# E-Control Medicine Prescription

## *Manual*

## Contents

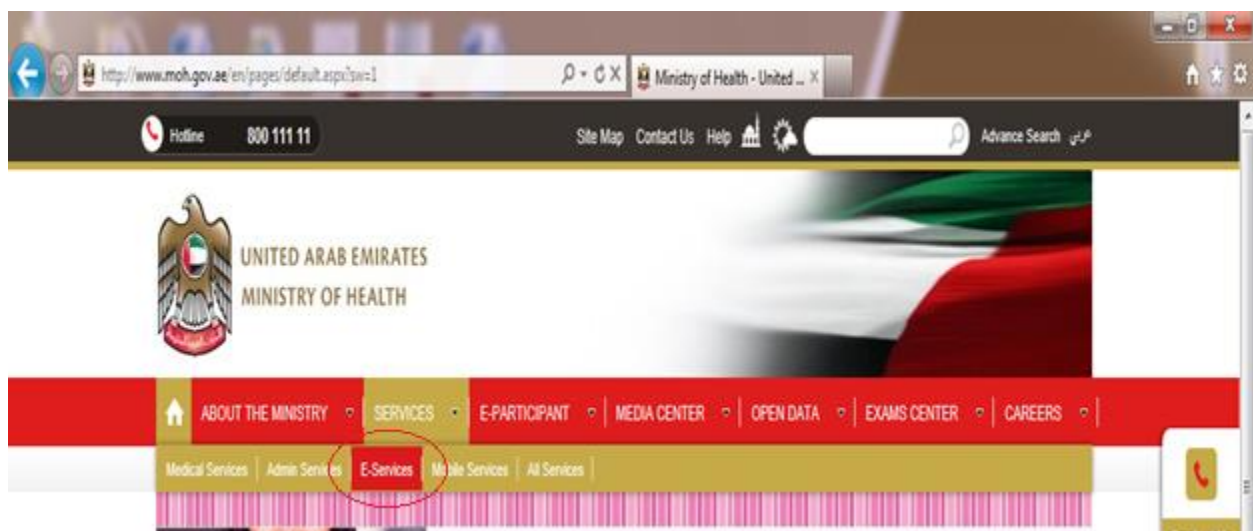# 1. Introduction

## 1.1 Purpose & Objective

This document explains all the steps required for users (Store Pharmacists, Pharmacists and Doctors) in order to import, issue, prescribe and dispense a controlled medication electronically. Hopefully, this manual will provide ease to the users in understanding all the screens of the application.

## 1.2 Assumptions

You need to have agent privileges and be logged in with your account to perform administrative or agent User tasks.

# 2. Login to the System

1. Log in to the Ministry of Health website: www.moh.gov.ae , Go to Services then E-services.

2. Choose E- Control Medicine Prescription.



3. Click on the link as highlighted.

# 3. Account Registration

If it's the first time you are accessing the system, you will need to register for a new account. For existing users, simply provide the User Name and Password and click Login.

*Note: update your web browser*

## 3.1 Register a new Account

1. Click on Register new user.

2. Complete Registration Details, all fields are compulsory. Please fill them in and upload the mandatory documents.



3. Put a tick on the terms and conditions and click save. *If any doubt about the entered info please click on the clear button.*



4. After creating the account you will receive an activation email.

# 4. Agent Home page for Stores
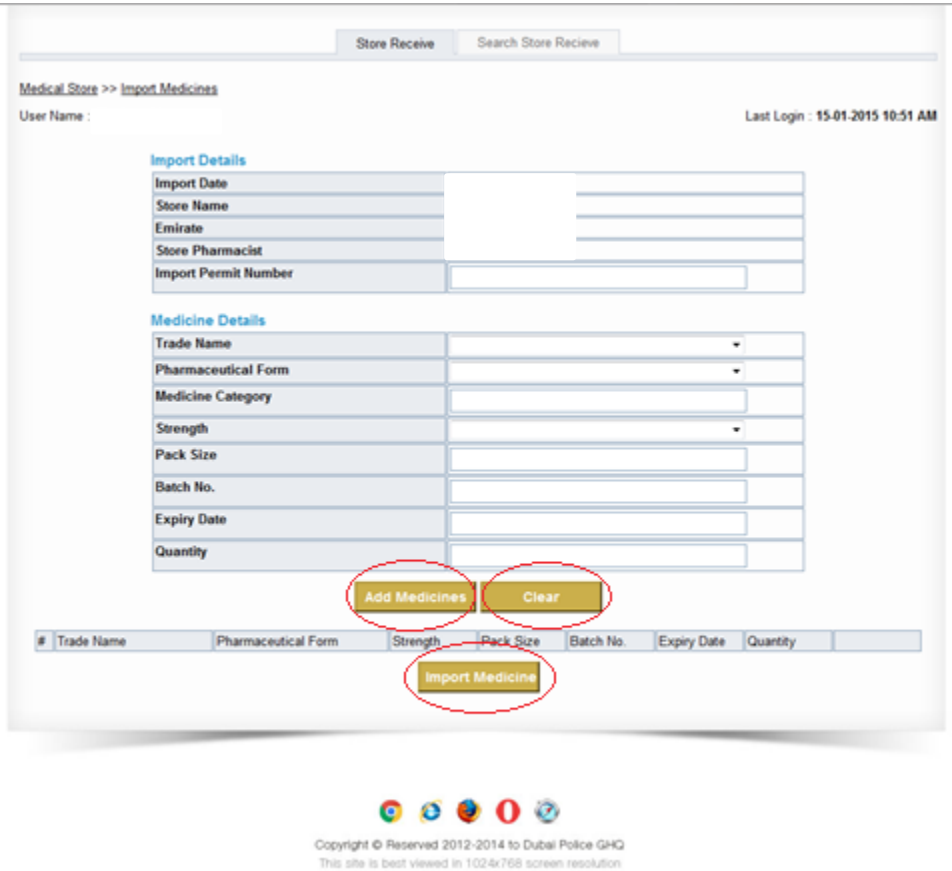
This section contains information related to Stores.

Once logged in, this page appears. Use the scroll down under **Medical Store** and choose the button as per your work requirement and you will be directed to another page.
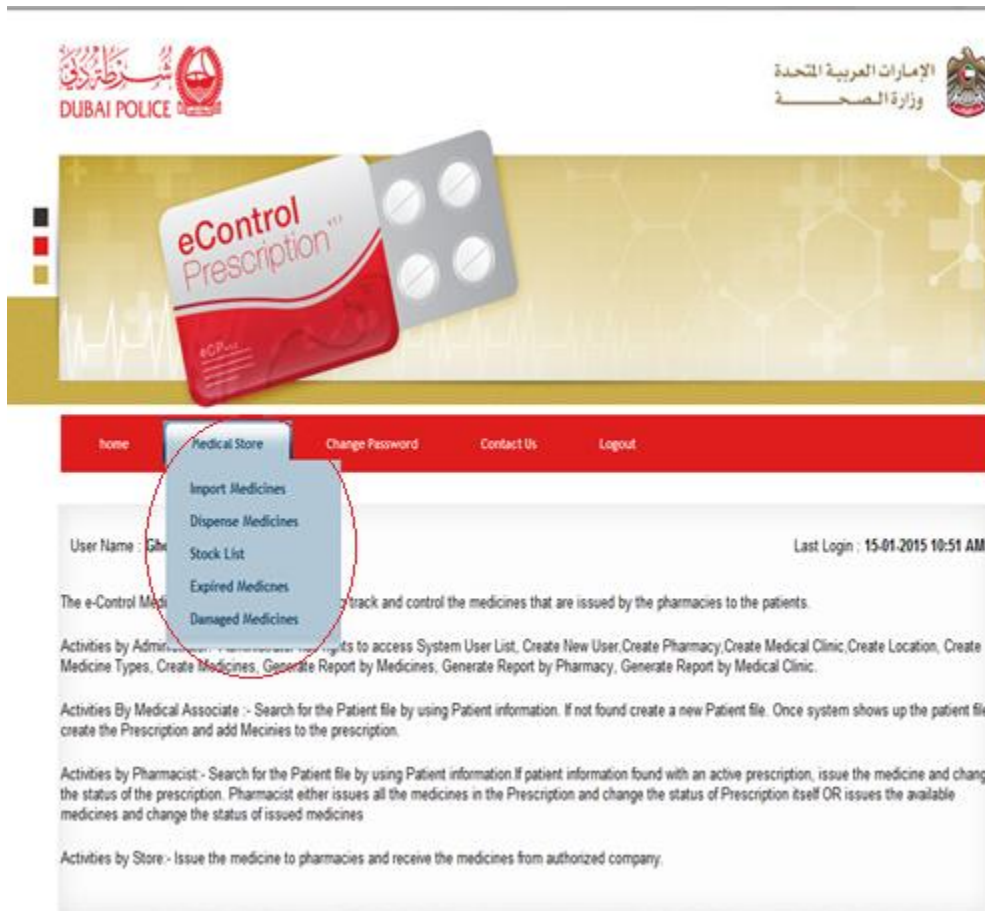


There are five options: **Import Medicines, Dispense Medicines, Stock List, Expired Medicines and Damaged Medicines**.

Choose **Import Medicines** from the main menu to enter all the details regarding the control medicine received, all fields should be filled in.



After filling the required fields click on **Add Medicines** button and then **Import Medicine** button. *If any doubt about the entered info please click on the **Clear** button before clicking on the **Import Medicine** key.*

You can easily check that what you have entered from imported medicine have been saved through the **Search Store Receive page**. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

Click on **Dispense Medicines** from the main menu to issue the quantity required by the pharmacy, fill in all the fields and click **Add Medicines** button and once done click on **Dispense Medicines** button. *If any doubt about the entered info click on the **Clear** button before clicking on the **Dispense Medicines** key.*



You can simply check what you have dispensed from your store through the **Search Medicine Dispense page**. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

To know your stock on any specific controlled medication, click on **Stock List** option from the main menu, enter in the fields required and click on the **Search** button. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

Any expired controlled medication will appear in the  **Expired Medicines** page. You can search for any expired controlled medicine in precise by entering the details required and clicking on the **Search** button. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

The **Damaged Medicines** page is dedicated for any damaged controlled medicine. Fill in the fields and upload a photo as a proof in order to confirm the incident and then click on the **Save** button. *If any doubt about the entered info please click on the **Clear** button before saving.*

Use the **Search Damaged Medicine** option in order to view your list of damaged medicine. Enter the fields required and click on the **Search** button. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

As shown, you have an option of changing your password. Click on **Change password** from the main menu and you will be transferred to this page. Fill in the needed fields and click **Save**.



Don't forget to **Logout** once you are done using the system, to avoid any misuse.

User Name : **Ghofran Sino**
Last Login : 20-01-2015 11:51 AM

The e-Control Medicine Prescription will be used to track and control the medicines that are issued by the pharmacies to the patients.

Activities by Administrator:- Administrator has rights to access System User List, Create New User,Create Pharmacy,Create Medical Clinic,Create Location, Create Medicine Types, Create Medicines, Generate Report by Medicines, Generate Report by Pharmacy, Generate Report by Medical Clinic.

Activities By Medical Associate :- Search for the Patient file by using Patient information. If not found create a new Patient file. Once system shows up the patient file, create the Prescription and add Mecinies to the prescription.

Activities by Pharmacist:- Search for the Patient file by using Patient information.If patient information found with an active prescription, issue the medicine and change the status of the prescription. Pharmacist either issues all the medicines in the Prescription and change the status of Prescription itself OR issues the available medicines and change the status of issued medicines

Activities by Store:- Issue the medicine to pharmacies and receive the medicines from authorized company.

# 5.    Agent Home page for Pharmacies

This section contains information related to Pharmacies.

Once logged in, this page appears. Use the scroll down under **Pharmacy** and choose the button as per your work requirement and you will be directed to another page



There are six options: **Issue Prescription, Issued Prescriptions, Imported Medicines, Stock List, Expired Medicines and Damaged Medicines**.

Choose **Issue Prescription** from the main menu to issue medical prescriptions, first you will be asked to search for the patient by his Emirates ID or Passport number as shown below.

After finding the patient, a list of prescriptions will be shown for that particular patient, click on the arrow ⬇ to view the medications. Also, you can click on 🖨 to view/print full prescription details.

| home | Pharmacy | Change Password | Contact Us | Logout |

User Name :                                                                 Last Login : 19-01-2015 11:54 PM

| | | |
|---|---|---|
| Patient Name | | |
| Mobile Number | 971507222222 | |
| Emirates ID or Passport Number | A11111 | |
| Birth Date - Age | 01/01/2015 - 0 | |
| Gender | Male | |
| Weight | 60 | |

| # | Prescription Code | Prescription Date | Facility Name | Doctor Name | Issued Status | | |
|---|---|---|---|---|---|---|---|
| 1 | 0000022 | 19/01/2015 | alesha fitness | Alya | Pending | ⬇ | 🖨 |
| 2 | 0000021 | 19/01/2015 | alesha fitness | Alya | Pending | ⬇ | 🖨 |

Fill all the details then click on **Issue Medicine**.

| home | Pharmacy | Change Password | Contact Us | Logout |

User Name :                                                                 Last Login : 19-01-2015 11:54 PM

| | | |
|---|---|---|
| Patient Name | | |
| Mobile Number | 971507222222 | |
| Emirates ID or Passport Number | A11111 | |
| Birth Date - Age | 01/01/2015 - 0 | |
| Gender | Male | |
| Weight | 60 | |

| # | Prescription Code | Prescription Date | Facility Name | Doctor Name | Issued Status | | |
|---|---|---|---|---|---|---|---|
| 1 | 0000022 | 19/01/2015 | alesha fitness | Alya | Pending | ⬆ | 🖨 |

| 1 | Medication | CD - Tramadol - Capsule - 50 mg |
|---|---|---|
| | Dosage/Directions for use | test |
| | Duration (in days) | 2 Days (from 19/01/2015 to 20/01/2015) |

| Trade Name | Pack Size | Batch No. | No.of Pills | Add |
|---|---|---|---|---|
| ▼ | ▼ | ▼ | | |

**Issue Medicine**

| 2 | 0000021 | 19/01/2015 | alesha fitness | Alya | Pending | ⬇ | 🖨 |
|---|---|---|---|---|---|---|---|

You can simply check what prescriptions you have issued through the **Issued Prescriptios page**. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*



Choose **Imported Medicines** from the main menu to view/search for all the medicines that have been imported to your pharmacy. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

Choose **Stock List** from the main menu to view/search for all the medicines in the stock of your pharmacy. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*



Choose **Expired Medicines** from the main menu to view/search for all expired medicines in the stock of your pharmacy. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

Choose **Damaged Medicines** from the main menu to report any damaged medicines. All the fields are mandatory and make sure to attach a picture of the damaged medicine. *If any doubt about the entered info please click on the **Clear** button before saving.*





You can easily search for all damaged medicines after reporting them by clicking on **Search Damaged Medicines** button. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the **Clear** button.*

As shown, you have an option of changing your password. Click on **Change password** from the main menu and you will be transferred to this page. Fill in the needed fields and click **Save**.

Don't forget to **__Logout__** once you are done using the system, to avoid any misuse.

## 6.    Agent Home page for Doctors.

This section contains information related to Doctors.

Once logged in, this page appears. Choose your work facility from the scroll down and then click on the button **Choose Clinic**.



You will be then directed to this page. Use the scroll down under **Prescription** and choose the option as per your work requirement and you will be directed to another page.

There are only two options: **Create** and **Search**.

Choose **Create Prescription** from the main menu to create medical prescriptions, first you will be asked to **search** for a registered patient by his Emirates ID or Passport number, or register a **new patient.**



After searching for a registered patient, all prescriptions that have been prescribed by you for that particular patient will be shown, click on the arrow ⬇ to view the medications. Also, you can click on 🖶 to view/print full prescription details. You can also delete a prescription that has been not issued yet by clicking on 🗑.

Click on **New Prescription** button to create a new prescription.



Fill all the fields, <u>Patient Weight</u>, <u>Patient File Number</u>, <u>Medecine Details</u> and <u>Diagnoses</u>.

After entering all medicine details, click on **Add Medicines**, then complete the Diagnosis and click **Save Prescription**.

**Prescription Details**

| | |
|---|---|
| Prescription Date | 20/01/2015 |
| Facility Name | alesha fitness |
| Emirate | Dubai |
| Doctor Name | Alya |
| Mobile Number | 556999999 |
| License Title | General Practitioner |

**Patient Details**

| | |
|---|---|
| Patient Name | |
| Emirates ID or Passport Number | A11111 |
| Mobile Number | 971507222222 |
| Birth Date - Age | 01/01/2015 - 0 |
| Gender | Male |
| Weight | |
| Patient File Number | 3432424 |

**Medicine Details**

| | |
|---|---|
| Medicine Group | ▼ |
| Scientific Name | ▼ |
| Medicine Category | |
| Pharmaceutical Form | ▼ |
| Strength | ▼ |
| Dosage/Directions for use | |
| Duration (in days) | ▼ |

**Add Medicines**

**Diagnosis**

| | |
|---|---|
| Diagnosis | |
| Allergies(If Any) | |
| Remarks | |

**Save Prescription**

You can simply check what prescriptions you have created through the **Search Prescriptions page**. Enter the fields you prefer and click **Search**. *If any doubt about the entered info or to start a new search please click on the __Clear__ button.*



As shown, you have an option of changing your password. Click on **Change password** from the main menu and you will be transferred to this page. Fill in the needed fields and click **Save**.

Don't forget to **Logout** once you are done using the system, to avoid any misuse.

# 7. Common Inquiries.

- Pharmacies and Doctors will need to provide an Emirates ID reader, in order to prescribe and dispense the controlled medicine to the patient.

- Regarding Government controlled prescriptions issued to non-locals and prescribed in private pharmacies, for now those prescriptions will be handled manually and you will be updated if any changes occur regarding this issue.

- Free Controlled Medical Samples won't be entered in the e-controlled prescription system. It will be dealt with according to the old procedure which is entering it manually in MOH controlled registration books.

- If the controlled medicine prescribed to the patient was not available, then the pharmacist should inform the patient to return back to the doctor. Since the doctor has a 1 hour option access in order to modify what he has prescribed.

- If the system went down for any reason, then please contact your related Health Authority (MOH, SEHA, DHA).