# 10.06. Abbreviations for dispensing

Abbreviations are the short codes you can use to quickly enter the patient directions for a medicines when you dispense it to them.

When you are issuing an item you can mix abbreviations and your own text to add common directions quickly.

It is worth mentioning that abbreviations may also be used in other situations e.g. if a significant number of customers live in the same locality, an abbreviated form of their address could be employed. All abbreviations are created in the same way as described below.

To access the functionality, click on the **Special > Abbreviations** menu option. The following window opens, showing a lost of all the current abbreviations that have been entered:

•••		Ab	breviations
Add	Delete	Modify	Report
Abbreviation			Expansion
10d	ibukin 10 ti	e bong	
10drp	Nima 10 te	tim	
lc	Nima 1 te b	watin	
ldrps	Katima 1 te	tim nakon ma	itam/taningam ae rootaki

As usual, you can sort the list by clicking on the column headers.

### Add an abbreviation

If you change an abbreviation or add a new one, you will see the change immediately (v317 or later), but in a multi-user environment other users will have to log out and log in (use **Switch user** to do this quickly) to see the edited or added abbreviations.

To add an abbreviation, click on the Add button and the following window opens:

1 Add abbrev	iation
Abbreviation	
Expansion	
L L	
	Cancel OK

Enter the abbreviation that you will type in the *Abbreviation* field and the text that it will be expanded to in the *Expansion* field. When you're done click on the **OK** button.

Do not use actual words in your abbreviation, or else attempting to type the word will result in the expanded text appearing on your label!



Any non-printable characters entered before or after the abbreviation will be removed. Any entered in the abbreviation will be replaced with an underscore (\_).

#### Edit an abbreviation

To edit an abbreviation, double-click it in the list. A similar window to the add abbreviation window will open, pre-populated with the abbreviation's details:

tedit Abbre	eviation	×	
Abbreviation	10mis		
Expansion	Nima 10mls		
	Cancel	OK	
C			

Edit the abbreviation and expansion as required then click on the **OK** button to save it.

### Delete an abbreviation

Select a single abbreviation in the list by clicking on it then click on the **Delete** button. You will be asked to confirm the deletion - if you do, it is deleted from the list.

#### Print a list of abbreviations

Click the *Report* button to construct a simple report listing all abbreviations. This report can be previewed or printed.

After clicking on the button, you will be shown the report editor window. In older versions of mSupply it looks like this:



- 1. Double-click on Abbreviation
- 2. Double-click on **Expansion**
- 3. Right-click on Detail and set font size to 8 or 9
- 4. You can use the lines on the column headers to adjust column width
- 5. Choose File > Generate to print the list

In newer versions of mSupply, the report editor will look like this:

• •						Report			
					Report	Header and f	ooter		
	$\langle T \rangle$	Ľ2	몃	►	Clear 🖉	Header	•	0	
New	Open	Destination	Preview	Execute	C Revert	E Footer		Options	Fields
Title									
Format	1								
Grand Total	1								
	1								
Number of re	ecords: 4								

Click on the **Fields** button and then double-click on *abbreviation* then *expansion* in the left hand *Available fields* section to move them to the *Report columns* section like this:

		Report	
	Report Heade	r and footer	
New. Open. Destination P Title Format Grand Total	Available Fields O - Q A abbreviation Texpansion A ID	Report Columns A (abbreviation)abbreviation T (abbreviation)expansion	Fields 1
		Cancel OK	
Number of records: 4			

Click on the **OK** button then click on the **Execute** button to run the report and print it out.

# Importing abbreviations

The procedure for importing a file containing your abbreviations is found here.

# Item default directions

Once you have entered abbreviations, don't forget to enter the default directions for all common items - the default directions are the abbreviations that are used by default for an item when it is

5/58

added to a prescription. Instructions are here.

Previous: 10.05. Prescribers | | Next: 10.07. Diagnoses

# 10.07. Diagnoses

The **Diagnoses** functionality allows you to quickly save a diagnosis on a patient's prescription.

# **Viewing and Adding Diagnoses**

Select the **Diagnoses** icon from the **Special** tab on the mSupply navigator window.



This will open the Show diagnoses window with a list of all diagnoses.

- The list will initially be ordered by date created. However, the list can be sorted by the ICD code or ICD description by clicking on the respective column header.
- You can use the search box to search for a diagnoses using either an ICD code or the ICD description.





The list can be filtered using the **Show** drop-down box on the top right of the window:

- All: active and inactive diagnoses.
- Active: diagnoses that have not yet reached their specified valid till date.
- **Inactive**: diagnoses that have passed their specified valid till date. Inactive diagnoses will not appear in other windows, and cannot be saved to a patient prescription.

Click on the **New diagnosis** button on the top-left of the window to add a new diagnosis. This window will open:

• • •	New diagnosis
ICD code	
Description	
Valid till	00/00/00
Notes	
	OK & Next Cancel OK

Enter the ICD Code and Description. Please note:

- Both code and description boxes are mandatory.
- mSupply does not check the data entry in these boxes. Please double-check that you have entered the information correctly.

Enter the **Valid till** date. You can use the date selection tool by clicking on the calendar to the right of the box.

- The date entered determines how long the diagnosis will remain active. After this date the diagnsis will be automatically made inactive.
- The valid till field is non-mandatory. Leaving this field blank results in the code remaining permanently active.

### **Diagnoses on Prescriptions**

You must first turn on the *Allow users to choose diagnoses on prescriptions* store preference to allow diagnosis selection on prescriptions. See the 25.08. Virtual stores page for details.

When this preference is turned on, when you create a new prescription you will be able to select a diagnosis using a drop-down list. The drop-down list will display and allow selection of any active diagnosis:

-						,				
atient details										Black
2	Name			Date	of birth	:00/00/00		Female	Store: Hawthorn F	ast Clinic
New Patient	Code:		_		Address				Entered 27/11/20	in contre
Proscriber Se	arch Praccribar		Confirm date :	00/00/00					Impice 0	
Code:	caren Presenber	+	Prescription date	27/11/20					Enternd by Name (name	(area - brees
0.000									Entered by Name (pass	word = pass)
					Diagn	osis None		8		
		<b>1</b>				Refere	ence	Categ	ory None	0
New line D	elete line(s) Backorde	rs History Repeats				,	iote			
				_						
				Items	Log					
Line Location	n	Item Name		Quan	Pa	Batch	Exp date	Sell Price	Price exten	
				_						
_										
s i r	E Item:			Amou	nt:	0.00				
Date	_			Noter					Subtotal:	0.00
Date				notes	-	New note			0% discount:	0.00
					-				Total	0.00
					-	Delete no	te		Amount Outstanding:	0.00

The diagnosis selected will be saved against the prescription together with all other information provided in the Prescription entry window.

Previous: 10.06. Abbreviations for dispensing || Next: 10.08. Label printing preferences

# 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
- $\circ~\mbox{Directions}$
- $\circ~$  Institution name
- $\circ \ \text{More...}$
- Patient histories are recorded, allowing repeat prescriptions to be:
  - Duplicated
  - Repeated
- Prescription payments can be recorded
  - 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. Choose **Special > Show stores...** from the menus.
- 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

Choose **File > Preferences > Dispensary mode tab** to set preferences. See the 16.01. General preferences page for details about all the preferences but here are some important preferences to consider:

- Ensure the **Show direction entry in dispensary** box is ticked. This allows users to enter patient directions for dispensed items.
- 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	
Ceneral	Label Printing	
Misc		
Purchase order defaults	Message on labels	
Purchase order 2	Custom identification code Printing	options for units Always print units
nvoices 1	to print on labels	and a sure country been anone
woices 2	Show direction entry in dispensary	
em	Turn off cell padding in between direction and patient name	Print sales value of Item on label
lice	Print full prescriber name on labels	Print patient code on label
uotes	Dist employing Address 1 or execute line	Bist hatch on label
eports	Print organisation Address 1 as separate line	Print batch on label
lames	Print patient category on label	Don't print placeholder lines
ender	Print Expiry Date of Item on label	Print a receipt on labels by default
eminders	Patients	
atient Medication		
rug Interactions	Default patient category	
egistration	Default prescriber name Search Prescriber	
rinting	C tota annual antipat anti-	Construction and the second
K and print	Auto-generate patient code	Prescriber must be entered
000	Prefix codes with	Expand abbreviations in patient address fields
ispensary mode	Capitalize patient names (shift overrides)	Share patient prescription over stores
15	Apply stock to placeholder lines	
og ·	From 1/11/10 To 1/11/10 Today	Annhu stock
ackup 2	From 1/11/19 10 1/11/19 Today	
noil	Payments	
nan -		
enchronise	Default prescription status to finalised	Receive payments from prescription window
ustomization		Control Off
a storm zation		Cancel OK

# 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.





Previous: 10. Dispensing Goods | | Next: 10.02. Prescription entry

# 10.03. Patients

#### Updated version 5.01

In mSupply, patients are a type of name. They are a special form of customer that can have first names, last names, genders and dates of birth. You dispense stock to a patient on a prescription, rather than distributing it to a customer on a customer invoice.

# Entering a new patient

You can enter a new patient by clicking on the **Patient > New patient...** menu item to by clicking on the New patient icon on the Patient tab of the navigator.

If you are already creating a prescription and discover the patient is missing you can click on the New patient button on the prescription (Shortcut: Ctl-Shift-P):

Patient details Name [ New Patient] Prescriber Search Presc Code:	oriber		L	Confirm date : Prescription date	00/00/00 28/04/20	Date A 0 020	of birth address Pe Re	riod 30
Line Location	Dackorders	tem	Name			Quan	Pa	Bato

Either way, the same window will open:

Home store:	Test dispens	lary			С	urrent store:	Test dispensary	
neral								
Name G Code			F	Restriction Hold- do	not issue 🗌		Credit limit 0 USD	
Last				Contact				
First				email				1
Date of birth	00/00/0000	Age		web ste				í
	Female	Male						-
Drize Category	A	() Han		Phone				1
Price calegory	^ ¥			Fax				1
Other								
Client	None		Category 4	None	$\sim$	Start Date	•	1
Activity	None	~	Category 5	None	$\sim$	End Date	•	
Activity Code	None	~	Category 6	None	$\sim$	KCA Date	•	1
Flag			Comment					1
/ain/Biling Addre	55							
Address 1				La	t		0	
Address 2				Lon	1		0	<b></b>
Country					View on	Мар		Brint
								PTHI

 Code and Last are the only required fields but all applicable fields should be completed so that it is easier to recognise the patient next time. Please note that if there are non-printable characters before or after the First, Last or Code they will be removed. Any non-printable characters in the First, Last or Code (and spaces in the Code) will be replaced with an underscore (\_).

• The patient code will be filled in automatically for you if the *Auto-generated patient code* preference is turned on (see Setting dispensary mode preferences for details).



If the new patient's date of birth is known, it should be entered, otherwise an entry should be made in the *Age* field; for a patient aged 18 months, valid entries in the *Age* field may be in one of 3 formats, namely 18m, 1.5, or 18/12.

- When a patient's code is known, that patient's record can be rapidly displayed. Note also that the **Male** radio button is checked; if you are entering details of a female patient, remember to check the **Female** radio button!
- Custom fields are available for storing extra information relevant to your situation.

# Viewing and editing patient details

You can view a patient's details from a prescription; just click on the patient details button next to their name when they have been selected on a prescription (Note that this button is not enabled until a patient has been selected on the prescription):



If you are not entering a prescription then you can select the **Show patients** icon on the *Patients* tab of the navigator or click on the **Patients > Show patients** menu item:

Show patients
Patient details
Last:
First:
Code:
Search
All names     Selection
✓ Exclude hidden names
Complex Find Cancel Find

Enter the details you want to search for the right patient (or leave everything empty to show a list of all patients) and click the *Find* button.

You will be shown a list of matching entries (double-click on the one you want to view or edit), or taken directly to the detail view if only one patient matches the values you entered:

2	[=]     [	🗤 🏹 [	<b>7</b>			20/6
New Patient	Find Print	Order by Merge Me	odify			
Patient Code	Last name	Forename(s)	DOB	Phone	Address	
00102/19/00	Moemoe	Alex	29/7/98		Bikenibeu	
00107/06/00	Healey	Nora	30/6/39		Teaoraereke	
0024/05/00	Malfoy	Draco	17/6/93		Teaoraereke	
0027/06/00	Koriander	Basil	30/6/77		Bikenibeu	
0027/09/00	Buatia	Ron	30/6/55		Betio	
0029/04/00	Potter	Harry	18/2/00		Antebuka	
0029/08/00	Weasley	Ginny	30/4/72		Antenon	
0046/06/00	Granger	Hermione	12/12/68			
0053/02/00	Erene	John	25/8/99		Teaoraereke	
0057/07/00	lareta	Ted	20/1/99		Bikenibeu	
0101/34/00	Barenaba	Lucas	29/8/83		Ambo	
0102/10/00	Kirata	Quentin	30/6/34		Bikenibeu	
0104/05/00	loteba	Emily	30/6/95		Buota	
0121/37/00	Nicole	Banteuea	30/6/96		Bikenibeu	
0140/37/00	Matiota	Chris	30/6/96		Taborio	
0152/20/00	Bountarawa	Andrei	30/6/83		Bikenibeu	
0152/27/00	Kaongotao	Ignotus	30/6/88		Nawerewere	
0152/39/00	Marshall	Suying	14/4/00		Bonriki	
0160/47/00	Auatabu	Rozanna	28/8/85		Buota	
0162/33/00	Kaitau	Malala	30/6/98		Buota	

Whichever way you access the patient's details, the same window opens:

Home store, hear dispensary	Current store: Teat dispensary	
General Prescriptions Notes History PMR Back	rders Store Visibility	
Name Code test01	Restriction Hold- do not issue Credit limit 0 USD	
Last Patient	Contact	
First Test	email	
Date of birth 15/10/1963 Age 56.54	web site	
Female     Imale	These	
Price Category A	Phone	
Price category A	Fax	
Other		
Client None	tegory 4 None v Start Date	
Activity None V C	tegory 5 None v End Date	
Activity Code None  V	tegory 6 None V IKCA Date	
Flag	Comment Age estimated	
	-	
Main/Billing Address		
Address 1	Lat 0	
Address 2	Long 0	-
Country	View on Map	
		Print

#### Home store

#### Updated version 4.10 Updated version 4.12 Updated version 7.13

As of version 4.10, you'll notice that at the top of the details window is the **Home store**. For new patients, the home store is the store the patient was created in; for previously existing patients the version upgrade will assign the home store to be the store where the patient was most recently issued a prescription.

- A patient's details can only be edited in any dispensary store which is active on the same site as the home store (i.e. on their **Home site**). This ensures that a patient can only be edited in one location at a time.
- In version 4.10 and 4.11, a patient's *home store* cannot be changed. However, from version 4.12 it will be possible to edit the home store (if you're logged into the central server). Doing this will make the patient's records (repeats, patient medication records and insurance policies) available to the new home site. If the patient has previous prescriptions from stores which are visible in the new home store, these will also be made available to the new home site, but will only show up in the patient's history if the *Share patient prescriptions over stores* preference is turned on (see setting\_dispensary\_mode\_preferences). Note that you will not be able to edit a patient's details if their record is currently waiting in the sync queue to be transferred to another home store. A "Not editable pending transfer to XX" (where XX is the new home store) message will show at the bottom of the screen and all fields will be disabled if this is the case.
- You can create prescriptions for a patient in any store they are visible in, not just their home store, but repeats can only be processed in any dispensary store on the home site.
- If you're on the central server, you can make a patient visible in other stores (just like any other type of name) doing this will make the patient's records (repeats, patient medication records and insurance policies, but not their prescription history) available to the store.

# The patient detail window tabs

### General tab

The date of birth field for a patient uses the same date format as your computer's operating system. If you enter an age, the date of birth is guessed and a patient comment is added to mention that the date was guessed so you know it's not accurate.

Hold do not issue: If this is checked then no stock can be dispensed to the patient

**Credit limit**: This is the maximum debt that a patient's account can have when the payments module is activated. Enter as a number greater than zero. They will not be able to be dispensed a prescription without paying for it when they reach this limit.'

If the payments module is not activated, the value in this field has no effect.

### **Prescriptions tab**

Here each prescription created for the patient in this store is shown. Double-clicking a row in the list will open that prescription.

### Notes tab

Any notes/events you enter in the notes tab will display each time you enter the patient name in the *Prescription entry* window. These notes can be used to remind you of patient Preferences for certain dosage forms, or drug sensitivities.

• • •					E	dit patient						
										Store:	General	0
		General	Prescr	iptions	Notes	History	PMR	Backorders	Store	)		
Snail, Rik					Show							
					Pati	ent events (	All			0		
Add awart	Delete quest											
Add event	Delete event											
Date.	Patient event	Va	alue	Units	True		Not	tes		E	vent type	
21/12/16	Patient's body weight		84	kg		weighed Mr	Snail	weighs 84kg t	oday Nu	umeric		

Before you add an event for a patient, you need to make sure that *patient events* have been set up.

### **Patient events**

This is the term mSupply uses to denote any item of information relating to a particular patient; for example, you may want to record the patient's weight, the patient's blood pressure, any allergies from which the patient suffers, vaccination records, etc. - a wide range of information relating to a particular patient may be recorded here.

First, some definitions of patient events need to be made; choose *Patient > Show Patient events* , then click the **New** button.

約 Add patient ev	/ent		_		×
Code:					
Description					
Event type	Text		$\sim$		
Units					
		Cancel		ОК	
				_	

One patient event is already defined, the code is `NT', the description is `Note', and the type is *Text*; you can also have events of type *Numeric* or *Boolean*. For example, to create a patient event recording a patient's weight, the completed *Add patient event* window would look like this:

約 Add patient e	vent					×
Code:	Weight					
Description	Patient's body	y weight				
Event type	Numeric		$\sim$			
Units	kg					
		Cancel			ОК	
			_	_	_	

A further example, this time using the Boolean type - i.e. where the options are limited to two, `Yes' or `No' - could be to identify patients who have insurance cover to meet the cost of their prescriptions; for this event, the *Add patient event* window, once completed, would appear like this:

) X	— 🗆	🤹 Add patient e	
		Code:	
•	for cost of medicine	Description	
	) ~	Event type	
		Units	
ок	OK		
; ОК		Event type Units	

Once a number of patient events have been defined, choosing Patient > Show Patient events, will

#### produce a window like this:

🐀 Patient eve	ent list					×
Hew New	Delete					
Code.	Description	Event type		Unit		
Ins	Patient has Insurance for cost of medicine	BO				^
NT	Note	DS				
Weight	Patient's body weight	NU	kg			
						_
						_
						$\sim$
<						>
3/3					OK	
					_	

Now it is possible , using the *Notes* tab of the patient details window, to add individual items of information to the profile of any patient.

Add Pa	tient events Search event typ	9		Ent	ered by : u	user 1 (pass	)
Date	22/03/2016			Мо	dfied by:		
Note							^
Display	when never		~	Pick Color	Be Cancel	eep 0	times

View the record of the patient in the normal way (from *Patient > Show Patients, enter the patient's name & double click the appropriate patient from the 'names output' )*, and select the *Notes* tab. Click on the *Add event* button to bring up the window shown above.

In the *Event* field, *Search event type* appears by default. To display all the events you have defined so that you may choose the one you require, enter the character "@" (without the quote marks), press the TAB key, and make your required selection from the list.

Alternatively, you may enter a word from the description of the event - e.g. if you have defined *Patient's body weight* as an event, you may enter the start of the event name or code (e.g. *pat*), and that event will appear in the *Event* field. If more than one event matches what you have entered, a list will displayed for your to choose the event you want to enter.

Should you wish to add any note or comment, you may do so by moving the cursor into the Note area, clicking, then typing your entry. You can customise the note in terms of when it will be displayed on screen etc. as described in the Items chapter of this guide. Here's the link - The Notes tab.

After a period of time, a patient's notes may look like this:

Edit Patien					Chur Gone		
aneral Invoice	Backorders Notes H	istory			Store: Loons		
agstaff, Winsto	m		C 5	Show			
				Event type	All	×	
Adid event	Delete event			Patient events	Al	~	
Date.	Patient event	Value	True		Notes	Event type	
18/09/2007	Blood Pressure	0		125/98 Job pror	notion 6 weeks ago - mo	Text	
01/02/2008	Insurance cover	0	~	Effective date - 1	Feb 2008	Boolean	
22/01/2007	Body weight	69.4		G ood improveme	nt	Numeric	
13/05/2007	Allergies	0		? allergic to peni	cillin - rash after 48 hrs tre	Text	
13/10/2006	Body weight	65		On discharge fro	m 2 months in hospital	Numeric	
J				1			2
					Cancel	ОК	_

The default view shows all patient events, but you have the ability to vew single events by selecting the event code from the drop down menu *Patient events* under *Show* 

A new event may be added by clicking on the *Add event* button, and an event which is no longer of any relevance may be deleted by clicking on the *Delete event* button.

Events may be edited by selecting the specific event, double clicking on it, when the *Edit patient event* window appears.

### History tab

This tab shows a list of all the items dispensed of this patient. Double-clicking an item will open the prescription it was dispensed on.

### **PMR (Patient Medication Record) tab**

See the separate section on this here Patient Medication Records

### **Backorders tab**

If you are using a backorder system and you have any backorders for this patient, they will show here.

### **Store Visibility tab**

The tab shows which stores the patient is visible in. Only when the visibility checkbox is checked will the patient be visible to that store. The patient must be visible in a store to be able to create prescriptions for them in that store.

Image: Store Prescriptions     Notes     History     PMR     Backorders     Store Visibility       Stores     Visibility	
Stores     Visibility       rug Registration	Visibility
rug Registration	
eneral Warehouse  ryffindor District Store  ryffindor District Store  ryffepuff Health Centre  ryfferin Health Centre ryfferin Health Centre  ryfferin	
nyffindor District Store	
ogwarts Dispensary       Image: Control         ufflepuff Health Centre       Image: Control         ytherin Health Centre       Image: Control         Image: Control       Image: Contro         Image: Contro	
Interestion       Interestion         ytherin Health Centre       Interestion         Interestion       Interes	
ytherin Health Centre	
· · · · · · · · · · · · · · · · · · ·	~
2	>

#### Visibility for patients created on a synced system

Remember that in a synced system, patients can be created in any dispensary on any sync site. This is unlike 'normal' Names (customers, suppliers, etc.) that can only be created on the primary server.

When a patient is created on any site, it will be made visible in:

- Its home store (i.e. the current store), and
- All other stores of type "Dispensary" which have their store preference *Patients created in other stores not visible in this store* switched **OFF**.

Data that syncs with a patient:

- Their insurance policies
- Their repeats (Note, other sites won't be able to see and use them)
- Their PMR records

Data that does NOT sync:

- Transactional/prescription history
- Patient events

While it can be used to make all patients visible across all dispensary stores across all sync sites, use caution with the store pref *Patients created in other stores not visible in this store*. Doing so does not scale well on large systems if it is turned **OFF** for many stores as it causes exponential data growth and sync traffic:

- (50 stores) x (100,000 patients) = 5 million visibility records
- Initialising a site with 3 dispensaries with the pref off will require syncing 100k patients, and 300k visibility records.
- It does not include prescription data. If it did it'd only add to the above.

Once a patient has been created in a dispensary, its store visibility can then be amended in this tab.

# Merging patients while dispensing

#### Updated version 4.12

While dispensing, you may observe that a patient has been inadvertently entered twice. For example:

•••		Names	output		
New Patient	Find Print	Order by Merge	lify		15/4
Patient Code	Last name	Forename(s)	DOB	Phone	Address
1	Teacher	Read of Contract o	8/01/47	+44 207 234 7646	
3	Marcal Sciences	100	14/09/83	+44 2973657654	
8	and the second s	Montal I	29/08/58		
9	2 March 10	100	1/01/64	02116537165	
10	Second Second	100	14/09/83	+44 207 1234 532	
14	Rest.	New York	23/09/85	123456789876	
16	Real	-	7/03/58	0207 456 2020	
17	Sec. 1	(mark)	19/05/53		
18	2 March 10	ine a	13/03/70	0211546759	
22	anan	NIK	7/03/58		
29	Parasol	George	25/02/43		
25	-041	141	4/06/43		
30	Weiler	(Phil)	10/06/58		
27	Parasol	George	25/02/43		
34	Resault	firenge	25/02/43		

When the *Choose patient* window appears, you can highlight the two patients to be merged, then clicking on the *Merge* button displays this window:

Charge to 27 Charge to 34 Name Parasol, George Address 1 Address 2 Address 2 DOB 25/02/43 DDB 25/02/43 Gender Male Cender Male	Code	27	Code	14	
Name     Parasol, George     Name     Parasol, George       Address 1     Address 1       Address 2     Address 2       DOB     25/02/43     DOB       Gender     Male	Charge to	27	Charge to	34	
Address 1         Address 1           Address 2         Address 2           DO8         25/02/43         DO8         25/02/43           Gender         Male         Cender         Male	Name	Parasol, George	Name	Parasol, George	
Address 2         Address 2           DO8         25/02/43         DO8         25/02/43           Gender         Male         Cender         Male	Address 1		Address 1		
DOB         25/02/43         DOB         25/02/43           Gender         Male         Cender         Male	Address 2		Address 2		
Gender Male Cender Male	DOB	25/02/43	DOB	25/02/43	
	Gender	Male	Cender	Male	
o. of trans 0 no. of trans 0	no. of trans	0	no. of trans	0	
last trans 00/00/00 last trans 00/00/00	last trans	00/00/00	last trans	00/00/00	

Here you need to decide which record should be kept, and which one should be merged, and check the appropriate radio buttons. This combines the information in the record to be merged with the information in the record to be kept.

Note that, from version 4.12, merging patients will be restricted to only those having the same *home site* - see home\_store.

Previous: 10.02. Prescription entry | | Next: 10.04. Prescribers

# **10.04.** Patient insurance

### Updated version 4.10

Insurance policies are used by patients to pay part or all of the cost of a prescription.

Insurance policy details for a patient are set up on the *Insurance* tab of the patient details window. These policies are then available for selection when receiving payments from the prescription entry window (see the 11.03. Prescription payments and credits page for details).

At the moment, this functionality is only available in Côte d'Ivoire (see Insurance for a description of how it is used). Please contact us if you need to use this functionality.

### **Insurance providers**

Insurance providers are the institutions which provide the insurance policies for patients. They are recorded by selecting them from a drop down list when adding an insurance policy to a patient. This functionality is for managing the contents of that drop down list.

To see a list of all the current insurance providers, choose the **Special > Insurance providers...** menu item. This window opens:

Prescription Validity Expiry (d	ays)			J
Comment sactive?				
Provider Name	Comment	Validity Days	Is active?	
ALLIANCE	ALLMACE	30		^
CMU	Coursefure Valade Universalle	30	~	
DRAS SAVOYE	GRAS SAVOVE	30	~	
WUGEP-CI	MUGEF-CI	30	$\sim$	
AXA COTE DA/ORE	AXA COTE DA/ONE	30	$\sim$	
NSA ASSURANCES	NSA ASSURANCES	30	$\sim$	
SOBAVE	SOMAVE	30	$\sim$	
STARE ASSURANCES	STANE ASSURANCES	30	$\sim$	
<			3	>

**To add a new provider** click on the 🛃 button. This will add a new entry top the end of the list in the table with the *Name* "new provider". Edit the values for this entry in the fields at the top:

- **Name**: the name of the insurance provider. This will appear in the drop down list for the user to select when adding an insurance policy to a patient
- **Prescription Validity Expiry (days)**: The maximum number of days that can elapse between a prescription being created by the prescriber and being presented to the mSupply dispenser and the provider's insurance policy can still be used against a prescription's cost. 0 days means no expiry. mSupply will not allow an insurance policy to be used to pay for a prescription if this number of days has been exceeded.
- Comment: Anything you wish to remember about this provider. Will not be displayed anywhere else.
- Is active: Check this if the insurance provider can be used for assigning to new insurance policies for patients. If this is unchecked, the insurance provider will not appear in the drop down list when recording new insurance policies.

**To remove a provider** click on the button. This will delete the currently selected provider, but only if you have not saved it before. If a provider has been saved, edit it and uncheck the **Active** checkbox to remove it from future selections.

To edit a provider select it in the list by clicking on it and then edit the details shown in the Name, Prescription Validity Expiry (days), Comment and Is active fields.

The **Save** button will save any new providers you have entered and will also close the window.

The **Cancel** button will close the window without saving any new providsers or unsaved edits.

Previous: 10.03. Patients | | Next: 10.05. Prescribers / Clinicians

# **10.10.** Patient medication records

Added: Version 3.11

### Introduction

A Patient Medication Record (PMR) is a way of recording all the medications a person is using, whether or not they were dispensed by you. The record contains useful information for the patient such as

- The dosage in a clear easy-to-understand format.
- An (optional) picture of the dose form (tablet, capsule, etc)
- The medication's purpose.
- Common instructions for taking/using the medicine, which may be customised for each patient

### Setting up items

Before adding items it is good to set up the standard purpose, instructions and item photo for common items at least. Once set up, you can add these to a particular patient's PMR with just the click of a button.

1. Find the item you are interested in and go to the dispensing tab

00		Item details	
ieneral Iisc	Default Directions	5MG TAB Picture	Store: Dispensary +
sage			
tock	Add Delete		
edger	Priority	Directi	
uotes	1 2t bd pc uat	Directi	
ackorders	2 It bd pc uat		
otes	3 It od po uat		
Il of materials	5 It ou pe dat		
irchase Orders			
rder options			
ispensing			
eporting			
a	Medication Purpose	Patient instrus	tions
ST	Medication Purpose	Fatient instruc	lions
tores	To control blood sugar	Take this me	dicine immediately after food.
	Warn if user tries to issue more than:	0 This option has been disabled as you have ch item units' in the mSupply preferences.	oosen to 'Always print

- 3. Enter purpose and instructions. Both these fields can take as much text as you wish to enter.
- 4. Add a photo by either dragging a photo from another application or pasting a photo from the clipboard.

mSupply will automatically resize large photos when you add them- there is no need to resize photos yourself first.

# **Default direction**

2.

On the default direction list, you can add a combination of abbreviation which can be used to fill in the direction while issuing drugs to patients.

To set up abbreviation, view 10.05. Abbreviations for dispensing

eneral	Item name Amoxycillin Capsule 500mg Store: Dispensary store
isc	Item code A0027
sage	
dner	Default Directions Picture
untes	
ckorders	Add Delete
otes	Princip
concile	Thing Director
I of materials	
rchase Orders	
der options	
pensing	
porting	
9	
quisitions	
res	Medication Purpose Patient instructions
rcodes	The backbox world all wood
	Warn if user tries to issue more than:
	Print out the units for this item on labels: This option has been disabled as you have chosen to 'Always print item units' in the mSupply preferences.

27/58

**Add** This is to add default directions. You may combine multiple abbreviation code to make up a sentence. You may even add a full sentence.

**Delete** This is to delete direction.

2025/06/07 11:07

Direction for items that were added above will be available when dispensing to patients.

						Add item	1			_	_	
ltem	Amoxyo	illin Capsu	le 500mg					L A0027	,	-		
Line		2						Repe	ats	New	item	
Quan		0 of 889	5			Sell price	0.00		Total		0	S
Pack		1 cap.		Bulk/	Outer pac	k size 0			Repeat left	24/22/202	0 Rej	peat ntitie
		- cap:		2011.)	outer par				Expiry date	24/11/201	9	
	Add Pla	ce holder										
Line	Issue	Available	Tot in st	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0	0 0	15	1		TN180721	01/01/2019	En un d		0.00	0.00	
2	,	0035	0032	1		NL2391	30/11/2020	invad		0.00	0.00	
										_		
	Total q	uantity issu	ued	0								
Т	otal qua	ntity availa	ible 81	895								
rections												_
bbreviati	ion 1c t	ds uf.								1c tds uf.		
Expand	ied Tak	e ONE caps	sule a day until	finichar								
urrectio	/15 111	NGE(3) time	is a day until	ministres	~ 1							
								Cano	el D	ОК	OK & I	Next
								Vallo		U.	Onai	TOAL

Note the Drop down list will now be populated by the default directions. Once a direction is chosen, mSupply will expand valid abbreviation to sentences. It is possible to have more than one set of direction as options.

### Adding items to a PMR

There are 2 ways of adding items to a PMR

- 1. From the patient history tab:
  - Highlight the items from the patient's history you wish to add, then click the **Add to PMR** button.
  - $\circ\,$  The record will be shown on the "PMR" tab if you switch to it.
  - $\circ\,$  Note that on the PMR tab you still have to double-click on the added record and fill in the dose, instructions etc.
- 2. From the Patient details PMR tab
  - $\circ\,$  Here you can add any item that is in the mSupply catalogue.
  - For example, a patient might be regularly taking paracetamol or aspirin that they buy themselves. You can add such items here.

						(
					Store:	Dispensary
	General P	rescriptions	Notes	History PMR Store	}	
Add Delete	Print					
ltem	A.M.	Noon	P.M. Bed	ime Purpose		Instructions
CYCLOVIR EYE OINTMENT 4G	1	0	0	0 For cold sores	Apply for	at least two weeks
IETFORMIN 500mg TABLET	2	0	2	0 For diabetes	Take each	dose immediately aft
	L	1	1			
				OK 8	Naut Car	

1. To add an item, click the **Add item** button. You will be shown a new window:

item	GLIBENCLAMIDE	5MG TAB			450	
Dose	A.M.	Noon 0	P.M.	Bedtime 0		
Standard Pu	rpose					
To control b	lood sugar			То со	ntrol blood sugar	
Standard Ins	tructions					
Take this me	edicine immediat	tely after food.		Take	this medicine immed	iately after food.

- 2. **Item name:** type the start of the item name and press <tab>, then select from the list
- 3. **Dosage:** Enter the number of tablets/drops/whatever to be taken/administered morning, noon, evening and bedtime.
- 4. **Purpose:** If the item has a purpose entered, click the **copy** button to copy it to the righthand box. Here you can edit the details if you want to.
- 5. **Instructions:** If the item has instructions entered, click the **copy** button to copy them to the right-hand box. Again, you can edit the details if you want to.
- 6. Click **OK** when you're done, or cancel if you decide not to add a record.

#### Editing a PMR entry

To edit a PMR, double-click the entry you wish to edit, change details, and click **OK** to save the changes and close the window.

#### **Deleting a PMR entry**

To delete a PMR entry, highlight the record(s) you wish to delete, then click the **delete** button. (Do be careful- it's not reversible!)

#### **Printing a PMR**

#### Setting up printing preferences

When a PMR is printed, it has a header and footer. These are set up by choosing **File > Preferences** and then clicking the **Patient Medication** tab.

00	Preferences
General Invoices 1 Invoices 2	Patient Medication Records Header
Printing Misc Log Patient Medication E-mail Backup Backup 2 Reminders Web server Moneworks	Put text here that will print at the top of the form you give the patient. Text can be a variety of styles. Right-click for a styles sub-menu
Drug Interactions Customization Dispensary mode Item Purchase order defaults Purchase order 2 Price This Computer OK and print Logo Quotes	Footer Put text here that will print at the bottom of the form you give the patient. Text can be a variety of styles. Right-click for a styles sub-menu
Reports HIS Tender Synchronize LDAP Names FrontlineSMS	
	Cancel

Note that you can style the text in these boxes by selecting text and right-clicking on your highlighted text to get a contextual menu to apply font styles, colour and size.

#### Printing a PMR

Simply click the **Print** button. Note that you do not have to highlight records- all records will be printed.

Currently we have included a single PMR printing form in mSupply. We are happy to include otherssend us your designs.

Previous: 10.09. Warnings | | Next: 10.11. Printer setup for Remote Desktop Client

# 10.12. Patient type and Ward setup

Patient types and Wards are two fields that are enterable on a prescription. But before they will appear on a prescription for display, you must set them up. Have no fear, the instructions are here



# **Patient types**

Patient types are actually transaction categories. To set them up, choose *Special* > *Transaction categories...* from the menus or click on the Transaction categories icon on the Patient, Customer or Special tab of the Navigator:



On the Transaction categories window that opens, click on the **Transaction type** drop down list and select *Prescriptions (2)*:

New	Delete	Modify	Transaction type	Customer Prescriptions Customer credit
Code	1	Categories		Supplier credit
00096503	HIV			Repack
Lab	Lab			Build
Malaria	Malaria			Inventory Adjustment
No programme	No program	nme		Prescriptions (2)
00096034	TB			

Click on the **New** button to add one or double-click one already in the list to edit it. This window opens (populated with the current details of the category if you're editing one, empty if you're creating a

#### new one):

A	dd category
Master category	None
Category code	
Category description	
	Cancel
	Cancel

- Master category: You can ignore this, it isn't used for patient types.
- **Category code**: Enter a short code for each patient type. If you are wanting to enter wards for patients then you need to add an *Inpatient* category with a code of **IP** and a *Discharge* category with code **DI**.
- **Description**: The name of the category as it will be seen throughout mSupply (if you are using wards then two of these will be *Inpatient* and *Discharge*).

Click on the **OK** button to save your changes.

### Wards

If you want to select the patient's ward on a prescription you must first turn on the *Allow users to select ward on prescriptions* preference. See the 16.01. General preferences page for details on that.

In mSupply, wards are names that have been assigned a tag of Ward:

- For details on creating names, see the 5.01. Names: using, adding and editing page
- For details creating and editing name tags, see the 5.05. Name tags page.
- For details on assigning the *Ward* tag you created to the ward names see the Tags tab section of the 5.01. Names: using, adding and editing page.

Previous: 10.11. Printer setup for Remote Desktop Client | | Next: 11. Payments and Receipts

# **10.05.** Prescribers / Clinicians

Updated version 4.10 Updated version 4.12 Updated version 5.01

### From the Special menu choose Prescribers

When you are in dispensary mode, issuing items to a patient allows you to add a prescriber. This menu item allows you to set up your list of prescribers.

#### ×

To add a new prescriber, click the "New" button.

### ×

Add a code for the presciber. You can use the code quickly to look up the prescriber when dispensing. Any non-printable characters before or after the code will be removed and any spaces or nonprintable characters in the code will be replaced with an underscore (\_).

Other fields are fairly self-explanatory. Note that the code, first name and last name can all be used for looking up prescribers when dispensing. Also note that any non-printable characters before or after the Last name or First name values will be removed and any non-printable characters in either of the values will be replaced with an underscore (\_) - this will make sure that your searches work as they should!

From version 4.10, prescribers will have a *home store* like patients (see the 10.03. Patients page for details), which will be the current store for new prescribers or the store with the most recent prescription (assigned during the version upgrade):

- A prescriber can only be edited in any dispensary store which is active on the same site as the home store (i.e. on their **Home site**). This ensures that it can only be edited in one location at a time
- From version 4.12 it is possible to edit the home store (if you're logged into the primary server). Doing this will make the prescriber available to the new home site. If the prescriber has previous prescriptions from stores which are visible in the new home store, these will also be made available to the new home site, but will only show up in a patient's history if the *Share patient prescriptions over stores* preference is turned on (see Setting dispensary mode preferences)

#### Initials

The text you put in the "Initials" field will print on dispensary labels.

#### Active status

If you have a prescriber that is no longer used, you can change their status to "inactive" and the prescriber will not show in the choice list when dispensing. Inactive prescribers will still show when you choose Special > Show Prescibers...

We suggest you might want to add a "Miscellanous Prescribers" item to the list, and use this if you have a lot of prescribers whose prescriptions you only dispense infrequently.

#### Category

This field can be used to group prescribers together, and can then be used to filter prescribers when producing a transaction report.

# **Merge prescribers**

#### Updated version 4.12

This item from the *Special* menu is used to merge two prescribers, where the same prescriber has inadvertently been entered twice. You are shown a window like this:

#### ×

Enter the two prescriber names by entering the start of their surname or their code, and then pressing *Tab*. The top prescriber is the one who will be kept. The lower prescriber will be deleted.

Once you have entered the two names, check the details are correct, and then click *OK*. You will be warned one last time, and then the operation will be completed.

All transactions that recorded the deleted prescriber will now show the name of the prescriber that was kept.

Note that, from version 4.12, merging prescribers will be restricted to only those having the same *home site*.

### **Import prescribers**

For information on the procedure for importing a file containing your prescribers see Importing prescribers

Previous: 10.04. Patients | | Next: 10.06. Abbreviations for dispensing

# **10.02.** Prescription entry

In dispensary mode, supply of items is made using a patient's **prescription** (rather than a **customer invoice** for a standard customer in store mode). Choose **Patient > New prescription** from the menus or the new prescription icon on the Navigator:



This will show the prescription entry window:

• • •			Prescription	Entry				
Patient details			2				_	Black
2	Name	[4	Date of	f birth : 00	00/00/00	Female	Store : Test dispen	sary
New Patient	Code:		Ad	idress :			Entered 18/08/202	1
Prescriber Sea	rch Prescriber	Confirm da	te : 00/00/00 Pa	tient type	None	0	Invoice 0	
Code:		Prescription d	ate 18/08/2021	Ward	None	0	Entered by sussol	
New line Del	ete line(s) Backorders	History Repeats	Items Payment	t Log	Reference Note	Cate	gory None	
Line Location		Item Name	Quan	Pa B	atch Exp	date Sell Price	Price exten	
S 🖬 🗾	🛃 Item:		Amount		0.00		Subtotal	0.00
Date			Notes				0% tax:	0.00
				🔶 Ne	ew note		0% discount:	0.00
					elete note		Total:	0.00
				-			Amount Outstanding:	0.00
🗹 Finalise 🛛	Export batch: 0	Status:nw			C	OK & Next	Delete	

# Selecting the patient

Type something in the Name field in the prescription entry window shown above and press the *Tab* key on the keyboard to see a list of patients matching what you typed.

Anything you type before a comma is treated as the start of a last name, anything typed after a comma is treated as the start of a first name.

• For example, to find **John Smith**, you could enter "Smi,J" or "smith,joh"

If you know the patient's code, enter the start of it prefixed with an asterisk (\*)

• For example, to find the patient with code **5829854** you could enter "\*58298"

If your patient has already been created in the system, then these entries should bring up the patient in question, or a small enough list of patients for you to choose from.



Always search for your patient in this way first, before entering a new patient, to avoid entering the same patient multiple times.

If only one patient matches what you have typed, after pressing the *Tab* key on the keyboard their last and first name will be put in the **Name** field separated by a comma and their other details will be filled in on the rescription entry window e.g. patient code, date of birth, gender, address.

If more than one patient matches what you have typed, after pressing the *Tab* key on the keyboard you are shown a list of the patients that matched:

37/58

• • •	Choose pa	atient	
New Patient Marca Remote S	arch		
New Fatient, merge Remote a	Cada	Bish Data	1 diam
Austahu Rozanna	0160/47/00	28/08/1985	Address
Rarenaba Lucas	0101/34/00	29/08/1983	Ambo
Bountarawa, Andrei	0152/20/00	30/06/1983	Bikenibeu
Buatia, Ron	0027/09/00	30/06/1955	Betio
Erene, John	0053/02/00	25/08/1999	Teaoraereke
Granger, Hermione	0046/06/00	12/12/1968	- Cabiner Chu
Healey, Nora	00107/06/00	30/06/1939	Teaoraereke
lareta, Ted	0057/07/00	20/01/1999	Bikenibeu
loteba, Emily	0104/05/00	30/06/1995	Buota
Kaitau, Malala	0162/33/00	30/06/1998	Buota
Kaongotao, Ignotus	0152/27/00	30/06/1988	Nawerewere
Kirata, Quentin	0102/10/00	30/06/1934	Bikenibeu
Koriander, Basil	0027/06/00	30/06/1977	Bikenibeu
Malfoy, Draco	0024/05/00	17/06/1993	Teaoraereke
Marshall, Suying	0152/39/00	14/04/2000	Bonriki
Matiota, Chris	0140/37/00	30/06/1996	Taborio
Moemoe, Alex	00102/19/00	29/07/1998	Bikenibeu
Nicole, Banteuea	0121/37/00	30/06/1996	Bikenibeu
Potter Harry	0029/04/00	18/02/2000	Antehuka
Double-click a name to choose it			
20/62			Cancel Use

- Find the correct patient in the list and double-click on them or single-click on them and click the **Use** button to select them.
- If you can't see the correct patient, click on the **Cancel** button to try the search again or to add them as a new patient as described on the Patients page.
- When you select a patient a few of their details will be displayed in the *Patient details* section of the window and any **Notes** they have will be displayed (see here for details on how to update their notes).

The **Remote search** button is only visible if you are on a *remote site* in a synchronisation system. If the patient you want is not shown then you can click on the button to include all patients that are not visible in your store to be included in the search. If you select one of those patients they are made visible in your store and their details are downloaded for you.

Please note that if you are on a *remote site* in a synchronisation system then this window will appear, regardless of whether 0, 1 or more patients match what you typed in the **Patient** field - this is to ensure you always have the option of doing a remote search for the patient.

# **Editing patient details**

Once you have chosen a patient, you can click the small down-arrow to the right of the patient name to display a window where the patient details can be viewed and edited (see below):

	Prescription entry
Patient details	Date of high : 7/03/58 Eamale Black
Kame Snah, KK	Store: General
New Patient Code: 22	Edit patient
Prescriber Search Prescriber	Store: Ceneral 0
	General Prescriptions Notes History PMR Backorders Store
	Name Restriction
New line Delete line(s) Backorders History Repeats	Code 22 Hold- do not issue
Line Location Item Name	Last Snail Contact
Line Location	First Rik email riksanil@gmail.com
	Date of birth 07/03/1958 Age 58.89 web site
	Female O Male Phone
	Price Category A
	rax subjery A V
	Other
	Category 1 none Category 4 none Custom 1
	Category 2 none Category 5 none Custom 2
😪 👔 💽 🖶 ltem:	Category 3 none Category 6 none Custom 3
Date	Flag Comment
21/12/16 weighed Mr Snail - he weighs 84kg t	Vale/Billion Addence
	Address 1 Lat U
Empline Export batch: 0 Status av	Address 2 Long 0
Pinalise capor beion. O Secos. In	Country View on Map Print
	Delete Patient OK & Next Cancel OK

Clicking the Print icon at this point will give you access to reports showing all prescription history.

### **Entering the prescriber**

Once you've chosen a patient, the cursor will automatically advance to the prescriber entry field.

• • •		Prescription entry
Patient details		
2	Name Snail, Rik	Date of bir
New Patient	Code: 22	Addre
Prescriber	earch Prescriber	Confirm date : 00/00/00

To enter a prescriber, you can type either their code, their last or first name in full or abbreviated, or "last comma first". For example for the prescriber Dr Felix Brown (whose code is 123) any of the following are acceptable:

- 123
- bro
- fel
- bro,fe

Press the **Tab** key on the keyboard after making the entry to show a list of matching prescribers. If only one prescriber matches, the name will be entered directly without the list being shown. This is the window that appears to allow you to select the prescriber:

+				
New	Merge	Remote Search		
Code	Last name	First name	Category	Registration code
51	Smith	Freda		298347298
5	Smith	Elizabeth		
iS	Smith	Sarah		

Double-click the prescriber you want or single click it and click on the **OK** button.

The **Remote search** button will only be displayed if you are on a remote site in a sync system. Click it to include prescribers that are not visible in your store in the search. Note that if you are on a remote site in a sync system, this window will always be shown when you search for a prescriber, regardless of whether there are 0, 1 or more prescribers that match what you have typed in the **Prescriber** field so that you always have the chance to do a remote search for a prescriber.

### Patient type and ward entry

otiant details			Prescription Entry		
New Patient	Name Code:	Ţ.	Date of birth : 00/00/ Address :	00 🗌 Female	E
Prescriber S Code:	earch Prescriber	Confirm date : 0 Prescription date 1	0/00/00 Patient type Non 8/08/2021 Ward Non	e 0	Entr
New line 1	Delete line(s) Backorde	rs History Repeats	Refe	rence Category	Nor
			Deserved Law		

The **Patient type** and **Ward** fields only appear if their contents have been setup in mSupply first. See the 10.12. Patient type and Ward setup page for details on setting them up.

When the prescription window first opens, the **Ward** field will be disabled. It will only be enabled when a **Patient type** of *Inpatient* or *Discharge* is selected. So a ward can only be selected for a patient of *Discharge* or *Inpatient* type.

# **Other fields**

		Prescription Entry	
Patient details           Name           New Patient         Code:	L.	Date of birth: 00/00/00  Female Address:	Store: General
Prescriber Search Prescriber Code:	Confirm date: Prescription date	00/00/00 30/03/2023	Invoice 0 Entered by user 1 (pass= user1)
New line Delete line(s)	History Repeats	Reference Ca Note	itegory None
Line Location	ltem Name	Uterns Log Quan Pa Batch Exp date Sell Price	a Price exten

- **Confirm date:** this is read only and is automatically set for you when the prescription is confirmed.
- **Prescription date:** Enter the date the prescription was written for the patient here.
- **Reference:** Enter any reference, such as a prescription number, that you need to record in here.
- **Category:** Choose a category in this drop down list. The list will show all the Prescription type transaction categories set up in your system. See the 26.06. Transaction categories page for details on setting up transaction categories.
- Note: Enter any notes, comments or other things that need to be remembered for this prescription. You can enter a lot of text in this field. If you need to see more than the single line shown, click on the <a>Image</a> button next to it to show a larger window containing all the text. You can enter text in that window too.

### **Entering prescribed items**

On the *Prescription entry* window click on the **New line** button and the *Add item* window appears:

Add item  Item Line Quan O of 0 Pack O	Bulk/Outer pack size	0	Repeats Total Repeat left Expiry date	New tem
Directions Abbreviation				v
Expanded directions				~
			Cancel	OK OK & Next

Type the first few characters of the item's name or code in the **Item** field and press the *Tab* key on the keyboard to select the right item from a matching list. Tip: if you enter the complete code

mSupply will be able to identify the item and will select it straight away, saving you time and mouseclicks. Another tip is that if the **Show item unit column when issuing** store preference is turned on (see the 25.08. Virtual stores page for details) then an *Item unit* column will also be included in the table used to select the items from.

When you have selected the item, the details of the stock available for that item are filled out:

	Quan Pack		2 of 9998	8	Bulk/	Outer p	ack size 0			Tota Repeat lef Expiry date	12/07/2020	0 Re Qua	S peat ntitie
	Line	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	St
	1	0	9998	9998	1		qwerty690	30/04/2025	Transit		15.03	15.03	
Dire	ctions obreviat Expand directio	Total qua tion ded	ntity availa	ble 9	998								× ~ ~
									Cance	1	ок	OK & I	Next

(see the 15.01. General preferences page for details) then an additional **Interacting items** button will be displayed on this window. Click on it if you wish to see interactions that this item has with other items. If there are any interactions between this item and any dispensed to the patient within the set length of time, you will be shown a warning message.

The first line of stock in the table is selected by default (the first expiring one). If you want to dispense from another, double-click it in the list. Enter the amount you want to give the patient of the selected stock line in the **Quan** field and click on the **OK** button if you've finished adding lines or the **OK & Next** button if you want to add another line.

Note that if the store preference **Edit prescribed quantity on prescription** is turned on (see Store preferences for details), an additional **Prescribed quantity** field is present for you to enter the appropriate quantity:

ltem Line	Amoxyc	illin 500mg 1 Pres	scribed Quan	tity	0			Repeat	mo500t s		New item	
Quan Pack		0 of 9998	8	Bulk/	Outer pack	size 0			Repeat left Expiry date	12/07/2020	0 Rej Quar	peat ntitie
Line	Add Plac	e holder	Tel in store	Daak	Hald	Patek	Fundate	Cumpler	Location	Cost Drive	Colloring	61
1	0	9998	9998	1		qwerty890	30/04/2025	Transit	Locaton	15.03	15.03	50
<												>
< rections	Total q Total qua	uantity issu ntity availa	ued Ible 99	0 996								>
Abbrevia Expan directi	ded ons											^

If the **Show direction entry in dispensary mode** preference in **File > Preferences** (Dispensary mode tab) is turned on then you can now enter the directions telling the patient how to take the medicine.

# **Entering directions**

For many commonly prescribed items, default direction abbreviations can be defined - refer to the section on Item Default Directions. In the example below, the item being dispensed is FRUSEMIDE 40mg tablets, and the default directions are "Take ONE tablet in the morning". Alternative directions present may be displayed by clicking on the down arrow to the right of the abbreviated direction field; directions not already present may be typed in using either the *Abbrev* entry area, or the *Expanded* entry area.

Note that you can mix abbreviations and text like this.

Abbreviations	
Abbreviatio	1t om
Expanded directions	Take ONE tablet in the morning

The drop-down list shows any default abbreviations you have entered for the chosen item. If one or more default abbreviations exists, the highest priority default abbreviation will be 'suggested' when you choose the item. If there is more than one standard abbreviation available, you can choose another one by choosing it from the drop-down list.





mSupply stores the expanded text for each line, not the abbreviation. This means that there is a full audit trail of what was printed on the label (unless you edit the directions after printing!).

# **Default directions**

The set up of default directions is done on the dispensing tab when editing an item. You will find it described here.

# **View history**

In the new prescription entry window, once you have entered a patient name you can click the "history" button to view a patient's history of what you have dispensed.

Date	Number	Item	Quantity	Directions
7/08/2006	2109	CIMETIDINE TABS 400MG	28	Take ONE lablel TWICE a day until all taken
7/08/2006	2113	AM0XYCILLIN TABS/CAPS 250NG	42	Take TWD capcules THREE times a day until all taken
7/03/2006	2113	PARACETAMOL 500MG + CODE NE F	20	Take TWD tablets FOUR times a day when necessary for p
-				

# **Duplicating a prescription**

Once you have a history window open you can click to select a single entry or control-click to select multiple entries, then click the "duplicate" button to create new prescription line(s) with exactly the same details. Stock will be issued for these lines automatically.

### Repeats

mSupply allows for the recording of repeat prescriptions. This is achieved when the prescription is first dispensed; in the *Add item* window, click on *Total* field in *Repeats* box in the top right corner of the window, and enter the number of repeats that the prescriber has authorised. The Repeat Dispensing procedure is described below.

tem	Quantity	Total repeats	Repeat left	Expiry date
ABACAVIR TABS 300MG	20	4	3	13/4/07

## **Repeat dispensing**

The Repeats panel (upper right of the window shown below) allows details of repeat prescriptions to be recorded. Take the example of a patient presenting a precription for Frusemide 40mg tabs x 30 on 1st January 2007, with the prescriber requesting "Repeat monthly x5"; in the *Total* field you should enter "5", and in the *Expiry Date* field you have the option of entering (a) the actual date on which the final repeat may be issued - in this example, "1 July 2007" (allowing the patient one month's grace) - or (b) "6m" for 6 months. Note that the characters "D", "W" & "M" in upper or lower case are interpreted in this particular field as the specified number of days, weeks or months before the repeat instruction expires. mSupply defaults to an expiry date two months later than the current date, but this may be edited as appropriate. The system automatically updates the number of repeats remaining as the patient makes further visits to have the repeats dispensed. The window below is displayed when you click on the *New line* in "*Prescription window*"

						2020	Add item					
Item	FRUSE	MIDE TAB	S 40MG						frt4	(	New item	)
Line		1							Repea	ts		,
Quan	_	20 of 8	67.55							Total		4 🖒
Pack		1 EA		Bulk/Outer	r pack siz	ze	0		Evo.	Left inu data	12/04/07	4 Repeat
	Ad	d Place ho	lder )		•				( tAP	rry date	13704/07	Quantities
	Line	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Locatio	n Cost Price	Sell price
	1	20	867.55	867.55	1		E014	4/7/10	TAIWAN		0.00	0.00
	Tota	l quantity	isqued	20								
	Total q	uantity av	ailable	867.55								
Direction	s/Note											
Abbrev	1t om										1t om	•
xpanded	Take	ONE tablet	t in the mo	rning								
								Car	ncel )	0	к) (С	OK & next

The number of repeats is assigned in *Total* field in Repeats box, and as the repeats are dispensed, the number remaining is displayed in the *Left* field.

When you click on the blue arrows on the upper right side ,the total repeat number and total quantity for each repeat is shown. Clicking on the small arrow displays the window below.

🎥 Repeat		$\mathbf{X}$
	Ourseitu	~
Repeat number	Quantity	-
1	20	
Z	20	
3	20	
4	20	
		¥ .
ĊQ.	DK	

This window allows the user to alter the quantity of a particular repeat - e.g. if there is insufficient stock on a particular visit of the patient; the quantity can be edited by clicking on the quantity line, and again clicking on the quantity, which may now be edited. The arrow on the left bottom corner enables you to restore the default quantity setting.

Once you have filled repeat and other details on the *Add item* window properly, click on *OK* button to save details.

The Repeats icon is contained in Prescription entry.



When the *Repeat* function is used, and there are future repeats to be issued, the icon appears on a red background:

Prescription ent Patient details	Name Patient, A.	<b>[</b>
New Patient	Code: T22975	
Prescriber Sea	arch Prescriber	Confirm date
		Reference
New line Delete li	ine(s) Backorders History Re	Peats Note
Line Location	Item Nam	e

The red background disappears when either:

- expiry date is reached
- all repeats have been dispensed

You can issue the repeat to a particular patient. Clicking on the *Repeats* icon displays this window:

tem	Quantity	Total repeats	Repeat left	Expiry date
PARACETAMOL TABS 500MG	30	3	2	14/4/07
ANOXYCILLIN TABS/CAPS 250NG	20	4	3	14/4/07

The repeat window shows items to be dispensed, quantity, total repeats, repeats remaining and expiry date for a particular repeat.

- **Process repeats button:** This button is used to issue the repeat for a particular patient and for a particular item line. For issuing the repeat, first select a desired item line and then click on the *Process repeats* button. Now the system automatically manages the repeats internally.
- **OK button:** Click the *OK* button to exit from the *Repeats* window.

There is an *Alert if repeat is dispensed before the defined interval of X days* preference you can set to ask the user to donfirm if they wish to proceded if a repeat is issued within a selected number of days of confirmation of the original prescription. See the 15.01. General preferences page for details.

# **Printing labels**

Dispensing labels are printed when the *Print labels* box is checked in the *Prescription Entry window*. You can specify what information gets printed on dispensing labels in **Dispensary Mode Preferences**.

S i F K Item:	Amount: 0.00		
Date	Notes New note Delete note	Subtotal: 0 % tax: Total:	10.05 0.00 10.05
Finalise Export batch: 0 Status:nw	Print receipt	OK & Next Delete OK	•

Sample labels, produced by the Zebra TLP2844 printer are reproduced below:



mSupply currently is designed to work with the Zebra label printers. Zebra printers can use either thermal labels or a thermal ribbon which gives non-fading results.

We currently support plain 90 x 40mm label stock as this is cheap and readily available. The Zebra printer is auto-sensing of the ending of a label, so you can most likely use labels longer than 40mm with no problems.

Label specifications:

- 90mm x 40mm high
- White Matt Thermal Transfer Paper
- Wide Edge Leading
- 1 Across on a roll
- Perforation between each label
- Produced on 1" core to suit TLP2844

We are happy to support other printers if you use a different brand.

### **Reprinting labels**

If you need to print the labels for an item again, choose Patient > Show Prescriptions to locate the prescription entry.

In the list of items dispensed, click on the line you wish to reprint, and then click OK (with the printing checkbox checked)

If you wish to reprint labels for all the items on the prescription, first click in the list of items below the last item so that now one item is highlighted. Then all labels will be preprinted when you click OK

### **Printing multiple labels**

If you want to print more that one label for an item, hold down the *Alt* key (*Option* on Mac) as you click the OK button. You will be asked for the number of labels required as the label is about to print.

### What if there is not sufficient stock of one batch?

As the quantity of a particular batch of an item gets used up, you will need to issue stock from more than one batch to a patient. mSupply handles this when printing labels, and combines the totals for any item on a prescription so that only one label is printed for the total quantity.

The directions for the item with the first line number will be used, so enter directions for the first batch you dispense, and leave the directions empty for subsequent batches.

Note: if you have the rare situation where you need to issue the same item to one patient with different directions you should either combine the directions onto the one label, or enter two prescriptions with the directions entered differently on each prescription (That is enter the line, then print the label(s), then choose Patient > New prescription and issue the item again with the second set of directions).

### **Receiving payments**

You can receive payments for prescriptions directly from the prescription window if you wish (an alternative is to receive them using the customer receipts module. Both result in the same transactions being created in mSupply but will suit different physical workflows).

See the special page on receiving payments from the prescription window here 11.03. Prescription payments and credits.

# **Printing receipts**

You can print a receipt for a patient's payment of a prescription if you have the **Receive payments** from prescription window preference turned on (see Dispensary preferences for details).

Receipts are printed (from the same printer as the labels) when the **Print receipt** box is checked on the *Payment* tab of the prescription entry window:

ient details	Name Code:		Ŧ	Date	e of birth : 00/00/00 Address :	Female	Store: Entered	AKPESSEKRO (1 07/05/2020	ack CSR-D PUBLIC
Prescriber S Code:	iearch Prescriber		Confirm date : Prescription date	00/00/00 07/05/2020	Patient type Inpatient	~	Invoice Entered by	0 Sussol	
ems Paymer	nt				_				
This is using									
	cheque #	sed if a payment is ent	ered.			Select Insurance			
	Cheque #	sed if a payment is ent	ered.			Select Insurance Invoice to Payable by insuran Tetal existand Available cre Amount paid by patie Amount paid by cre	tai ce hg dt ent dt	0.00 0.00 0.00 0.00 0.00 0.00 0.00	

Receipts may also be reprinted later by opening the prescription and checking the *Print receipt* box again - in which case they will have the text "COPY" printed at the bottom.

After printing the medicine labels, a patient receipt will be printed as shown below.

In	voice	122731	Date:	25/04/07
	Gty	Iten name		Price
12	21 20	Amoxicillin 250mg Paraoetamol 500mg Total :	tab (	0.27 0.07 0.34
	v	aiola Hospital Nuku'alofa,	Pharmad Tonga	ey.

If you don't have a printer setup in **Special > Printing preferences** you will be prompted to select one or set one up. If that is not possible, receipt printing will be cancelled.

### **Prescriptions and barcode scanners**

It is possible to print barcodes on prescription labels and use barcode scanners to open the prescription quickly. For details, please see the 15.07. Barcode scanning and prescriptions page.

Previous: 10.01. Dispensary mode | | Next: 10.03. Patients

# 10.08. Label printing preferences

In mSupply the settings for label printer are set in the "Choose label printing preferences window", which you open by c choosing *Special* > *Printing preferences* from the menus.

	00		Choose label	printing	preferen	ces			
	New Printer Delete Printer								
	Description / location   Connection Type  IP Address   Port   Label width Label height   Top margin   Left margin   Default Pri								
L	Serial label printer	Serial		1	74	35	2	2	
	Network_10.1.1.99	Network	10.1.1.99	9100	74	35	2	2	0

This window will show you **ALL** mSupply printers that have been set up in this mSupply server. If you have several printers connected to the same server then we suggest you include the room, area or site name in the printer descriptions so that you manage the correct printer. Make sure that you **do not delete printers for other sites connected to the same server!!!** 

### Changing your mSupply default printer

To change the mSupply default printer in the "Choose label printing preferences window" simply click the checkbox in the right-hand **Default Printer** column for the printer you wish to use.

Note this is different from your Windows default printer. You are setting the default printer for mSupply to use (the default printer you have set for Windows can be another printer altogether).

The mSupply printing preferences are stored for the **computer** you're setting it from (not the mSupply user or the mSupply site you're logged in to). When you change the mSupply default printer you are changing it for everyone who uses the computer.

### Editing a printer

In the "Choose label printing preferences" window double-click the printer entry in the list. This will open the "Add label printing preferences" window - see below for info on each setting.

### Adding a printer

If you are setting up up your label printer hardware for the first time, you will first need to follow the instructions here: **25.18. Label printer hardware setup**.

When your printer hardware is connected and ready to be set up in mSupply open the "Choose label printing preferences" window and click the **New Printer** button. This will open the "Add label printing preferences" window - see below for info on each setting.

# The printer preference settings

#### Description

Since the mSupply printing preferences window lists **ALL** the mSupply printers for your organisation it is vital that the Description includes the site name to avoid confusion. e.g. Busby Pharmacy

e.y. <u>Dus</u>	<u> </u>	nan
GK420t	-	

Add label printing prefe	rences
Description Connection type Network Port number 9100 <u>Connection settings</u> see the below for the settings under each connection type Make this printer default	Label Type One-Part O Label width O (mm) Label settings see below for the settings under each label type
Reset printer	Cancel

#### **Connection Type**

If printer connected with a network cable (recommended) choose **network** If printer connected with USB choose **USB** If printer connected with a serial cable choose **serial** See below for the printer connection settings for each type of connection

#### Label Type

One-Part Three-Part See below for the label settings for each type of connection

#### Make this printer default

Checking this box means that mSupply on this computer will always print to this printer. Refer to the Changing your mSupply default printer section above to find out what setting a default mSupply printer does.

#### **Reset printer**

You can use this button to send a command to the printer to reset it. Occasionally a printer may misbehave if it's memory is corrupted by an electricity spike or the like, and this button may help. If your printer is not behaving we recommend you contact Sustainable Solutions support@msupply.org.nz rather than charging ahead on your own.

### **Printer connection settings**

Network	
Connection type Network	
Port number 9100	
Address	
_	Port number
For network connections this will usually be 9100	I
Address	
The IP address of the printer	
e.g. 10.1.1.253	
For info on creating a static IP address for the pri	nter refer to label_printer_hardware_setup

USB
Connection type USB
Address
Address
Enter the Windows name of the printer. It must be entered <b>exactly</b> . There is no need for the
Windows printer name to match the mSupply printer description.
To confirm the Windows printer name go to the Windows Control Panel > Printers and Scanners.
Right click on the printer and select properties.
The windows printer name is recorded on the General tab.
Zebra TLP2844 Properties
General Sharing Ports Advanced Security Printer About
Zebra TLP2844
<u>Serial</u>
Connection type Serial
Port number 1
Port number
Enter the Windows serial port number for the printer.
To confirm the port number go to the Windows Control Panel > Printers and Scanners.
Right click on the printer and select properties.

The Windows port number is recorded on the Ports tab.

### **Printer label settings**

One-Part label	
Label Tura One Part	
Label Type One-Part	
Label width 74 (mm)	
Label height 35 (mm)	
Label top 2 (mm)	
Label left margin 2 (mm)	
	Label width: the physical width of the full labe
Label height: the physical he	eight of the full label
Label top: the height of mar	gin wanted from the top of the label
Label left margin: the width	of margin wanted from the left of the label

2025/06/07 11:07

		1.1.1.1.1.1.1.1
Three-Part label		
Label Type Three-Part V		
Label width 75 (mm)		
Label height 35 (mm)		
Label top 1 (mm)		
Label left margin 1 (mm)		
Label bottom margin 10 (mm)		
Bottom left label width 15 (mm)		
<b>I abol boight</b> , the physical bo	Label width: the physical width of the full label	
<b>Laber height.</b> the physical he		
Label top: the height of marg	gin wanted from the top of the label	
Label left margin: the width	of margin wanted from the left of the label	
Label better margin, the p	acrain between the ten label and lower labels	
<b>Bottom left label width:</b> the	e width of the bottom left label.	
1		
PharmacyonCameron	: 07 578 5707	
850 Cameron R	ld, Tauranga	

# **Other settings**

There are other general preferences that can affect the way your labels are printed. See the 15.01. General preferences page (label printing section) for details.

Previous: 10.07. Diagnoses | | Next: 10.09. Warnings

# **10.11. Printer setup for Remote Desktop Client**

In low bandwidth situations the mSupply client can become laggy and unstable, in these cases it may be recommended to use RDP through the Windows Server Remote Desktop Client application. If the site is dispensing and using a printer, this introduces some complicated steps.

### Requirements

At dispensary: - A computer **with serial/com port** and with RDP access to server - A Zebra printer with serial/com port

Server/machine that is remoted to: - mSupply Client installed and can connect to mSupply server - Windows server installed that has Remote Desktop Client

## **Setup the Remote Windows Server Machine**

Use Windows Run (i.e. command prompt/powershell) to run *tsconfig.msc* and *gpedit.msc*.

- In the tsconfig window, right click on "RDP-Tcp" and click "properties". Go to client settings and make sure that the COM port is unchecked in "Redirection - disable the following" list.

Remote Desktop Session Hos	st Configuration					
File Action View Help						
(= =) 💽 🖬						
କଳି RD Session Host Configuration: ା ବ୍ଳି Licensing Diagnosis	Configuration for Remote Desktop Session Host server: XMOHTS1 ou can use Remote Desktop Session Host Configuration to configure settings for new connections, modify the settings of existing primections, and delete connections. You can configure settings on a per-connection basis, or for the RD Session Host server as a hole.					
	Connection Name Connection Type Transport Encryption Comment					
	RDP-Tcp Microsoft RDP 7.1 tcp Client Compatible					
	RDP-Tcp Properties     General   Log on Settings   Security     Color Depth     Color Depth     Color Settings     Network Adapter     Security     Color Depth     Color Depth     Color Settings     Montor Settings     Linkt maximum number of monitors per session     Linkt maximum number of monitors per session     Item     Disable the following     Disable the following     Disable the following     Item   Disable the following   Item   Windows Printer   Verdows Printer   Disable the following   Image: Piece   Drive   Windows Printer   Image: Disable the following   Image: Piece   Image: Piece					
	OK Cancel Apply					

- In the gpedit window, follow the hierarchy shown below and make sure "Do not allow COM port redirection" is disabled (not configured probably fine).

🧾 Local Group Policy Editor						
File Action View Help						
💠 🔿 🙍 💿 😰 🖬 🝸						
Local Computer Policy     Computer Configuration	🐁 All Settings					
Computer Configuration  Computer Configuration  Control Panel  Control Panel  Control Panel  Control Panel  Control Panel  Control Panel  Configuration  Co	Do not allow COM port redirection Edit policy setting Requirements: At least Windows XP Professional or Windows Server 2003 family Description: Specifies whether to prevent the redirection of data to client COM ports from the remote computer in a Remote Desktop Services session. You can use this setting to prevent users from redirecting data to COM port spripherals or mapping local COM ports whether they are logged on to a Remote Desktop Services session. By default, Remote Desktop Services alows this COM port redirection. If the status is set to Enabled, users cannot redirect server data to the local COM port. If the status is set to Disabled, Remote Desktop Services always alows COM port redirection.	Setting Do not adjust default option to 'Install Updates and Shut Down' in Do not allow additional session logins Do not allow additional session logins Do not allow changes to initiator (PAP secret Do not allow clent printer redirection Do not allow color changes Do not allow color changes Do not allow COM port redirection Do not allow COM port redirection Do not allow connections without IPSec Do not allow desktop composition Do not allow desktop composition Do not allow digital Locker to run Do not allow digital Locker to run Do not allow filp3D invocation Do not allow filp3D invocation Do not allow filp3D invocation Do not allow IPD invocation Do not allow IPD invocation Do not allow IPD port redirector Do not allow LPT port redirector Dot	State Not configured Not configured	×		

# **Setup the Local Machine**

- The machine that you will be dispensing from needs to have the appropriate Zebra printer. - Check that your printer has a 9 pin serial/com port on the rear - Check your Computer also has a 9 pin serial/com port (right most port below).



- You can verify that the computer has detected its external ports via device manager

2 Computer Management								
File Action View Help								
Computer Management (Local System Tools System Tools Survey Forder Shared Folders Shared Folders Sorage Device Manager Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage Sorage	COMOHWS211     Setteries     Compute     Compute     Compute     Complex exacts     Complex exacts     Complex exacts     Complex exacts     Complex exacts     Compute controllers     Compute controllers     Monitors     Monitors     Monitors     Communications Post (COMI)     Communications Post (COMI)     Communications Post (COMI)     Processon     Sound, video and game controllers     Sund, video and game controllers     Sund, video and game controllers     Sund video and game controllers     Sund, video and game controllers     Sund video and game controllers							

- Using a RS232 serial cable, plug the printer into the computer.

**Caution:** If you have a cable that has the female plug at both ends, it is likely a *Null Modem* cable. This cable will not work (even with adapter).

- If you have mSupply available locally on the machine, you can try testing printing a label to confirm your local setup is correct using *misc. labels* in the special menu.

### **Remote Desktop Connection Settings**

You must enable port sharing on the remote machine (at dispensary) in Remote Desktop Client for the machine you are going to remote into.

- 1. Enter the connection details for the machine you are going to RDC into
- 2. Show connection options
- 3. Select "Local Resources" tab
- 4. In the section "Local devices and resources" click the "More..." button
- 5. Ensure that the "Ports" checkbox is ticked
- 6. OK!

Remote Desktop Connection
Connection
General Display Local Resources Programs Experience Advanced
Remote audio
Settings
Keyboard
Apply Windows key combinations:
Only when using the full screen
Example: ALT+TAB
Local devices and resources
Choose the devices and resources that you want to use in your remote session.
Printers Clipboard
More
Remote Desktop Connection
Remote Desktop Connection
Local devices and resources
Choose the devices and resources on this computer that you want to use in your remote session.
Smart cards
✓ Ports
<ul> <li></li></ul>
Which devices can Luse in my remote session?
This is deviced carried and in the remote account:
OK Cancel

Open mSupply Client in the rdc window and test printing, hopefully it works!

Previous: 10.10. Patient medication records | | Next: 11. Payments and Receipts

# 10.09. Warnings

From the Special menu this command allows you to view and edit the standard list of warnings.

Once this list is created, you can apply one or more warnings to each item, and choose which warning will be automatically printed on labels.

To apply a warning to an item, see Adding a New item

Double-click a warning in the list to edit its details.

Click the "New" button to add a new warning.

We suggest you use the standard set of warnings as specified by the pharmaceutical authorities in your country.

Previous:	10.08. Label	printing p	preferences	Next:	10.10.	<b>Patient medication</b>	records

From: https://docs.msupply.org.nz/ - mSupply documentation wiki

Permanent link: https://docs.msupply.org.nz/dispensing?rev=1458609187

Last update: 2016/03/22 01:13



×

×

×