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NBCC Pharmacy Technicians System

**Agile Product Requirements Document**

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| Group 5 | 01/07/2025 | Business Analysis Fundamentals II |

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# Product summary/background

New Brunswick Community College's Pharmacy Technician program, delivered from Saint John and Moncton campuses, uses a community-based system for laboratory simulations. However, the current system does not accurately represent the technology the pharmacy technicians will use in their future hospital roles. The School of Health and Wellness and the School of Information Technology are working collaboratively on developing a new application that mirrors the system the pharmacy technicians will use in their future roles. This system will offer students a safe and interactive environment to practice entering prescription orders, verifying medication details, and printing dispensing labels, ultimately bridging the gap between theory and real-world practice.

# Business goals/objectives

NBCC School of Health and Wellness intends to realize the following benefits from this project:

* Enhance the program effectiveness by 50%, delivering pharmacy practice simulations representative of the real-world environment by the end of the 2025 Winter term.
* Improve student readiness by 50% by incorporating the real-world pharmacy experience into the learning curriculum by the end of the 2025 Winter term.

# Features

Listed below are the high-level capabilities of the system.

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| **Feature #** | **Feature** | **Description** |
| F1 | User account management | Enables the creation and management of user accounts |
| F2 | Data entry | Facilitates the input of prescription orders, including amendment of details |
| F3 | Data verification | Allows the validation and verification of entered orders |
| F4 | Label printing | Enables the printing of dispensing labels for prescription orders |
| F5 | Label re-printing | Allows re-printing of the dispensing label without re-entering order details |
| F6 | Database management | Allows the addition, editing, and deletion of records in the database |
| F7 | Search | Facilitates seamless searching of records (patient, drug, and physician) |

# User Stories

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
| US1 | F1 | As a **User**, I want to **create a user account**, so that I can **log in the system**. | * Create user account screen:   + First name   + Last name   + School email address   + Campus – drop down menu with options:   Moncton or St. John   * + Password | * The system will validate and only allow successful account creation when the following mandatory fields are completed:   + First name   + Last name   + School email address   + Campus   + Password * Only school email addresses should be accepted. Only email address domains ending with @mynbcc.ca and @nbcc.ca will be accepted. * The system shall assign appropriate user roles, i.e., Student or Instructor, depending on the email address domain. If the domain ends with @mynbcc.ca, the system shall tag the user as a Student, while those ending with @nbcc.ca shall be tagged as Instructor. An Instructor user role shall have a dual role as both Student and Instructor. * The system shall only allow users to perform available operations in relation to their log-in credentials. * The password must meet the under-listed criteria:   + Must be alphanumeric   + Length must be a minimum of eight   characters | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | * If any of the mandatory fields are left blank or incomplete, the system shall display an appropriate error message, prompting the user to provide the required information. * Upon successful user account creation, the system shall display a success message notification. * Upon successful user account creation, the system shall generate a unique user ID for every user account created. The user ID created should follow the format:   + Contains six alphanumeric characters   + The first 2 characters should represent the initials of the campus (e.g., SJ for St. John, MO for Moncton).   + The second 2 characters should represent the initials of the student/instructor (e.g., MB for Melissa Benoit)   + The last 2 characters should be a unique numeric identifier (e.g., 01, 02). * Upon successful user account creation, the system shall automatically assign an   expiration date for the user account which is 2 years from the account creation. |  |
| US2 | F1 | As an **Instructor**, I want to **delete user accounts**, so that I can **ensure that** | * Delete user account screen | * The system shall allow Instructors to delete an individual user account. * The system shall allow Instructors to delete multiple user accounts. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  | **only students enrolled in the class can use the system.** |  | * The system shall prompt Instructors to confirm the deletion of user accounts. * The system shall automatically delete a user account upon reaching expiration date. * The system shall immediately suspend the   user’s access to the system upon deletion of  the account. |  |
| US3 | F1 | As a **User**, I want to **log into the system**, so that I can **complete my tasks**. | * Log-in screen   + School email address   + Password | * The system shall only allow valid school email address, i.e., with created user account, and password. * The system shall allow users to reset their password (Forgot password function) with their school email address. A verification email will be sent to the users’ school email   address to reset their passwords. | Must Have |
| US4 | F2 | As a **User**, I want to **enter prescription orders**, so that I can **generate dispensing labels**. | * Data entry screen (Please refer to *Appendix A*.) | * The system shall validate and ensure that all mandatory fields are filled before allowing submission of a prescription order. * Appropriate validation messages should be displayed for any errors or missing information. * The system shall allow users to search for the patient’s name and add it in the order entry. Selected patient’s profile shall be displayed on the data entry screen. * The system shall allow users to search for the drug’s name and add it in the order entry. Selected drug’s details shall be displayed on the data entry screen. * The system shall allow users to search for the physician’s name and add it in the order | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | entry. Selected physician’s details shall be displayed on the data entry screen.   * The entered prescription orders should be stored in the database for future reference. The entered prescription orders should be added to the patient’s profile. * The system shall assign a unique identifier to each prescription order for easy retrieval. The format for the unique identifier for order is a 5-digit number. * In the Dose field (under drug), the system shall allow users to override or change the original value (value from the database) during order entry. Any change made to the Dose field during order entry shall not in any way update the values in the drug database. * In the SIG field, the system shall automatically translate the abbreviation entered to its corresponding meaning. Please refer to *Appendix B* for the list of sample abbreviations. * The system should maintain an audit trail that logs all actions related to prescription   orders, including creation, modifications, and deletions. |  |
| US5 | F2 | As a **User**, I want to **upload image of prescription order**, so that I can **view the prescription order side-** | * Upload prescription order screen * The uploaded image is displayed side-by-side with the data entry or data verification   screens. | * The system shall only allow the following accepted image formats for upload: JPG, PNG, and PDF. * The system shall allow image files with file size not exceeding 2 MB. | Should Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  | **by-side while entering and verifying order**. |  | * Upon successful upload, the system shall generate a preview of the image to allow users confirm the uploaded content. * The system shall allow users to remove the uploaded image in case of error. * The system shall allow users to replace the uploaded image in case of error or update. * The system shall allow users to rotate the image. * User should have an option to save the uploaded image. The saved image is appended to the order. * User should have an option to zoom in and out the image. * The uploaded image should be visible in a designated area (side-by-side) of the   application’s user interface during the data  entry or verification process screens. |  |
| US6 | F7 | As a **User**, I want to **search patient’s name**, so that I can **select the correct patient for the order**. | * Search field * Table where list of auto- suggested patients is displayed with the patients database fields | * As the user begins typing the patient’s name in the search field, the system should generate auto-suggestions based on matching or similar patient names. * The search functionality should not be case- sensitive. * The search should return results for partial   matches for patient’s first and/or last names. | Must Have |
| US7 | F3 | As a **User**, I want to **verify prescription orders**, so that I can **ensure that the** | * Data verification screen * For every mandatory field that needs to be verified, there is a checkbox | * The system shall not allow the same user who entered the order to perform verification. * The system shall allow users to view the   saved uploaded image of the prescription order for easy verification. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  | **details entered in the order are correct**. |  | * In case the same user who entered the order attempted to perform verification, the system shall display an error message, “The verifier must be a different user.” * During the verification process, users should be able to tick a checkbox for every mandatory field verified. * If at the end of the verification process and all checkboxes are ticked, the system shall display a success message (Order verified.) upon selecting Verify button. * Upon successful verification of a prescription order, the system shall automatically display the Print label dialog box. * The Verify button shall be disabled unless all checkboxes are ticked. * If there are discrepancies or errors noted in the prescription order entered in the system, the system shall allow users to reject and return the order to the initiator. * The system should maintain an audit trail that logs all actions related to data   verification. |  |
| US8 | F2 | As a **User**, I want to **amend prescription orders**, so that I can **correct the errors noted by verifier**. | * Edit data entry screen * With the same fields as the data entry screen, please refer to *Appendix A*. | * Only orders returned by verifier can be amended. * Only the initiator of the original request can amend the order. * The system shall send a notification to the user who entered the order that the order   submitted needs to be amended. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | * The system shall validate and ensure that all mandatory fields are filled before allowing re-submission of a prescription order after the amendment. * The system should include an audit trail that logs all amendments made to prescription   orders. |  |
| US9 | F4 | As a **User**, I want to **print dispensing labels**, so that I can **tag the medications properly**. | * Print label dialog box * Dispensing label. Please refer to   *Appendix C*. | * The system shall only print verified orders. * Only the user who performed the verification must print the dispensing label. * The system shall display a message box confirming printing of the label. * The system shall allow users to have a preview of the label to be printed. * The system shall print dispensing labels with the following details and format as described in *Appendix C*. * The printed label must exhibit a print quality with a resolution of 203 dots per inch (DPI). * The system shall allow printing as PDF. * Dispensing labels should be printable on standard pharmacy label printers only. Please see *Appendix D* for the printer details. * The printed labels should be of sufficient quality, ensuring that all information is legible and can be easily read. * The system shall allow printing of one dispensing label only. * The system should maintain an audit trail of orders printed. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
| US10 | F5 | As a **User**, I want to **re- print dispensing labels**, so that I can **print without re-entering an order**. | * Once re-print button is selected, a prompt message shall be displayed asking for the reason for re-printing. Options for the reason are presented in a drop-down menu. Available options are:   + Insufficient supply   + Label only   + For transfer | * The system shall allow users to select the order for re-printing. * The system shall display a message box confirming printing of the label. * The system shall allow users to re-print a dispensing label without the need to re-enter the entire prescription order. * Users should select the reason for re-printing before they can re-print. Only one reason for re-printing can be selected from the drop- down box. * The system shall allow users to have a preview of the label to be reprinted. * The system shall allow printing as PDF file format. * The system shall allow printing of multiple copies based on the quantity specified by users. * The reprinted labels should be of sufficient quality, ensuring that all information is legible and can be easily read. * The system shall maintain an audit trail of re-   print actions, including the selected reason for re-printing. | Must Have |
| US11 | F1 | As an **Instructor**, I want the system to **lock users’ screens**, so that I can **maintain a secure user environment**. | * Log-in screen   + School email address   + Password * Active window greyed out | * The system shall lock out users’ screens after   2 minutes of inactivity.   * The system should have a log-in screen displayed to regain access of the application. * The contents of the active window should be inaccessible. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | * The contents of the active window should be greyed out. |  |
| US12 | F2 | As an **Instructor***,* I want to **view initiated orders**, so that I **can review the work done by technicians.** | * Table of initiated orders | * The system shall allow instructor to view order data entry list. * The system shall allow instructor to view details of an individual entry on the order data entry list. * The system shall allow instructor to view verify order list. * The system shall allow instructor to view details of an individual entry on the verify   order list. | Must Have |
| US13 | F6 | As an **Instructor***,* I want to **add drugs**, so that **I can create drug records in the drug database.** | * Add drug screen. Please refer to *Appendix E* for the list of fields for drug screen. | * The system shall only allow Instructor to add drugs to the drug database. * The system shall allow Instructor to add an individual drug in one executed add task. * The system shall allow Instructor to add multiple drugs in one executed add task. * The system shall allow Instructor to bulk-add   drugs to the drug database from a spreadsheet file in .csv, .xls, .xlsx formats. | Must Have |
| US14 | F6 | As a **User***,* I want to **view drugs**, so that **I can confirm the records in the drug database.** | * View drug screen. Please refer to *Appendix E* for the list of fields for drug screen. | * The system shall allow users to view drug database. * The system shall allow users to view details of an individual entry on the drug database. * The system shall allow users to search the drug database using the medication name. * The system shall allow users to filter the drug database using medication name. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
| US15 | F6 | As an **Instructor***,* I want to **delete drugs**, so that I can **remove the drug records from the drug database.** | * Delete drug screen. Please refer to *Appendix E* for the list of fields for drug screen. | * The system shall only allow Instructor to delete drugs from the drug database * The system shall allow Instructor to delete an individual drug from the drug database in one executed delete task. * The system shall allow Instructor to delete multiple drugs from the drug database in one executed delete task. * The system shall prompt Instructor twice to confirm the delete drugs task. * The system shall allow Instructor to delete an individual drug from the drug database in one executed delete task, following a successful search operation. * The system shall allow Instructor to delete multiple drugs from the drug database in one executed delete task, following a successful search operation. * The system shall allow Instructor to delete an individual drug from the drug database in one executed delete task, following a successful filter operation. * The system shall allow Instructor to delete multiple drugs from the drug database in one executed delete task, following a successful   filter operation. | Must Have |
| US16 | F6 | As an **Instructor***,* I want to **edit drug records**, so that I can **update the** | * Edit drug screen. Please refer to *Appendix E* for the list of fields for drug screen. | * The system shall only allow Instructor to edit drugs records. * The system shall allow Instructor to edit an individual drug in one executed edit task. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  | **drug records on the drug database.** |  | * The system shall allow Instructor to edit multiple drugs in one executed edit task. * The system shall allow Instructor to edit an individual drug in one executed edit task, following a successful search operation. * The system shall allow Instructor to edit multiple drugs in one executed edit task, following a successful search operation. * The system shall allow Instructor to edit an individual drug in one executed edit task, following a successful filter operation. * The system shall allow Instructor to edit   multiple drugs in one executed edit task, following a successful filter operation. |  |
| US17 | F6 | As an **Instructor***,* I want to **add physicians**, so that I can **create physician records in the physician's database.** | * Add physician screen. Please refer to *Appendix F* for the list of fields for physician screen. | * The system shall only allow Instructors to add physicians to the physician's database. * The system shall allow Instructors to add an individual physician in one executed add task. * The system shall allow Instructors to add multiple physicians in one executed add task. * The system shall allow Instructors to bulk- add physicians from a spreadsheet file in .csv,   .xls, .xlsx formats. | Must Have |
| US18 | F6 | As a **User***,* I want to **view physicians**, so that I can **confirm the records in the physician’s database.** | * View physician screen. Please refer to *Appendix F* for the list of fields for physician screen. | * The system shall allow users to view   physician’s database.   * The system shall allow users to view details of an individual entry in the physician’s database. * The system shall allow users to search the   physician’s database using physician name. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | * The system shall allow users to filter the   physician’s database using physician name. |  |
| US19 | F6 | As an **Instructor***,* I want to **delete physicians**, so that I can **remove the physician records from the physician's database.** | * Delete physician screen. Please refer to *Appendix F* for the list of fields for physician screen. | * The system shall only allow Instructor to delete physicians from the physician's database. * The system shall allow Instructor to delete an individual physician from the physician's database in one executed delete task. * The system shall allow Instructor to delete multiple physicians from the physician’s database in one executed delete task. * The system shall prompt Instructor twice to confirm the “delete physicians” task. * The system shall allow Instructor to delete an individual physician from the physician's database in one executed delete task, following a successful search operation. * The system shall allow Instructor to delete multiple physicians from the physician’s database in one executed delete task, following a successful search operation. * The system shall allow Instructor to delete an individual physician from the physician's database in one executed delete task, following a successful filter operation. * The system shall allow Instructor to delete multiple physicians from the physician’s database in one executed delete task,   following a successful filter operation. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
| US20 | F6 | As an **Instructor***,* I want to **edit physician records**, so that I can **update the physician records on the system.** | * Edit physician screen. Please refer to *Appendix F* for the list of fields for physician screen. | * The system shall only allow Instructors to edit physicians. * The system shall allow Instructors to edit an individual physician in one executed edit task. * The system shall allow Instructors to edit multiple physicians in one executed edit task. * The system shall allow Instructors to edit an individual physician in one executed edit task, following a successful search operation. * The system shall allow Instructors to edit multiple physicians in one executed edit task, following a successful search operation. * The system shall allow Instructors to edit an individual physician in one executed edit task, following a successful filter operation. * The system shall allow Instructors to edit multiple physicians in one executed edit task,   following a successful filter operation. | Must Have |
| US21 | F6 | As a **User***,* I want to **add patients**, so that I can **create patient records in the system.** | * Add patient screen. Please refer to *Appendix G* for the list of fields for patient screen. | * The system shall allow Users to add an individual patient in one executed add task. * The system shall allow Users to add multiple patients in one executed add task. * The system shall allow Users to bulk-add patients from a spreadsheet file in .csv, .xls,   .xlsx formats. | Must Have |
| US22 | F6 | As a **User***,* I want to **view patients**, so that **I can confirm the records in the patient’s database.** | * View patient screen. Please refer to *Appendix G* for the list of fields for patient screen. | * The system shall allow Users to view patient’s   database.   * The system shall allow Users to view details of an individual entry in the patient’s   database. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | * The system shall allow Users to search the   patient’s database using patient’s name.   * The system shall allow Users to filter the   patient’s database using patient’s name. |  |
| US23 | F6 | As a **User***,* I want to **delete patients**, so that I can **remove the patient's records from the system.** | * Delete patient screen. Please refer to *Appendix G* for the list of fields for patient screen. | * The system shall allow Users to delete an individual patient from the patient’s database in one executed delete task. * The system shall allow Users to delete multiple patients from the patient’s database in one executed delete task. * The system shall prompt Users twice to confirm the delete patient task * The system shall allow Users to delete an individual patient from the patient’s database in one executed delete task, following a successful search operation. * The system shall allow Users to delete multiple patients from the patient’s database in one executed delete task, following a successful search operation. * The system shall allow Users to delete an individual patient from the patient’s database in one executed delete task, following a successful filter operation. * The system shall allow Users to delete multiple patients from the patient’s database in one executed delete tasks. * The system shall only allow Students to delete the patient profiles they have created. | Must Have |

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| **Story #** | **Related**  **Feature** | **User Story** | **Description** | **Acceptance Criteria** | **Priority** |
|  |  |  |  | * The system shall automatically delete all patient profiles created by deleted or deactivated user accounts. * The system shall allow Instructors to delete all patient profiles created by Students at   once using a “Reset” button. |  |
| US24 | F6 | As a **User***,* I want to **edit patients records**, so that I can **update the patient's records on the system.** | * Edit patient screen. Please refer to *Appendix G* for the list of fields for patient screen. | * The system shall allow Users to edit an individual patient in one executed edit task. * The system shall allow Users to edit multiple patients in one executed edit task. * The system shall allow Users to edit an individual patient in one executed edit task, following a successful search operation. * The system shall allow Users to edit multiple patients in one executed edit task, following a successful search operation. * The system shall allow Users to edit an individual patient in one executed edit task, following a successful filter operation. * The system shall allow Users to edit multiple patients in one executed edit task, following a successful filter operation. | Must Have |

# Appendices

## Appendix A

### Order screen details

* Rx Num: system-generated unique order number, which must be five digits.
* Patient profile (from patients database)
  + Patient’s name
  + Last Name
  + First Name
  + Date of birth
  + Sex
  + Hospital name (default NBCC Lab)
  + Unit number
  + Room number
* Drug (from drug database)
  + Medication
  + DIN: Drug identification number
  + Form
  + Dose (if selected drugs have a predefined dose, the system should display it with the option to adjust; else, allow users to make data entries)
* Quantity to dispense
* Start date
* Start time
* Route
* Frequency
* Duration (month/days)

#### SIG

* Comments: notes entered by the initiator.
* Physician’s name (from physicians database)
* Initiator: Technician who initiated the entry (The user ID of the user performing the data entry is auto-populated.)
* Verifier: Technician who verified the entry (The user ID of the user performing the data verification is auto-populated.)

## Appendix B

### Sample SIG abbreviations

1. BID - Twice Daily
2. TQID - Three or Four Times Daily
3. TID - Three Times Daily
4. BTID - Two or Three Times Daily
5. PRN - When Required
6. PRNF - When Necessary
7. PC - After Meals
8. AC - Before Meals
9. Q2H - Every 2 Hours
10. Q3H - Every 3 Hours
11. Q4H - Every 4 Hours
12. Q6H - Every 6 Hours
13. Q8H - Every 8 Hours

## Appendix C

### Dispensing Label Details

UNIT NO ROOM NUMBER **NBCC LAB**

#### PATIENT’S NAME (LAST, FIRST) PATIENT’S NUMBER

#### DRUG NAME DRUG DOSE

#### ............................................................................................................................................................ DRUG DIN RX (ORDER) NUMBER

#### A bar code with black lines Description automatically generatedQUANTITY TO DISPENSE **PHA** FILL BY: ..................…..

#### CHECK BY: …………..

#### PATIENT’S NAME (LAST, FIRST) PATIENT’S NUMBER

#### UNIT NO ROOM NUMBER RX (ORDER) NUMBER DRUG NAME

#### DRUG DOSE DRUG DIN

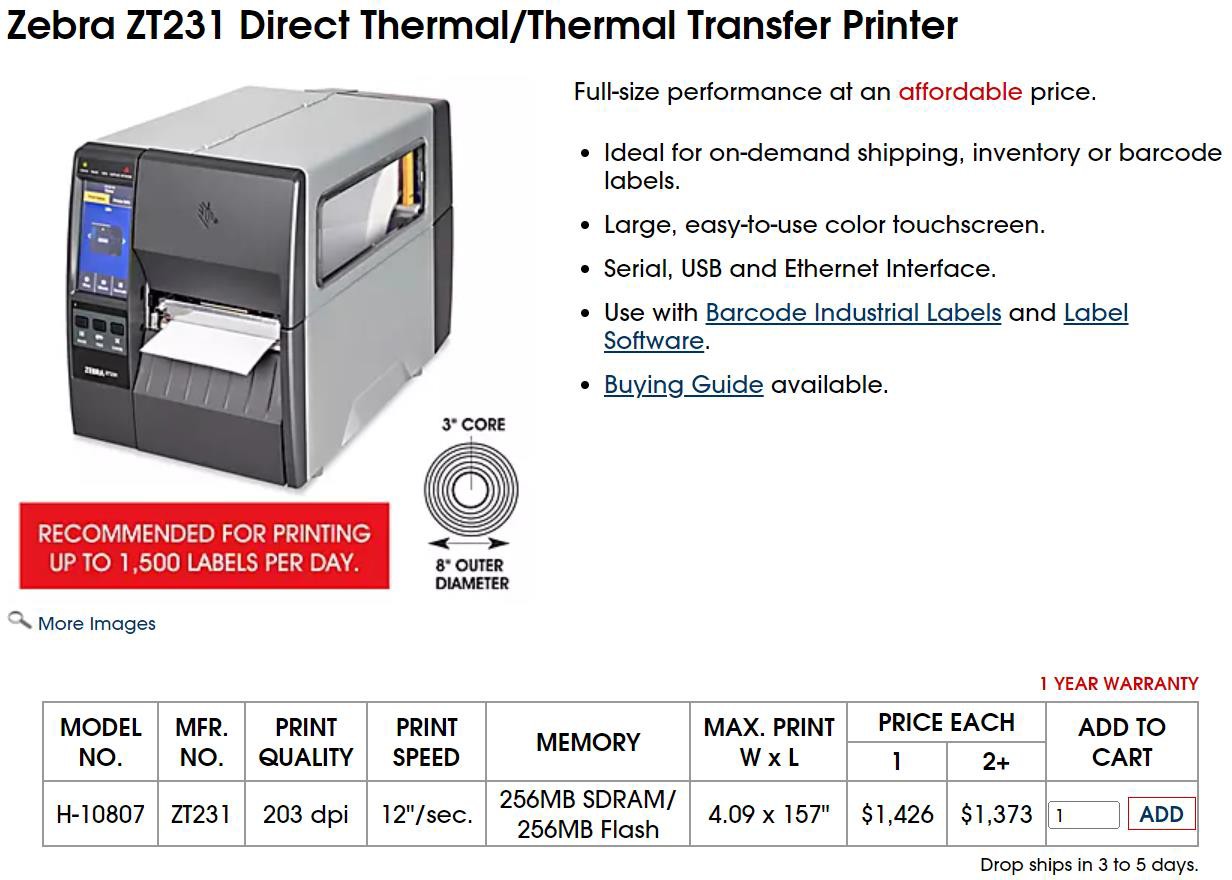
#### FILL BY: ..................….. FILL DATE CHECK BY: CHECK DATE

#### ………………………………………………………………………………………………………………………………. PATIENT’S NAME (LAST, FIRST) PATIENT’S NUMBER

#### UNIT NO ROOM NUMBER RX NUMBER

## Appendix D

### Printer specifications



## Appendix E

### Drugs screen fields

* Medication
* Strength
* DIN: Drug identification number
* Form
* Dose
* Manufacturer
* Parenteral Administration Standard (concentration, container size, dozing units)
* Reference brand (nice to have)

## Appendix F

### Physician screen fields

* Last name
* First name
* City (nice to have)
* Province (nice to have)
* Unique number (nice to have)

## Appendix G

### Patient’s screen fields

*The users will input the following details during patient creation. The same details can be seen once a patient is selected for order entry.*

* Last Name
* First Name
* Date of birth
* Sex
* Address (Not mandatory)
* City (Not mandatory)
* Location (Not mandatory)
* Hospital name (default NBCC Lab)
* Unit number
* Room number
* Allergies
* Conditions
* PPR: Patient’s number - six digits (either the system generates a unique number or the technician input during creation)