

# **Dispensing Guide**

This guide can be used as a reference along with our Standard operating Procedures

01 August 2022

# Flow Diagram Summarising Patient Journey



#### Summary of dispensing steps

- 1. Note down the prescription ID and patients' DOB
- 2. Access the prescription with these details at <u>www.signaturerx.co.uk/</u> <u>dispense</u>
- 3. View the prescription and clinically check the prescription
- 4. Ensure the patient is available for dispensing and charge the patient in line with any relevant SOPs and pharmacy margins
- 5. Print dispensing token
- 6. Mark the prescription as dispensed by clicking MARK AS DISPENSED you would need to enter the pharmacy details when prompted
- 7. Process the prescription according to relevant SOPs
- 8. Ensure a record is made in the private prescription register and the dispensing token can be kept for reference for 2 years from the date of dispensing

# Where to find the prescription ID?

The patient will usually present at the pharmacy with the prescription ID on their smartphone; this could be on their emails or messaging.

On some occasions, this prescription ID could be emailed directly to the pharmacy or phone into the pharmacy by the doctor, clinic, or patient. If it is transmitted to the pharmacy through these channels, be sure to ask for the patients' date of birth.



A sample of an email the patient may present, the prescription ID is circled above

The patient may present with a printed dispensing token which contains the prescription ID.

#### How to access the prescription?

To ensure security, the prescription should be accessed through our secure portal. If the patient has presented with a printed dispensing token, please visit the website to ensure authenticity.

The prescription ID and date of birth should be entered securely on our website <u>www.signaturerx.co.uk</u>



You will be re-directed to our dispensing portal where you can enter the prescription ID and date of birth. You can also access this page directly at: <u>signaturerx.co.uk/dispense</u>

- 1. Enter the prescription ID
- 2. Enter the patients' date of birth in DD/MM/YYY format
- 3. Click search for prescription



If you are unable to open the prescription, please ensure the details entered are correct. If you are still unable to access the prescription, please contact the prescriber or clinic to follow up.

### **Prescription Check**

Once you enter the details, you would be able to see the prescription details. This would include:

- Patient details
- Patient date of birth
- · Clinic name and address
- Doctors details
- Time of signature
- A unique signature ID which is specific to the prescription

#### **ELECTRONIC PRESCRIPTION**

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DOCTOR 1	PATIENT DETAILS:
Practice Name :	
Address :	

#### Notes:Test

#### Medicines

Name	Dosage Instruction	Quantity
Test	test	15

Signed By: **Doctor 1** Signed At: **2021-02-28 15:34:25** 

E-signature ID: IZ53L6ZPZHU6FEAJ7NYWCWPT7G23WUBEU63RXYWUKPNLIQC2W6TQ

At this stage you can clinically check the prescription, check if the medication is in stock and advise the patient of the medication cost. These would be done in line with the relevant SOPs.

Clicking the printer icon will allow you to print the dispensing token.

# **Dispense Prescription**

Once you have dispensed the medication to the patient, please ensure you mark the prescription as dispensed

Northwood, United Kingdom - HA6 3NP Phone: 07939665777 Gender: Male

Notes:Test

#### Medicines

Name	Dosage Instruction	Quantity
Test	test	15

Signed By: Doctor 1 Signed At: 2021-02-28 15:34:25 E-signature ID: IZ53L6ZPZHU6FEAJ7NYWCWPT7G23WUBEU63RXYWUKPNLIQC2W6TQ



Click the 'MARK AS DISPENSED' button to dispense the prescription. You will be asked to enter the details of the pharmacist along with the pharmacy name, address, pharmacy email (optional) and pharmacy phone number (optional).

We ask for the pharmacy details to ensure the clinic is aware that the prescription has been dispensed and can efficiently speak to the pharmacy if required.

By marking the prescription as dispensed, you are ensuring that the prescription can not be dispensed by another pharmacy.

# What if the prescription is already dispensed?

If the prescription has already been dispensed you will not be able to see the 'MARK AS DISPENSED' button and the time and date of dispensing will be shown. In this instance, please do not dispense the prescription.

#### **ELECTRONIC PRESCRIPTION**

Already Dispensed on 2021-02-28 16:28:46

Signed By: Doctor 1 Signed At: 2021-02-28 15:34:25 E-signature ID: IZ53L6ZPZHU6FEAJ7NYWCWPT7G23WUBEU63RXYWUKPNLIQC2W6TQ

This prescription was dispensed on 2021-02-28 16:28:46.

#### Who do I charge for the prescription?

You would charge the patient for the price of the prescription based on the medication and your standard dispensing charges. We don't take a penny from pharmacies and you can charge the patient in your usual way as you would a paper private prescription.

#### Why don't I need a paper script in the post?

Like NHS EPS, signatureRx is complaint with The Human Medicine Regulation 2012 - <u>https://www.legislation.gov.uk/uksi/2012/1916/regulation/</u>219/made

The regulation stated that prescription can be signed with an advanced electronic signature. In the regulation, "advanced electronic signature" means an electronic signature that is -

- a. Uniquely linked to the person ("P) giving the prescription;
- b. Capable of identifying P;
- c. Created using means that P can maintain under P's sole control; and
- d. Linked to the data to which it relates in such a manner that any subsequent change of data is detectable.

Our system is specifically set-up and designed to ensure that we are legally compliant with the regulation.

# My pharmacy is in Northern Ireland, Wales or Scotland and we don't accept EPS

SignatureRx prescriptions are valid across the UK as they are private eprescriptions. This is different to the NHS system although it is based on the same regulation.

Even if your pharmacy is based outside of England you can accept our private e-prescriptions without the need for a paper copy. You can follow the instructions on this dispensing guide.

#### I have questions, who do I contact?

If you have any questions, please contact signatureRx using the contact form on our website <u>www.signaturerx.co.uk</u>