



MERLIN
Script Scan, Check and Tracker
and
MERLINMAP
Ward Script Tracker

USER REFERENCE MANUAL

Pharmhos Software Pty. Ltd.
Unit 2, 20 Cato Street
Hawthorn East Victoria 3123
Australia

Telephone: 1300 742 764
Facsimile: (03) 9645-6299
Web Site: www.pharmhos.com
Last updated: 17 January 2020

Table of Contents

1	INTRODUCTION.....	3
2	SCRIPT TRACKING SCREENS	4
2.1	MERLIN SCRIPT TRACKING 'WORKLIST' SCREEN	4
2.2	MERLIN OUTPATIENT PICK-UP DISPLAY BOARD	7
2.3	MERLINMAP WARD SCRIPT TRACKER	8
3	SCRIPT TRACKING DISPENSE PROCESS.....	9
3.1	COMMENCE SCRIPT TRACKING	9
3.1.1	<i>If no track record exist for entered patient</i>	<i>9</i>
3.1.2	<i>If track record(s) already exist for entered patient.....</i>	<i>11</i>
3.2	VIEW PATIENT'S DISPENSE PROFILE IN THE SCRIPT TRACKING SCREEN.....	14
3.3	REPRINT A DOCKET	14
3.4	ADD A NOTE FOR A TRACKED RECORD	14
3.5	UPDATE THE CURRENT FILTERED WORKLIST	15
3.6	RESET TO THE DEFAULT WORKLIST.....	15
3.7	DISPENSE LABEL PRINTING	16
3.8	SCAN CHECK.....	16
3.9	FINAL CHECK.....	18
3.10	DISPATCH	20
4	REPORTS	21
4.1	DISPENSING SCRIPT TRACKING DATE RANGE EXTRACT.....	21
4.2	MERLIN DISPENSING STATISTICS REPORT	21

Proprietary Notice

This document contains information proprietary to Pharmhos Software Pty Ltd. No reproduction, in whole or part, or use of the information contained within is authorised except as Pharmhos Software Pty Ltd may agree to in writing.

Copyright Notice

This document and the information contained within is copyright by Pharmhos Software Pty Ltd and may not be duplicated in full or in part by any person without prior written approval by Pharmhos Software Pty Ltd. While every effort has been made to keep the information contained within current and accurate as of the date of publication, no guarantee is given or implied that the document is error-free or that it is accurate with regard to any specification. Pharmhos Software reserves the right to make changes, for the purpose of product improvement at any time.

1 Introduction

Merlin has a Script Tracking sub-module that is integrated to the Dispense processes from receipt of the script in pharmacy through to Label, Script-Scan-Check, Final Check and Dispatch tracking. All the listed processes are automatically date & time-stamped as part of the dispense process in real-time, providing a seamless clinical/operational reporting method, without the need to implement an external application/spreadsheet which would introduce operational latency. There are reports available for the purpose of auditing, and KPI analysis.

Additionally, the script tracking functionality provides for printing of docketets and an Outpatient Display Board TV for patients to visualize the progress on their script. This provides a real-time view of script progress based on a docket number system to protect patient privacy while being in public display.

The Script Tracking sub-module has been extended to provide inpatient script tracking so that ward staff can track the progress of scripts, including both discharge medications and non-imprest dispense supply. Parameters are able to be set to limit the view by ward location based on the computer workstation (i.e. limit the view to only those patients in that ward). The ward script tracker view can be accessed via a web browser.

2 Script Tracking Screens

2.1 Merlin Script Tracking 'Worklist' Screen

The Script Tracking screen is a live display of dispensed scripts and their script scan status and is the main entry point for received scripts. Dispensed scripts include both inpatient and outpatient dispensed items.

The previous iteration of this screen is shown below:

PH01 - PHARMACY -		Items	130	10:13:34 04 Feb 2011				
Patient Name	URNo	Itms	Rec'd	Label	RxScn	Invce	POS	Err
10 HAINSWORTH,	806038	4	04/02	04/02	0			0
			10:08	10:10				
11 ELLISON,	1315400	2	04/02	04/02	2	04/02		0
			10:05	10:07		10:08		
12 BIASI,	1478347	1	04/02	04/02	1	04/02		0
			10:05	10:05		10:08		
13 BREALEY,	638129	3	04/02	04/02	3	04/02		0
			10:03	10:04		10:11		
14 POTTER,	825772	1	04/02	04/02	1	04/02		0
			10:02	10:02		10:04		
15 FRAU,	1466428	3	04/02	04/02	2	04/02		0
			10:01	10:01		10:09		
16 GIBB,	724454	5	04/02	04/02	2	04/02		0
			10:00	10:01		10:04		
17 BUCKLEY,	270236	1	04/02	04/02	0			0
			10:00	10:00				
18 COOK,	739517	1	04/02	04/02	1	04/02		0
			09:59	09:59		10:01		

Enter OPTION, <F1>=help.... : (PHD.DISP.TRK,M)
 e<X>it / <S>top / <R>estart / <?>=search

To access this screen, use zoom 'TRK' or navigate to
 Dispense → Specialised Facilities → Dispense – Script Tracking → Dispense – Script Tracking

This screen has been revised, to additionally function as a worklist/monitor of tracked scripts to be dispensed:

- for a particular site (Field 1)
- For a particular day (Field 2)

To access this screen, use zoom 'TRK4'.

Refer to the screenshot of the revised Script Tracking screen on the next page.

```

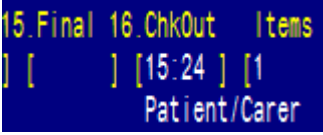
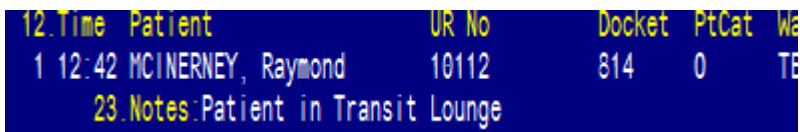
PHARMACY - MAIN STORE
1.Site:PH01      3<Sort> Time                               Last Update: 25/11/2015 14:48:50
2.Date:25/11/2015  4<Show> Not Despatched
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
12.Time Patient      UR No      Docket PtCat Ward Label 14.Scan 15.Final 16.ChkOut Items Status
1 12:42 MCINERNEY, Raymond 10112      814  0  TEST [12:42 ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] 02:06
23.Notes:
2 14:12 JAZZHANDS, Shimmy 10097      FOY1 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] 00:36
3 14:13 NGUYEN, Hai 10095      815 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] 00:35
4 14:44 BRONTE, Emily 0500041 816  D  CCU [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] 00:04
5
6
7

Reset

Enter OPTION, <F1>=help..... (PHD_DISP.TRK4,M)
Scan/Enter UR or Docket, Click an option above, <U>pdate or <ESC>ape=exit
    
```

The worklist contains the following columns:

Time <display >	The time when tracking of the script based on the docket number is initiated. This time displayed is either: <ul style="list-style-type: none"> Time the the patient is entered/scanned into the Script Tracking screen i.e. time script was received at counter if using script track monitor Time script dispensed commenced i.e. 1st item on a script is dispensed in the Dispense screen No data can be entered into this field, as it is display only.
Patient <display >	The Patient's Name: 'surname, first name'. No data can be entered into this field, as it is display only.
UR No <display>	Patient's UR number. No data can be entered into this field, as it is display only.
Docket <display>	The assigned docket number. No data can be entered into this field, as it is display only.
PtCat <display>	patient category that the script item(s) was dispensed under. No data can be entered into this field, as it is display only.
Ward <display>	Ward/clinic that the script item(s) was dispensed under. No data can be entered into this field, as it is display only.
Label <display>	Time dispense label was produced. No data can be entered into this field, as it is display only.
Scan <zoom>	Time dispense item(s) were scanned i.e. 'SSS'. Move the cursor to the 'Scan' box either: <ul style="list-style-type: none"> by using a mouse and clicking in the box entering the column number "14" followed by '.' followed by the row number. E.g. "14.1" This will open up the 'SSS' subscreen, where the scanning of dispense items process can be performed.

Final <zoom>	<p>Time dispense item(s) were final checked i.e. 'CCC'. Move the cursor to the 'Final' box either:</p> <ul style="list-style-type: none"> by using a mouse and clicking in the box entering the column number "15" followed by '.' followed by the row number. E.g. "15.1" <p>This will open up the 'CCC' subscreen, where the final checking of dispense items process can be performed.</p>
ChkOut <zoom>	<p>Time script was checked out/dispatched & Person who had collected the dispensed item.</p>  <p>Move the cursor to the 'ChkOut' box either:</p> <ul style="list-style-type: none"> by using a mouse and clicking in the box entering the column number "16" followed by '.' followed by the row number. E.g. "16.1" <p>This will open up the 'Dispatch To' subscreen, where the user can select the 'person' who had collected the dispensed items.</p>
Items <display>	<p>Number of items dispensed for that docket number. No data can be entered into this field, as it is display only.</p>
Status <display>	<p>The time elapsed since the time when tracking commenced, which is indicative of the average wait time. The time is highlighted, to indicate attendance urgency:</p> <ul style="list-style-type: none"> Green: if time elapsed < MINIMUM average wait time Yellow: if time elapsed > MINIMUM average wait time & < MAXIMUM average wait time Red: if time elapsed > MAXIMUM average wait time <p>No data can be entered into this field, as it is display only.</p>
Notes <Entry>	<p>Notes pertaining to the docket number.</p>  <p>This field is text entry field. Move the cursor to the 'Notes' field either:</p> <ul style="list-style-type: none"> by using a mouse and clicking in the field entering the column number "23" followed by '.' followed by the row number. E.g. "23.1"

Additional features in the Script Tracking screen include:

- 'Sort' button (to sort the worklist by time/patient/ward/clinic)
- 'Filter' entry boxes above each filters (to filter by Not Dispatched/Not Checked/All Items)

NOTE: The worklist is set as default to:

- SORT by TIME script tracking commenced in ascending order e.g. with the earliest in row 1
- FILTER for only 'NOT DISPATCHED' records. All completed scripts that are dispatched will not be displayed in the worklist, unless the filter is changed to 'All Items'.

At the Options line, the following options are available:

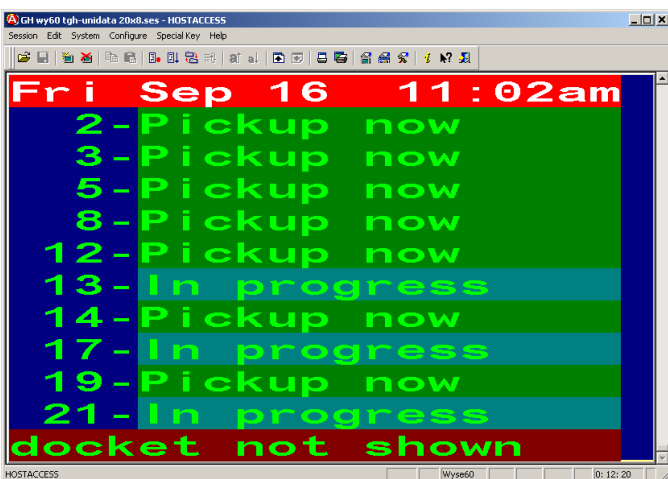
- ESCAPE to exit the screen
- Scan/Enter UR or Docket to filter the worklist to only display the scanned/entered UR or Docket number.
- Enter 'U' to update/refresh the worklist. There is no longer the feature for the screen to auto-refresh (available in the previous iteration of the Script Tracking screen).

- The same function can be achieved by clicking the green 'Reset' button.



2.2 Merlin Outpatient Pick-Up Display Board

The Outpatient Pick-Up Display board screen provides a visual representation for patients to visualize the progress of their script. This provides a real-time view of script progress based on a docket number system to protect patient privacy while being in public display.



This screen can be set up on a TV facing the outpatient pharmacy patient waiting area.

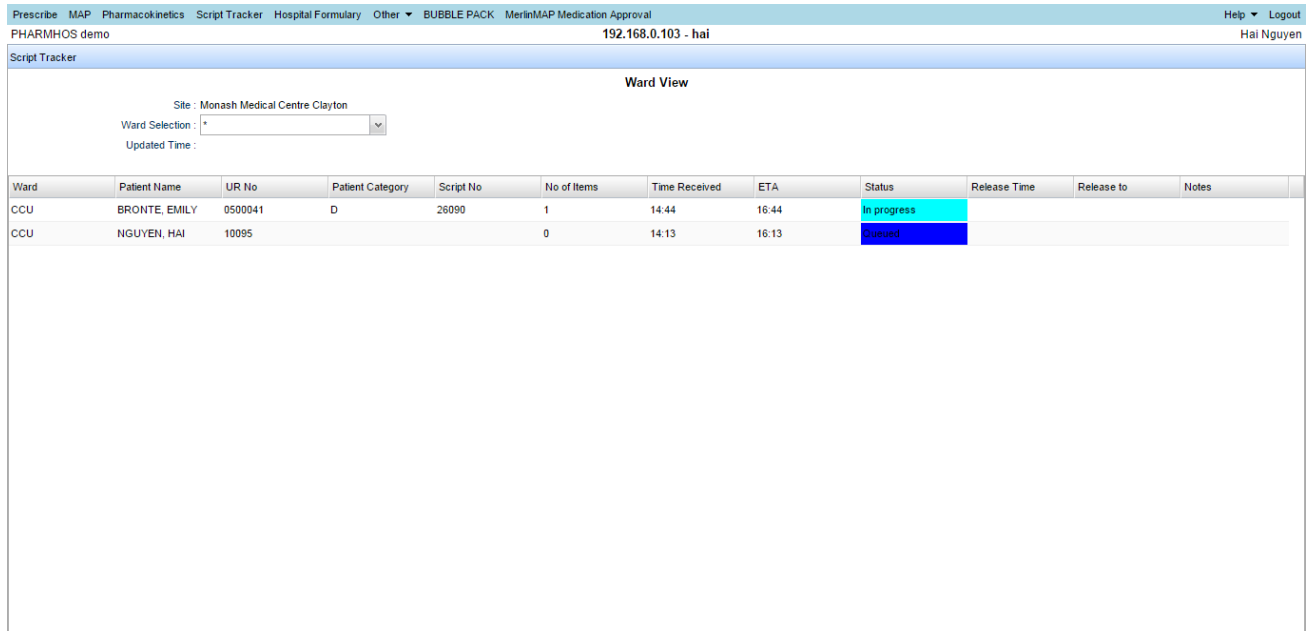
The displayed script status message will change as the script moves through the dispense process. E.g. the “In Progress” message is displayed against docket numbers where the printing of the dispense label has occurred.

A different status message and colour highlight can be defined for each of the dispense processes (receipt/label/scan/check/delay/dispatch/POS) in the script tracking parameters.

This screen refreshes as defined by LOOP TIME in the script tracking parameters. The number of patients to display on the screen is also defined in the script tracking parameters.

2.3 MerlinMAP Ward Script Tracker

The Ward Script Tracker screen provides inpatient script tracking so that ward staff can track the progress of scripts, including both discharge medications and non-imprest dispense supply. The information is accessible via a web browser and displayed in real-time.



Ward	Patient Name	UR No	Patient Category	Script No	No of Items	Time Received	ETA	Status	Release Time	Release to	Notes
CCU	BRONTE, EMILY	0500041	D	26090	1	14:44	16:44	In progress			
CCU	NGUYEN, HAI	10095			0	14:13	16:13	Dispensed			

Parameters are able to be set to limit the view by ward location based on the computer workstation (i.e. limit the view to only those patients in that ward). A 'ward selection' drop list is only editable for computer workstations set to view all ward locations, which allows the user to filter for a single ward.

The Patient's name and UR number are displayed to allow easy identification.

The displayed script status message will change as the script moves through the dispense process. E.g. the "In Progress" message is displayed against docket numbers where the printing of the dispense label has occurred.

A different status message and colour highlight can be defined for each of the dispense processes (receipt/label/scan/check/delay/dispatch/POS) in the script tracking parameters.

3 Script Tracking Dispense Process

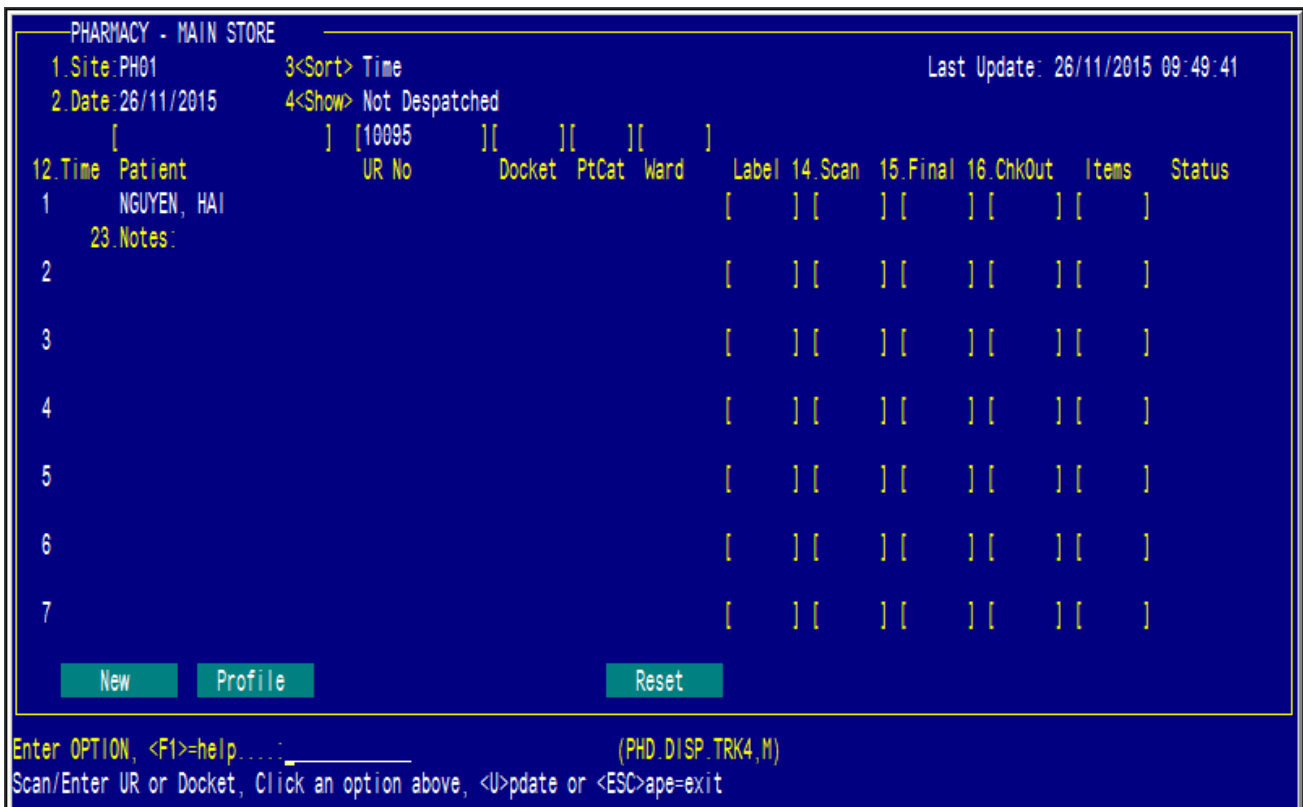
3.1 Commence Script Tracking

Upon receipt of prescription(s):

- Open up the Script Tracking Worklist screen. NOTE: this screen may be permanently opened for a dedicated computer workstation for the purpose of script tracking.
- Enter the site (Field 1)
- Enter the date (Field 2) (Shortcut-key: Enter '0' to bring up today's date)
- By default, the cursor will sit at the Options line.
- Enter the patient's UR number at the Options line OR
- Scan the patient's UR number on the patient identification BRADMA label on the prescription at the Options line

3.1.1 If no track record exist for entered patient

- If no track record exist for this patient, the screen will appear as per below:



- The UR number will display in the UR No filter
- The Patient Name will display in row 1 under the Patient column
- All other columns are empty
- There are 3 action buttons:
 - NEW: to initiate the script tracking for this patient
 - PROFILE: to bring up the patient's dispense profile
 - RESET: to reset to the active worklist
- The cursor sits at the Options line
- Click the 'NEW' button to initiate the script tracking for this patient.

- A docket number is assigned to this patient's tracked record and placed in script scan queue.
- If a docket printer is set up for the computer workstation and docket printing are set to Yes for this Dispense site, a docket is printed from the docket printer.
- 2 dockets are printed (see below images):
 - Patient copy: this copy is handed to the patient
 - Pharmacy copy: this copy is used internally by pharmacy and kept with the prescription/dispense items



- The worklist refreshes to now display the:
 - Time the user clicks the 'NEW' button to initiate script tracking for this record
 - The UR No appears in row 1 under the 'UR No' column
 - The assigned docket number appears in row 1 under the 'UR No' column
 - The No of items is set to '0', in row 1 under the 'Items' column, as no dispensing event has occurred.
 - The Status is set to '00:00' with colour highlight to indicate that no time has elapsed since commence of script tracking for this record. The elapsed time will change once the screen is 'updated (by entering 'U' at the Options line/resetted (by clicking the 'Reset' button'.
- There are now 7 action buttons:
 - NEW: to initiate a new TRACK record for this patient, if you want to separate the workload from the current tracked record for this patient e.g. if you receive 2 prescriptions, one to be processed this morning and one to be processed later in the day/different day to the day script presented.
 - PROFILE: to bring up the patient's dispense profile
 - REPRINT: to reprint the both the patient and pharmacy docket
 - CHECKOUT: to checkout the tracked record i.e. script is dispatched, removed from the Outpatient pickup board, removed from the Script Tracking worklist filtered for 'Not dispatched' items.
 - RESET: to reset to the active worklist
 - NOTE: to add a NOTE regarding the tracked record (e.g. patient waiting in transit lounge) which will appear in field 23.
 - DELAY: to delay the tracked record

PHARMACY - MAIN STORE

1.Site: PH01 3<Sort> Time Last Update: 26/11/2015 09:57:42
 2.Date: 26/11/2015 4<Show> Not Despatched

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1			[]	[]	[]	[]	[0]	00:00
2						[]	[]	[]	[]	[]	[]
3						[]	[]	[]	[]	[]	[]
4						[]	[]	[]	[]	[]	[]
5						[]	[]	[]	[]	[]	[]
6						[]	[]	[]	[]	[]	[]
7						[]	[]	[]	[]	[]	[]

23 Notes:

New Profile Reprint CheckOut Reset Note

Enter OPTION, <F1>=help....: _____ (PHD_DISP_TRK4,M)
 Scan/Enter UR or Docket, Click an option above, <U>pdate or <ESC>ape=exit

- The tracked record is now visible in the Outpatient Pick-up Display board, as a docket number and a status message e.g. RECEIVED
- NOTE: The tracked record is not visible in the MerlinMAP Script Tracker, as NO Ward/Clinic is assigned to this tracked record.

NOTE:

If the prescription is not receipted at this time in the Script Tracking screen, the time when tracking of the script is initiated will be the time when the 1st item on a script is dispensed in the Dispense screen

To return to the active worklist, either:

- Click the Reset button
- Enter 'U' for update at the Options line
-

3.1.2 If track record(s) already exist for entered patient

- If track record(s) already exist for this patient, the screen will appear as per next screenshot and display:
 - The existing track record for this patient, including the time record initiated, docket number, items, status/time elapsed &:
 - if the script was dispensed under this track record, the time script was filed and dispense label printed under the 'Label' column
 - if the script was dispensed and scanned-checked, the time script was scanned-checked 'SSS' under the 'Scan' column
 - if the script was dispensed and final-checked, the time script was final-checked 'CCC' under the 'Final' column
 - if the script was dispensed and dispatched, the time script was dispatched under the 'ChkOut' column

- There are 7 action buttons:
 - NEW: to initiate a new TRACK record for this patient, if you want to separate the workload from the current tracked record for this patient e.g. if you receive 2 prescriptions, one to be processed this morning and one to be processed later in the day/different day to the day script presented.
 - PROFILE: to bring up the patient’s dispense profile
 - REPRINT: to reprint the both the patient and pharmacy docket
 - CHECKOUT: to checkout the tracked record i.e. script is dispatched, removed from the Outpatient pickup board, removed from the Script Tracking worklist filtered for ‘Not dispatched’ items.
 - RESET: to reset to the active worklist
 - NOTE: to add a NOTE regarding the tracked record (e.g. patient waiting in transit lounge) which will appear in field 23.
 - DELAY: to delay the tracked record

PHARMACY - MAIN STORE

1.Site:PH01 3<Sort> Time Last Update: 26/11/2015 10:40:10
 2.Date:26/11/2015 4<Show> Not Despatched

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1			[]	[]	[]	[]	[0]	00-42
2						[]	[]	[]	[]	[]	[]
3						[]	[]	[]	[]	[]	[]
4						[]	[]	[]	[]	[]	[]
5						[]	[]	[]	[]	[]	[]
6						[]	[]	[]	[]	[]	[]
7						[]	[]	[]	[]	[]	[]

23.Notes:

New Profile Reprint CheckOut Reset Note

Enter OPTION, <F1>=help....: _____ (PHD.DISP.TRK4,M)
 Scan/Enter UR or Docket, Click an option above, <U>pdate or <ESC>ape=exit

- Click the ‘NEW’ button to initiate a new TRACK record for this patient, if you want to separate the workload from the current tracked record for this patient e.g. if you receive 2 prescriptions, one to be processed this morning and one to be processed later in the day/different day to the day script presented.
- A NEW docket number is assigned against this patient’s NEW tracked record and placed in script scan queue. In the Script Tracking screen, the new track record will appear below the other TRACK record(s) for this patient.

```

1 Site:PH01          3<Sort> Time                               Last Update: 26/11/2015
2 Date:25/11/2015  4<Show> Not Despatched
   [                ] [123456 ] [ ] [ ] [ ]
2 Time Patient      UR No   Docket PtCat Ward   Label 14.Scan 15.Final 16.ChkOut Items
1 16:17 MORRISON, Scott 123456 FOY2
   23.Notes:
2 16:21 MORRISON, Scott 123456 FOY3
3 17:01 MORRISON, Scott 123456 FOY4
4 17:02 MORRISON, Scott 123456 FOY5
5 17:03 MORRISON, Scott 123456 FOY6
6 17:06 MORRISON, Scott 123456 FOY7
7 17:10 MORRISON, Scott 123456 FOY8
  
```

- If a docket printer is set up for the computer workstation and docket printing are set to Yes for this Dispense site, a docket is printed from the docket printer.
- 2 dockets are printed (see below images):
 - Patient copy: this copy is handed to the patient
 - Pharmacy copy: this copy is used internally by pharmacy and kept with the prescription/dispense items




- The tracked record is now visible in the Outpatient Pick-up Display board, as a docket number and a status message e.g. RECEIVED or QUEUED
- NOTE: The new tracked record is not visible in the MerlinMAP Script Tracker, as NO Ward/Clinic is assigned to this tracked record.

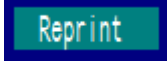
To return to the active worklist, either:

- Click the Reset button
- Enter 'U' for update at the Options line

3.2 View Patient's Dispense Profile in the Script Tracking Screen

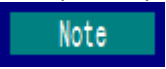
- Open up the Script Tracking Worklist screen. NOTE: this screen may be permanently opened for a dedicated computer workstation for the purpose of script tracking.
- Enter the site (Field 1)
- Enter the date (Field 2) (Shortcut-key: Enter '0' to bring up today's date)
- By default, the cursor will sit at the Options line.
- Enter the patient's UR number at the Options line OR
- Scan the patient's UR number on the patient identification BRADMA label on the prescription at the Options line OR
- Scan the UR number on the printed docket at the Options line OR
- Scan the docket number on the printed docket at the Options line
- The existing track record(s) for this patient, including the time record initiated, docket number, items, status/time elapsed & possibly times logged for the other dispense events.
- Click the 'PROFILE' button 

3.3 Reprint a Docket

- Open up the Script Tracking Worklist screen. NOTE: this screen may be permanently opened for a dedicated computer workstation for the purpose of script tracking.
- Enter the site (Field 1)
- Enter the date (Field 2) (Shortcut-key: Enter '0' to bring up today's date)
- By default, the cursor will sit at the Options line.
- Enter the patient's UR number at the Options line OR
- Scan the patient's UR number on the patient identification BRADMA label on the prescription at the Options line OR
- Scan the UR number on the printed docket at the Options line OR
- Scan the docket number on the printed docket at the Options line
- The existing track record(s) for this patient, including the time record initiated, docket number, items, status/time elapsed & possibly times logged for the other dispense events.
- Click the 'REPRINT' button 
- If a docket printer is set up for the computer workstation and docket printing are set to Yes for this Dispense site, a docket is printed from the docket printer.
- 2 dockets are printed (see below images):
 - Patient copy: this copy is handed to the patient
 - Pharmacy copy: this copy is used internally by pharmacy and kept with the prescription/dispense items

3.4 Add a NOTE for a tracked record

- Open up the Script Tracking Worklist screen. NOTE: this screen may be permanently opened for a dedicated computer workstation for the purpose of script tracking.
- Enter the site (Field 1)
- Enter the date (Field 2) (Shortcut-key: Enter '0' to bring up today's date)
- By default, the cursor will sit at the Options line.
- Enter the patient's UR number at the Options line OR

- Scan the patient's UR number on the patient identification BRADMA label on the prescription at the Options line OR
 - Scan the UR number on the printed docket at the Options line OR
 - Scan the docket number on the printed docket at the Options line
 - The existing track record(s) for this patient, including the time record initiated, docket number, items, status/time elapsed & possibly times logged for the other dispense events.
- Click the 'NOTE' button , or
- Click in the NOTES field for that tracked record, or
- Enter 23 followed by '.' Followed by the row number corresponding to the tracked record. E.g. 23.1
- The cursor now sits in the NOTES field
- Enter text in the NOTES field

PHARMACY - MAIN STORE

1.Site:PH01 3<Sort> Time Last Update: 26/11/2015 11:30:09

2.Date:26/11/2015 4<Show> Not Despatched

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[]	[]	[]	[1]	[01:32]
2						[]	[]	[]	[]	[]	[]
3						[]	[]	[]	[]	[]	[]
4						[]	[]	[]	[]	[]	[]
5						[]	[]	[]	[]	[]	[]
6						[]	[]	[]	[]	[]	[]
7						[]	[]	[]	[]	[]	[]

23.Notes:Patient in transit lounge

New Profile Reprint CheckOut Reset Note

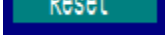
Enter OPTION, <F1>=help....: (PHD.DISP.TRK4,M)

- Press ENTER to save the entered text, and return the cursor to the Options line.

3.5 Update the current Filtered Worklist

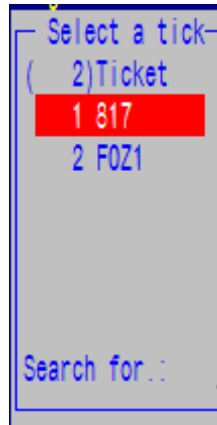
- To Update the current filtered worklist, Enter 'U' for update at the Options line.
- This will refresh the worklist data values, and will keep the current SET filter(s)/sort

3.6 Reset to the Default Worklist

- To reset the current filtered worklist, click the 'Reset' button 
- This will reset the worklist to the default worklist settings:
 - SORTed by TIME script tracking commenced in ascending order e.g. with the earliest in row 1
 - FILTERed for only 'NOT DISPATCHED' records. All completed scripts that are dispatched will not be displayed in the worklist, unless the filter is changed to 'All Items'.

3.7 Dispense Label Printing

- The next dispense process after initiation of a tracking record is the dispensing of the prescription items.
- If there is only one docket (i.e. one tracked record) for this patient, the dispensed script is automatically assigned to this docket.
- If more than one docket (i.e. more than one tracked record) exist for this patient, in the dispense screen the user will be prompted to select the docket number which will be tied with this dispensed script.



NOTE:

If the prescription is not receipted at this time in the Script Tracking screen, the time when tracking of the script is initiated will be the time when the 1st item on a script is dispensed in the Dispense screen

- A time will be logged for the 'print dispense label' event against the tracked record.
- This time is visible in the 'Label' column against that tracked record in the Script Tracking screen.

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[]	[]	[]	[1]	02:17

- The status message for the tracked record docket number will change in the Outpatient Pick-up Display board e.g. IN PROGRESS
- The tracked record is now visible in the MerlinMAP Script Tracker if the script record ward code matches the 'viewable' ward for that computer workstation.

3.8 Scan Check

- The next dispense process is the scan check of dispensed items.
- Barcode scanning is a technology that is considered to be a significant patient safety initiative in reducing dispensing errors. It is used to reduce the rate of product 'SELECTION' errors.
- The Merlin SCAN CHECK feature is designed to:
 - check the identity of product dispensed to against the product selected
 - the scanned dispensed items correspond to that patient
- The Script Scan screen is the first of a two part scan checking process.
- To ENTER the SCAN CHECK screen, either:
 - Zoom SSS, or

- Navigate to Dispense → Specialised Facilities → Dispense – Script Tracking → Dispense – Script Tracking – SCAN, or
- Zoom TRK4 (Script Tracking Screen), scan the patient’s UR number at the Options line to filter for that patient, and clicking in the SCAN box.

12. Time	Patient	UR No	Docket	PtCat	Ward	Label	14. Scan	15. Final	16. ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[]	[]	[]	[1]	02:17

- The below screenshot shows the SCAN CHECK screen:

```

Dispense - Script Scan (1)
1:Pt.:10095    NGUYEN, HAI
DOB 01/01/1980 1 Test St TESTVILLE 3000
2. Script      Docket      4. Pack      5. Remarks
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15

Option.:_____ <I> to clear
Scan Script Number or User ID to exit and save.
    
```

- In Field 1 (Pt), enter / scan UR No. / <?>=Look-up / pri<V>ate pt entry.
- In Field 2 (Script), scan the script number barcode on the dispensing label.
- If the scanned script number barcode does not match up with the patient, an error message will display:



- Scan the product barcode.

- If the label barcode and the product barcode do NOT match, the following warning message will appear:

```

*** ERROR ***
Drug item mismatch. Label generated for (AM06 -
AMOXYCILLIN 250mg CP) Pack scanned was (AM014 -
AMOXYCILLIN 500mg CP)

Enter <RTN> to continue...:_
    
```

- If the label barcode and the product barcode match, then 'OK-[drug]' is displayed in Field 5 (Remarks).

```

1.Pt.:10095    NGUYEN, HAI
DOB 01/01/1980 1 Test St TESTVILLE 3000
2.Script      Docket      4.Pack      5.Remarks
1 26091/1/0   FOZ1          9323610001177  OK-AMOXYCILLIN 250mg CP (ALPHAMOX 500)
    
```

- If the product barcode is scanned that does not exist in the Merlin drug database, the following message will appear:
- Scan the script number on the next dispensing label and the corresponding product barcode until finished.
- Scan user ID on docket or type user ID into the next field to exit and save.
- The number of items that have been successfully scanned will be recorded on the Script Tracking screen with the date and time scanned.
- This time is visible in the 'Scan' column against that tracked record in the Script Tracking screen.

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:58]	[13:43]	[]	[]	[1]	03:45

- The status message for the tracked record docket number will change in the Outpatient Pick-up Display board e.g. AWAITING SAFETY CHECK or PROGRESSING
- The tracked record is visible in the MerlinMAP Script Tracker if the script record ward code matches the 'viewable' ward for that computer workstation.
- Depending on set-up, the 'Script Track Checked' CCC screen may open straight after filing the SSS screen.

3.9 Final Check

- The script checked screen is the second of the two part scan checking process.
- It does not need to be used if site do not require a two-step process i.e. if the whole dispense process is performed by the one pharmacist.
- To ENTER the FINAL CHECK screen, either:
 - ZoomCCC, or
 - Navigate to Dispense → Specialised Facilities → Dispense – Script Tracking → Dispense – Script Tracking – CHECK, or

- Zoom TRK4 (Script Tracking Screen), scan the patient's UR number at the Options line to filter for that patient, and clicking in the FINAL box.

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[13:43]	[]	[]	[1]	03:45

- It may also open directly from the Script Tracking – Scan screen, depending on set-up.
- The below screenshot shows the FINAL CHECK screen:

```

Dispense - Script Track Checked (2)
1:Pt.:10095    NGUYEN, HAI
DOB 01/01/1980 1 Test St TESTVILLE 3000
Status:SCAN           Site:PH01
2.Script No   Docket  Date   Description          Qty   ORide Scnd Chk 4.PCEHR
1 26091/1/0   FOZ1    26/11/15 AMOXYCILLIN 250mg CAPSULES (ALPHAM 20   HAI
2
3
4
5
6
7
8
9
10
                                     *=Deferred Sply
Option.:
<F>=file, <ESC>=exit, <#>=field no, dd/mm/yyyy=search date
    
```

- In Field 1 (Pt), enter / scan UR No. / <?>=Look-up / pri<V>ate pt entry.
- A list of scripts dispensed for the entered patient for the dispense site for today's date will display automatically.
- File at the options line and enter the userID to confirm final check was performed by the user pharmacist.
- The number of items that have been successfully checked will be recorded on the Script Tracking screen with the date, time and user performing the final check.
- This time is visible in the 'Final' column against that tracked record in the Script Tracking screen.

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[13:43]	[13:53]	[]	[1]	03:55


- The status message for the tracked record docket number will change in the Outpatient Pick-up Display board e.g. READY FOR COLLECTION or PICK UP NOW
- The tracked record is visible in the MerlinMAP Script Tracker if the script record ward code matches the 'viewable' ward for that computer workstation.

3.10 Dispatch

- The Dispatch step or POS invoice payment for the dispensed scripts step is the final dispense tracking process. Both events are date and time logged, and will release/check out the dispensed item(s) to the collecting person.
- To perform this step:
 - Zoom TRK4 (Script Tracking Screen), scan the patient's UR number at the Options line to filter for that patient, and clicking in the CHKOUT box

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[13:43]	[13:53]	[]	1	04:12

23.Notes:

- Zoom TRK4 (Script Tracking Screen), scan the patient's UR number at the Options line to filter for that patient, and clicking the CHECKOUT button 

- This will open up the 'Dispatch To' subscreen

Despatch to -

(5) Description....

1 P Patient

2 N Nurse

3 W Ward Pharmacist

4 A Ambulance

5 0 Other

Search for..:

- Select the 'person' who had collected the dispensed items.
- The 'Dispatch To' and time is visible in the 'Final' column against that tracked record in the Script Tracking screen.

12.Time	Patient	UR No	Docket	PtCat	Ward	Label	14.Scan	15.Final	16.ChkOut	Items	Status
1 09:57	NGUYEN, Hai	10095	FOZ1	D	CCU	[10:56]	[13:43]	[13:53]	[14:11]	[1]	04:14

23.Notes:
Patient/Carer

- The status message for the tracked record docket number will change in the Outpatient Pick-up Display board e.g. COLLECTED or COMPLETED
- After a defined loop time, the released track record is removed from the Outpatient Pick-up Display board
- The tracked record is visible in the MerlinMAP Script Tracker if the script record ward code matches the 'viewable' ward for that computer workstation. The released track record is not removed from the MerlinMAP script Tracker.

4 Reports

All the listed processes are automatically date & time-stamped as part of the dispense process in real-time, providing a seamless clinical/operational reporting method, without the need to implement an external application/spreadsheet which would introduce operational latency. There are 2 reports available for the purpose of auditing, and KPI analysis.

4.1 Dispensing Script Tracking Date Range Extract

This EXCEL exportable report is an extract report for script scanning process by site by date. It provides all the date & time stamps for all the processes and associated notes, remarks. This report is useful for the purpose of auditing, and KPI analysis.

To access the report, navigate to:

Dispense → Specialised Facilities → Dispense – Script Tracking → Dispense – Script Tracking – Data Extract

```

    — Dispensing Script Tracking Date Range Extract (0) —
    Extract Report for Script Scanning process by Site by Date

    1.Disp.Site ...: PH01      PHARMACY - MAIN STORE

    2.Period .....:
    ----- OR -----
    3.Date From.. : 01/01/2015
    4.Date To ....: 26/11/2015

    5.Export destination ...:
      c:\temp
    Option.:E_____
    <E>xport
    
```

4.2 Merlin Dispensing Statistics Report

This EXCEL exportable report captures the script scanning process and other dispense related activities (such as number of dose administration aids) by site by date, in a consolidated and summarised view . It is essentially a dispensary workload statistics report, useful for the purpose KPI analysis.

To access the report, zoom REPORT.

In Field 1, enter 'PHR.DISP.STATS.XML'.

In Field 2, enter the UserID of person running the report.

In Field 3, enter the Dispensing site

In Field 6, enter the start date

In Field 7, enter the end date

At the Options line, enter 'R' to run the report

```

Posh Report Processing (1)
1:Report Id.:PHR.DISP.STATS.XML
  Report Name:Merlin Dispensing Statistics Report
  Inputs
1 Task Id.....: PHR.DISP.STATS.XML
2 User Id.....: HAI
3 Site Id.....: PH01
4 File to Write to.....: POSH.FTP
5 Item Id to Write.....:
6 Start Date.....: 01/10/2015
7 End Date.....: 31/10/2015
8
9
10
11
12
13
14

Option.:R_____
<R>=Run report <ESC>=exit <#.#>=file.line
  
```

After the report has completed, enter zoom EXPORT to export the file.

An example of the report is shown below:

Ward	Discharge	Inpatient	Outpatient	Total Rx	Avg Time on Shelf	Avg Time in Pharmacy			
	2	0	0	2	0:19	0:19		Number or Dose Admin Aids.	20
	9	3	0	12	1:15	1:15		Total number of items today	329
	3	5	0	8	0:51	0:51		Total number of Discharges	46
	4	2	0	6	1:25	1:25		Average time of Discharge Script	1:12
	0	1	0	1	0:07	0:07		Average time of Inpatient Script	0:41
	0	0	7	7	0:15	0:15		Average time of Outpatient Script	0:19
	0	0	2	2	0:13	0:13		Total Number of Outpatient Rx	21
	4	4	0	8	0:43	0:43		Total Number of Inpatient Rx	44
	0	0	5	5	0:27	0:27		Average RX time for All Rx	0:59
	5	4	0	9	0:45	0:45		Total number of RX today	111
	0	0	3	3	0:12	0:12		Total number of Discharge items	223
	6	6	0	12	1:16	1:16		Average # items per D/C	4.8478
	2	2	0	4	0:14	0:14		% Discharge scripts over 2 hours	24.66
	0	1	0	1	0:20	0:20		Total number of Inpatient items	65
	0	3	0	3	0:12	0:12		Average # items per Inpatient Rx	1.4773
	0	0	1	1	0:06	0:06		% Inpatient scripts over 2 hours	9.23
	5	0	0	5	0:30	0:30		Total Number of Outpatient items	41
	1	2	0	3	0:31	0:31		Average # items per Outpatient Rx	1.9524
	0	0	3	3	0:11	0:11		% Outpatient scripts over 2 hours	0
	1	4	0	5	2:49	2:49			
	0	3	0	3	1:16	1:16		Average Script Times	
	2	1	0	3	0:13	0:13		Average Script time at 09:00	
	0	1	0	1	2:33	2:33		Average Script time at 10:00	0:30
	1	2	0	3	0:26	0:26		Average Script time at 11:00	1:46
	1	0	0	1	0:04	0:04		Average Script time at 12:00	0:53
Total	46	44	21	111	0:59	0:59		Average Script time at 13:00	0:38
								Average Script time at 14:00	1:05
								Average Script time at 15:00	0:47
								Average Script time at 16:00	0:19
								Average Script time at 17:00	0:11