



Standard Operating Procedure

Retrieve, download and dispense a private e-prescription from signatureRx – www.signaturerx.co.uk

18 March 2021

Version 1.1 - Addition of contingency plan

Purpose:

- Inform counter staff and wider pharmacy staff are aware of the actions to take when a patient presents with a signatureRx
- Inform all authorised dispensing staff on how to retrieve and download a private e-prescription token from signatureRx to use in the prescription assembly process. Inform staff how to mark an e-prescription as dispensed.
- To ensure the effective download of private e-prescription tokens from signatureRx, in order that the prescription can be assembled and dispensed to the patient.

Scope:

- This procedure covers the process of how to retrieve and download a signatureRx prescription when a patient presents at a pharmacy
- This SOP should be read with the following SOPs: dispensing, assembly, final check and private prescription SOP (if available)
- This policy is for use by counter staff and dispensary staff that work within the dispensary

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If you have any questions relating to this SOP or any technical questions, please contact signatureRx at signatureRx.co.uk

Expecting receipt of a signatureRx prescription ID and transfer from counter to dispensary

Procedure	Responsibility
<p>1. A patient will present at the counter with a signatureRx Prescription ID on their smartphone. Usually on their e-mail or messaging.</p> <p>In some instances, the patient, doctor or clinic support team may call in advance and provide this prescription ID directly to the pharmacy by email or phone.</p> <p>The patients' representative may present at the counter on behalf of the patient. This can be processed in line with pharmacy guidelines.</p>	<p>Counter Staff Pharmacist Pharmacy staff responsible for emails and phone monitoring</p>
<p>2. Write the prescription ID on a piece of paper along with the patients' date of birth</p> <p>To retrieve the prescription, the dispensary staff would require the Prescription ID along with the patients' DOB</p>	<p>Counter Staff Pharmacist Pharmacy staff responsible for emails and phone monitoring</p>
<p>3. Transfer the paper safely and securely to the dispensary staff to retrieve the the e-prescription</p>	<p>Counter Staff Pharmacist Pharmacy staff responsible for emails and phone monitoring</p>

Retrieve and download signatureRx e-prescription

Procedure	Responsibility
<p>1. Visit www.signaturerx.co.uk and click on the ‘Dispense Prescription’ button in the header. This page can also be accessed at www.signaturerx.co.uk/dispense</p> <p>Our website is secure and complies with GDPR.</p>	Dispensary Staff Pharmacist
<p>2. Enter the Prescription ID and patients’ DOB in the relevant fields</p> <p>This information would have been passed to you from the counter staff or staff responsible for phone and email monitoring.</p>	Dispensary Staff Pharmacist
<p>3. Click on the ‘SEARCH FOR PRESCRIPTION’ button</p> <p>Clicking this button should display the secure webpage which shows the prescription details. You should be able to see:</p> <ul style="list-style-type: none"> • Patient Details • Prescriber Details • Clinic Details • Medication Prescribed • Advanced Electronic Signature Information <p>The prescription is produced and signed electronically in line with The Human Medicines Regulation 2012</p> <p>If the prescription does not display, please confirm the prescription ID and the patients’ date of birth. If these have been verified and the prescription still can’t be accessed, please refer the patient back to issuing clinic, telemedicine provider or clinician.</p> <p>If the prescription states ‘Already Dispensed on [date] [time]’, this prescription has already been dispensed by another pharmacy and you should refer the patient back to the issuing clinician or company.</p> <p>This prescription is not valid for medication have require special prescription requirements including Schedule 2 and 3 CDs.</p> <p>For clinical queries, please contact the issuing clinic, telemedicine provider or clinician.</p>	Dispensary Staff Pharmacist
<p>4. The prescription token can be downloaded by clicking on the printer icon. This will initiate download of a PDF dispensing token</p> <p>The token can be printed for reference. We recommend using this token to help the relevant member of staff undertake clinical checks, accuracy checks, check medication stock and retrieve a price for the private prescription in line with the relevant SOPs.</p> <p>The token could also be kept along with a record in the private prescription register for 2 years in line with the GPhC requirements.</p>	Dispensary Staff Pharmacist

Dispense signatureRx e-prescription

Procedure	Responsibility
1. This step will be followed if the following have been met: (I) The prescription is clinically accurate and has been checked (II) The patient has been informed of the price and is has confirmed they will or they have already paid for their prescription (III) The medication is in stock, has been handed to the patient or the patient has been made aware of the estimated collection window provided	Dispensary Staff Pharmacist
2. Under the prescription details, click 'DISPENSE' You will be prompted to enter the following details which will be used to ensure each prescription can only be dispensed once: <ul style="list-style-type: none">• Pharmacy Name• Pharmacy Address• Pharmacy Email (optional)• Pharmacy Tel (optional)	Dispensary Staff Pharmacist

What to do if you suspect fraud?

Our system is designed to reduce fraud however if you suspect that you have been presented with a fraudulent prescription, you should:

- Contact the prescriber or clinic, you can find their details on the prescription page
- Contact signatureRx using the contact form at signatureRx.co.uk
- Report to relevant authorities in line with pharmacy guidelines

Contingency Plan

If the e-prescription can not be viewed using the prescription ID for any reason, including system failure, the first point of call is to contact the prescriber or prescribing organisation. In the case of a system failure, the prescribing organisation will:

- Replace the e-prescription with a written or typed private prescription which contains an ink signature
- The pharmacy will inform the prescriber or organisation of the issues and relevant details such as pharmacy name, pharmacy address, email address or fax number
- The private prescription will be transmitted to the dispensing pharmacy securely via fax or email using the prescribing organisations' systems
- The dispensing pharmacy would be able to use this to dispense the medication as an emergency supply at the discretion of the pharmacist
- The prescriber will ensure that an original ink signed prescription is delivered to the pharmacy within 72 hours

