Chapter 10
Demanders

This chapter—

- Provides an overview of the list of demanders (i.e., clients who obtain stock from the facility)
- Familiarizes the user with how to—
  - Add, amend, and delete the details of a demander
  - Manage which products can be ordered by a particular demander
  - Capture details of a person or persons authorized to order at demander level
  - Set minimum and maximum stock levels of a demander
- Explains how the system can be used to manage demanders and their budgets
- Provides data on what has been issued to a demander and what has been transferred, returned to the bulk store, and dispensed to patients

Working with Demander Data

What Is a Demander?

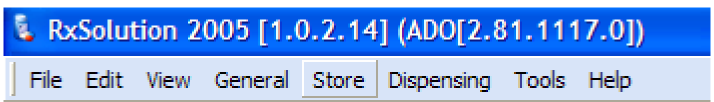
A demander is any location within a health facility that will make a demand (i.e., request stock) for products from the store of your facility. A demander could be a ward, a unit, a clinic, a satellite pharmacy, or a health center. A demander is also known as a client or inventory.

How Do I Get to the Demanders Screen?

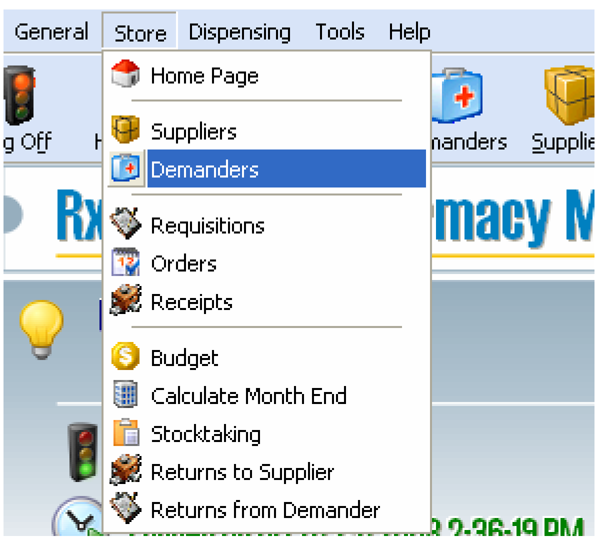
1. Click on the **Demanders** icon 

on the toolbar.

2. Alternatively, click on **Store** on the menu bar.

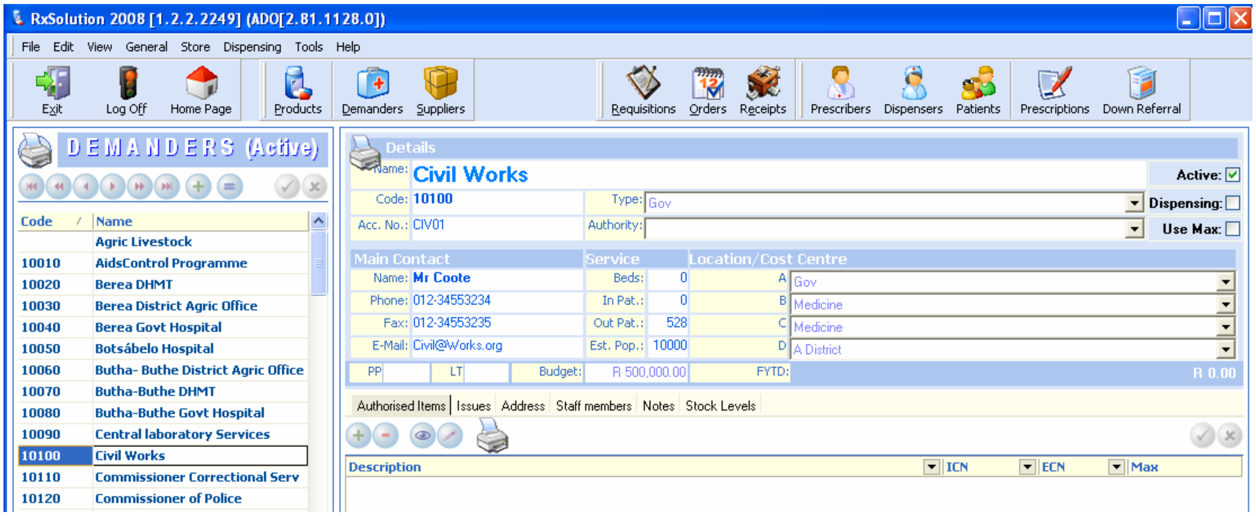


3. Choose **Demanders** from the drop-down menu.

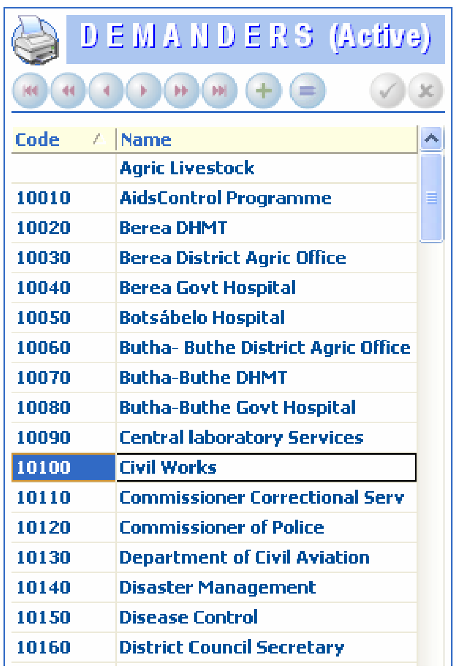


What Does the Demanders Screen Look Like?

The demanders screen displays two sets of details. A list of all the demanders, with codes and names, is displayed on the left side of the screen. More details about each demander (e.g., main contact, staff members, budget) are displayed on the right-hand side panel (see below).



The navigation buttons are at the top of the panel on the left-hand side.



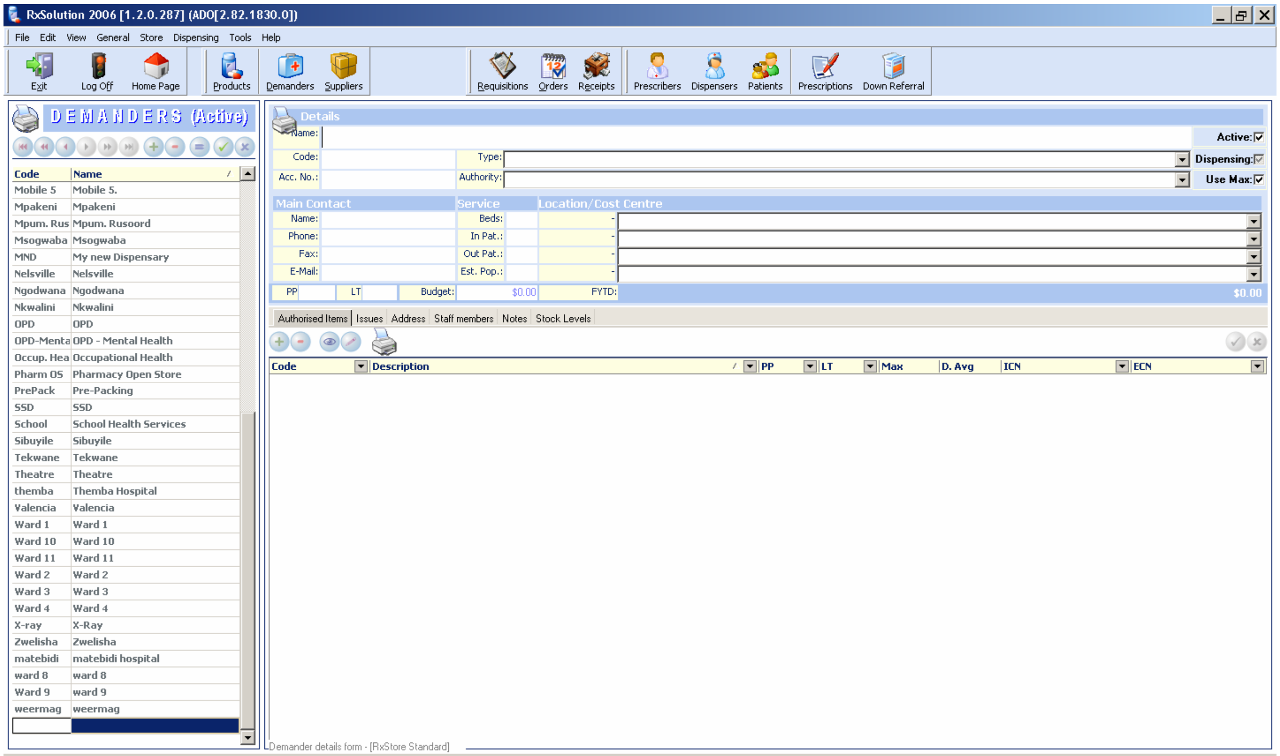
For a description of these buttons and their functions, see chapter 3 "Understanding the Features and Navigation." The screen can be customized using filters, groupings, and sorting (for more information see chapter 3).

Using RxSolution to Manage Demander Data

How Do I Add a Demander?

1. Click on the add new record icon .

2. A blank demander form appears—



3. See whether the **Active** box  located in the top right-hand corner of the screen has a check mark in it. If not, click on it to activate the demander so that it will be available for transactions in RxSolution.

4. Under **Details**, type in the **Name** of the demander, the **Code** assigned to the demander, and the account number (**Acc. No.)** of the demander.

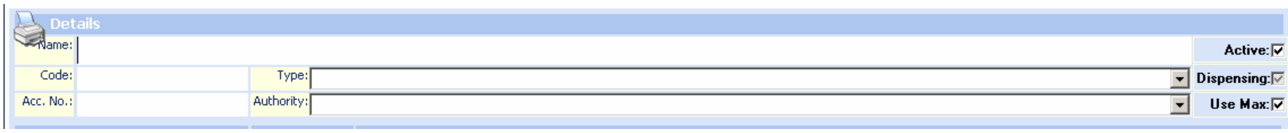
5. Type in the name and contact details (phone, fax, and e-mail) of the **Main Contact** at the demander.

6. Click on the **Dispensing** box  to indicate whether the demander dispenses prescriptions. If the box does not have a check mark in it, the demander will not be listed in the drop-down box in the prescription capture screen as a demander from which to dispense.

7. Click on **Use Max** if you intend to set maximum order levels for this demander. This field determines whether RxSolution will calculate the suggested requested quantity. The formula used is—

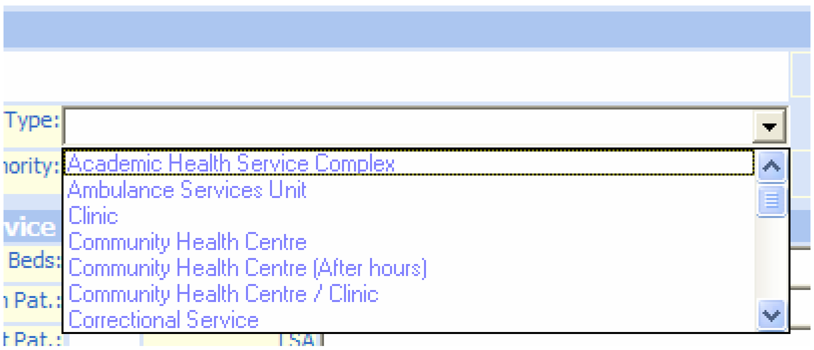
   Quantity requested = Maximum stock – Demander stock on hand

   If **Use Max** does not have a check mark in it, RxSolution will not do the preceding calculation. (See chapter 11, “Requisitions,” for details.)

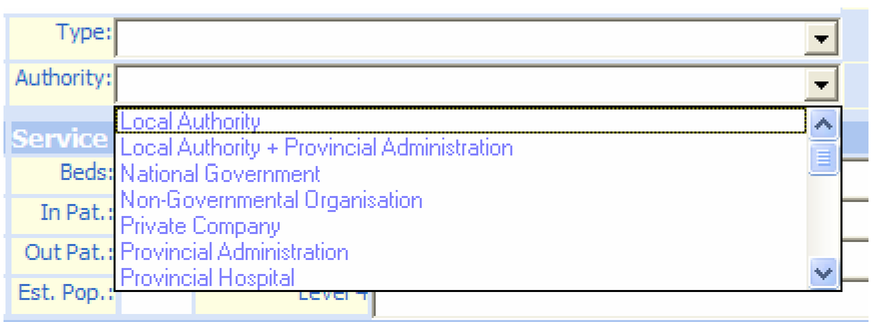


8. Choose the **Type** of demander and the administrative **Authority** under which the demander falls from the drop-down lists. These lists of choices were defined in System Settings.

Type



Authority

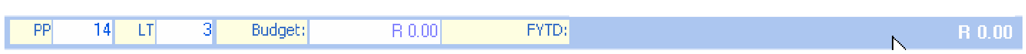


9. Enter the **PP** (estimated procurement period). This is the number of days between two orders.

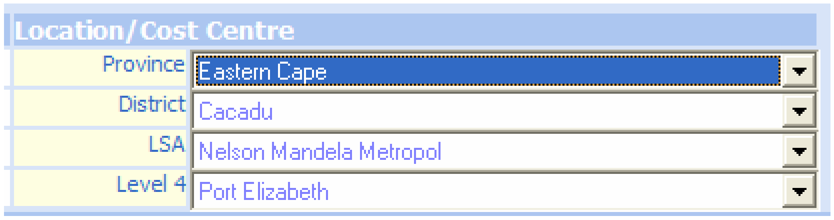
10. Enter the **LT** (estimated lead time). This is the number of days between the placing of a requisition to the bulk store and the receipt of the items on that requisition.

11. Enter the **Budget** allocated to the demander for the financial year (if known).

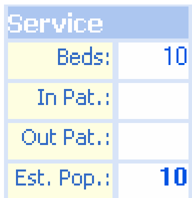
12. The **FYTD** field displays the total value of all issues posted for this demander for the current financial year to date (FYTD). This field cannot be edited. Comparing this figure to the budget figure will help determine whether the demander's spending level is correct.



13. Choose the **Location/Cost Centre** options from the drop-down lists that have been set up in the user customized system settings (see chapter 2).



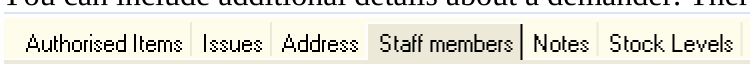
14. Fill in the service column (i.e., number of beds, number of inpatients and outpatients, and the estimated population served by the demander).



15. Click on the save current record button  and the new demander is added.

How Do I View or Add Details of a Demander?

You can include additional details about a demander. There are six tabs that can be selected:



- **Authorised Items**
- **Issues**
- **Address**
- **Staff members**
- **Notes**
- **Stock Levels**

Authorised Items Tab

Authorised Items are items that the demander (i.e., the client or dispensing inventory) is allowed to keep in stock at the inventory location, such as in a clinic or ward. The choice of items may be influenced by factors such as levels of care or treatment and prescribing levels. Setting up such a list facilitates requisition management by printing demander requisition lists from the customized report templates showing the authorized items, making requisitions easier to do. (See chapter 11 “Requisitions,” for details.)

Adding Authorised Items to a Demander

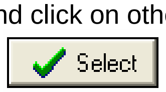
Either of two procedures may be used to add authorized items to a demander. In the first procedure, follow these steps—

1. Click on the add new record icon  and a **Product Selector** screen appears.

ICN	ECN	Description	Cost	Group 1	On Hand
0705/28	REG	Sucralfate 1g Tablet; 28 Tablet [PO]	R 36.84	80	321
0705/56	REG	Sucralfate 1g Tablet; 56 Tablet [PO]	R 73.21	80	60
3269	REG	Sucralfate 1g/5mL Suspension; 600 mL [PO]	R 231.05	60	0
3175	REG	Sufentanil 5mcg/mL Ampoule; 2 mL [INJ]	R 11.00	50	0
0707/01	DIS	Sulphasalazine 500mg Tablet; 1 Tablet [PO]	R 1.96	80	0
0707	DIS	Sulphasalazine 500mg Tablet; 100 Tablet [PO]	R 196.41	80	90
0707/28	DIS	Sulphasalazine 500mg Tablet; 28 Tablet [PO]	R 55.28	80	521
0707/56	DIS	Sulphasalazine 500mg Tablet; 56 Tablet [PO]	R 96.72	80	50
0707/84	DIS	Sulphasalazine 500mg Tablet; 84 Tablet	R 165.22	80	50
2279	PHC	Sulphur Ointment 10% Ointment; 500 gm [TOP]	R 21.54	70	0
0709/01	DIS	Sulpiride 200mg Tablet; 1 Tablet [PO]	R 1.07	80	0
0709/28	DIS	Sulpiride 200mg Tablet; 28 Tablet [PO]	R 33.25	80	0
0709	DIS	Sulpiride 200mg Tablet; 50 Tablet [PO]	R 52.63	80	0
0708/01	DIS	Sulpiride 50mg Capsule; 1 Tablet [PO]	R 0.17	80	0
0708	DIS	Sulpiride 50mg Capsule; 100 Capsule [PO]	R 25.00	80	0
0708/28	DIS	Sulpiride 50mg Capsule; 28 Capsule [PO]	R 6.32	80	0
0708/56	DIS	Sulpiride 50mg Capsule; 56 Capsule [PO]	R 9.96	80	0
0503	DIS	Sunscreen Spf 15 ; 50 mL Lotion; 1 Bottle [TOP]	R 16.00	70	0
5337	DIS	Sunscreen Spf 30 Ointment; 50 mL [TOP]	R 10.86	70	0
3657	DIS	Support Scrotal Susp. Adj.Waistband; No Leg Band Large ; 1 Support [SURG]	R 32.74	90	0
3656	DIS	Support Scrotal Susp. Adj.Waistband; No Leg Band	R 32.74	90	0

2. Select products by using any of the options in Table 10-1.

Table 10-1. Methods of Selecting Products for a Demander List

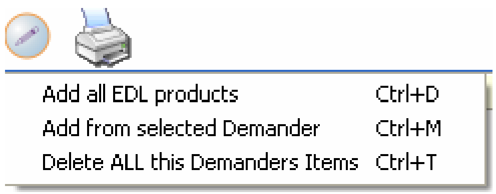
Action	Result
Click on one product and click on **Select** .	One product is added to the list.
Click on the first product you are choosing, hold down the *Ctrl* key and click on other products required, and then click on **Select** .	Many nonconsecutive products can be added to the list.
Hold down the *Shift* key, press the *Page Down (PgDn)* key or down-facing arrow on the keyboard (↓), and click on	Many consecutive products can be added to the list.

Action	Result
Select .	

To use the second procedure to add a demander, follow these steps—

1. Click on the edit record button .

2. The following screen is displayed—



3. Definitions of these three options are provided in Table 9-2.

Table 9-2. Editing Options in the Demanders Screen

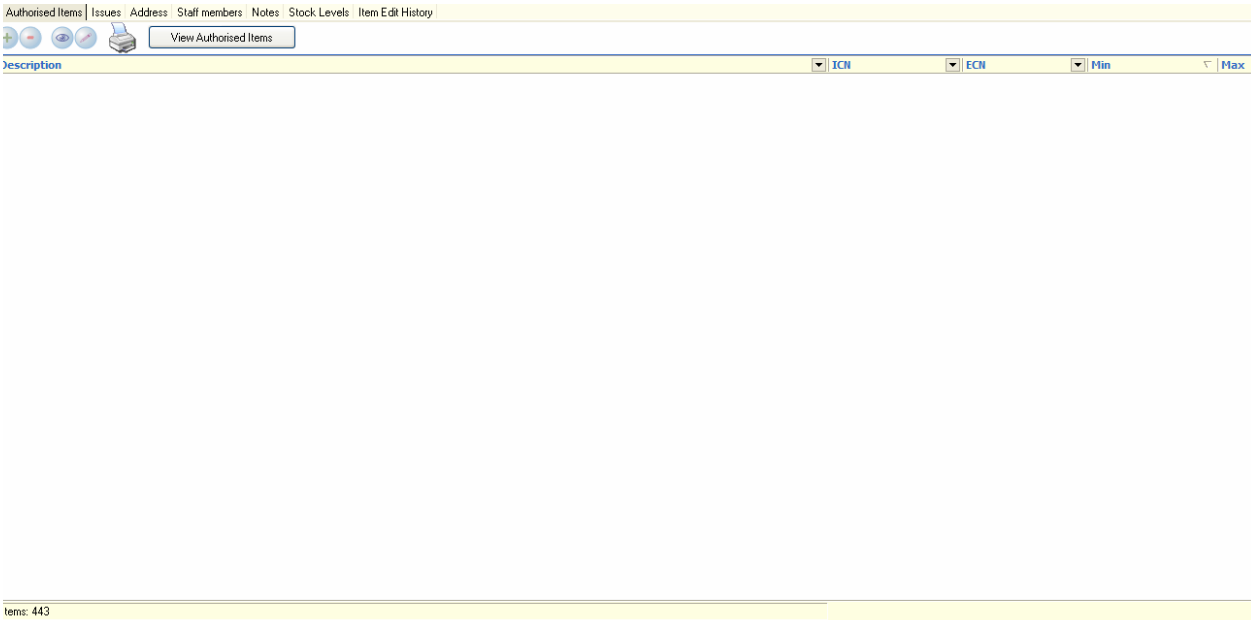
Options	Shortcut or Hot Keys	Resultant Action
Add all EDL products	(Ctrl+D)	Adds all items that appear on the essential drugs list (EDL) to the demander list
Add from selected Demander	(Ctrl+M)	Copies the list from an existing demander list
Delete ALL this Demanders Items	(Ctrl+T)	Deletes all items from the demander list

After you have created the list of authorized items, you can enter an item-specific maximum stock level for that demander.

> *Note:* Use the delete record button to delete an item from the list of authorized items.

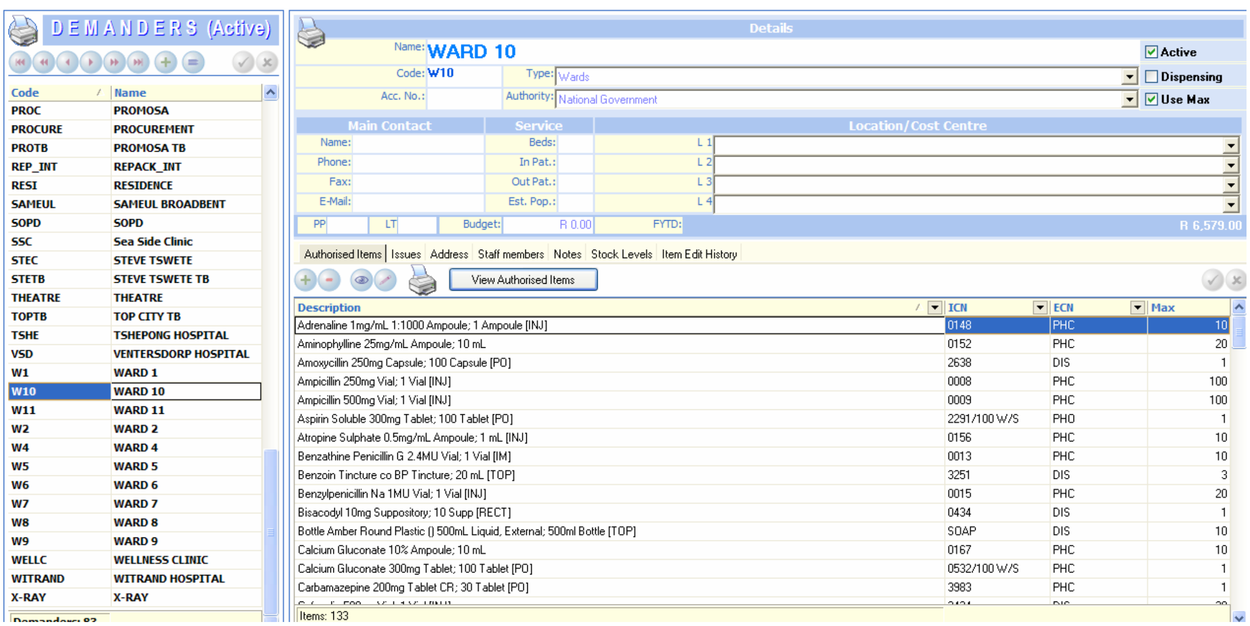
Printing a List of Authorised Items

1. Choose the demander, and click on the **Authorised Items** tab. The following screen appears—



2. Click on 

view the items that will be Printed,

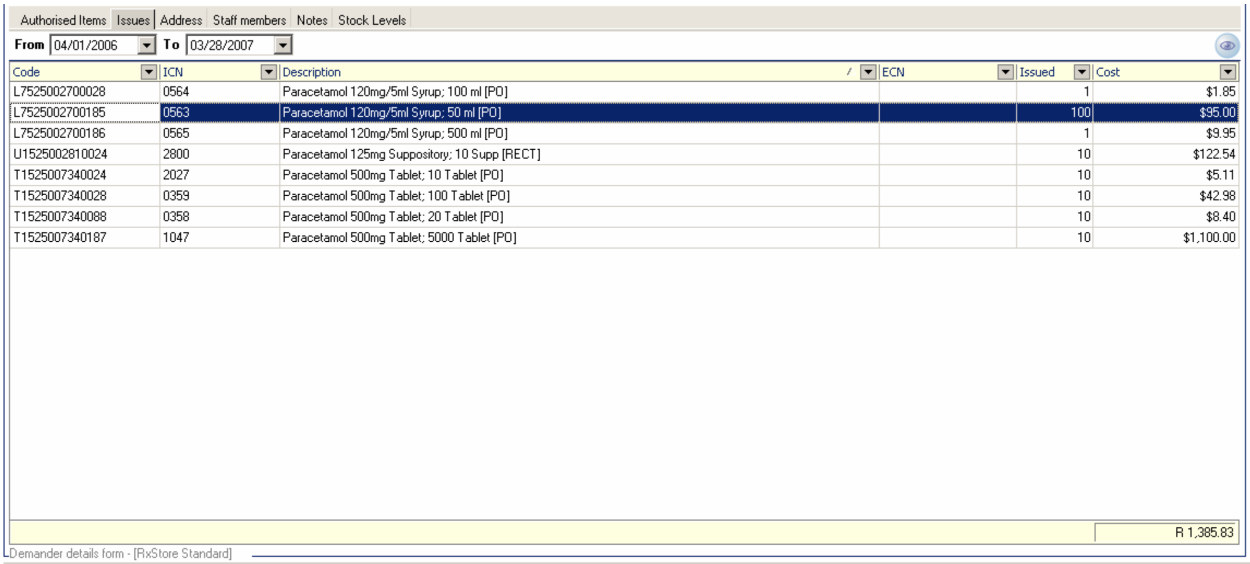


3. Click on the printer icon  below the **Issues** tab.

4. Follow the normal procedure to print a document.

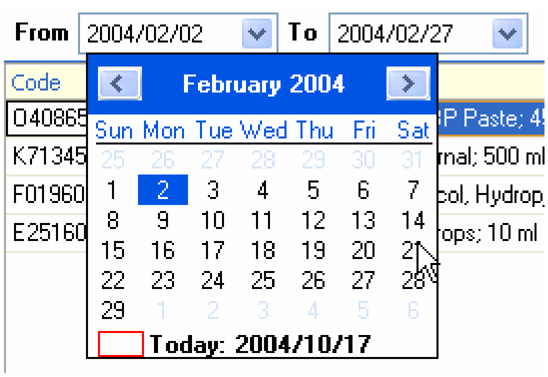
Issues Tab

1. Click on the **Issues** tab to see the products issued to the demander.



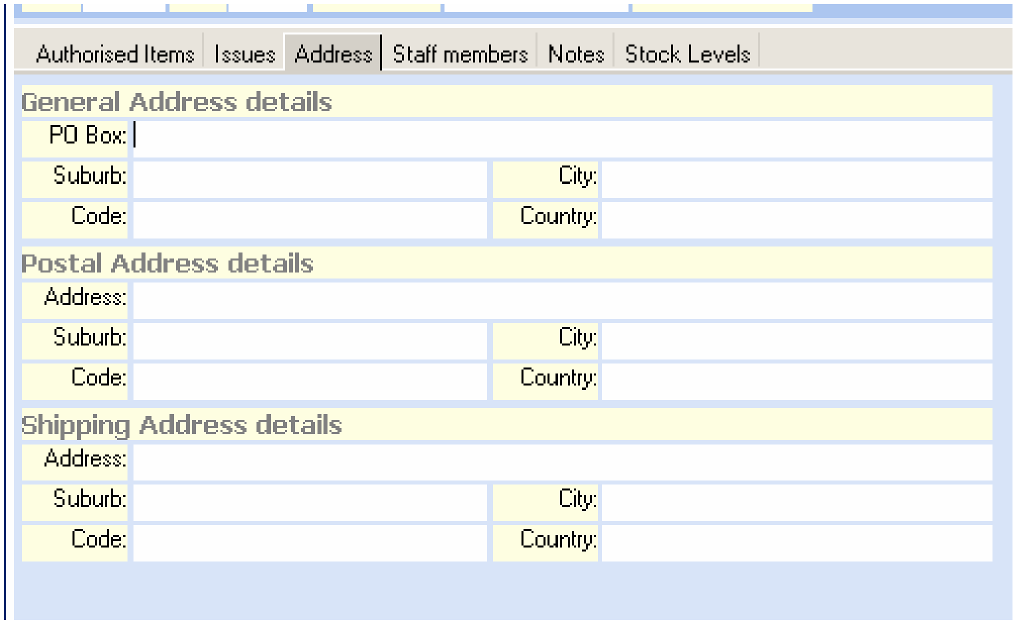
By default, the period corresponds to issues posted for the financial year to date. The period can be changed by selecting a different range of dates.

2. To change the date, click on the arrow next to the **From** or **To** field and click on the date required.



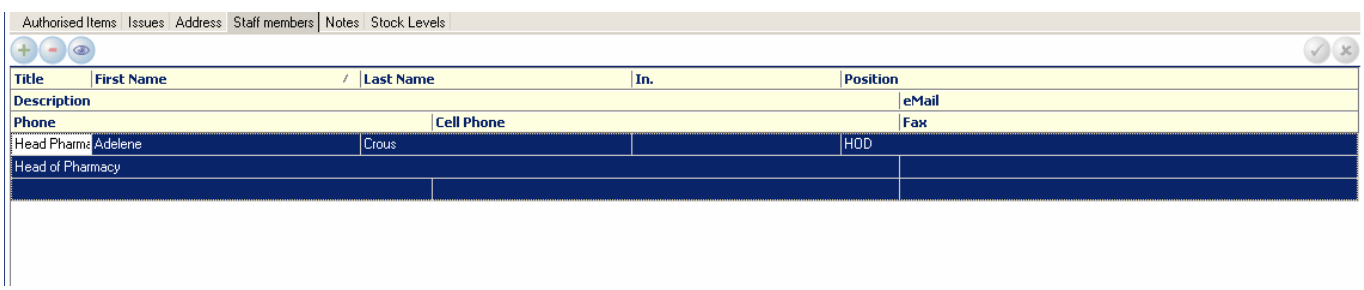
Address Tab

Click on the **Address** tab to enter or view a demander's address details.



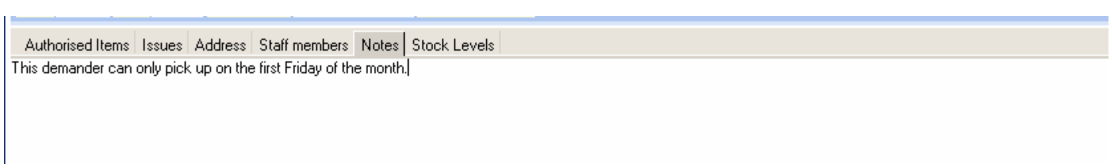
Staff Members Tab

Click on the **Staff members** tab to view or update staff member details. Note that when adding staff members, you *must* fill in the **Title**, **First Name**, **Last Name**, and Initial (**In.**) fields. These details are required for staff to appear in the **Requested By**, **Authorised By**, and **Received By** fields when the demander requests stock from you (see chapter 11, "Requisitions").



Notes Tab

Click on the **Notes** tab to enter notes about the demander.

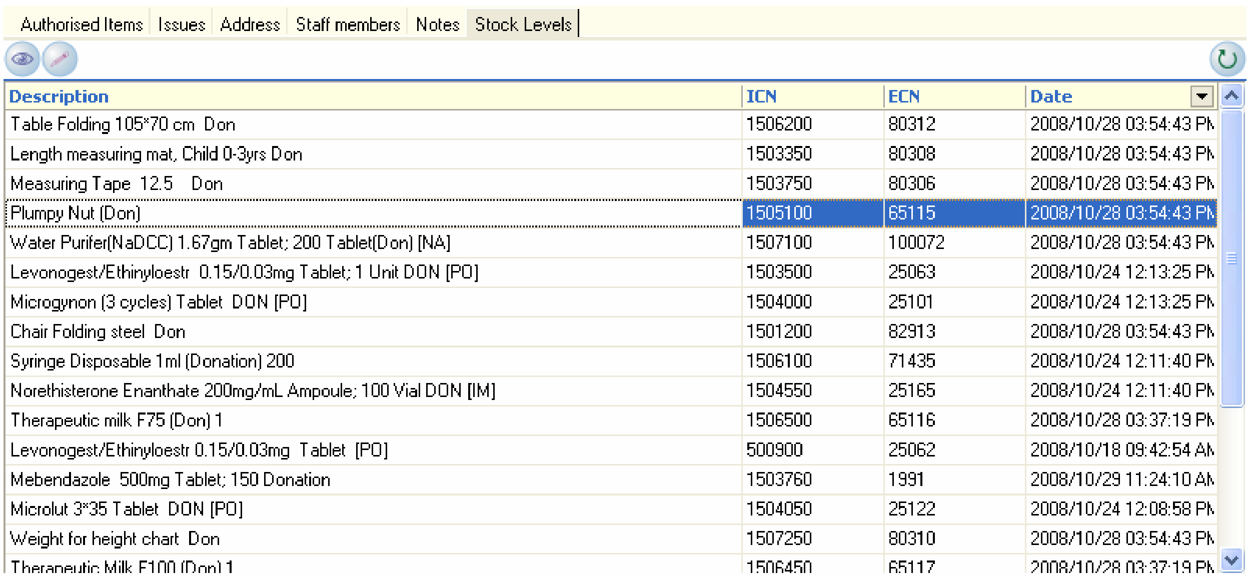


Stock Levels Tab

Click on the **Stock Levels** tab to see stock levels information for this demander. This information is generated using requisitions from this demander and inter-demander transfers. The information on this tab is different for demanders and dispensing demanders.

Demanders

Only the description and codes for the item are shown.

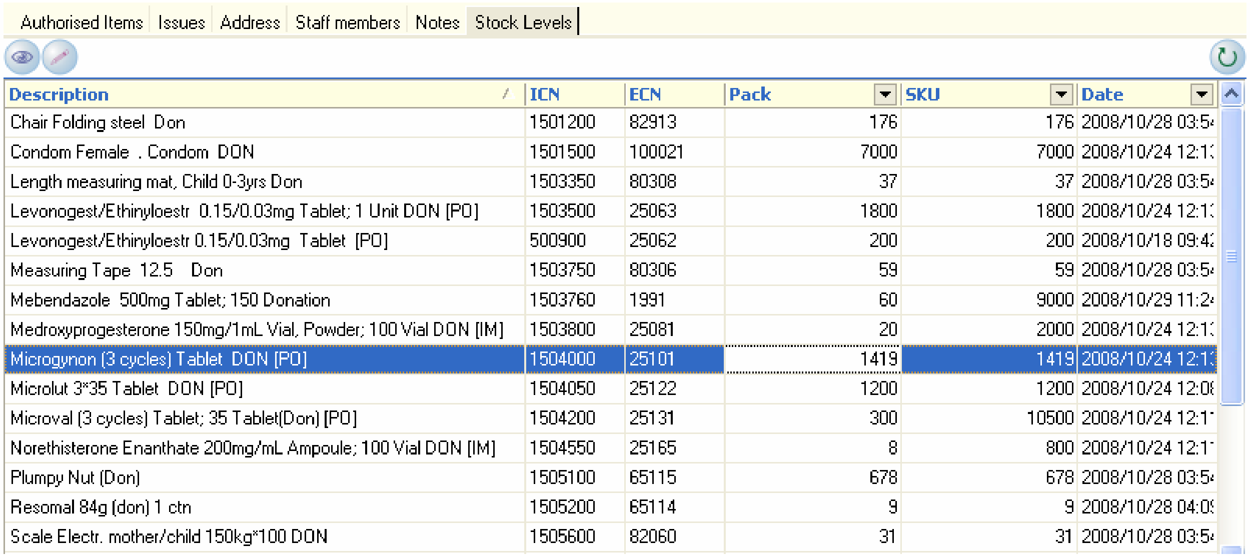


Description	ICN	ECN	Date
Table Folding 105*70 cm Don	1506200	80312	2008/10/28 03:54:43 PM
Length measuring mat, Child 0-3yrs Don	1503350	80308	2008/10/28 03:54:43 PM
Measuring Tape 12.5 Don	1503750	80306	2008/10/28 03:54:43 PM
Plumpy Nut (Don)	1505100	65115	2008/10/28 03:54:43 PM
Water Purifer(NaDCC) 1.67gm Tablet; 200 Tablet(Don) [NA]	1507100	100072	2008/10/28 03:54:43 PM
Levonogest/Ethinyloestr 0.15/0.03mg Tablet; 1 Unit DON [PO]	1503500	25063	2008/10/24 12:13:25 PM
Microgynon (3 cycles) Tablet DON [PO]	1504000	25101	2008/10/24 12:13:25 PM
Chair Folding steel Don	1501200	82913	2008/10/28 03:54:43 PM
Syringe Disposable 1ml (Donation) 200	1506100	71435	2008/10/24 12:11:40 PM
Norethisterone Enanthate 200mg/mL Ampoule; 100 Vial DON [IM]	1504550	25165	2008/10/24 12:11:40 PM
Therapeutic milk F75 (Don) 1	1506500	65116	2008/10/28 03:37:19 PM
Levonogest/Ethinyloestr 0.15/0.03mg Tablet [PO]	500900	25062	2008/10/18 09:42:54 AM
Mebendazole 500mg Tablet; 150 Donation	1503760	1991	2008/10/29 11:24:10 AM
Microlut 3*35 Tablet DON [PO]	1504050	25122	2008/10/24 12:08:58 PM
Weight for height chart Don	1507250	80310	2008/10/28 03:54:43 PM
Therapeutic Milk F100 (Don) 1	1506450	65117	2008/10/28 03:37:19 PM

Dispensing Demanders

In addition to the description and codes for the item, the screen also shows quantities.

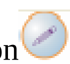
- The **Pack** column shows the number of full packs of that item.
- The **SKU** column shows the “smallest known unit” for an item (e.g., a tablet or a milliliter). This is the smallest administration unit. The SKU quantity is calculated by multiplying the pack size by the number of packs, and adding any quantities from broken packs.



Authorised Items | Issues | Address | Staff members | Notes | Stock Levels

Description	ICN	ECN	Pack	SKU	Date
Chair Folding steel Don	1501200	82913	176	176	2008/10/28 03:5
Condom Female . Condom DON	1501500	100021	7000	7000	2008/10/24 12:1
Length measuring mat, Child 0-3yrs Don	1503350	80308	37	37	2008/10/28 03:5
Levonogest/Ethinyloestr 0.15/0.03mg Tablet; 1 Unit DON [PO]	1503500	25063	1800	1800	2008/10/24 12:1
Levonogest/Ethinyloestr 0.15/0.03mg Tablet [PO]	500900	25062	200	200	2008/10/18 09:4
Measuring Tape 12.5 Don	1503750	80306	59	59	2008/10/28 03:5
Mebendazole 500mg Tablet; 150 Donation	1503760	1991	60	9000	2008/10/29 11:2
Medroxyprogesterone 150mg/1mL Vial, Powder; 100 Vial DON [IM]	1503800	25081	20	2000	2008/10/24 12:1
Microgynon (3 cycles) Tablet DON [PO]	1504000	25101	1419	1419	2008/10/24 12:1
Microlut 3*35 Tablet DON [PO]	1504050	25122	1200	1200	2008/10/24 12:0
Microval (3 cycles) Tablet; 35 Tablet(Don) [PO]	1504200	25131	300	10500	2008/10/24 12:1
Norethisterone Enanthate 200mg/mL Ampoule; 100 Vial DON [IM]	1504550	25165	8	800	2008/10/24 12:1
Plumpy Nut (Don)	1505100	65115	678	678	2008/10/28 03:5
Resomal 84g (don) 1 ctn	1505200	65114	9	9	2008/10/28 04:0
Scale Electr. mother/child 150kg*100 DON	1505600	82060	31	31	2008/10/28 03:5

How Do I View an Item's Audit Trail?

1. While in the **Stock Levels** tab, click on the item you want to view, and then click on the edit button  and select **View Audit Trail** 

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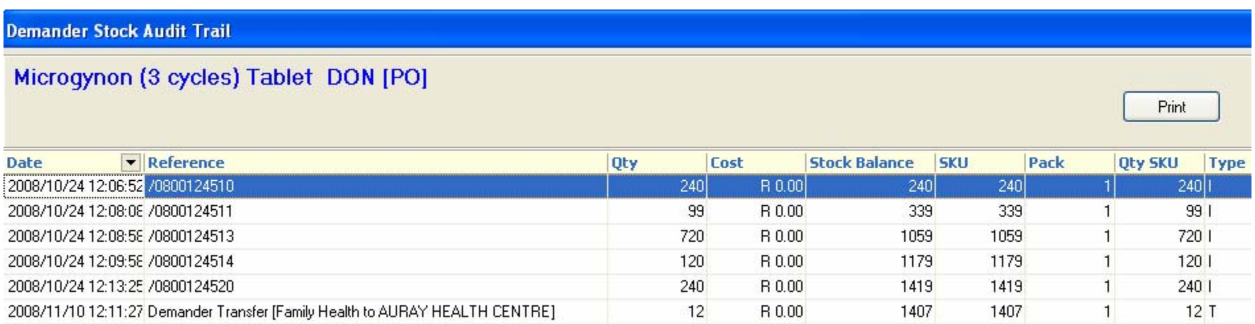
2. The audit trail shows the stock transactions.



Date	Reference	Qty	Cost	Stock Balance	SKU	Pack	Qty SKU	Type
2008/10/24 12:06:52	/0800124510	240	R 0.00	240	240	1	240	I
2008/10/24 12:08:0	/0800124511	99	R 0.00	339	339	1	99	I
2008/10/24 12:08:5	/0800124513	720	R 0.00	1059	1059	1	720	I
2008/10/24 12:09:5	/0800124514	120	R 0.00	1179	1179	1	120	I
2008/10/24 12:13:25	/0800124520	240	R 0.00	1419	1419	1	240	I
2008/11/10 12:11:27	Demander Transfer [Family Health to AURAY HEALTH CENTRE]	12	R 0.00	1407	1407	1	12	T

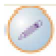
3. The **Type** of transaction (far right column) is defined in Table 9-3.

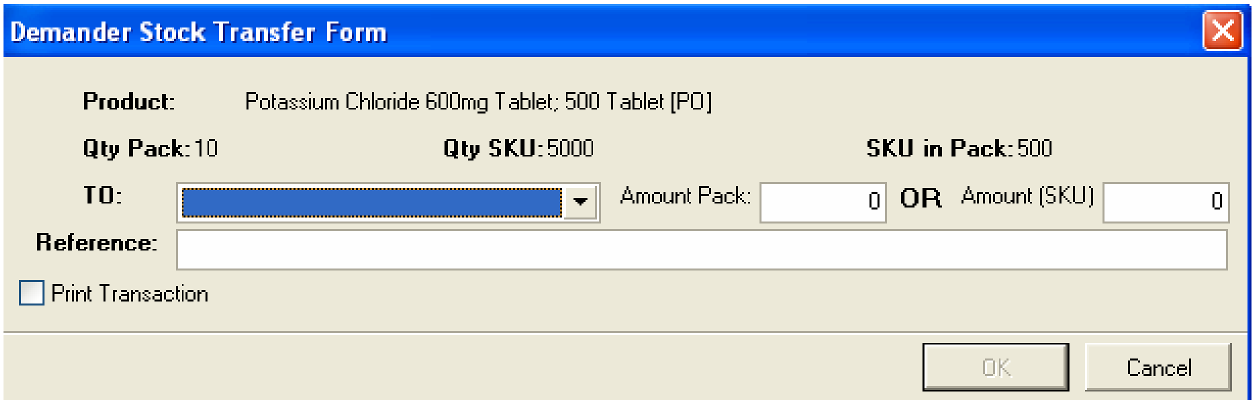
Table 9-3. Transaction Types

Type	Description
T	Inter-demander transfer
S	A prescription issue
I	Receipt from a requisition issued from the bulk store

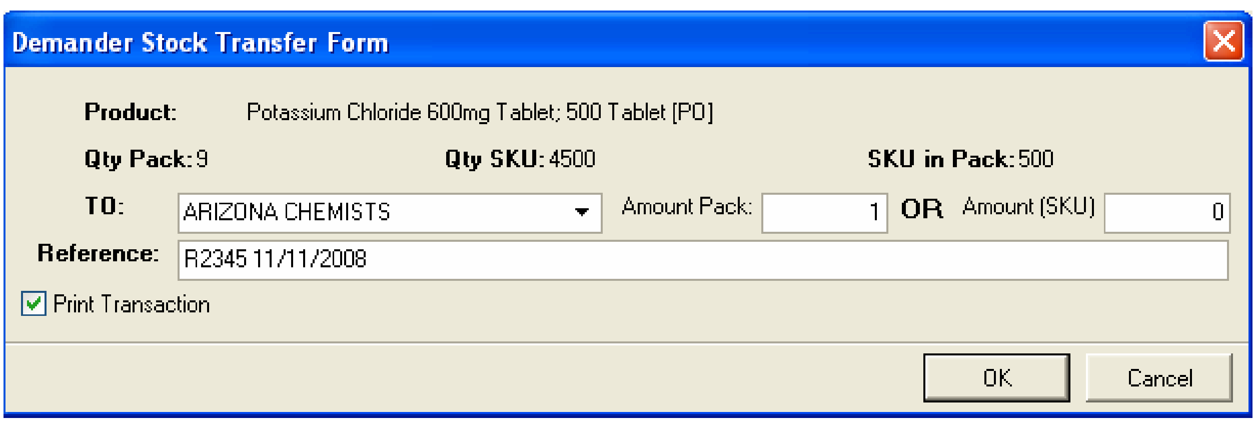
4. Click on the **Print** button to print an audit trail when required.

How Do I Do an Interdemander Transfer?

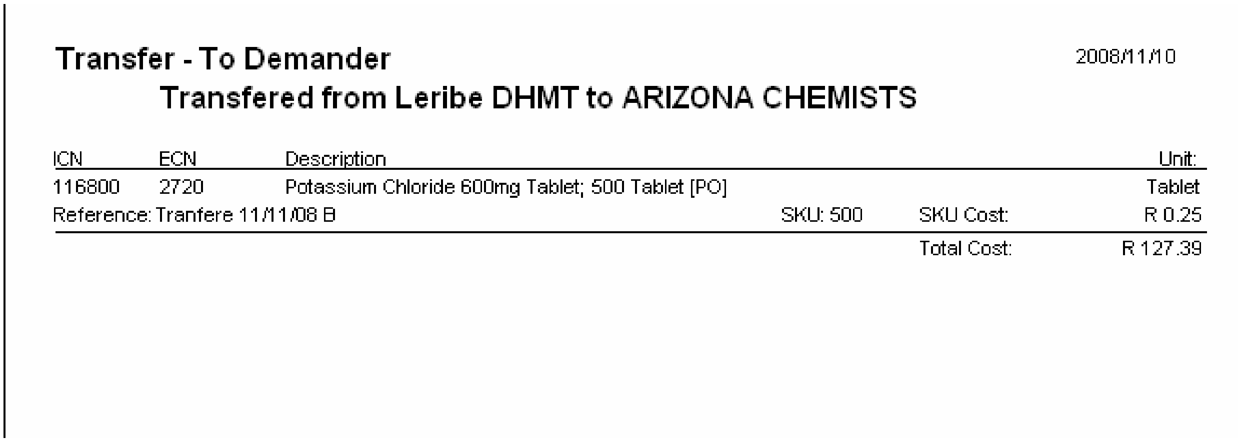
1. Double click on the item you wish to transfer, or click on the item and then the edit button  and select **Transfer**. This form will appear—



2. Select the demander to which to transfer in the **TO** field.
3. Enter the amount to transfer in **Amount Pack.**
4. Alternatively, enter the amount to transfer in **Amount SKU** (smallest known unit).
5. Type in a **Reference** or reason for the transfer.
6. Click the **Print Transaction** checkbox to print a hard copy of the transaction.



7. Click on the **OK** button.



Transfer - To Demander 2008/11/10

Transfered from Leribe DHMT to ARIZONA CHEMISTS

ICN	ECN	Description			Unit:
116800	2720	Potassium Chloride 600mg Tablet; 500 Tablet [PO]			Tablet
Reference: Tranfere 11/11/08 B			SKU: 500	SKU Cost:	R 0.25
				Total Cost:	R 127.39

How Do I Return Products to the Bulk Store?

Click on **Store** on the menu bar and choose the **Returns from Demander** procedure from the drop-down menu. See Chapter 13 for details.

How Do I Correct My Dispensing Demander's Stock on Hand at Stock-Take?

1. Create a demander that you call the "**Variance Demander.**"

2. Follow the steps in "How Do I Do an Inter-Demander Transfer?" and transfer positive (+) or negative (–) quantities to the **Variance Demander**.

How Do I Print Information from the Authorised Items and Issues Tabs?

1. Choose the demander.

2. Click on the tab required to display the information you want to print (e.g., **Authorised Items**).

3. Click on the printer icon  .

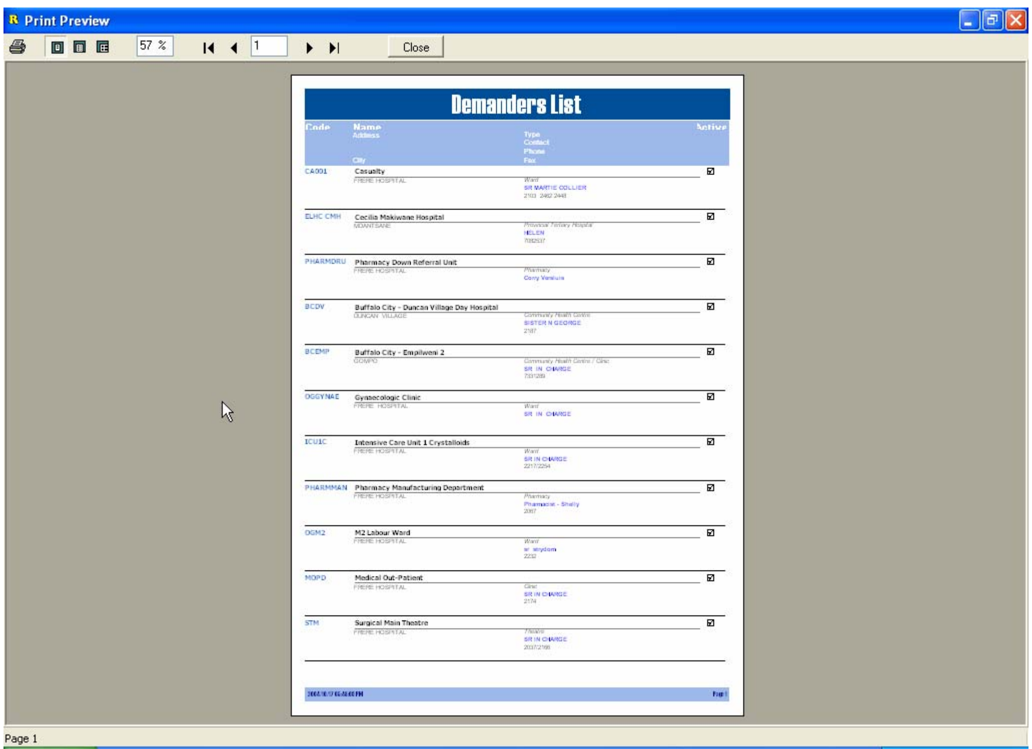
4. Follow the normal procedure to print a document.

Using RxSolution to Manage Demander Records

How Do I Print a List of Demanders?

1. Click on the printer icon  on the top left-hand corner of the **Demanders List**.

2. A preview of the demanders list will be displayed.



3. To print this list, select the printing option to print to an installed printer or to print to a file (a copy of the list will be printed as a file that can be saved on the computer). (See chapter 25, “Reports,” for a detailed description of printing to a file.)

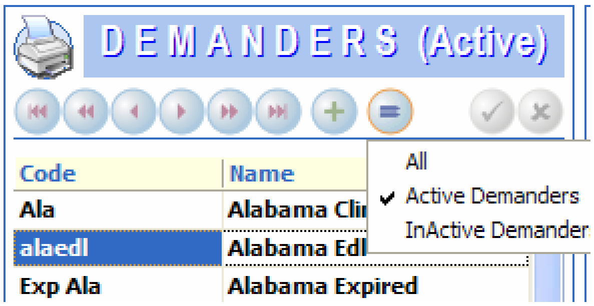
4. Follow the normal procedure for printing a document.

How Do I Select Which Demander Records to Display?

The apply filter button allows users to display all demanders, only active demanders, or only inactive demanders.

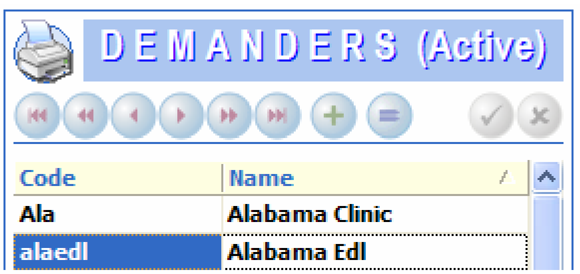
1. Click on the apply filter button .

2. A drop-down list will appear—



3. Click on the desired option.

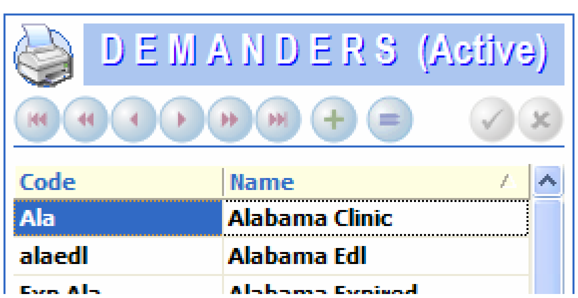
4. A check mark (✓) appears next to the currently selected option. The selected option will also be displayed next to the **DEMANDERS** label at the top of the browse window.



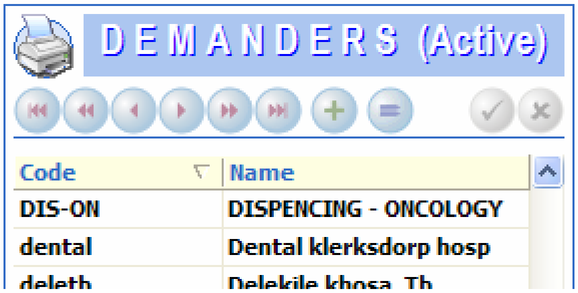
How Do I Sort My Demander Records?

The list of demanders can be sorted by code or by name in ascending (A–Z) or descending (Z–A) order.

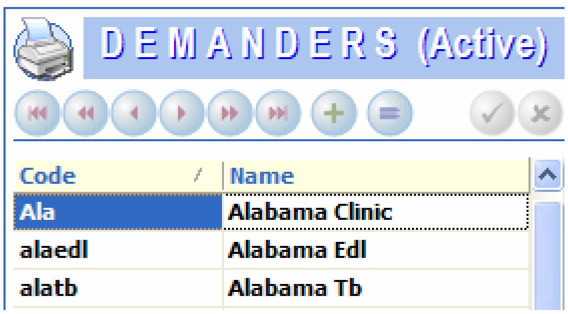
1. Click on the word **Code** or **Name.**



2. A triangular arrow will appear next to the word that was selected. A triangle that points upward means that the records are sorted in ascending order. A triangle pointing downward indicates records that are sorted in descending order.

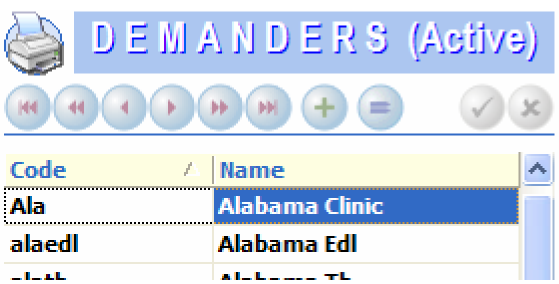


3. To change the sort order, click on **Code** or **Name** again.



How Do I Search for Demander Records?

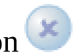
1. Click in the data of the **Code** or **Name** column



2. Type in the code or name that is required. As the code or name is typed, the list jumps to the matching record. Check your spelling when searching, particularly if you cannot find a record that you expected to be there.

How Do I Edit Details of a Demander?

1. Click on the required field where changes have to be made.
2. Make the desired changes.
3. Click on the save icon  to save the changes.

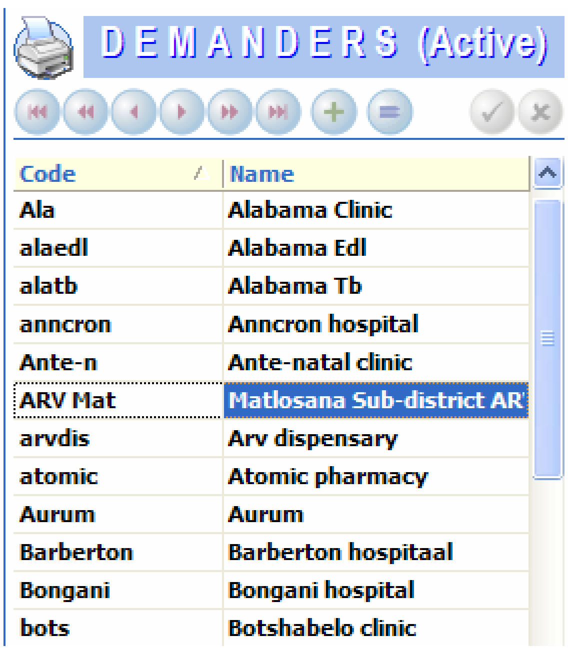
4. If you want to cancel the changes, click on the cancel changes button .

Note: Changes can be cancelled *only before* they are saved.

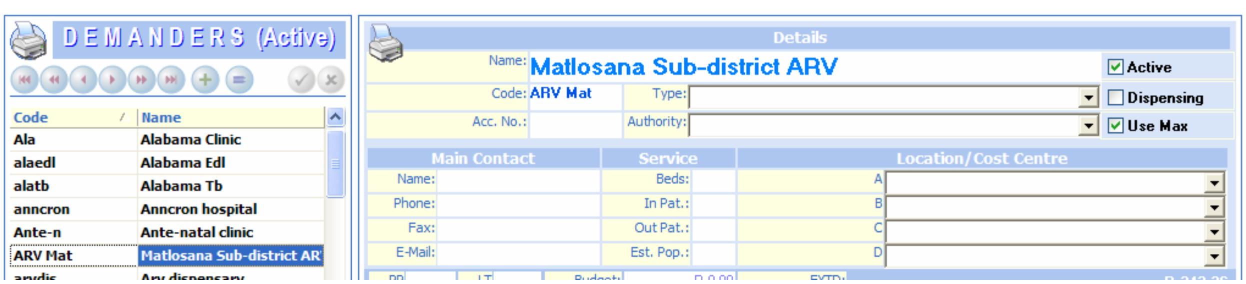
How Do I Delete a Demander?

1. A demander cannot be deleted. If you no longer want the demander to appear on lists and in reports, you must inactivate it.

2. Click on the demander you wish to inactivate.



3. Click on the check box next to **Active** to remove the mark from the box .



4. Click on the save icon to save .

Note: You can always reactivate the demander in the future.