

Chapter 1

Introducing RxSolution

This chapter—

- Provides an overview of RxSolution
- Introduces users to this manual

The Software

RxSolution is an integrated computerized pharmaceutical management system. The system is used to—

- Manage inventory
- Process purchase orders
- Handle issues to wards, out- and in-patient pharmacies, and satellite clinics
- Dispense medication to patients
- Prepare repeat scripts for down-referral at the facility level (i.e., the hospital, community health center, primary health care clinic, and district office)

RxSolution supports best practices for procurement, storage, distribution, and dispensing of pharmaceuticals and medical supplies, helping ensure availability of critical products at all times.

RxSolution is specifically designed to manage pharmaceuticals and medical supplies from procurement to dispensing to patients. Users record information on products, suppliers, demanders, prescribers, dispensers, and patients. The software is used to manage and track stock transactions and product usage and has modules for—

- Budgeting
- Procurement
- Receipts
- Requisitions
- Dispensing
- Down-referrals (“Down-referrals” occur when a higher-level health care facility such as a hospital transfers all or part of a patient’s care to a lower-level facility that is more convenient for the patient in terms of travel and waiting time. The medication is sent from the higher-level facility to the lower-level facility, ready for dispensing to the patient. The lower-level facility usually also examines the patient on collection of his or her medication, and on the last repeat of the medication, instructs the patient to return to the higher-level health care facility where the medication was originally prescribed. The main reason the medication is sent ready for dispensing is that the medication is at a higher Essential Medicines List level than the lower-level facility may stock.)

Any or all of these modules may be used, depending on the needs of the site and user restrictions. The program includes a wide range of clinical and management reports and report templates. These, and data in the program, assist with improving pharmaceutical use, stock availability, and financial and logistic accountability.

RxSolution can be used on either a single-user or multiuser basis, on a stand-alone computer, a local area network, or a wide area network.

The Manual

The first two chapters after this introduction discuss installation and general program functions and navigation. The chapters that follow in this user's manual correspond with the software modules, as shown below. (In all chapters, **boldface** type is used to indicate any terms that appear on the screen. Frequently asked questions appear in ***bold, red text.***)

- Chapter 2: **Getting Started** explains the system requirements, installation procedures and default options for the program, and how to begin using RxSolution.
- Chapter 3: **Understanding the Features and Navigation** describes the key features of RxSolution and familiarizes the reader with terms and commands used in the program.
- Chapter 4: **Products** provides an overview of the product list maintained in the program and explains how the software can be used for stock management.
- Chapter 5: **Stock Take** describes how to do an initial Stock Take and subsequent stock Takes.
- Chapter 6: **Suppliers** details how to manage supplier information in the program.
- Chapter 7: **Purchase Orders** explains how to generate and manage purchase orders in RxSolution.
- Chapter 8: **Receipts** describes how to generate, complete, and delete a receipt and how to track the receipt of products in the system by batch number and expiry date.
- Chapter 9: **Returns to Suppliers** describes how to return stock to a supplier
- Chapter 10: **Demanders** describes how to enter and manage the customer or outlet list, including information on the customer's or outlet's budget and which products a customer or outlet is authorized to order.
- Chapter 11: **Requisitions** details how to process requisitions from demanders.
- Chapter 12: **Demand Transfer** details how to process requisitions from demanders and transferring stock between demanders in Dispensing Stock-keeping units (SKU).
- Chapter 13: **Returns from Demanders** describes how to put stock back into your inventory when it is returned to you from a demander/client.
- Chapter 14: **Repacking** describes how to manage changing one product pack size to another pack size.

- Chapter 15: **Prescribers** provides an overview of the information about prescribers that can be recorded into the system.
- Chapter 16: **Dispensers** explains the dispenser information that can be recorded on the system.
- Chapter 17: **Patients** describes how to manage patient information that can be recorded on the system.
- Chapter 18: **Clinics** provides an overview of the clinic information that can be entered into the system.
- Chapter 19: **Regimens** explains how regimens (a list of standardized product formulations and dosages for dispensing) are used to streamline dispensing in RxSolution.
- Chapter 20: **Protocols** describes how protocols (a defined list of products that are usually dispensed as a group) are used in RxSolution.
- Chapter 21: **Prescriptions** provides information on how prescriptions can be entered and used in RxSolution.
- Chapter 22: **Down-Referrals** details how to manage the down-referral process in RxSolution, including printing patient labels, picking lists, schedules, medication labels, and delivery confirmation lists.
- Chapter 23: **In-Transit Store Model** explains how to use RxSolution to manage transactions for an in-transit store.
- Chapter 24: **Budget Management Model** explains how the system can be used to manage budgets on behalf of demanders.
- Chapter 25: **Reports** gives a list of the standard reports and report templates available in RxSolution.
- Annexes: Include information on installation data requirements to set up RxSolution (Annex 1), a sample training schedule (Annex 2), a sample RxSolution Support Task Logging Form (Annex 3), information on special medicine unit setup issues (Annex 4), and detailed information on the stock reorder calculation formula.