checkbox 'Default prescription status to finalised' and a checkbox 'Receive payments from prescription window' which is checked and highlighted with a red box.

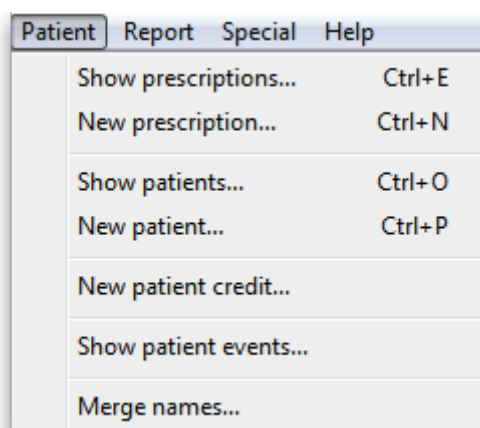
At the bottom right, there are 'Cancel' and 'OK' buttons.

## What changes in dispensary mode?

Most of the things you can do in store mode are also available in dispensary mode. The main differences are:

- The **Customer** menu becomes the **Patient** menu; and
- The **Customers** tab on the navigator becomes the **Patients** tab, which has a slightly different selection of icons
- The windows displayed are appropriate for dispensing medicines to individual patients. For example, a patient's dispensing history is maintained and you can also record patient notes (e.g. allergies).

Note that a facility using dispensary mode can distribute stock to both patients **and** customers (e.g. hospital wards, outreach programs), and can still handle customer requisitions.





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