



MANUAL

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Table of Contents

<i>An Important Note About This Manual</i>	3
<i>Help.....</i>	4
<i>Pull Down Menus</i>	7
<i>Enabling And Using Enhanced Scan Checking.....</i>	64
<i>Patient Set Up.....</i>	69
<i>Patient Search Tips.....</i>	83
<i>Doctor Setup.....</i>	86
<i>Changes to Fred Dispense for Nursing & Midwife Prescribing</i>	90
<i>How were prescribers defined in Fred Dispense previously?</i>	91
<i>Drug File Setup.....</i>	95
<i>Drug Interactions</i>	103
<i>Drug Search Tips</i>	106
<i>Dispensing an Original Script.....</i>	114
<i>Dispensing Other Script Types</i>	119
<i>Edit Script Details after Dispensing</i>	130
<i>Owing Scripts</i>	142
<i>Dispensing Activities.....</i>	143
<i>Safety Net.....</i>	153
<i>Reports.....</i>	159
<i>Script Reports Outlined.....</i>	160
<i>Drug Usage Reports Outlined.....</i>	177
<i>Patient Reports Outlined</i>	191
<i>Doctor Reports Outlined</i>	214
<i>Nursing Home Reports Outlined</i>	220
<i>Other Reports Menu Items</i>	232
<i>Pharmpay Claim</i>	233
<i>Fred Dispense5 Style Labels</i>	253
<i>Nursing Homes Setup.....</i>	255
<i>Webster System</i>	258
<i>Stock Valuation Helper</i>	260
<i>Script File Archive.....</i>	262
<i>Backup</i>	262
<i>Fred Dispense Monthly Updates Using Fred Connect.....</i>	264
<i>Hints and Tips</i>	269
<i>Fred Dispense & PBS Online</i>	279
<i>Fred Connect.....</i>	279
<i>Fred Dispense, Fred Connect and PBS Online</i>	287
<i>The Fred Dispense Messenger Window</i>	289
<i>Fred Dispense Messenger Screen in detail</i>	290
<i>Online and Generic Dispensing Incentives</i>	296
<i>Generating/Finalising Claims</i>	297
<i>Requesting a Duplicate Statement Manually.</i>	297

<i>PBS Online Claim Reports in Fred Dispense</i>	298
About PBS Online Claims	306
Reconciling PBS Online	307
Closing The Gap Functionality in Fred Dispense.....	313
Script Analysis Report	319
Pharmacy Claim	320
Claiming under co-payment CTG Scripts.....	320
CTG and Pharmpay Claim tools.....	320
Closing The Gap (CTG) and PBS Online	322
CTG Annotation on Medicare S87a Receipt	325
Appendix A: PBS Online Reports	326
THE SUMMARY REPORT	326
THE DETAILED REPORT	327
THE WEEKLY PAYMENT REPORT	328
CLAIM VALIDATION REPORT.....	330
PAYMENT VALIDATION REPORT	331
OUTAGE REPORT.....	332
Appendix B: CTS Claim Reports	333
CLAIM VALIDATION REPORT.....	334
CLAIM ANALYSIS REPORT	335
HOLDING/DELETED SCRIPTS REPORT	335
EXCLUDED CLAIM NUMBERS REPORT	336
VIEW CLAIM REPORT.....	337
eRx Script Exchange.....	338

An Important Note About This Manual

Fred Dispense undergoes continual development to constantly improve existing functionality as well as deliver new features. Due to the dynamic nature by which Fred Dispense changes, it remains a challenge to maintain an up to date hard copy of the Fred Dispense Manual.

This manual has been written outlining instructions and functionality that were correct at the time of writing. Even though some of the information may not be totally up to date, it will still serve as a useful resource on how to use Fred Dispense.

In the near future it is anticipated that a live up to date electronic version will be available at any time. We will advise when this will be available.

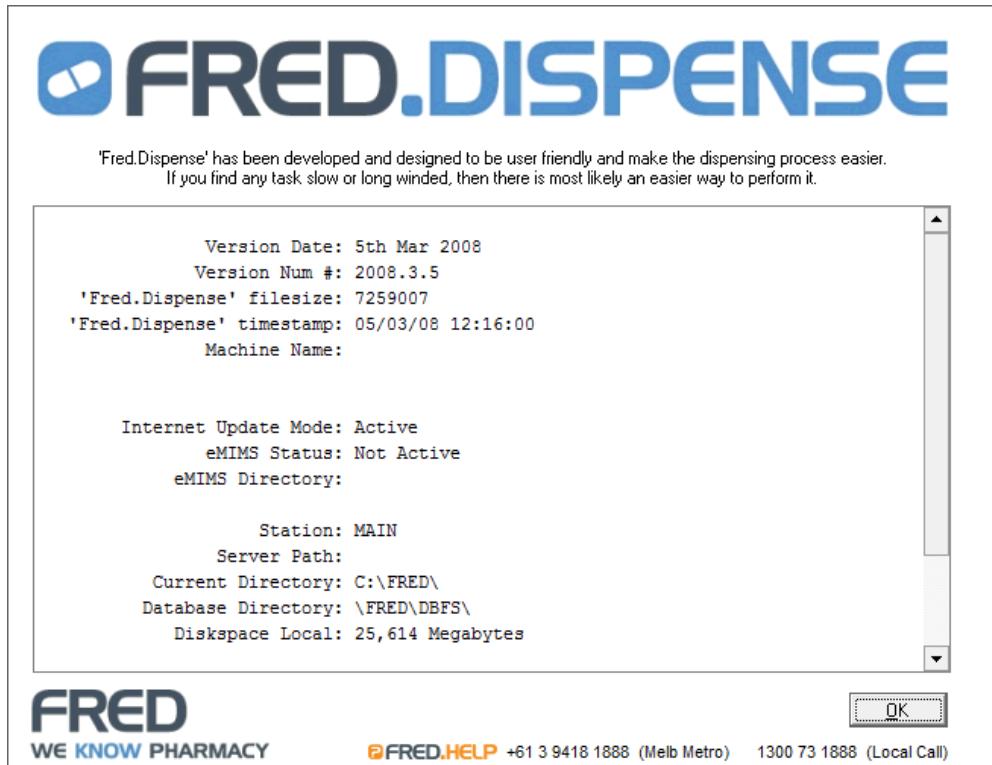
Last Updated: 22 September 2011

Help

CHECK SYSTEM VERSION, DISK SPACE OR MEMORY

- <ALT+H> Help
- <A> About Fred Dispense
- Press <ESC>, <ALT+O> or click <OK> to return to Dispensing.

The following details are displayed:



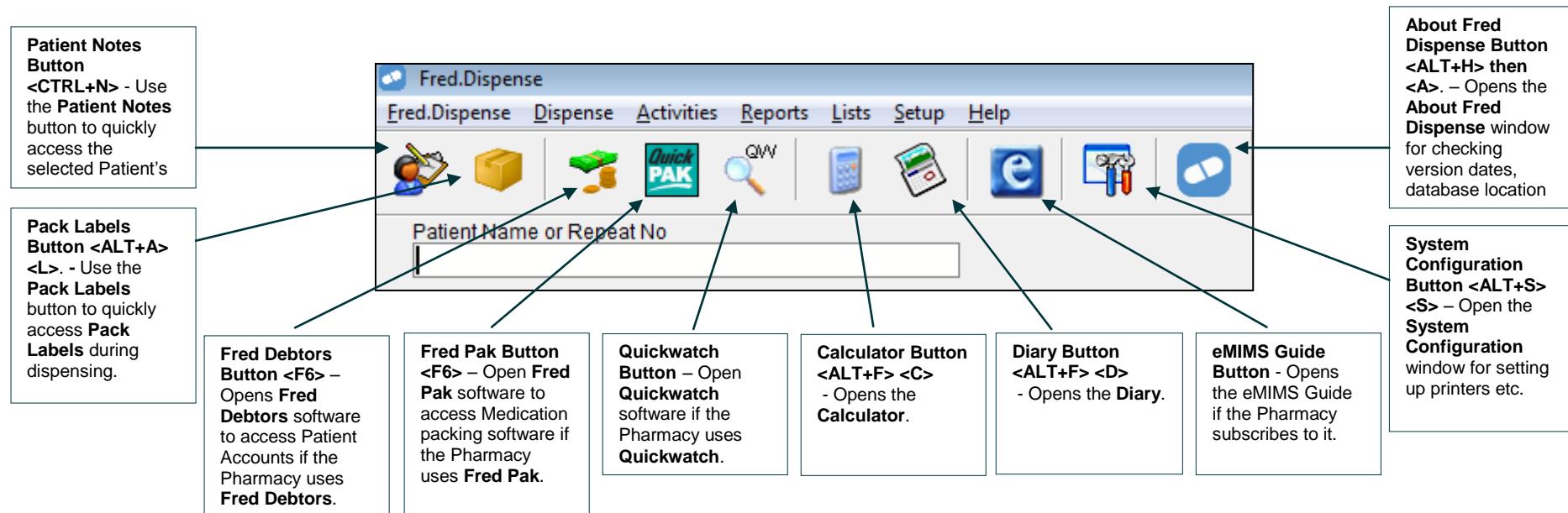
LEVELS OF HELP

There are many levels of help built into the system:

- During dispensing the **bottom two lines of the Fred Dispense screen** display prompts for keystrokes expected. This is necessarily brief. The details given relate to the specific field you are working on. These prompts also show when generating reports, choosing setup options and using extra activities.
- **Dispense Help:** <ALT+D> displays the **Dispense Menu** which shows the **Shortcut keys** available during dispensing. The options can be clicked on with a mouse, or use the directional arrows (<Up>, <Down>, <Left> and <Right>) to navigate to a menu item or follow the keystrokes (^ corresponds to the <CTRL> key). Letters or keys enclosed by <> indicate a keyboard keystroke.
- The **keyboard label** affixed across the top of each keyboard identifies the usage of the **Function Keys (F1 to F12)** as well as the most common <ALT> and <CTRL> key sequences. If this wears or is lost, please call support for replacements.

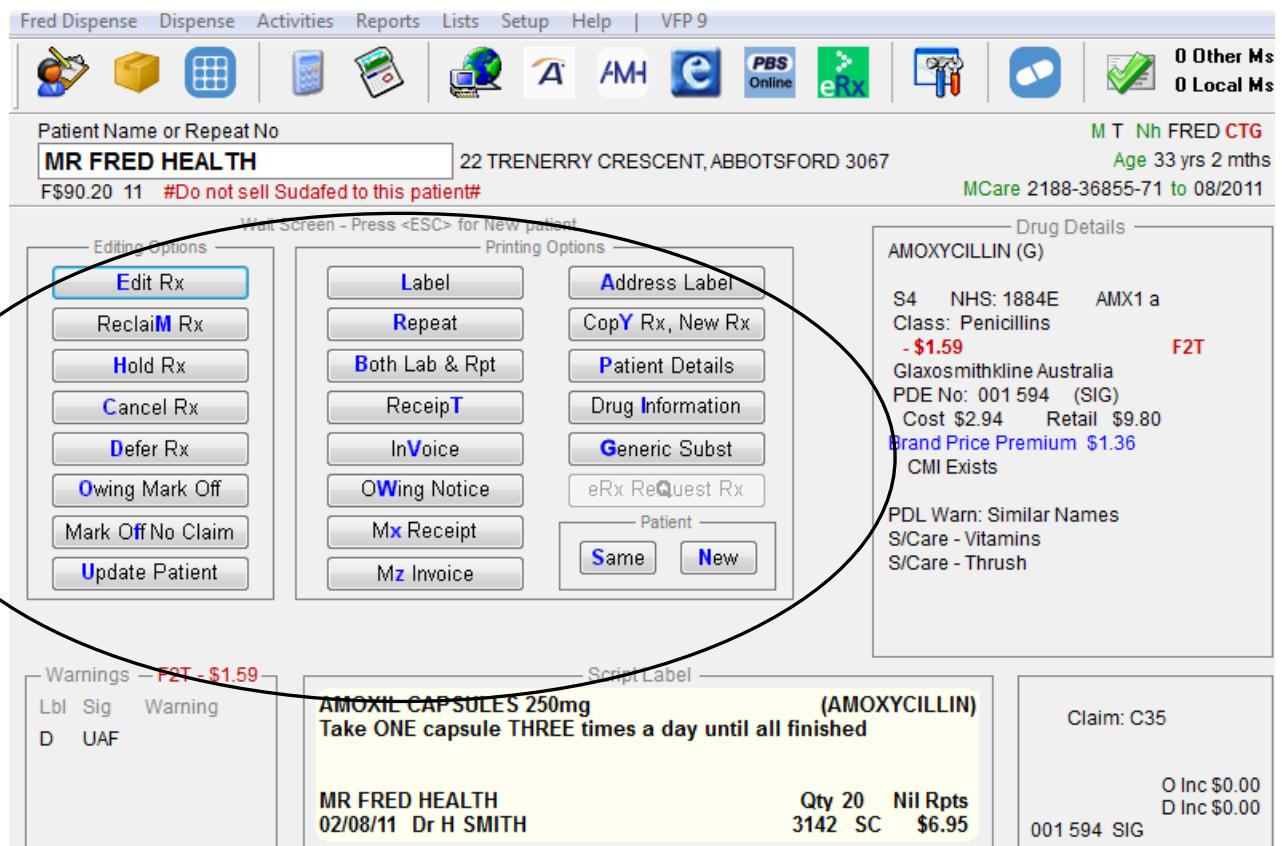
FRED DISPENSE QUICK LAUNCH BUTTONS

- The Fred Dispense screen contains a number of **Quick Launch** buttons for your convenience.
- These are located under the Pull-Down Menus at the top of the screen.



THE 'WAIT' SCREEN

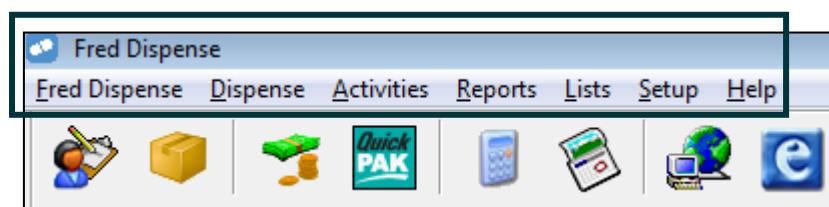
- This manual will often refer to an action 'from the **Wait** screen'.
- This **Wait** screen is the screen the User is returned to after completing a dispensing.
- <F2> **Patient History**, highlighting a script then <F4> also accesses the **Wait** screen.
- The **Wait** screen has many 'one keystroke' shortcuts for common tasks. To perform a task, simply press the highlighted letter.



Pull Down Menus

ACCESSING PULL DOWN MENUS

- Hold the <ALT> key down then press the letter required
- or click on the Menu Title (eg **Fred Dispense**, Dispense, Activities, Reports etc) to pull down the corresponding menu.

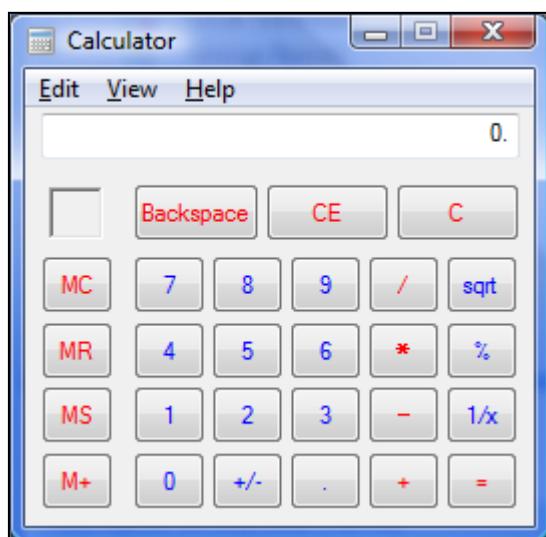


THE FRED DISPENSE MENU

<ALT+F> Fred Dispense Menu.

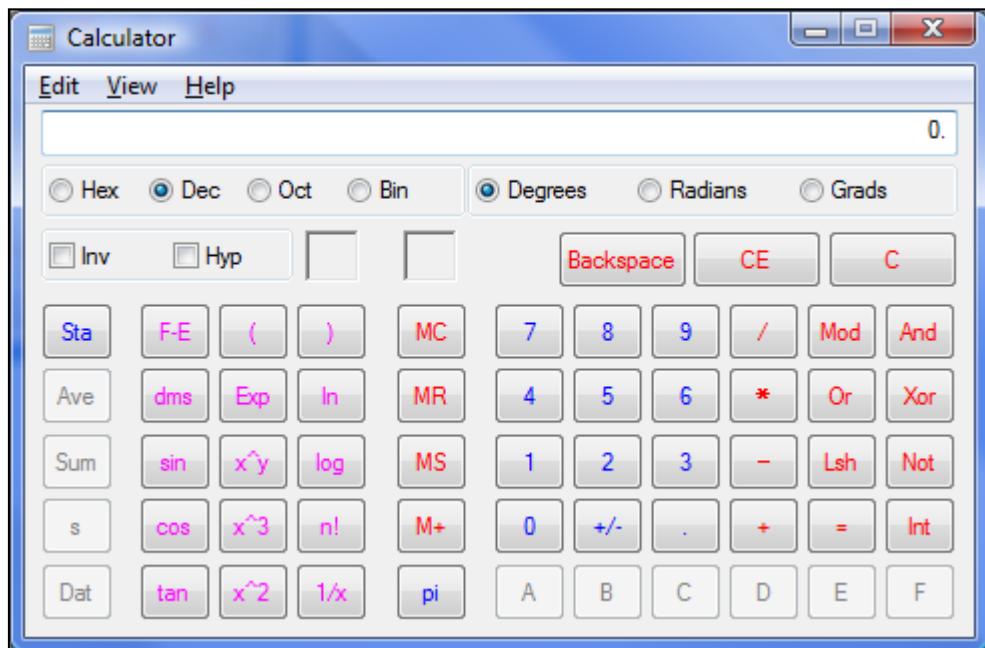
Calculator (<ALT+F> then <C>)

Use the mouse or number keys and <*> for multiply, <+> for addition, <-> for minus, </> for divide, <%> for percentage and <ENTER> for total. <CTRL+M> allows the calculation to be memorised, <CTRL+C> clears the calculation.



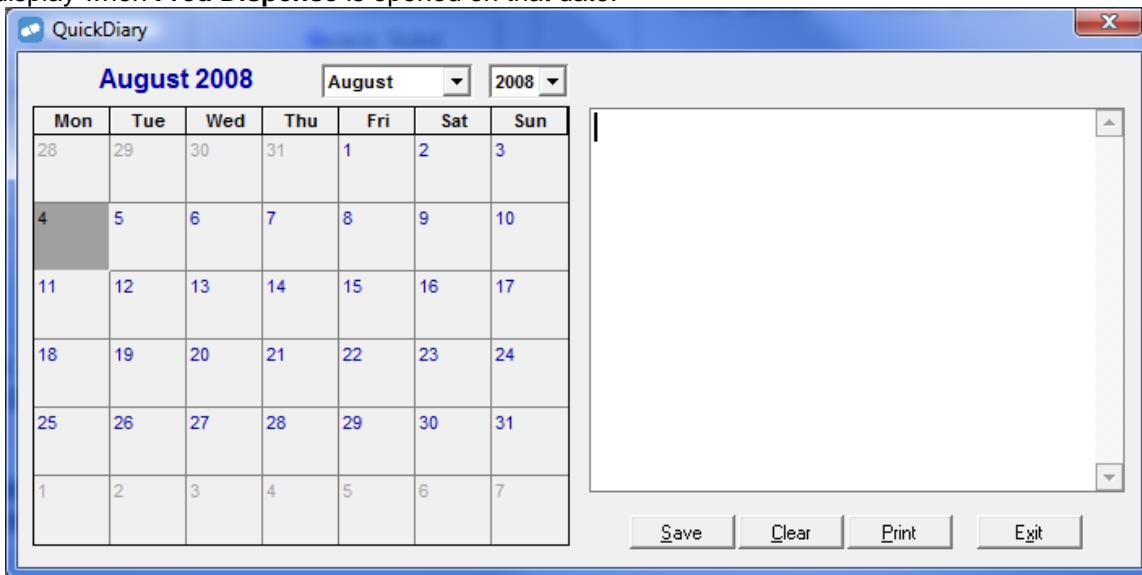
Scientific Calculator

The **Calculator** can also be used as a **Scientific Calculator** by clicking on **View – Scientific** when the **Calculator** window is open. This **Scientific Calculator** may then be set to work using **Hex (<F5>)**, **Decimal (<F6>)**, **Octal (<F7>)** or **Binary (<F8>)** language. The **Calculator** also has its own **Help Index**.



Diary/Calendar (<ALT+F> then <D>)

The Diary/Calendar displays with current day selected. Notes and reminders can be saved, and will display when **Fred Dispense** is opened on that date.



Browse Script (<ALT+F> then <T>)

Displays summary of **Scripts** dispensed. If a patient is selected, **Browse Script** will only display the selected patient's scripts. To view all scripts dispensed, clear patient from the screen using **<ESC>** or **<F12>**. If you are editing a script, **Browse Script** will default to that script record.

Browse Claim (<ALT+F> then <L>)

Displays summary of **Scripts** included in previous and current PBS Claims.

Browse Patient (<ALT+F> then <P>)

Displays summary of **Patient Details**. If a patient is selected, **Browse Patient** will default to that patient record.

Browse POS Trans (<ALT+F> then <O>)

Allows those using **POS transfer** to browse the details of the script transfer to specified file location for collection by POS System. To resend a script to POS, change the first column entry from a **<Y>** to an **<N>**.

View problem (<ALT+F> then <W>)

Log of red error messages to help Support troubleshoot problem. Report can be printed by clicking **Print Report** icon.

View Event Log (<ALT+F> then <E>)

Records events to help with troubleshooting of error messages. Report can be printed by clicking **Print Report** icon.

Maintenance (<ALT+F> then <M>)

This option is only available in conjunction with a password from Support. This should only be used under the instruction of a Fred Help Consultant staff member.

DBF Commands (<ALT+F> then <M> when in Maintenance mode)

After Maintenance has been activated, this is a shortcut to writing database commands. This should only be used under the instruction of a Fred Help Consultant.

Save Changes (<ALT+F> then <S>)

After maintenance has been activated and changes made, this option saves those changes and exits out of maintenance mode.

Exit (<ALT+X> quits Fred Dispense.

THE DISPENSE MENU

THIS LISTS THE VARIOUS SHORTCUTS AND ACTIONS THAT CAN BE USED AT ANY STAGE DURING THE DISPENSE PROCESS.

<ALT+D> Dispense Menu.**Patient History (<F2>)**

Displays Patients selected Dispensing History for number of months set in **Setup – Dispense Options – Months Patient History to Read**.

Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
04/08	POLYGEL EYE-GEL 0.3%, 0.5g 30	3	Apply as directed by your doctor	SMIA	5	1	31.30	GP 298424
04/08	BRUFEN TAB 400mg 30	90	Take ONE tablet TWICE a day when required	SMIA	3	1	19.00	GP 298423
04/08	LIPITOR TAB 20mg 2008	30	Take ONE tablet daily *Avoid eating	SMIA	5	1	31.30	GP 298422
04/08	AMOX & CLAV AC GENRX TAB 875mg/125mg	10	Take ONE tablet TWICE a day until all finished	SMIA	1	1	20.55	KS 298421

All Patient History (<CTRL+F2>)

Displays **ALL** available Dispensing History for selected Patient irrespective of settings in **Setup – Dispense Options**.

Alternate History (<ALT+F2>)

Displays original dispensing details for each script. If changes are made to the script after original dispensing, the original details are maintained here for reference.

Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
04/08	AMOX & CLAV AC GENRX TAB 2008 875mg/125mg	10	Take ONE tablet TWICE a day until all finished	SMIA	1	1	20.55	KS 298421

Disp	Drug Name	Rx No	Directions
04/08	AMOX & CLAV AC GENRX TAB 2008 (NHS)	04/08 GP	20.55 Take ONE tablet TWICE a day until all finished

Note: Different Pharmacist initials between All Patient History and Alternative Patient History

Repeats Remaining (<F3>)

Displays any scripts in selected Patient's history that have repeats left to be dispensed. <F3> display is limited to the number of months set in **Setup – Dispense Options – Months Patient History to Read**

Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
04/08	POLYGEL EYE-GEL 0.3%, 0.5g 30	3	Apply as directed by your doctor	SMIA	5	1	31.30	GP 04/08/08 298424
04/08	BRUFEN TAB 400mg 30	90	Take ONE tablet TWICE a day when required	SMIA	3	1	19.00	GP 04/08/08 298423
04/08	LIPITOR TAB 20mg 2008	30	Take ONE tablet daily *Avoid eating	SMIA	5	1	31.30	GP 04/08/08 298422
04/08	AMOX & CLAV AC GENRX TAB 2008 875mg/125mg	10	Take ONE tablet TWICE a day until all finished	SMIA	1	1	20.55	KS 04/08/08 298421

Owing Scripts (<ALT+F3>)

Displays **ALL** available Owing Scripts in selected Patient's history irrespective of settings in **Setup – Dispense Options**

Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
04/08	COUMADIN (LIGHT TAN) TAB 1mg	50	Take HALF a tablet daily	SMIA	0	OWING	GP 298426	
04/08	COUMADIN (GREEN) TAB 5mg 2008	50	Take ONE tablet daily as directed by your	SMIA	0	OWING	GP 298425	

Patient Profile (<CTRL+F4>)

Displays quick reference screen of FULL Patient Drug History, showing drug details, directions, original dispensing date as well as the date it was last dispensed, and repeat details as well as repeats remaining at a glance. Each drug is only listed once, irrespective of number of times dispensed.

	Drug and Directions	Qty	Last had	Started	Times	Rpts
a	COUMADIN (LIGHT TAN) TAB 1mg Take HALF a tablet daily	50	04/08/08	04/08/08	1	0 OWE
b	COUMADIN (GREEN) TAB 5mg Take ONE tablet daily as directed by your doctor	50	04/08/08	04/08/08	1	0 OWE
c	POLYGEL EYE-GEL 0.3%, 0.5g 30 Apply as directed by your doctor	3	04/08/08	04/08/08	1	5
d	BRUFEN TAB 400mg 30 Take ONE tablet TWICE a day when required	90	04/08/08	04/08/08	1	3
e	LIPITOR TAB 20mg Take ONE tablet daily *Avoid eating grapefruit or drinking grapefruit juice wh	30	04/08/08	04/08/08	1	5
f	AMOX & CLAV AC GENRX TAB 875mg/125mg Take ONE tablet TWICE a day until all finished	10	04/08/08	04/08/08	1	1

Drug Interactions (<F5>)

Displays any identified drug interactions for scripts in Patient History. Defines these interactions as **Major**, **Moderate** or **Minor**. Use <Down Arrow> and <Up Arrow> to display a summary of the interaction implications.

The screenshot shows the 'Drug Interactions' window. On the left, a list of interactions is displayed:

- 04/08 COUMADIN (LIGHT TAN) Moderate 2008 (Anticoags Oral)
- 04/08 COUMADIN (GREEN) TAB Moderate 2008 (Anticoags Oral)

On the right, a detailed summary for the first interaction is shown:

Interactions with 'MAXAMOX TAB 1G' (Penicillins)

An increased hypoprothrombinaemic response has been observed following high doses of a natural penicillin - Penicillin G. And several case reports suggest that nafcillin, and possibly dicloxacillin may inhibit the hypoprothrombinaemic response to WARFARIN. Management: Monitor for increased hypoprothrombinaemia if large doses of penicillin G or carbenicillin or ticarcillin are given. Also monitor for decreased hypoprothrombinaemic response if penicillinase-resistant penicillins are given eg nafcillin and dicloxacillin are given.

Up/Dn Arrows - View Interaction Notes, <F11> - Print, <Enter> - Continue

Patient Update (<CTRL+U> or <F8>)

Shortcut to screen where **Patient Details** can be managed, from Name and Address Details to Medicare, Concession and Safety Net numbers as well as Nursing Home details etc. Can also record Allergies, Family Linking and Safety Net Totals from other Pharmacies.

The screenshot shows the 'Edit Existing Patient Details' dialog box. It contains the following fields:

- Consent:** Y
- Medicare Card:** 3333-31111-1 0 Valid To 11/2009
- Surname:** HEALTH
- Firstname:** FRED
- Title:** MR
- Sex:** M
- Address:** 20 TRENNERY CRESCENT
- Suburb:** ABBOTSFORD
- Postcode:** 3067
- Birthdate:** / /
- Medicare Enquiry?** N
- 186885 0 G**
- Concession Type:** (checkbox)
- Concession No:** (text box)
- Valid to:** / / (text box)
- Repat Type:** (checkbox)
- No.:** (text box)
- Safety Net Entitlement No:** (text box)
- Phone No.:** (text box)
- Allergies:** (button)
- Extra Information:** (button)
- Family Maintenance:** (button)
- Family Ind.:** (checkbox)
- Modify Safety Net:** (button)
- Doctors Bag:** N
- Patient Notes:** (large text area)
- Save** and **Cancel** buttons

Entitlement Update (<CTRL+T>)

Shortcut directly to **Concession Type** field in **Patient Update** Screen when a patient has already been selected.

Edit Existing Patient Details

Surname	HEALTH	Consent	Medicare Card	Valid To	
Firstname	FRED	<input checked="" type="checkbox"/> Y	3333-31111-1 0	11/2009	
Title	MR	Sex	M	Card Surname	
Address	20 TRENERY CRESCENT				Medicare Enquiry? <input checked="" type="checkbox"/> N
Suburb	ABBOTSFORD	Postcode:	186885 0 G		
Birthdate	/ /	Concession Type	<input type="checkbox"/>	Concession No	Valid to <input type="checkbox"/> / /
<CTRL+T> Shortcut directly to Concession Type Field		Coat Type	<input type="checkbox"/>	No.	Safety Net Entitlement No
		Phone No.			
<input type="checkbox"/> Allergies <input type="checkbox"/> Extra Information <input type="checkbox"/> Family Maintenance <input type="checkbox"/> Family Ind. <input type="checkbox"/> Modify Safety Net <input type="checkbox"/> Doctors Bag N		Patient Notes	<CTRL+I> Shortcut directly to Extra Information		
Save <input type="button" value="Save"/> Cancel <input type="button" value="Cancel"/>					

Extra Information (<CTRL+I>)

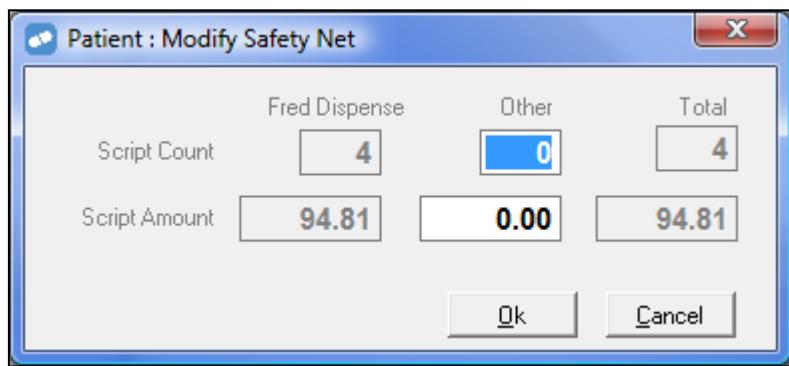
Shortcut directly to **Extra Information** screen from **Wait** screen when a patient has already been selected. Saves User having to go through **<F8> Patient Update** screen to get to **Extra Information**.

Patient : Extra Information

N.Home/Hosp.	Account No.	Fund/Type
Patient UR	Direct Charging <input checked="" type="checkbox"/> N	Table/Group
Ward Number	Mail category <input type="checkbox"/> T	M'ship No
Room Number		Valid to <input type="checkbox"/> / /
Bed Number		
Patient Specifics		
Status? <input checked="" type="checkbox"/> A (Active)	Patient Requests Generics Only? <input checked="" type="checkbox"/> N	Automatically Print which Receipts? <input type="checkbox"/> (None)
	Apply GST to Patient Price? <input checked="" type="checkbox"/> N	
	Always Dispense Privately? <input checked="" type="checkbox"/> N	Fee <input type="checkbox"/> Markup <input type="checkbox"/>
	Repeats are Held at Pharmacy? <input checked="" type="checkbox"/> N	
Preferred Doctor <input type="text"/>		
E-Mail Address <input type="text"/>		
Press <End> to Save <input type="button" value="Ok"/> Cancel <input type="button" value="Cancel"/>		

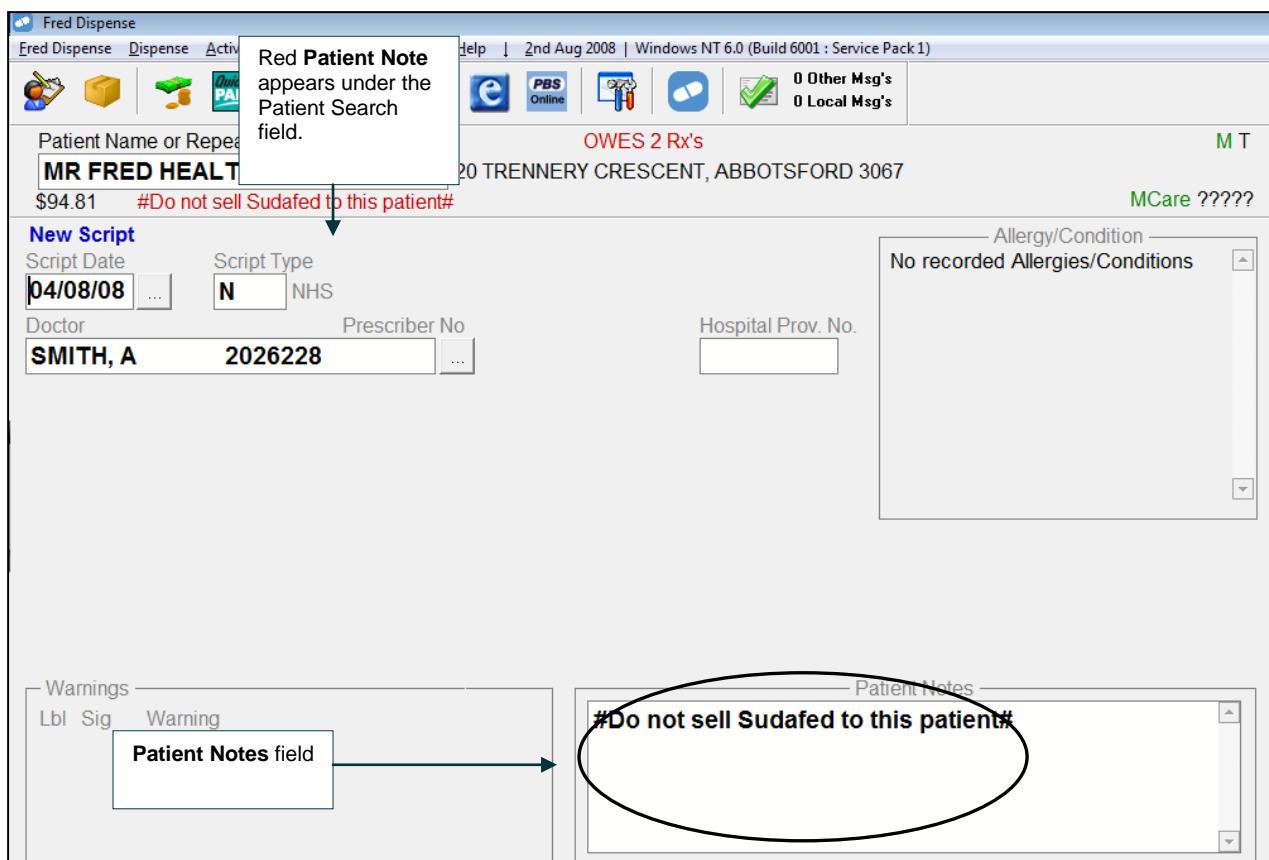
Modify Safety Net (<CTRL+M>)

Shortcut directly to **Modify Safety Net** screen from **Wait** screen when a patient has already been selected. Saves User having to go through <F8> **Patient Update** screen to get to **Modify Safety Net**.



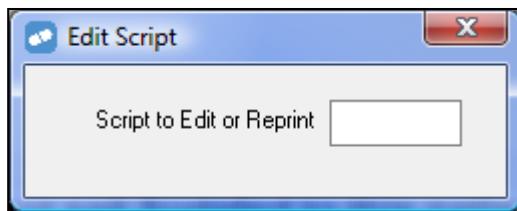
Update Patient Notes (<CTRL+N>)

Moves cursor to **Patient Notes** field so that notes can be typed. Notes also display in Red next to Safety Net total under Patient Search field. For an important message that displays as soon as patient is selected and must be confirmed before dispensing, type <#> before and after the message. Press <END> to save or <ESC> to discard notes.



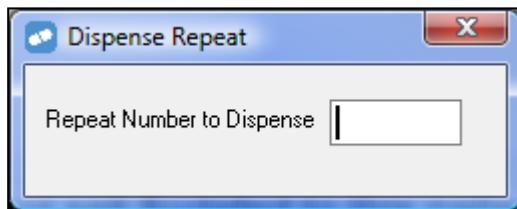
Edit Script (<CTRL+E> or <F4>)

Use <CTRL+E> or <F4> from **Browse Script** or **Patient History**, <F4> from **Patient Search** screen or <E> from **Wait** Screen after completing a dispensing, to edit a script.



Repeat Script (<CTRL+R>)

Use <CTRL+R> to dispense a repeat from Patient Search Screen, or <R> from **Wait** screen.



Change Owing Status (<CTRL+O>)

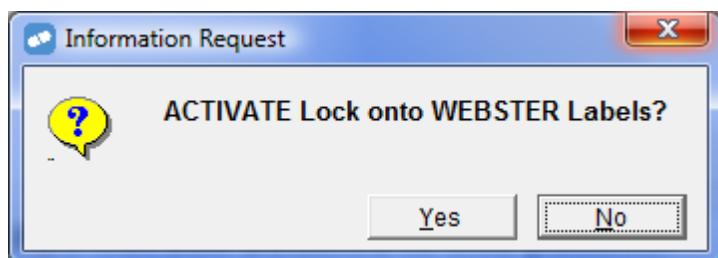
Use <CTRL+O> from **Edit Script** screen, or during dispensing to change the Owing Status of a script.

Change GSTStatus (<ALT+G>)

Use this option to either add or remove **GST**.

Webster Label (<CTRL+B>)

Use <CTRL+B> from Patient Search **screen**, **Wait screen** or during dispensing to activate the lock onto Webster Labels.



Clear Screen (<CTRL+C> or <F12>)

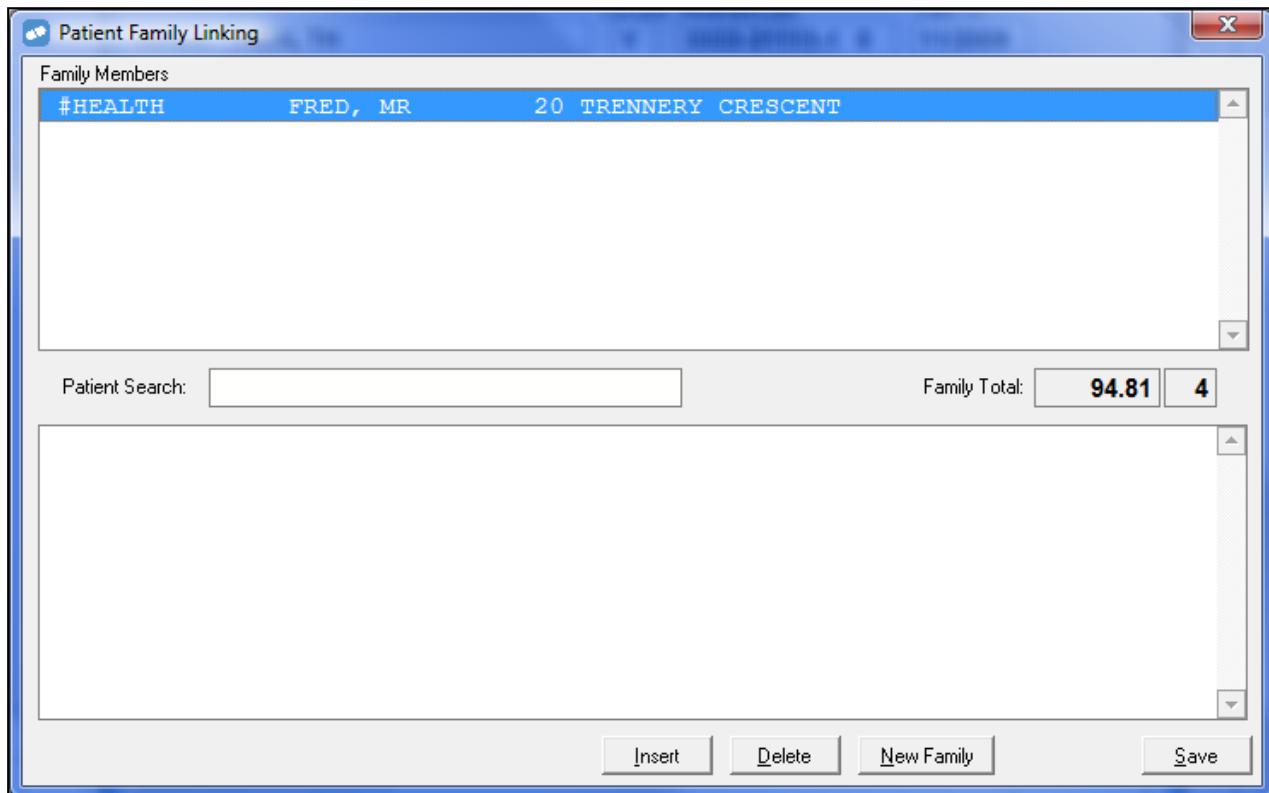
Use <CTRL+C> or <F12> to clear current details from screen and return to **Patient Search** screen.

THE ACTIVITIES MENU

<ALT+A> Activities Menu.

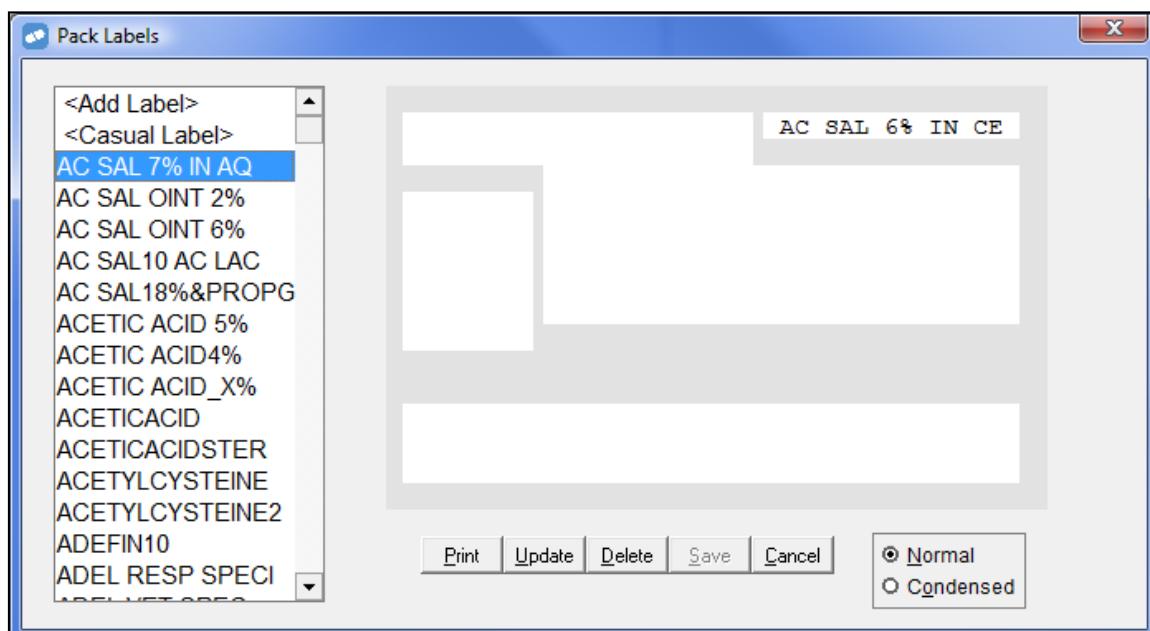
Family Linking (<ALT+A> then <F>)

Used to link Family Members for the combined accrual of Safety Net script totals. **See also Family Maintenance Page.**



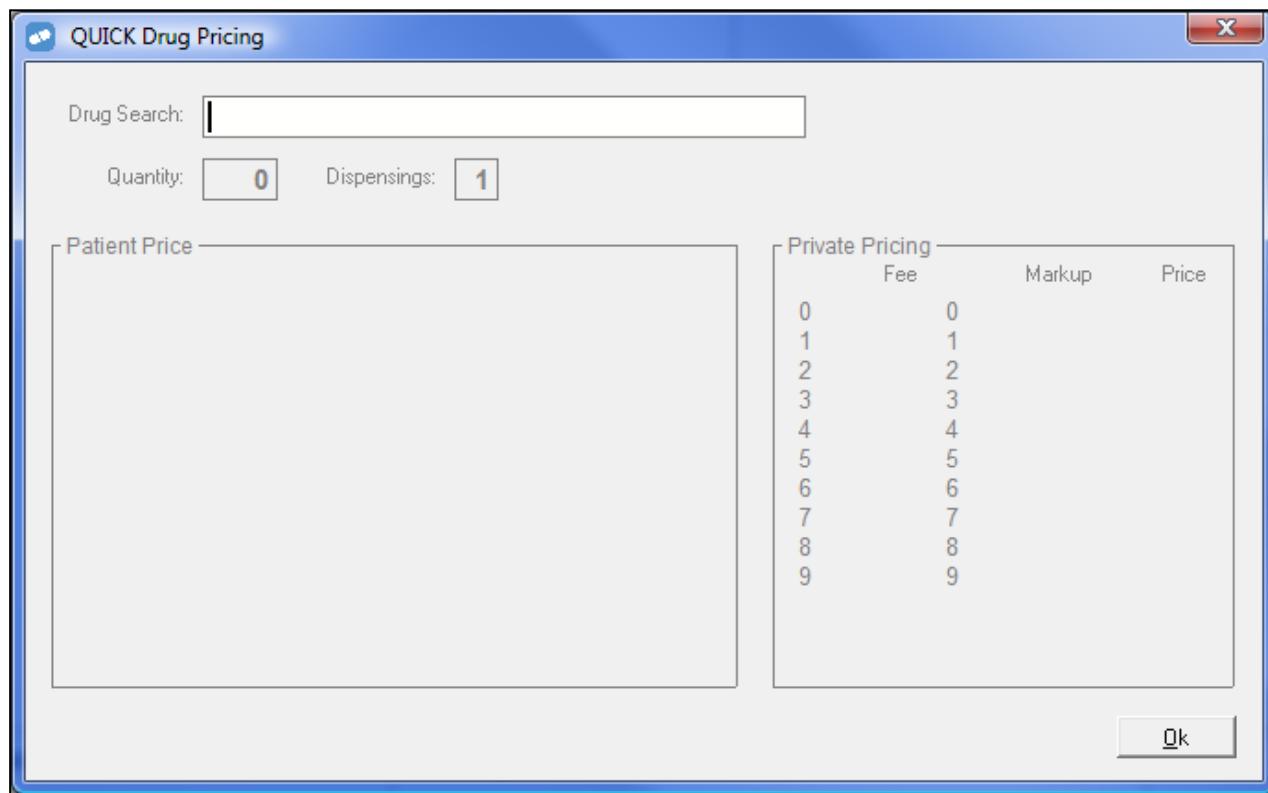
Pack Labels (<ALT+A> then <L>)

Allows User to create Own labels for use on extemporaneous products or other non-dispensed items as required. These labels can be saved for future use, and multiple labels printed at once. **See Pack Labels Page 243.**



Drug Pricing (<F7> or <ALT+A> then <P>)

Shortcut to Drug Pricing search without having to dispense item.



Drug Management <ALT+A> then <G>

The Drug Management tool provides a simple method for managing stock groups and drug ranking. Drug Management also allows for the exporting and importing of Drug Specific details between pharmacies.

For more information please contact Fred Health or go to the Fred Help Centre
<https://help.fredhealth.com.au/>

Pharmpay Claim (<ALT+C> Or <ALT+A> then C)

Accesses **Claim Management** menu. Use this to manage your PBS Claim from checking validity of claim file before generating through generating and reporting. **See Claim Page 232.**

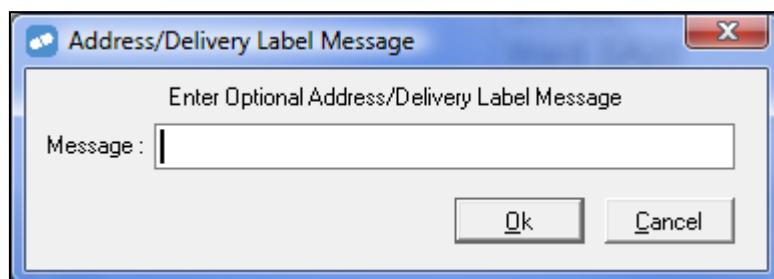
History Merge (<ALT+A> then <M>)

Manage dispensing history for duplicate patients or scripts dispensed to incorrect patient. User can merge all patient history at once, or single scripts at a time. **Should be used with care. **See Dispensing Page 146.**

Patient History Merge		
From:		To:
MR FRED HEALTH		MR ADAM SMITH
20 TRENNERY CRESCENT, ABBOTSFORD 3067		20 TRENNERY CRES, ABBOTSFORD 3067
Disp Date	Rx No.	Drug
04/08/08	298426	COUMADIN (LIGHT TAN) TAB 5
04/08/08	298425	COUMADIN (GREEN) TAB 5
04/08/08	298424	POLYGEL EYE-GEL 0.3%, 0
04/08/08	298423	BRUFEN TAB 400mg 30
04/08/08	298422	LIPITOR TAB 20mg
04/08/08	298421	AMOX & CLAV AC GENRX 1
Disp Date	Rx No.	Drug
09/08/07	297206	ZOCOR TAB 80mg
01/07/07	297059	ABCIXIMAB INJ 10mg in 5ml

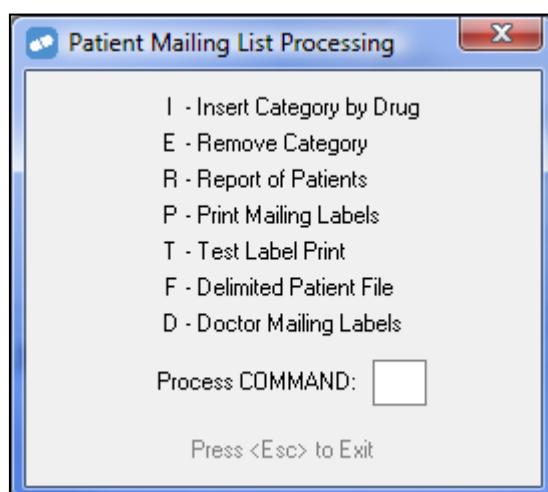
Delivery Label

Used to add a delivery message and price (optional) directly onto an address label then prints for the selected patient. **See Labels Page**.



Mailing Labels (<ALT+A> then <A>)

Used to print address labels for a predefined group of Patients or Doctors. **See Labels Page 245**



History Notes (<ALT+N> or <ALT+A> then <N>)

Used to record a permanent note in a patient's History. Record patient interventions (change Type to <I> for Intervention) or <N> for Note to record important information. See Patient Notes Page

NEW History Note

Edit

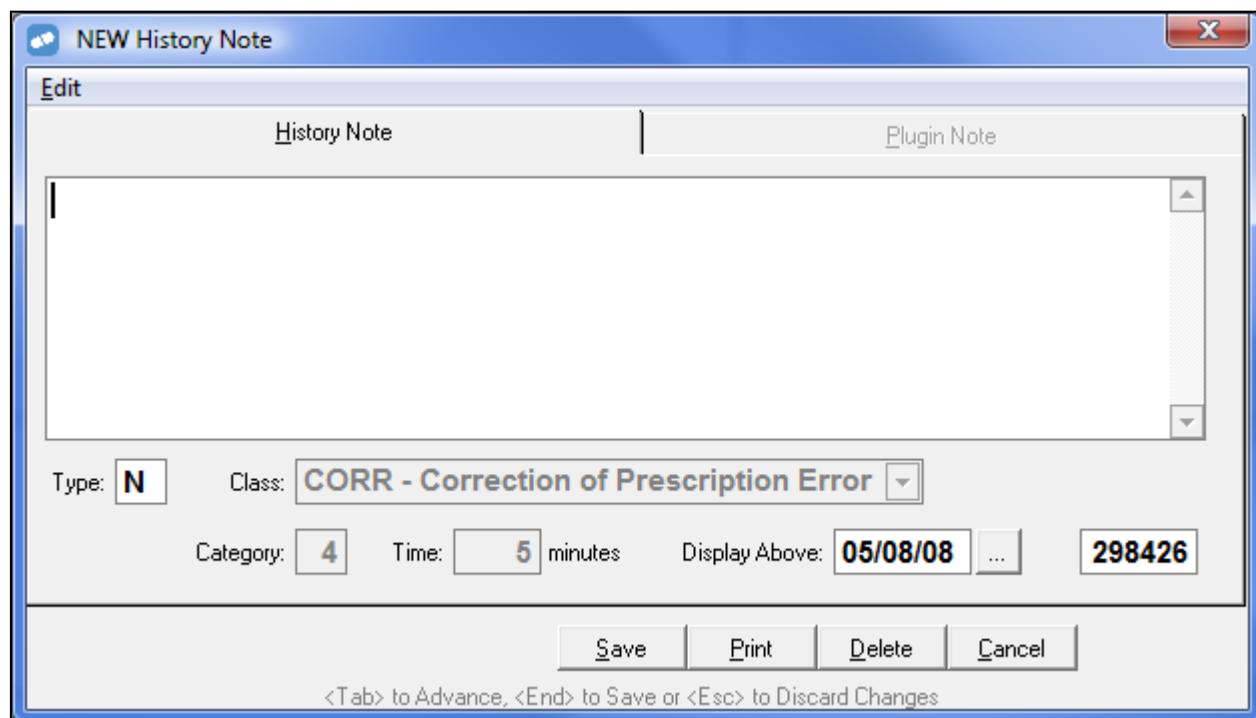
History Note | Plugin Note

Type: **N** Class: CORR - Correction of Prescription Error

Category: **4** Time: **5** minutes Display Above: **05/08/08** ... **298426**

Save | Print | Delete | Cancel

<Tab> to Advance, <End> to Save or <Esc> to Discard Changes



Quick Script Scan

Displays a list of scripts dispensed in descending order by script number. To edit a script from <CTRL+Q>, use the up and down arrows to select the line or left-click the required script record and press <F4> to edit. **Deferred items** are flagged with a D in the first column. **Owing items** are flagged with an O.

Fred Dispense

Dispense Activities Reports Lists Setup Help

Quick PAK PBS Online

0 Other Msg's 0 Local Msg's

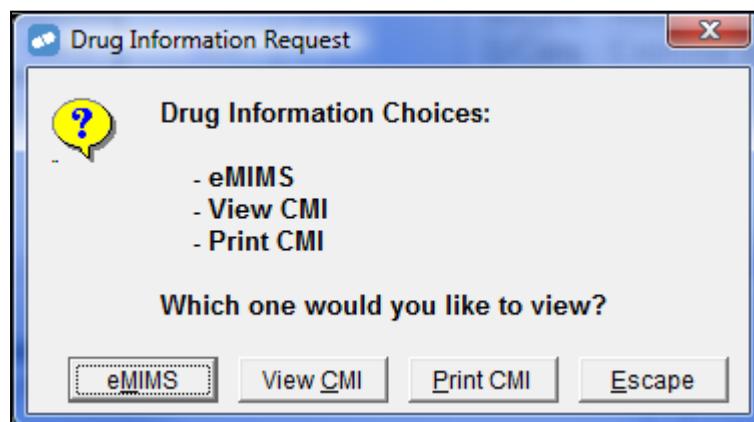
Script

	Patient	Drug	Qty	Rx No	PDE No.	DispDate	Doctor	Price	Gst
D	HEALTH, MR FRED	COUMADIN (LIGHT TAN) TAB 1mg	50	298426	612 979	04/08/08	Dr A SMITH	\$16.65	
O	HEALTH, MR FRED	COUMADIN (GREEN) TAB 5mg	50	298425	447 390	04/08/08	Dr A SMITH	\$18.30	
	HEALTH, MR FRED	POLYGEL EYE-GEL 0.3%, 0.5g 30	3	298424	579 246	04/08/08	Dr A SMITH	\$31.30	
	HEALTH, MR FRED	BRUFEN TAB 400mg 30	90	298423	236 802	04/08/08	Dr A SMITH	\$19.00	
	HEALTH, MR FRED	LIPITOR TAB 20mg	30	298422	537 012	04/08/08	Dr A SMITH	\$31.30	
	HEALTH, MR FRED	AMOX & CLAV AC GENRX TAB 875mg	10	298421	433 098	04/08/08	Dr A SMITH	\$20.55	

Drug Information

(**<CTRL+SHIFT+HYPHEN>** or **<ALT+A>** then **<I>**)

View and print the **CMI** for the selected drug. **Drug Details** section details whether **CMI** exists for the selected drug.



Artromick Label (**<ALT+A>** then **<CTRL+A>**)

Toggles Lock for **Artromick Label Printing** On and Off.



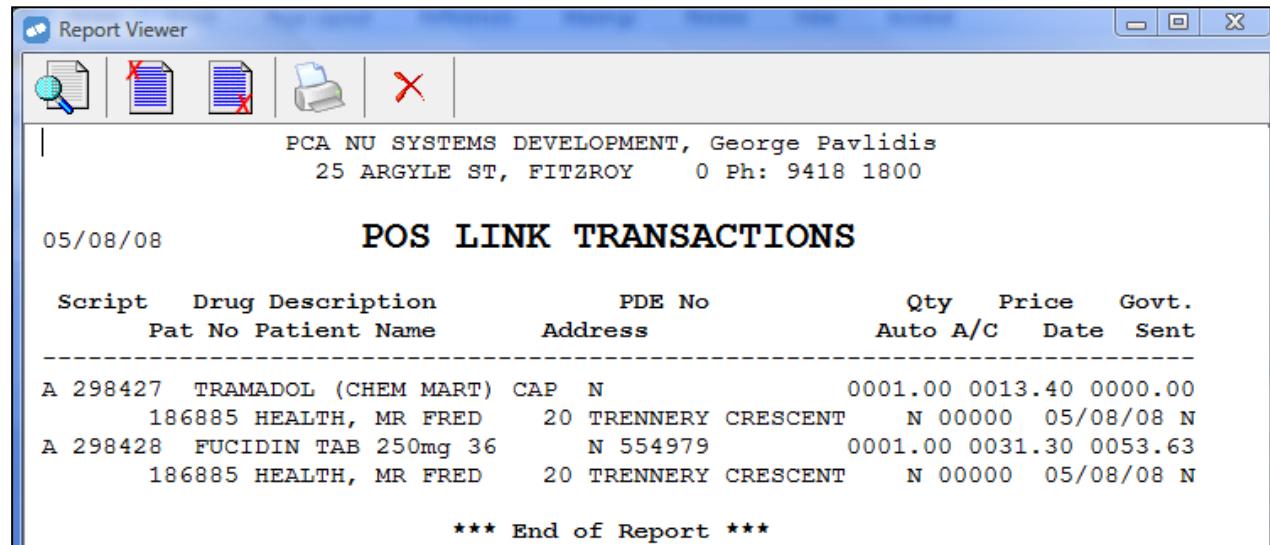
Artromick Packing (**<CTRL+K>** or **<ALT+A>** then **<K>**)

Artromick is a unit dose packing system used by some Nursing Homes. If this is activated (See Setup - Dispense Options), selecting this option will display the necessary screen for the printing of the prepack labels.



Pos Link Trans Report (<ALT+A> then <T>)

When activated (**See Setup – Dispense Options**) this option displays a report of items that **Fred Dispense** has ready to transmit to POS. **POS Link Type** must be set to **File** in **Setup – Dispense Options**.

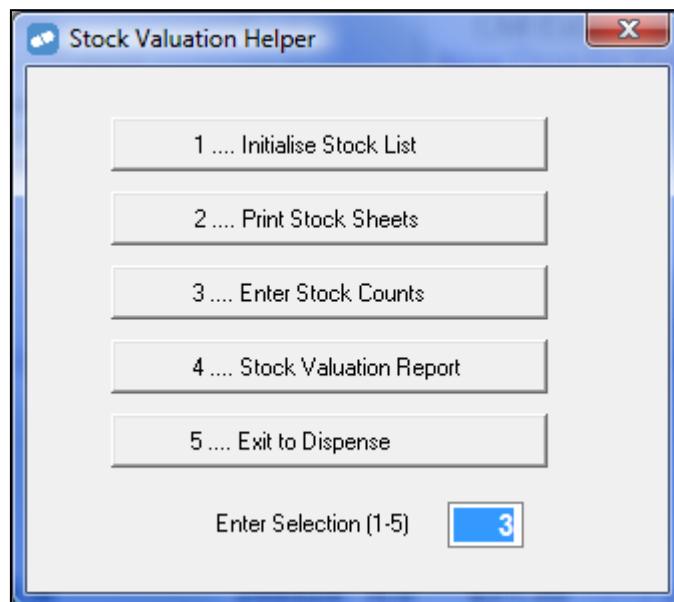


Eyre Care Feed (<ALT+A> then <Arrow Down>)

Is used to transfer data to the Pfizer Home medication review software. Contact Support to activate this functionality. (You will also need to contact Eyre Care 1800 465 280 for the software if not already installed). Once activated, transmit data by firstly selecting the required patient, then choose **Activities Menu** (<ALT+A>) then **Eyre Care Feed** to produce the output.

Stock Valuation (<CTRL+S> or <ALT+A> then <S>)

Used as part of the **Stocktake** process. Print Stocktake sheets, enter counted quantities and print reports after stocktake of stock value. **See Stock Valuation Page 259.**



Clear all Outside SN (<ALT+A> then <Down Arrow>)

Part of the **END OF YEAR PROCESS**. It is a BULK process that clears external Safety Net script totals (ie the script totals entered under 'Other' in **Patient Update – Modify Safety Net**) from ALL patients. Requires Maintenance password from Support staff.

End Of Year Process (ALT+A> then <Down Arrow>)

Run this process at year's end to clear Safety Net numbers etc. It will not run if accessed prior to year's end.

MedsIndex Generation (<ALT+A> then <Down Arrow>)

The MedsIndex gives patients a score out of 100 for each of their chronic management therapy medicines. The score is calculated by monitoring repeat refill intervals of medications and reporting against expected refill intervals based on the Doctor's instructions.

The score can then assist a pharmacist to assess what professional support the patient may need such as a Home Medicines Review or a Dose Administration Aid.

For more information please contact Fred Help Support or go to Fred Help Centre - help.fredhealth.com.au

THE REPORTS MENU

<ALT+R> Reports Menu.

Run reports on **Active Database** based on:

- **Script (<ALT+R> then <S>)**
- **Drug Usage (<ALT+R> then <U>)**
- **Patient (<ALT+R> then <P>)**
- **Doctor (<ALT+R> then <D>)**
- **Nursing Home (<ALT+R> then <N>)**

Or run reports on **Aged Scripts Database (<ALT+R> then <A>)** if you have run an archive previously.

View Last Report (<CTRL+V> or <ALT+R> then <V>)

Shortcut to view the last report generated on that terminal.

Last Report to ASCII (<ALT+R> then <L>)

Allows User to output the last report generated to a .rep file for editing with external software (MS Word, MS Excel etc). The output file is saved as \fred\reps\fredrep.rep. This file is localised to that terminal.

For types of reports available, See [Reports Page 133](#)

THE LISTS MENU

<ALT+L> LISTS Menu.

Pharmacists (<ALT+L> then <P>)

Dispensers' (pharmacist or technician) details can be updated, added or deleted **See Adding Pharmacists Page**

Initials	FH
Surname	HEALTH
Firstname	FRED
Registration Number	123456
Buttons:	
Find	Previous
Next	Update
Add	Delete
Print	Save
Cancel	

Doctors (<ALT+L> then <O>)

Prescriber details can be updated, added or deleted. See Adding Doctors Page 85.

Doctor Details

Dr Fast Code	FRED	Prescriber Type	M	Medical Doctor
Doctor Surname	HEALTH			
Firstname	FRED		Use 'Dr' as Title Y/N? Y	
Prescriber Number	123456		Stolen Script Pad Y/N? N	
Address	20 TRENNERY CRESCENT			
Suburb	ABBOTSFORD		Postcode	3167
Phone	1300731888	Fax	1300730888	Mobile
E-mail	help@fredhealth.com.au			
Find Previous Next Update Add Delete Print Save Cancel				

Nursing Homes (<ALT+L> then <N>)

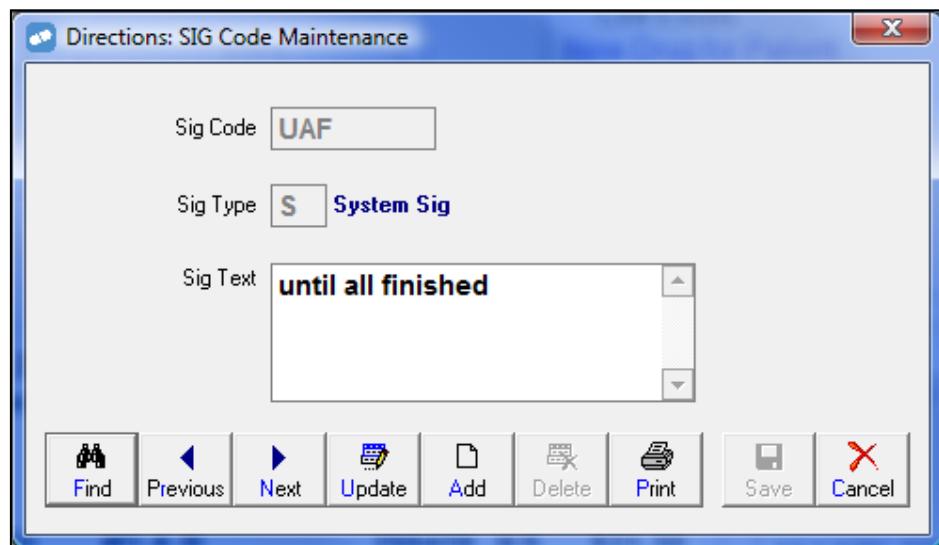
Nursing Homes can be updated, added or deleted. See Adding Nursing Homes Page

Nursing Homes/Hospitals

Fast Code	FRED			Name	FRED HEALTH NURSING HOME	
				Address	20 TRENNERY CRESCENT	
SNQ Exempt?	N	Suburb	ABBOTSFORD		Postcode	3067
		Phone	1300731888	Fax	1300730888	
Alternate Addition Details	Address		Default RX Type			
	Suburb					
Print 'New Script Reminder' Notice?	N	Item Invoice?	N	Add GST?	N	
Default Private Fee?	0	Markup?	0	Add Safety Net to Repat Patients Totals? Y		
Debtor Accounts - Automatic Account Creation when						
Patient Charges? N Hospital Charges? N Account Category? 						
PACKING System						
Packing Cycle? W Weekly						
Start of Week? 1 Monday						
From To 						
Find Previous Next Update Add Delete Print Save Cancel						

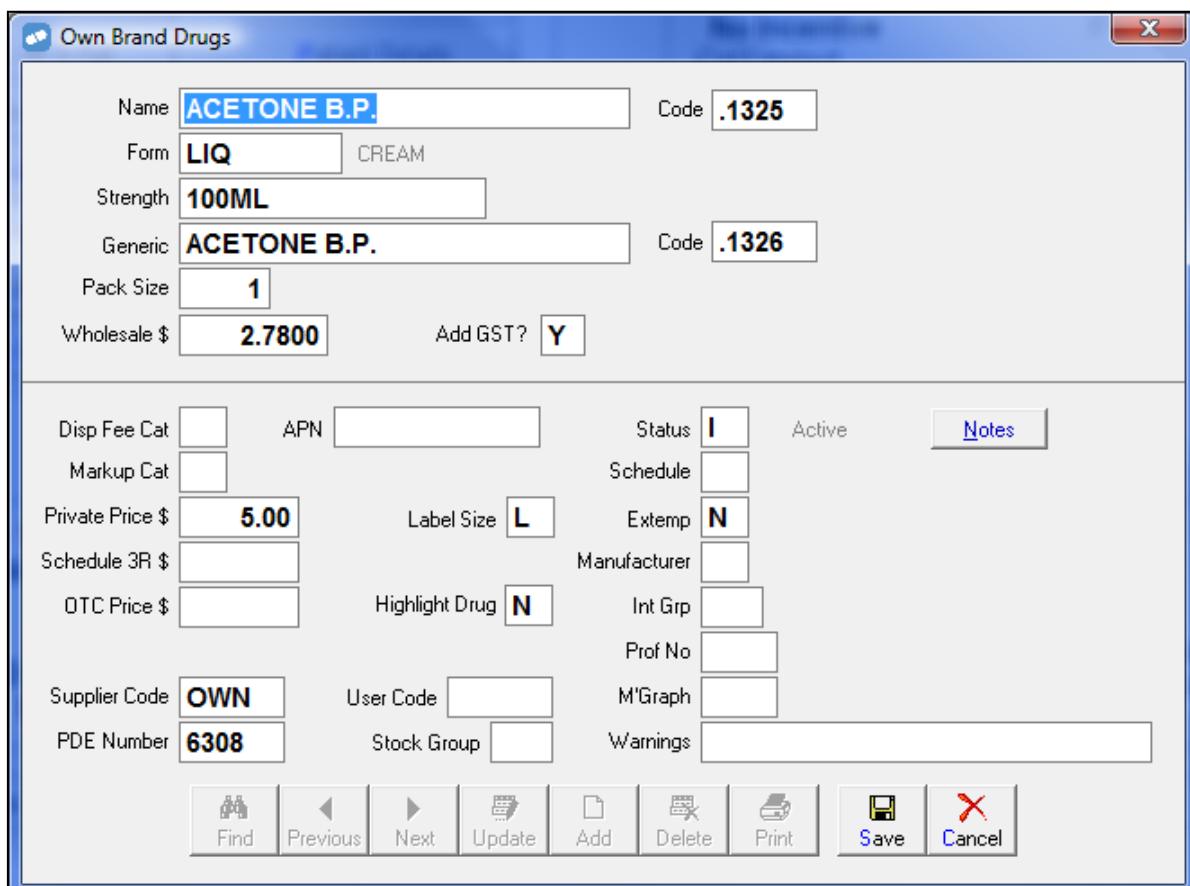
SIG Details (<ALT+L> then <S>)

SIG codes and/or the text they represent can be updated, added or deleted **See Adding Sig Details Page**



Own Brand Drugs (<ALT+L> then)

Private Drug database where you can add, delete and update items of your own, separate from the main drug file. These items are available for selection when dispensing as are drugs in the **Fred Dispense** drug file but are not altered by updates. Use this only for drugs which are not likely to be added to the main file eg. Private drugs or extemporaneous items that you make up on a regular basis. **See Own Brand Drugs Page 97.**



Suburbs And Postcodes (<ALT+L> then <U>)

Save **Suburbs** and their **Postcodes** to the Function keys (**F1 to F12**) for use when adding new Patients. Then use these function keys to quickly enter the Suburb and Postcode when in address fields. See **Suburbs and Postcodes**

Page

Suburbs and Postcodes

Suburb	Postcode
F1 PENOLA	5277
F2 ADELAIDE	5001
F3 ABERFOYLE PARK	5159
F4 ALBERT PARK	5014
F5 FLAGSTAFF HILL	5159
F6 BLACKWOOD	5051
F7 COLONEL LIGHT GDN	5041
F8 BELAIR	5052
F9 MILICENT	5280
F10 BRIGHTON	5048
F11 KIDMAN PARK	5025
F12 ELIZABETH VALE	5112

Save **Cancel**

Drugs (<ALT+L> then <D>)

Search **Fred Dispense** Drug File and update User Drug Codes, Fees and Markups and Pricing Structures for Private Items and enter own Warning Codes for display while dispensing. See **Drugs Page**

AMOXIL

Name	AMOXIL	Drug NHS:	Add	Delete																											
Form	CAP CAPSULES	NHS Gen Link	Y	Diff																											
Strength	500mg	Subst	a																												
Code	AMX3	AMO8	AMOXYCILLIN																												
Pack		Pack Size	20	Wholesale \$ 4.3739																											
Status	A Active	User Drug Code		Supplier Code API																											
Schedule	4 Prescription	Private Price \$		PDE Number 599689																											
Extemp	N	Fee Cat		PDE No 2																											
Manufacturer	GK Glaxosmithkline Australia	Markup Cat		APN 9322147010270																											
Int Grp	48 Penicillins	Schedule 3R \$		Aus Reg No. 57574																											
Prof No		NHS Gen / OTC Price \$		Stock Group 25																											
PDL Warn		Own Warns		Drug Ranking 1																											
Warnings	D PN NU6 GH6	Label Size L	Add GST? N	Notes																											
Formulary	F2T	Dispense Incentive \$																													
<table border="1"> <thead> <tr> <th>Drug Code</th> <th>NHS Type</th> <th>Date From</th> <th>Drug NHS Code</th> <th>Authority</th> <th>Max Qty</th> <th>Max Rpts</th> <th>Clear Days</th> <th>SNQ</th> </tr> </thead> <tbody> <tr> <td>AMO8</td> <td>N</td> <td>01/01/1992</td> <td>1889K</td> <td></td> <td>20</td> <td>1</td> <td>04</td> <td>N</td> </tr> <tr> <td>AMO8</td> <td>D</td> <td>01/01/1992</td> <td>3300Q</td> <td></td> <td>20</td> <td>0</td> <td>04</td> <td>N</td> </tr> </tbody> </table>					Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts	Clear Days	SNQ	AMO8	N	01/01/1992	1889K		20	1	04	N	AMO8	D	01/01/1992	3300Q		20	0	04	N
Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts	Clear Days	SNQ																							
AMO8	N	01/01/1992	1889K		20	1	04	N																							
AMO8	D	01/01/1992	3300Q		20	0	04	N																							
<input type="button" value="Find"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>																															

Associated Drugs (<ALT+L> then <A>)
Lists all drugs that have an **Associated Drug**.

Pack Drug Name: LOSEC HELICOPAK PACK
Associated Drug: AMOXIL CAP 500MG
Directions: Take ONE capsule THREE times a day
Qty: 42

Buttons: Find, Previous, Next, Update, Add, Delete, Print (highlighted), Save, Cancel.

Multi – Drug Interaction List (<ALT+L> then arrow down)

Brand
Drug Code: ACTO11
ACTONEL EC COMBI O-PACK 35MG/1.25G (500MG CA)
Int. Group: 45 BIPHOSPHONATES

Buttons: Find, Previous, Next, Update, Add, Delete, Print (highlighted), Save, Cancel.

Drug Forms (<ALT+L> then <F>)

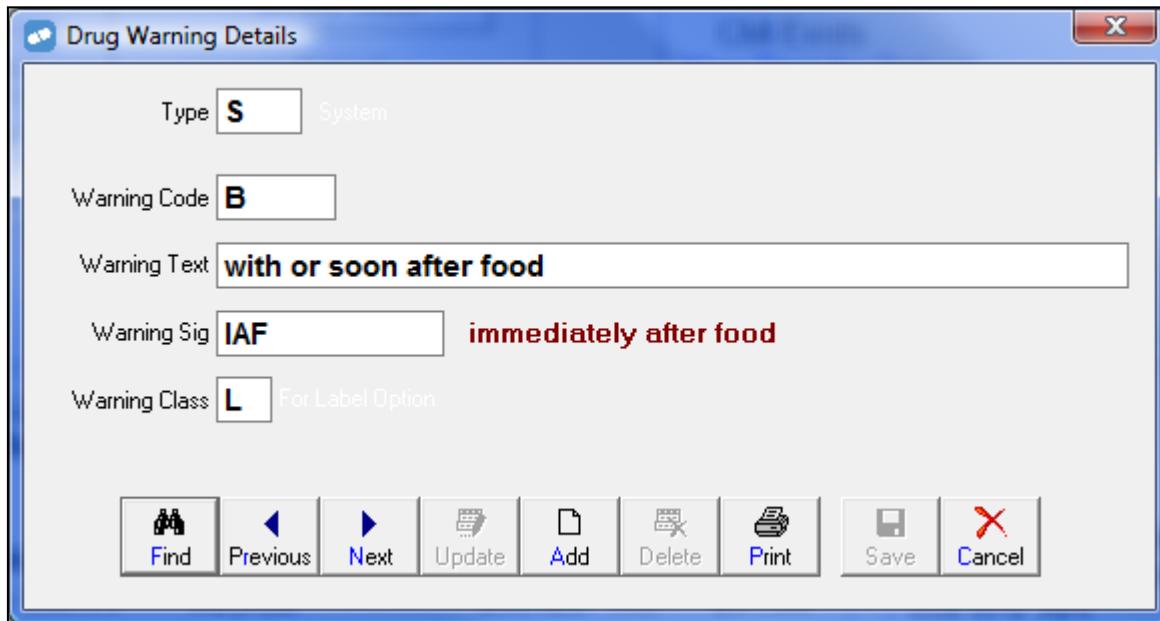
Reference file containing all forms of drugs in **Fred Dispense**. List may be printed by clicking the **<P>rint** button. **See Drug Forms Page**

Abbreviation: TAB
Form: TABLETS
Singular: tablet
Plural: tablets
Verb: Take

Buttons: Find, Previous, Next, Update, Add, Delete, Print (highlighted), Save, Cancel.

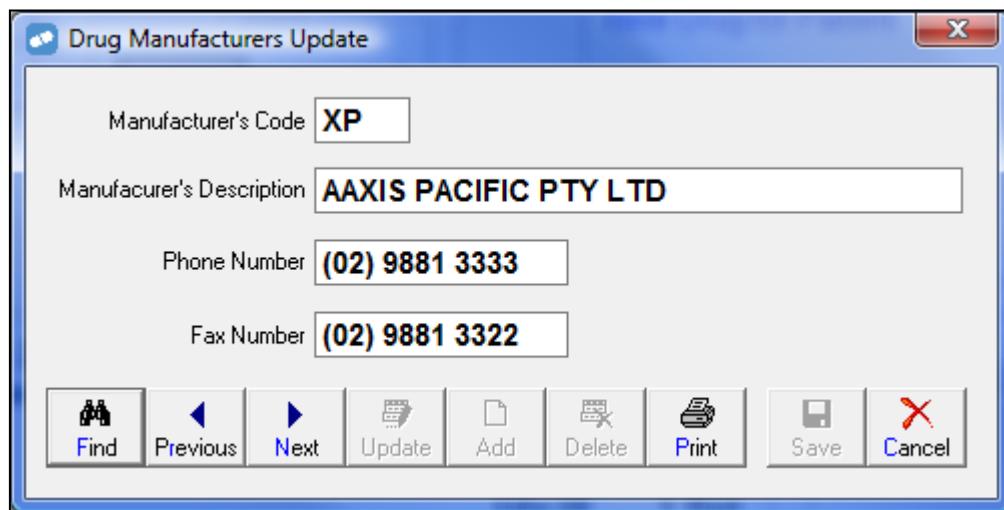
Drug Warnings (<ALT+L> then <W>)

Reference file containing all Drug Warnings in **Fred Dispense**. User may <U>pdate, <D>elete or <A>dd own warnings (Type defaults to U for User). **User Warnings** may be added to specific Drugs in Lists – Drugs – Own Warns. See Drug Warnings Page



Drug Manufacturers (<ALT+L> then <M>)

List of various manufacturer details and codes used in system. Own Manufacturers can be <A>dded, <D>eleted or <U>pdated for use with Own Brand Drugs. See Drug Manufacturers Page



Drug Interactions (<ALT+L> then <I>)

List of interactions used in system and details of management of these interactions. User can <U>pdate, <D>elete or <A>dd 'Own' interactions for reference. List may also be printed using the <P>rint button. See Drug Interactions Page

Drug Interaction Details

Drug Interaction Group One	1	SALICYLATES
Drug Interaction Group Two	4	ANTICOAGS ORAL
Drug Interaction Degree	M	Major

Drug Interaction Detail Notes

ASPIRIN (even in small doses) increases the risk of bleeding in anticoagulated patients by inhibiting platelet function and possibly by producing gastric lesions. Aspirin should generally be avoided in anticoagulated patients.

Management: All of the evidence strongly indicates that patients receiving WARFARIN should avoid

Buttons: Find, Previous, Next, Update, Add, Delete, Print, Save, Cancel

Interaction Groups (<ALT+L> then <G>)

List of interaction groups by their code. User can <U>pdate, <D>elete or <A>dd 'Own' Interaction Group for use with their 'Own' Drug Interactions. **See Interaction Groups Page**

Drug Interaction Details

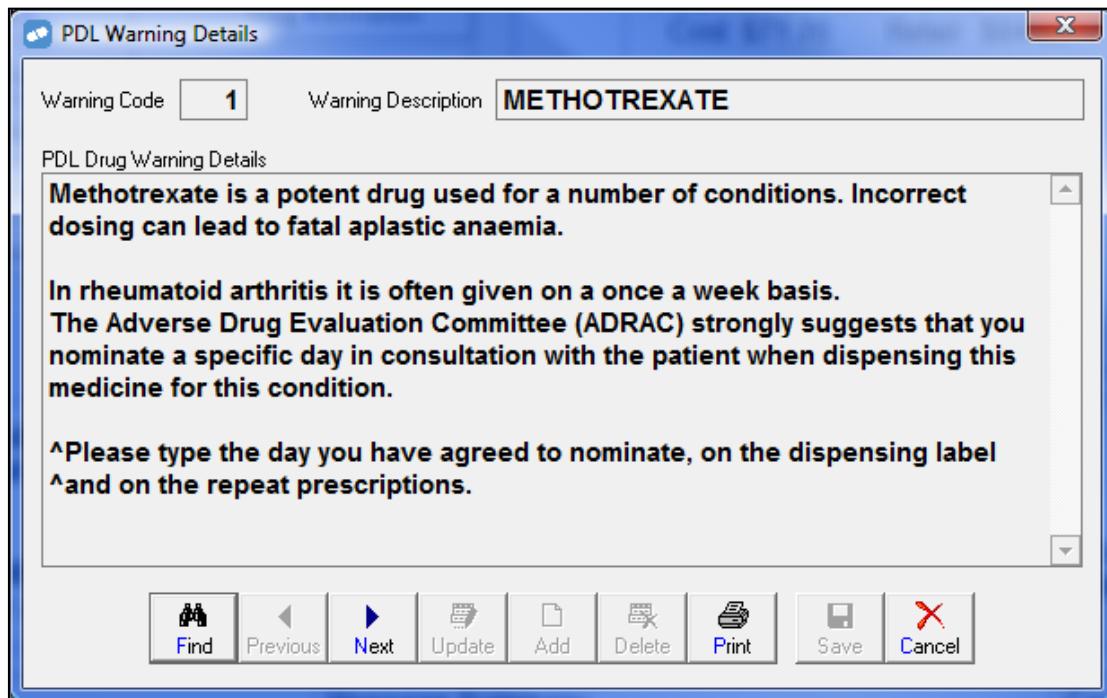
Code	4	
Group Type	A	Patient Allergy
Group Name	ANTICOAGS ORAL	

Buttons: Find, Previous, Next, Update, Add, Delete, Print, Save, Cancel

PDL Drug Warnings

(**<ALT+L>** then **<Down Arrow>**)

List of drug and dispensing warnings published by Pharmaceutical Defence Limited. User can **<F>ind** warning or **<P>rint** selected warning.



Drug Updates (**<ALT+L>** then **<Down Arrow>**)

List of drugs in **Fred Dispense** database that were changed in some way by the current monthly drug update. Changes can include **Drug Name, Price, NHS Status** etc.

The screenshot shows the "Fred Dispense" software interface. The menu bar includes "Fred Dispense", "Dispense", "Activities", "Reports", "Lists", "Setup", and "Help". The toolbar below the menu bar includes icons for various functions like "Quick PAK", "PBS Online", and "Print". There are also buttons for "0 Other Msg's" and "0 Local Msg's".

The main area displays a table titled "Drugu" with the following columns: Dcode, Dname, Dformabb, Dstrength, Dgicode, Dgenname, Dusegennhs, Dhssdiff, Dmonograph, Dprofileno, Dwarnbls, Dstatus, and De. The table contains the following data:

Dcode	Dname	Dformabb	Dstrength	Dgicode	Dgenname	Dusegennhs	Dhssdiff	Dmonograph	Dprofileno	Dwarnbls	Dstatus	De
TST1	TEST DRUG - AUGUST 2008					F			0	0	A	N
COSU	COSUDEX	TAB	50mg	BICA1	BICALUTAMIDE	T			0	0	A	N
PANB	PAN BENZATHINE BENZYLPCN(VL)		900mg (1.2 mu)	BENZ18	BENZATHINE PENICILLIN	T	M		0	0	A	N
DICL1	DICLOCIL	INJ	1g	DICL12	DICLOXA CILLIN	T			0	0	A	N
DICL9	DICLOCIL	INJ	500mg	DICL10	DICLOXA CILLIN	T			0	0	A	N

THE SETUP MENU

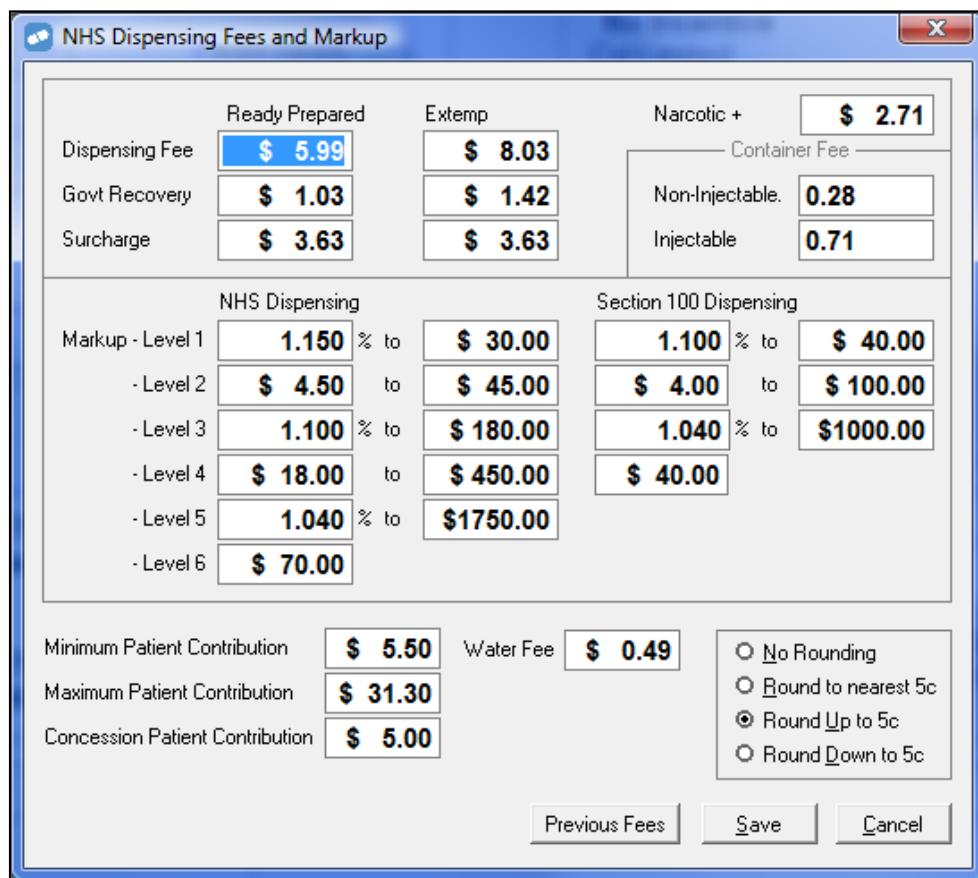
<ALT+S> Setup Menu.

NHS Fees (<ALT +S> then <N>)

- Set NHS fees, including dispensing, container and narcotics fees etc as well as patient contribution prices.
- This section is updated by the end of month Fred Dispense update as per information received from Medicare Australia.
- In unusual cases where changes occur mid month, Fred will provide either a new Update to download or information for users to update this section manually.

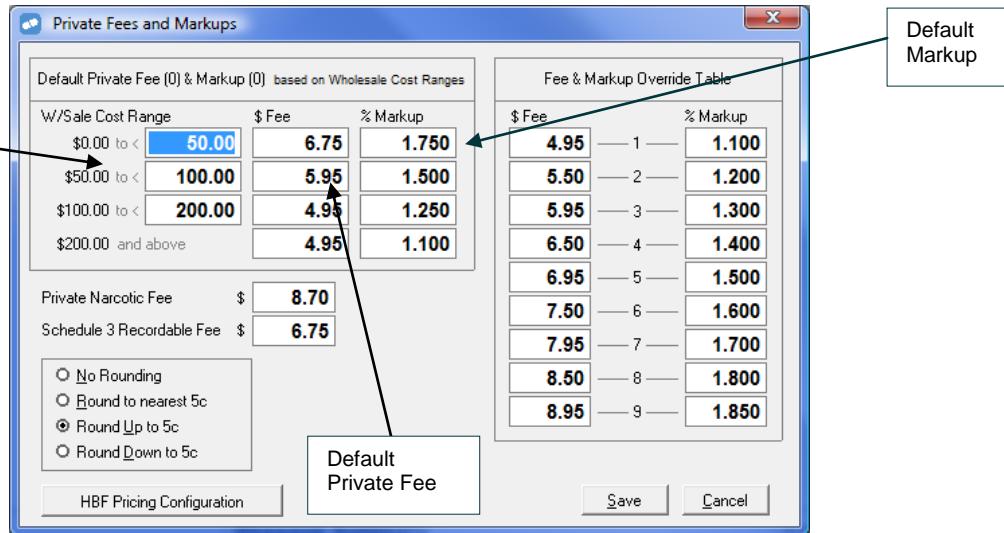
To manually amend NHS Fees:

- <ALT+S> then <N>
- <Tab> or <Down Arrow> key to move to the required price/option or click the mouse in the required field
- Change the entry then press <END> or click on **Save** to save changes.



Private Fees (<ALT +S> then <F>)

- User may set Variable Private Mark Ups and Private Dispensing Fees based on Wholesale Price and rounding of prices.
- **Fred Dispense** will **default** to the Private Fee and Markup for a wholesale cost range of **\$0.00 to <\$9999.99**.
- This Default Fee and Markup will apply for all private prescription items unless:
- An item has a specific set price
- An item has a non default fee category or markup category set by the User in the Fee and Markup Override Table.



If you want to set variable markup ranges, simply overtype the 9999.99 with the upper wholesale cost limit that you want for this particular range, then apply the fee and markup that you want for this range. This can be repeated to define up to 4 price ranges with individual markup and fee structures based on wholesale cost. If four ranges are not required, simply type 9999.99 at the end of the last range specified.

Amending Private Fees

- **<ALT+S> then <F>**
- **<Tab> or <Down Arrow>** key to move to the required price/option
- or click the mouse in the required field
- Change the entry then press **<END>** or click on **Save** to save changes.

The list of fees and markups shown on the **Fee and Markup Override Table** can be used in several ways.

1. **"On The Fly":** When the **Price** field is accessed in dispensing for a Non-NHS item, the **Private Pricing** table displays.
 - The price can then be overtyped with a listed price.
 - or **<TAB>** from the **Price** field will move the cursor to the **Fee** field so the number next to the required fee may be entered. Then **<TAB>** again to the **Markup** field and enter required markup.
 - The Retail Price will be made up from the Wholesale Price (shown in the table) plus the Fee and Markup selected. It is not necessary to match the Fee and Markup numbers (e.g. Fee 3 and Markup 6 can be chosen or any other combination).

Fee	Markup	Price		
0	6.75	0	75.0%	\$16.53
1	4.95	1	10.0%	\$11.10
2	5.50	2	20.0%	\$12.21
3	5.95	3	30.0%	\$13.22
4	6.50	4	40.0%	\$14.33
5	6.95	5	50.0%	\$15.34
6	7.50	6	60.0%	\$16.44
7	7.95	7	70.0%	\$17.45
8	8.50	8	80.0%	\$18.56
9	8.95	9	85.0%	\$19.29
W Wholesale Price				\$5.59

2. **Preset Fee and Markup per Private Drug:** In the **Drug List** (<ALT+L> then <D>) any of these **Fees** and **Markups** can be inserted into the fee and/or markup field for that drug. Then, when that drug is dispensed privately, the fee and markup set will be used instead of the defaults.

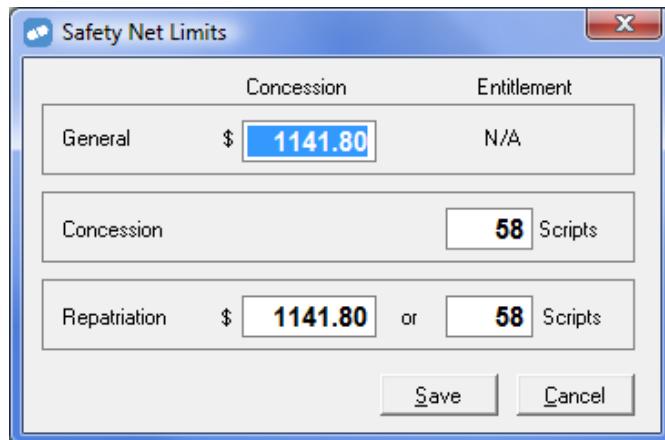
Name	MERSYNDOL		Drug NHS:	Add	Delete	
Form	TAB	TABLETS	NHS Gen Link	<input checked="" type="checkbox"/> N	Diff <input type="checkbox"/>	Subst <input type="checkbox"/>
Strength			Generic			
Code	MER6	Pack	Pack Size	20	Wholesale \$ 5.5900	
Status	A	Active	User Drug Code			
Schedule	3	Supervision	Private Price \$			
Extemp	N		Fee Cat	3	Markup Cat	3
Manufacturer	AV	Aventis Pharma Division O	Schedule 3R \$	12.80	Supplier Code	API
Int Grp	-2	Multi Link Brand	NHS Gen / OTC Price \$	12.80	PDE Number	651265
Prof No			Own Warnings			
PDL Warn		HBF No	Label Size	L	Add GST?	N
Warnings	1 M8 19 SE5 GH2 DR7 DR5 FA1		Formulary	Dispense Incentive \$		
Notes						
Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts
MER6	T	01/01/1993			20	0
<input type="button" value="Find"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>						

3. **Change Script Type:** When dispensing, if a given **Fee** and **Markup** are to be applied, they can be added to the **Script Type** field. For example, I want Mersyndol Tabs to be priced for this patient, at Fee 4 and Markup 4 whereas the default is 3 and 3. By going to the **Script Type** Field and putting in P44, the Fee 4 and Markup 4 will override the P33 default.

Fred Dispense		Fred Dispense	Dispense	Activities	Reports	Lists	Setup	Help
Patient Name or Repeat No		OWES 2 Rx's					M	T
MR FRED HEALTH		20 TRENNERY CRESCENT, ABBOTSFORD 3067					MCare 2188-36855-71 to 08/2009	
\$135.87 #Do not sell Sudafed to this patient#								
New Script		Allergy/Condition					No recorded Allergies/Conditions	
Script Date	05/08/08	Script Type	P33	Private	Fee: 3	Markup: 3		
Doctor	SMITH, A	Prescriber No	2026228					
Drug or Repeat No	Add GST? No <Alt+G>							
MERSYNDOL TAB								
Directions	Repeats		Quantity	Price				
Take 1 prn 4h	0		20	13.25				
tablet	Max 0		20					

Safety Net Limits (<ALT+S> then <E>)

- Safety Net limits are set for the calendar year in accordance with the limits set by Medicare Australia.
- These figures are set automatically when the 1st January update is run at the beginning of each year.
- These should not be altered by the user unless under specific direction from Fred Health.



Wastage Table (<ALT + S> then <W>)

The **Wastage Table** is used when **Fred Dispense** calculates the price of a broken pack.

Usage	%Factor	Usage	%Factor
5%	10.0	55%	66.0
10%	18.0	60%	70.0
15%	26.0	65%	74.0
20%	32.0	70%	78.0
25%	38.0	75%	82.0
30%	44.0	80%	86.0
35%	50.0	85%	90.0
40%	54.0	90%	94.0
45%	58.0	95%	98.0
50%	62.0	100%	100.0

Owner Details (<ALT+S> then <O>)

Set:

- Owner's Name
- Business Name
- ABN (Australian Business Number)
- Pharmacy address and telephone numbers
- Pharmacy Approval Number
- Supplier details to aid stock control in POS Systems
- Banner Groups to aid drug selection
- Specify the Default Dispensing Initials to save time when dispensing.



These details are normally set up at installation and should not be altered without first contacting Fred Help.

Owner Details

Owner's Name	George Pavlidis		Approval No	80400N	
Business Name	PCA NU SYSTEMS DEVELOPMENT		Old Approval No	08461H	
Street	25 ARGYLE ST				
Suburb	FITZROY				
State	WA	Postcode			
Phone No	1300731888		Activate eMIMS		
Fax No	1300730888		Australian Business Number	99998897668	
Default Dispensing Initials	GP	POS Account Range	11 - 121	Price Elect	N
Main Drug Supplier	SIG	Account Number	38-5245-8	HBF Provider No.	1234
2nd Drug Supplier		Work Account No.	1	ARROW Pharmaceuticals Pharmacy	Y
Symbion Banner Group Pharmacy? Y					
<C>hem-mart <T>erry White, <H>ealthsense A					
				Save	Cancel

Dispense Options (<ALT+S> THEN <D>)

Dispense Options Tab

Fred Dispense Configuration

Dispense Options		POS/Debtor Link Options		Label Printer		IME Options																																																																																																																																																																																																			
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Dispense Section

Move to Every Field

Set to <Y> to move cursor to every field in the dispensing screen when <ENTER> is pressed. This is useful when first learning system as all fields are accessed rather than having to remember to use <TAB> key to move to **Script Type, Doctor, Repeats, Quantity and Price** fields. Set to <N> when not required. This sets default back to <ENTER> moving directly from **Script Date** to **Drug Name** and directly from **Directions** to **Initials**.

Months Patients History to Read

Specify the number of months of dispensing history to display. Normally this is set to 12 months. It is possible to change this to a shorter period. To view all history use <CTRL+F2>.

Display Patients History Immediately

When set to <Y>, patient history is displayed once patient is selected. If set to <N>, patient history is displayed AFTER drug is selected. Patient history can be displayed at any time by pressing <F2>.

Default Repeats to NHS Maximum

When set to <Y>, the NHS maximum repeats will automatically default into **Repeats** field once the drug has been selected. If set to <N>, a zero will be entered in the repeats field and the NHS maximum appears in subdued print at base of **Repeats** field as a prompt. **Highlight Script Display** When set to <Y>, the **Patient Name, Drug, Quantity** and **Repeats** will be displayed in a different colour on the label preview. This allows for easier reading of the label.

Highlight Script Display

The Patient name, Drug Name and Drug Quantity can be highlighted <Y> or displayed all the same <N>

Enquire When Multiple Labels

Fred Dispense will prompt to print multiple labels if the quantity dispensed is greater than the standard pack eg Items such as **SLOW K** where the NHS maximum is **TWO** packs. This prompt appears after entering pharmacist initials and defaults to a timeout of 4 seconds. Enter the number of seconds (**1-9**) to wait for a response before printing a single label only.

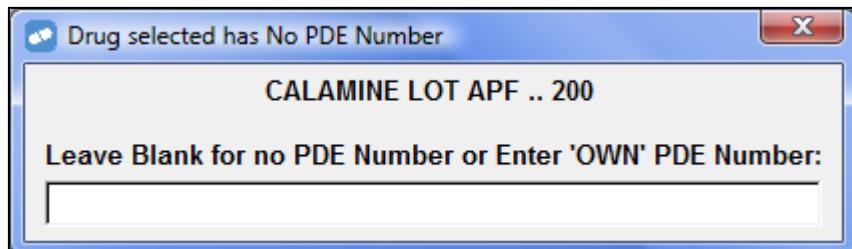


Clear Initials When Different Patient

When set to <Y>, this clears the last dispenser's initials once a new patient is selected. If pharmacy has several dispensers, this setting forces the entry of new initials each time a script is dispensed for a new patient.

Ask For Own PDE Number if Blank

When set to <Y>, this option will ask for a **PDE Number** for the drug selected, if that drug does not have a PDE stored in the database. This ensures the item will be recognised by POS systems. It is possible to ignore this prompt by pressing <ENTER> then choosing <Yes> to leave the PDE field blank.



Display Drug Info Before Print

When set to <Y>, CMIs display on screen before printing. If set to <N>, choosing <I> for Information at Wait screen immediately prints the details.

Display Patient Number Before Name

This option displays the unique Patient Number assigned to each patient in the top Left corner, immediately above the name. Patient numbers can also be found in the Patient Details screen right of the Medicare enquiry field. User may choose to have the Patient Number display on <A>ll screens, <T>erminals only, <M>ain screen only or <N>one.

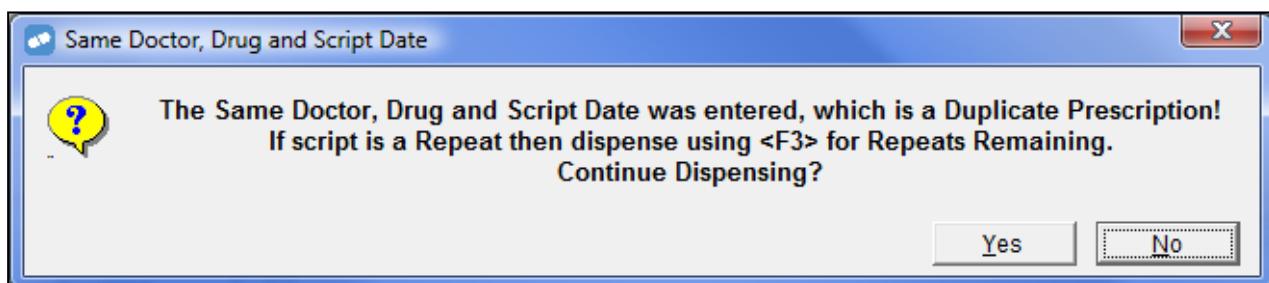


Auto Print Receipt for Private

When set to <Y>, this option will print receipts automatically when a Private Item is dispensed.

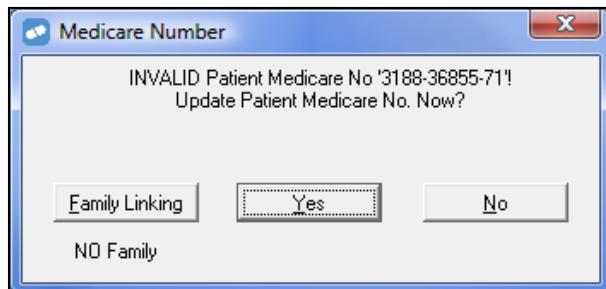
Check Same Doctor, Drug and Date

When set to <Y>, **Fred Dispense** will prompt User to check script details if a script is entered with same Doctor, Drug and Script Date details for the same patient.



Validate Medicare Details

When set to <Y>, **Fred Dispense** prompts for medicare details to be checked if expired or incorrect each time a patient is selected. It will also prompt to add medicare numbers and expiry dates if none exists.



New Format Repeat Authorisation Form

This option needs to be set to <Y> if you are using repeat forms that have Medicare and address details in the Patient Details section. This option also needs to be set to <Y> in order for the eRx Script Exchange barcode to print on repeat forms.

Activate Barcode Functionality

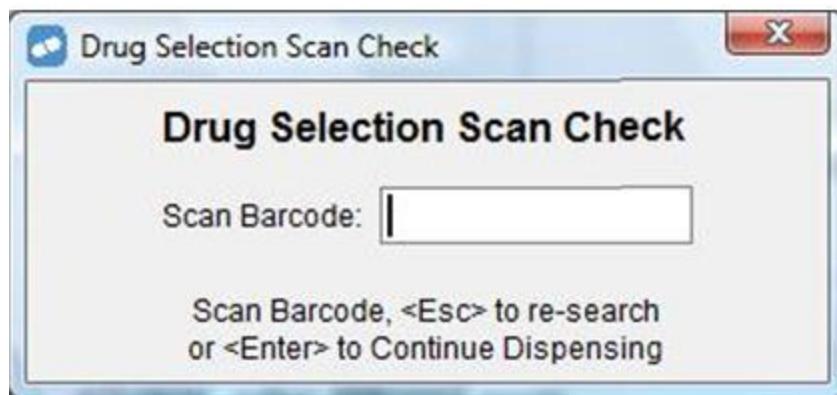
If you are using a barcode reader with **Fred Dispense**, set this option to <Y>. **Barcode Functionality** includes Barcode Scanning for Repeats and ScanCheck_Rx functionality which allows User to scan the barcode of the product selected from the shelf after dispensing to ensure it is the correct item, to reduce drug selection errors.

Activate Enhanced Scan Check

Enhanced Scan Checking will print a barcode on each script label that is printed, this barcode can then be scanned into fred dispense and the matching product's barcode can then be scanned into fred dispense
See page for more information

Activate Early Drug Check

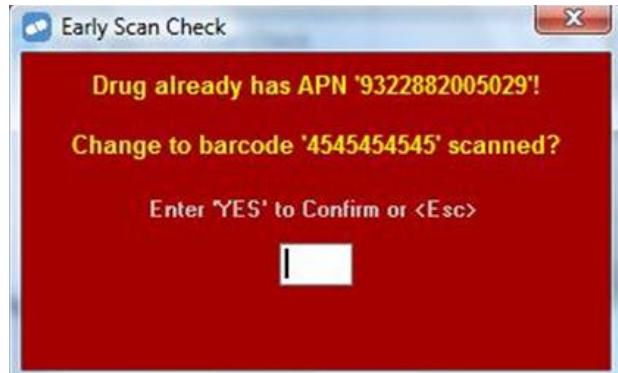
By default, drugs are scanned at the patient name or repeat screen or at the wait screen. This is optional – the pharmacy is not prompted to scan the drug this way. Some pharmacies may prefer to be prompted to scan check the drug at the time of dispensing. In between choosing the drug in dispense and before going to the drug directions field the pharmacy will get a prompt to scan a barcode to confirm correct product selection. Once a drug has been selected this box will appear



Scanning the incorrect drug will result in this box appearing - warning that the drug selected was not the drug scanned.



If you scan a drug that has a barcode that is not in the FRED system, this box will appear as FRED will assume that this is new packaging and ask if you would like to update the stored barcode



If no barcode is scanned - this message will appear asking if you want to "continue dispensing"



Prompt For CMI when New OR Old Drug

This option will prompt User to print CMI if the drug is new to patient for <A>ll Patients, Nursing <H>ome Patients or <N>o>n Nursing Home Patients. User may also set the number of months to elapse before Fred Dispense will prompt for CMI to be printed again. A zero in this field will disable all prompts.

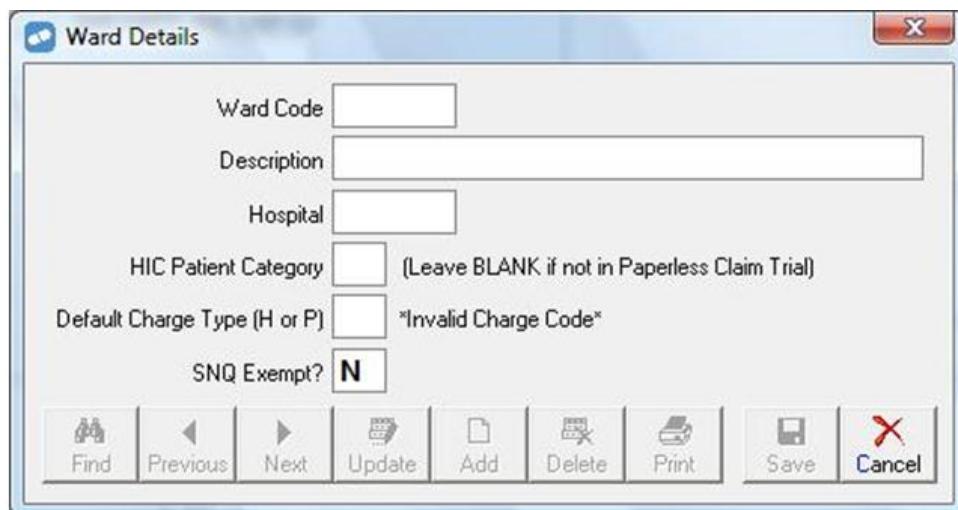
Do some wards attract a SN Consequence?

This setting is used for Hospital scripts. Scripts that are written for patients while they are in hospital in some circumstances are **SNQ exempt**.

This is because while in Hospital the medication and patient are monitored and if it is decided that a medication is needed within the 20 days the drug will not be affected by the SN20DR and will be supplied without consequence to the patient's Safety Net

FRED recognises that a script is an **SNQ exempt** script by assigning the patient to a Nursing Home that is **SNQ exempt** or a Ward that is **SNQ exempt**.

Lists > Hospital Assoc > Ward List >SNQ exempt?



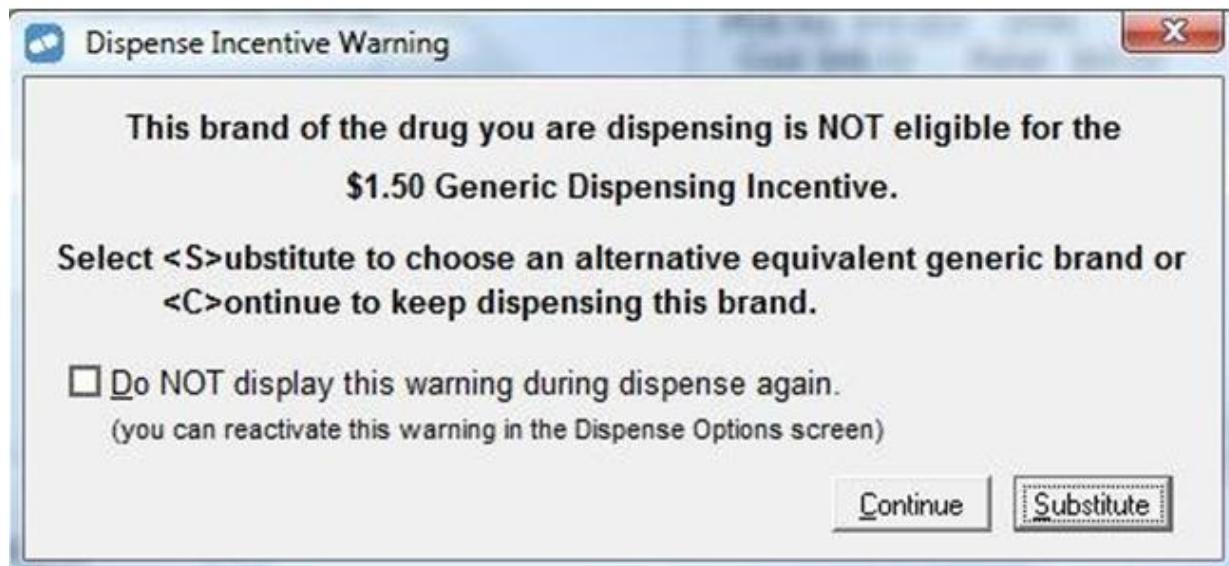
Stretch Main Dispense form

(for monitors resolution greater than 1024x768)

Allows the Dispense screen to stretch to suit the monitor resolution. It requires a restart of FRED.Dispense. It is designed for monitor resolutions greater than 1024x768.

Show Dispense Incentive Warning

When set to <Y> a warning will appear during dispensing when a brand is dispensed that will result in loss of the generic Dispense Incentive (\$1.50).



Suburb search to display

<M>y State: When set to M only postcodes for My State will appear when accessing the suburbs and postcodes drop down menu. F3 can still be used at this time

<A>II States: When set to **A** postcodes for **All States** will appear when accessing the suburbs and postcodes drop down menu.

<N>ighbouring States: When set to N postcodes for My State and Neighbouring States will appear when accessing the the suburbs and postcodes drop down menu.

Activate Drug Management

This field must be set to <Y> if you wish to access **Activities > Drug Management**.

Drug Search & Interactions Section

Display Drug Cost/Retail

When this setting is activated, once a drug is selected during dispensing, the cost and retail prices appear in the **Drug Details** section. This option can be set to display on the **<M>ain**, **<T>erminal**, **<A>ll** or **<N>one** of the computers running **Fred Dispense**.

The screenshot shows the 'Fred Dispense' software interface. The top menu bar includes 'Fred Dispense', 'Dispense', 'Activities', 'Reports', 'Lists', 'Setup', and 'Help'. Below the menu is a toolbar with various icons: a person, a box, coins, a calculator, a prescription pad, a globe, an 'e' symbol, 'PBS Online', a clipboard with a pen, a blue circle with a white cross, and a red circle with a white cross. To the right of these icons are '0 Other Msg's' and '0 Local Msg's'. The main work area displays patient information: '186885', 'MR FRED HEALTH', 'OWES 2 Rx's', '20 TRENNERY CRESCENT, ABBOTSFORD 3067', and '\$167.17 #Do not sell Sudafed to this patient#'. To the right, there are status indicators 'MCare 2188-36855-71 to 08/2009' and 'MT'. A 'New Script' section contains fields for 'Script Date' ('05/08/08'), 'Script Type' ('N NHS'), 'Doctor' ('SMITH, A'), 'Prescriber No' ('2026228'), 'Hospital Prov. No' (empty), and 'Drug or Repeat No' ('TRITACE TAB 1.25MG'). To the right, a 'Drug Details' panel is open for 'RAMIPRIL (G)'. It lists the drug as 'S4 NHS: 1944H TRIT1 a', belonging to the 'Class: Ace Inhibitors'. It is marked as 'Not Claimable' and is produced by 'Sanofi-aventis Australia' with 'PDE No. 529 702 (API)'. The cost is listed as '\$4.74' and the retail price as '\$11.44'. A red arrow points from the 'Retail' label in the top right corner towards the retail price in the 'Drug Details' panel.

Also Show Private Drugs

When set to <Y>, Private drugs will always display in drug selection regardless of **Script Type** entered when dispensing. Private Drugs display in BLUE while the other items in appear in BLACK in the **Drug Selection** screen. If set to <N> the Private drugs display only if <P> is set in **Script Type**.

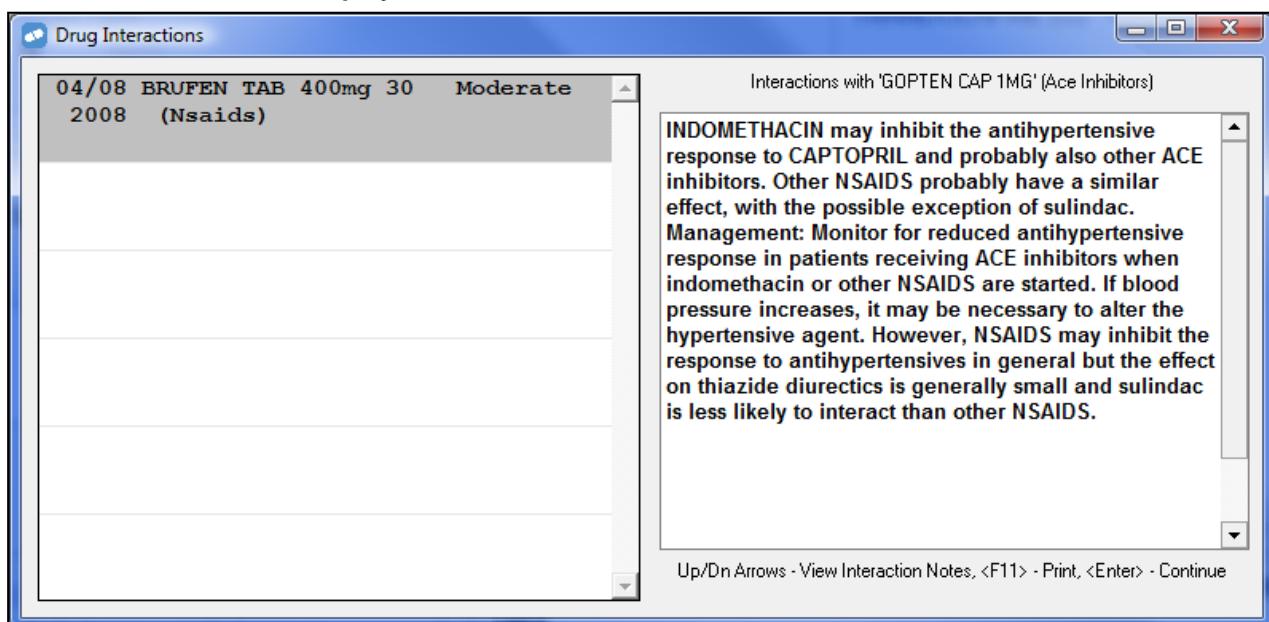
Only Check Major Interactions

When set to <Y>, Interaction alerts are limited to those interactions classified as **MAJOR** only. When set to <N>, **Fred Dispense** expands Interaction checking to also include **Moderate** interactions.

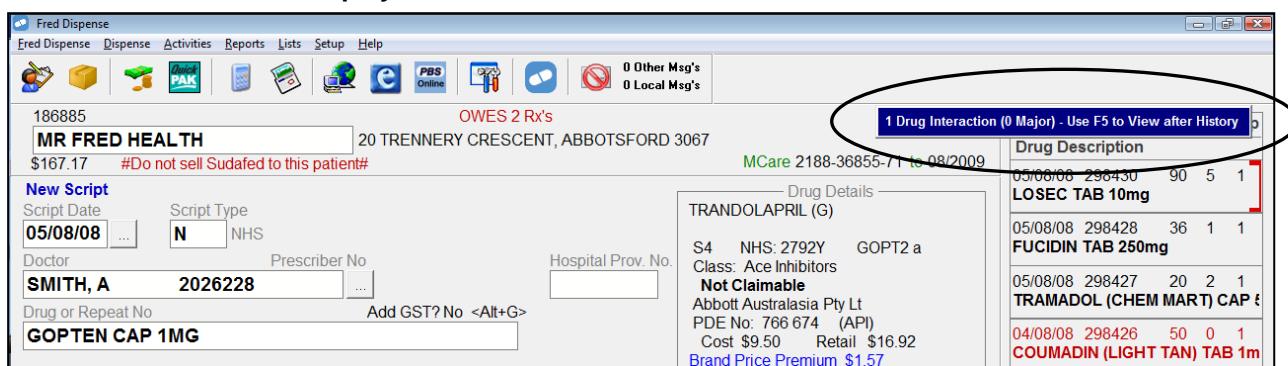
Full Screen Interaction Display

When set to <Y>, **Fred Dispense** displays interactions at full screen size. Set to <N> reduces display to a small "pop-up" box.

Full Screen Interaction Display set to Y:

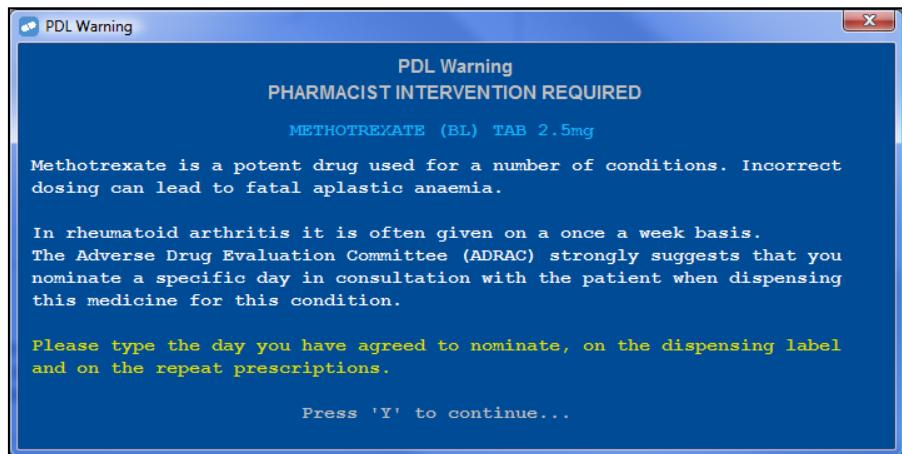


Full Screen Interaction Display set to N:



Display PDL Warning

When set to <Y>, **Fred Dispense** will display a PDL warning for the dispenser when certain drugs are selected, if a PDL warning exists. These warnings relate to checking for similar names or packaging to avoid dispensing errors.



Owing Scripts Section

Print Owing Script Notice

Owing Script Reminders can be automatically printed for **<All, Nursing & Home, Non Nursing Home or Non Patients.**

Tear Off Return Section

Owing Script Notice can include a Tear Off Section at the bottom for **<All, Nursing & Home, Non Nursing Home or Non Patients.**

A screenshot of a "Report Viewer" application window. The window title is "Report Viewer". The interface includes a toolbar with icons for search, print, and other functions. The main content area displays a prescription slip. The top part of the slip contains the header information: "FRED HEALTH DEVELOPMENT, George Pavlidis" and "20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". Below this is the prescription heading "Prescription Owing". The prescription details are as follows:
MR FRED HEALTH **04/08/08**
20 TRENNERY CRESCENT, ABBOTSFORD 3067
2188-36855-71

Dr A SMITH **Script No: 298426**
Description:
COUMADIN (LIGHT TAN) TAB 1mg **Qty: 50**
Directions
Take HALF a tablet daily

Thank you

MR FRED HEALTH **04/08/08**
20 TRENNERY CRESCENT, ABBOTSFORD 3067

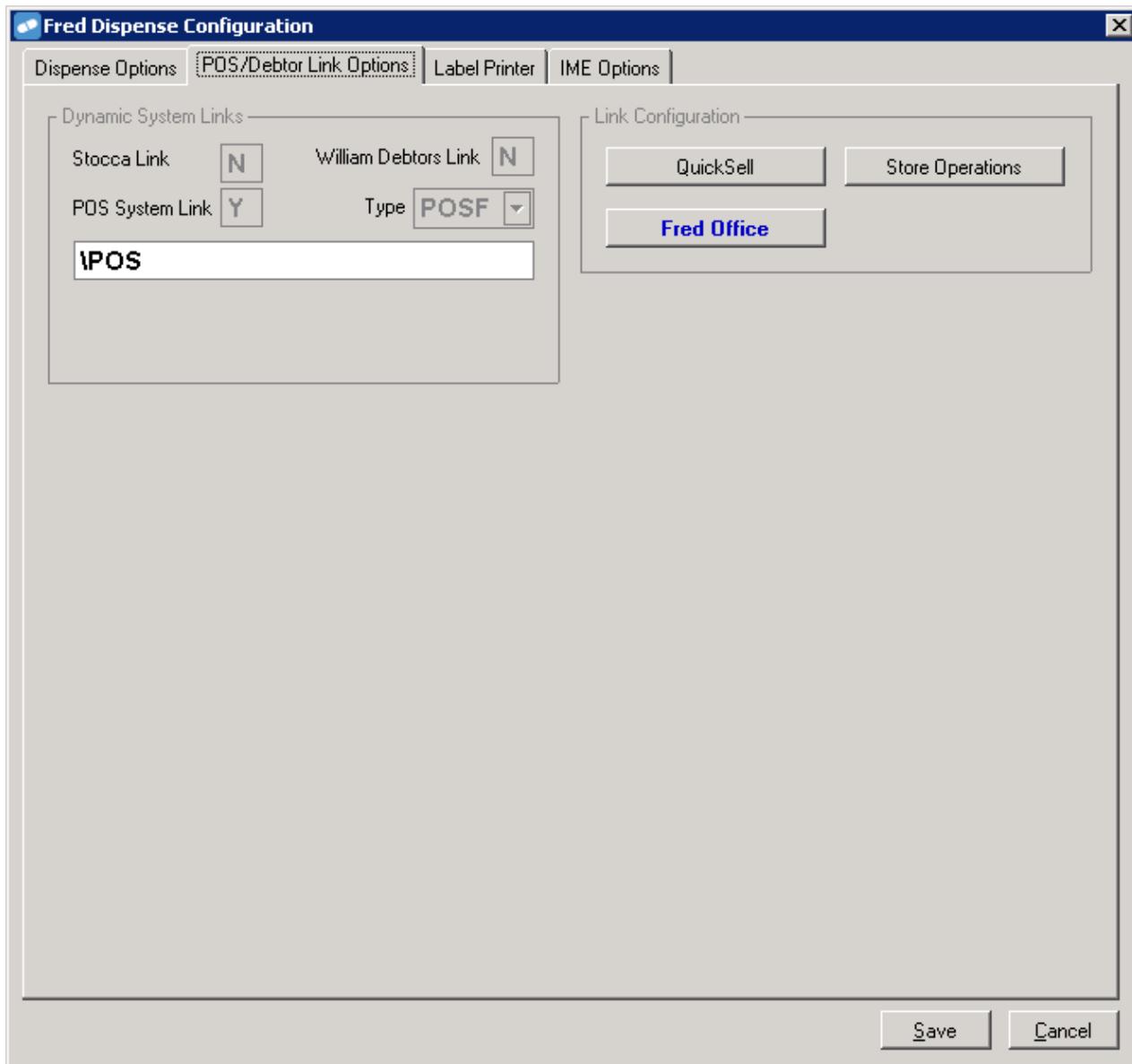
Dr A SMITH **Script No: 298426**

COUMADIN (LIGHT TAN) TAB 1mg **Qty: 50**
Directions
Take HALF a tablet daily

A callout box on the right side points to the bottom section of the prescription slip, labeled "Tear off section at bottom".

POS/Debtor Link Options Tab

Dynamic System Links



STOCCA Link

To interface with **STOCCA/iPharmacy (Stock Control) System**, enter <Y>. Once Y is entered, the type of connection and output file type is required. This can be to a serial port, parallel port, to a file or direct to **STOCCA/iPharmacy**. Contact **iSOFT Australia** for your requirements in this field.

William Debtors Link

If you use **Fred Debtors**, enter <Y> to activate the smart link to Debtors. Use <F6> to toggle between **Fred Dispense** and **Fred Debtors**.

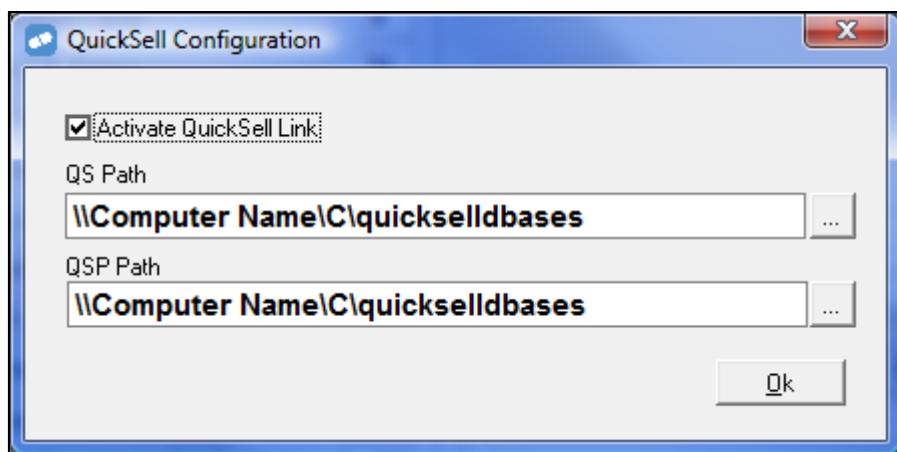
POS System Link

To link **Fred Dispense** to Pharmacy's **POS System**, enter <Y> in this field. Cursor will then automatically move to the **Type** field. Click the mouse on the required output file type from the drop-down list to select. Click or <TAB> to the blank field below to enter the Drive and Directory where the POS Transfer File should be created for collection by Pharmacy POS System.

Link Configuration

Quicksell

QS Link set to <Y>, QS Path C:\QS2000\data and QSP path C:\program files\QSP.



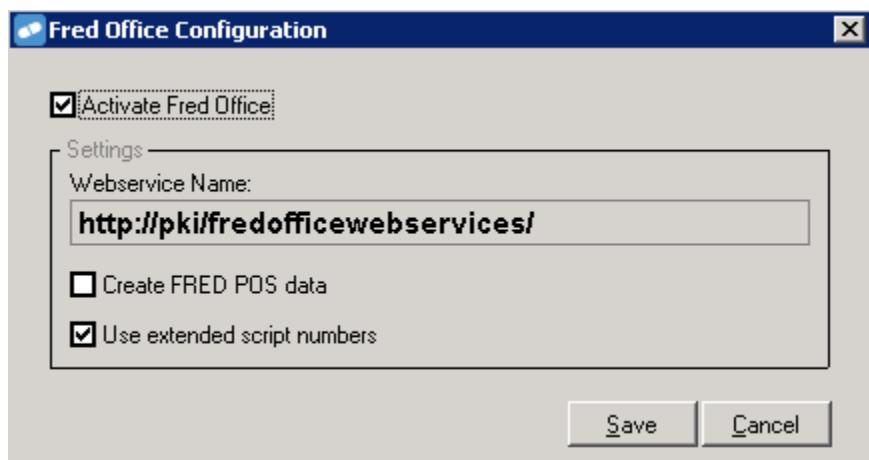
Store Operations

These settings will be configured at the time of Installation.



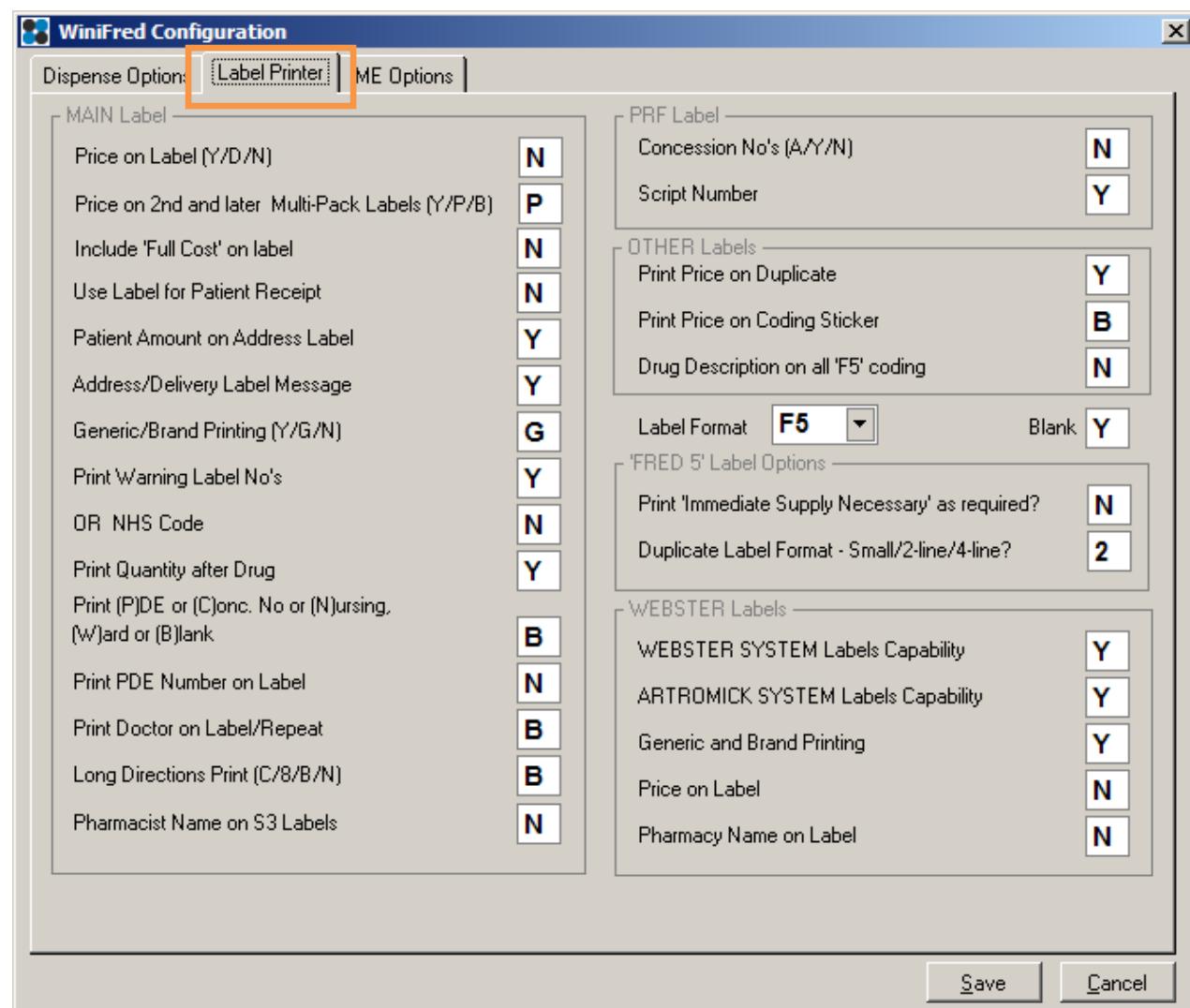
Fred Office

These settings will be configured at the time of installation.



Label Printer Tab

Set what information is printed on your dispensing labels.



MAIN Label

Price on Label

If set to <Y>, the patient contribution **always** prints on the dispense label. If set to <N>, patient contribution prints **only** if the item is **claimable**. If set to <D>, NHS prices print but **Private** item prices don't.

Price on 2nd and Later Multi-Pack Labels

Set to <Y> to print **price on all labels**, irrespective of the setting in **Price on Label**, <P> prints the **pack number** (eg. pack #2, pack #3) on extra labels. Set to if price or pack number is not required on extra labels

Include "Full Cost" on Label

Prints the actual cost of the medication, along with patient cost, provided the wholesale cost of the medicine is higher than the patient cost. The full cost will appear, on the right hand side of the label in the following format [Full Cost \$1234.56]. It will be displayed on all claimable prescriptions except for Doctors Bag items. When multiple packs are dispensed and multiple labels printed, the Full Cost will only appear on the first label. Only Hospitals and Dispensing Doctors are not required to have the "Full Cost on Label" functionality active.

Use Label for Patient Receipt

When set to <Y>, Patient Receipts can be condensed and printed on a **dispensing label** rather than notes paper.

Patient amount on address label

When set to <Y>, prints total price for the day for patient on the address label.

Address Label Message

When set to <Y>, **Fred Dispense** will prompt for message to be entered for printing on **Address/Delivery Label**.

Generic/Brand Printing (Y/G/N)

Set to <Y> to have both generic and brand names **always** print on label. To have the brand name only print when the drug is chosen generically set to <G>. Set to <N> if User never wants brand name to print on label.

Print Warning Label No's

Set to <Y>, Fred Dispense will print **APF Warning Label Numbers** on the main dispensing label. If User does not want **APF Warning Label Numbers** to print, set to <N>.

OR NHS Code

Set to <Y> to print **NHS Code** on the dispensing label. Set to <N> if User does not want **NHS Code** printed on label.

Print Quantity after Drug

If set to <Y>, script quantity displays immediately after the drug description. This frees up the space after the patient name for the options below. If set to <N>, the script quantity displays after the patient name.

Print (P)DE or (C)onc.No (N)ursing Home,(W)ard or (B)lank

This option is only available if “**Print Quantity After Drug**” is set to <Y>. User may choose to have <P>DE, <C>onc No, <N>ursing Home, <W>ard or lank print after the patient name on label. For WiniPHRED users, <W> will print the Ward Code.

Print PDE Number on Label

This option allows for printing of PDE numbers should you need to use the previous option to print other information. **PDE Number** prints under Pharmacist initials. **Print Doctor on Label/Repeat** Set to to print Doctor Details on both Labels and Repeats. Set to <N> to not print Doctor on Label or Repeat. <L> prints Doctor only on label and <R> prints Doctor only on repeats.

Print Doctor on Label/Repeat

Set to oth the doctors name will print on both the **Label** and **Repeat**, set to <N>either doctors name will not print, set to <L>abel Only the doctors name will only print on the label and set to <R>epeat Only the doctors name will only print on the repeat.

Long Directions Print (C/8/B/N)

For labels with long directions, set the way User wants the long directions to fit on label. <C> uses condensed print for directions where normal print will not fit correctly, <8> uses 8 lines/inch, uses condensed print AND 8 lines/inch, <N> disables any other format and prints long directions as normal.

Pharmacist Name on S3 Labels

Set to <Y> to have Pharmacist's name print in place of Doctor's name on S3 recordable scripts. <N> will print Doctor's name as entered on script.

PRF Label

Concession No's (A/Y/N)

If set to <A>lways print concession/entitlement number to the PRF label, no PRF details print. <Y>es only prints concession/entitlement numbers on PRF label when SN is reached or <N>ever retains the **PRF label**.

Script Number

If set to <Y>, script number will print on PRF label.

OTHER Labels

Print Price on Duplicate

If set to <Y>, price will print on the **duplicate label** (the one to be attached to the duplicate script).

Print Price on Coding Sticker

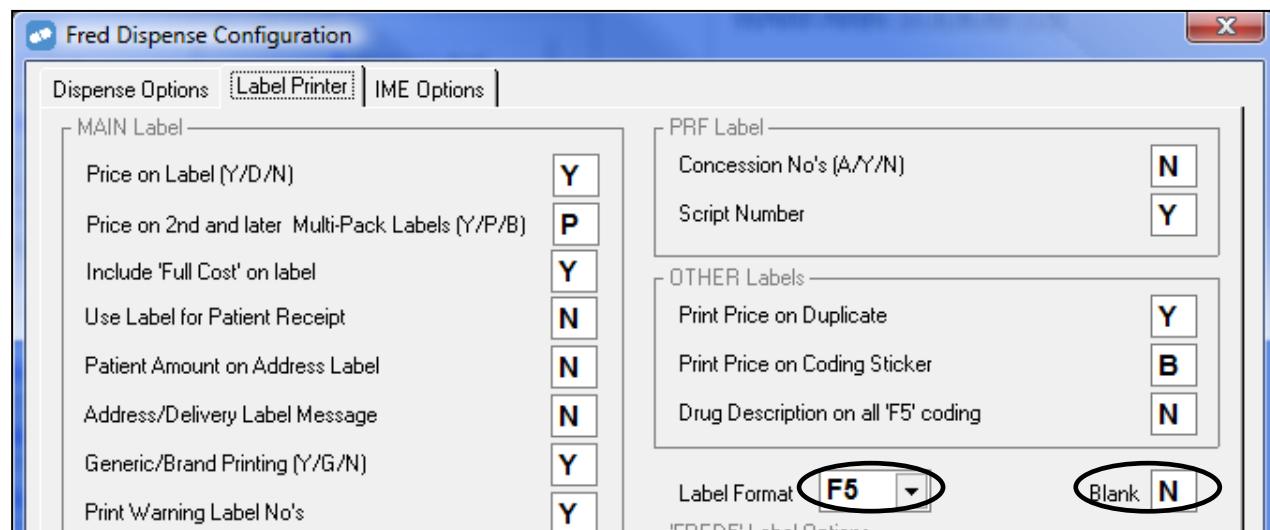
If set to , price will always print on **Coding Sticker**. If set to <C>, price will print for claimable items only. If set to <P>, price will print for Private or Non-Claimable scripts only and <N> will never print the price on the **Coding Sticker**.

Drug description on all "F5" coding

If set to <Y>, **Fred Dispense** will print drug description on all parts of Fred5 label.

Click on the Drop Down Arrow on the **Label Format** field to show the 27 different label types supported by **Fred Dispense**.

To select a change simply <Up Arrow> or <Down Arrow> to find the required code, press <ENTER> to select then <END> to save the selection, or click on the scroll bar on the right-side of the drop down list to scroll through the list, then click to select The Label Format required. Please contact Support if you are unsure of which code to use.



Blank Option

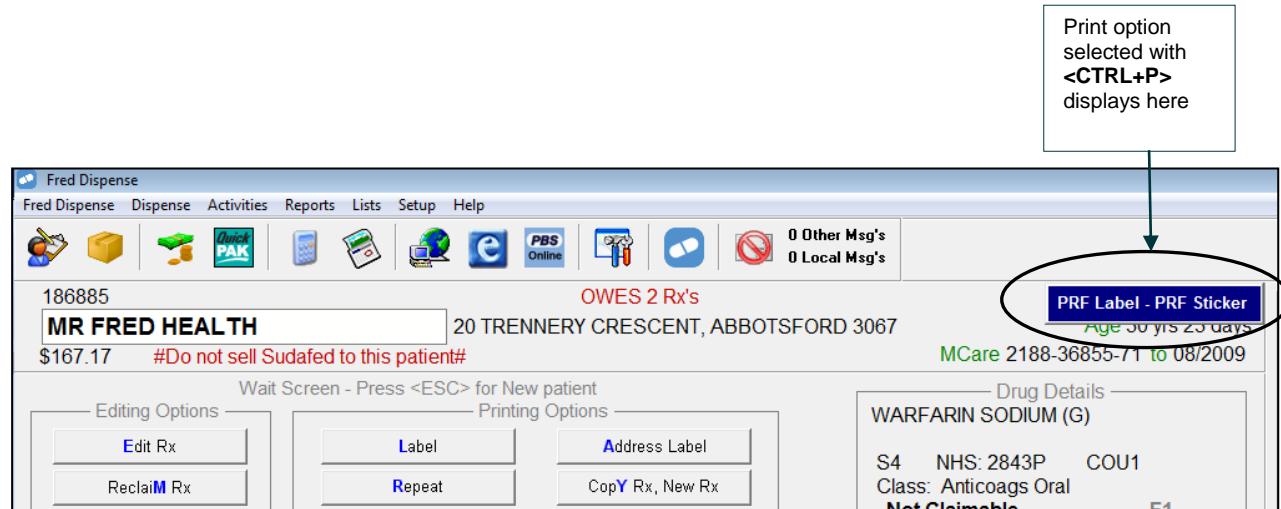
If Pharmacy labels are blank, this option allows you to print Pharmacy details on the different labels. Set this option to <Y>es Completely to have the **Owner Details** from the **Setup** Menu print on all labels. Set to <C>oding if the coding label only is blank, or <L>abel if the main dispensing label only is blank. If the Pharmacy's labels are all pre-printed, set to <N>. This option is not available for all label formats.

'FRED 5' Label Options Section

These options are only available if Pharmacy is using the **F5** label format.

Print 'Immediate Supply Necessary' as required?

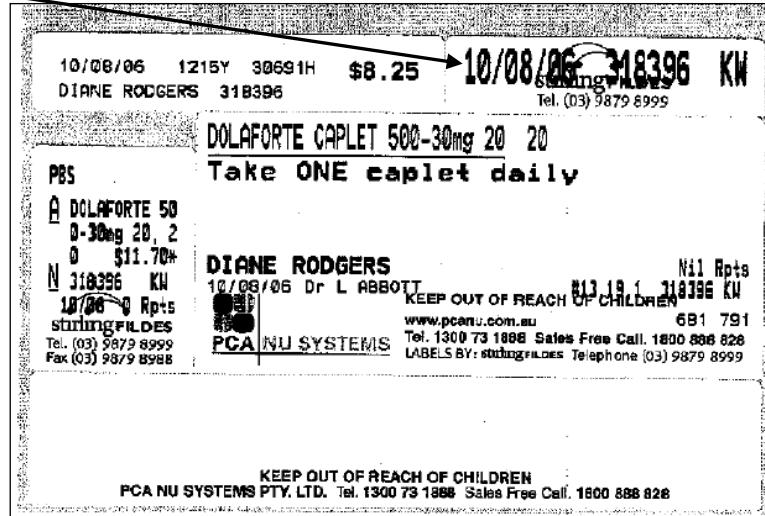
Set to **<Y>** to print '**Immediate Supply Necessary**' onto PRF label if Reg25 check is required instead of PRF details. This label may then be placed on the script for signing. To produce a PRF label, press **<CTRL>+<P>** to toggle between printing '**Immediate Supply Necessary**' and the **PRF Sticker** then **<L>** to reprint the label.



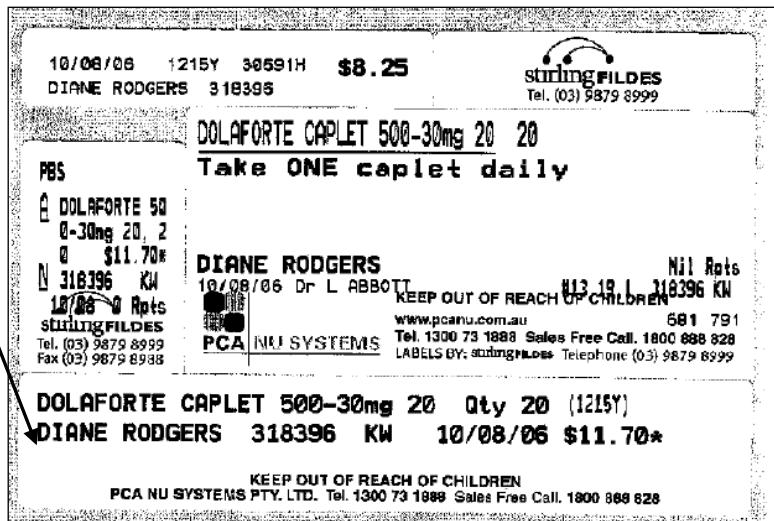
Duplicate Label Format Small/2 line/4 line

User may set the format of the **Duplicate Label**. Choose between **<S>mall** duplicate, **<2>line** brief duplicate, **<4>line** detailed duplicate.

Small Duplicate



2-Line Duplicate



4-Line Duplicate



WEBSTER Labels Section

WEBSTER System Label Capability

Set to <Y> to turn on functionality to print Webster System Labels. User may also use <CTRL+B> at dispensing screen to change to Webster System Labels format. Webster Labels will print to the Alternate Printer (see Setup Menu – System Configuration)

ARTROMICK System Label Capability

Set to <Y> to turn on functionality to print Artromick Labels. User may also use <CTRL+A> at dispensing screen to change to Artromick Labels format. Artromick Labels will print to the Alternate Printer (see Setup Menu – System Configuration)

Generic and Brand Printing

Set to <Y> to have both generic and brand names **always** print on Webster System Label. To have the brand name only print when the drug is chosen generically set to <G>. Set to <N> to never print brand name on Webster System Label.

Price on Label

Set to <Y> to print patient price on Webster System Label. If User does not want patient price to print on Webster System Label, set to <N>.

Pharmacy name on label

Set to <Y> to print Pharmacy name on **Webster System Label**. Set to <N> to not print Pharmacy Name to be printed on **Webster System Label**.

IME Options Tab (Improved Monitoring of Entitlements)**Perform Medicare Details Validation Processing?**

Set to <Y> to validate **Medicare Number** and **Expiry Date** each time a patient is selected, or when required. Set to <N> and **Fred Dispense** will not check these details.

For existing Patients with Medicare Numbers entered; Set Consent to <Y>es or <A>sk next time Patient is accessed?

Set to <Y> to mark all existing Patients with Medicare Numbers entered as consenting to allow Pharmacy to store their Medicare Number. Set to <A> to be prompted to store existing Patient's Medicare Number the next time that Patient is accessed.

Forward Expiry Date check; Warn if Medicare Numbers will Expire next xx days

Enter the number of days BEFORE a Medicare Number expires to prompt User regarding Expiry Date. eg if User wants to be prompted when a Medicare Number is expiring in the next 30 days, enter <30>.

Warn user if Medicare 'Valid-To' date is left Blank?

Set to <Y> to prompt User when the **Medicare 'Valid-To'** date has been left blank when a Patient is selected. Set to <N> if User does not want to be prompted each time.

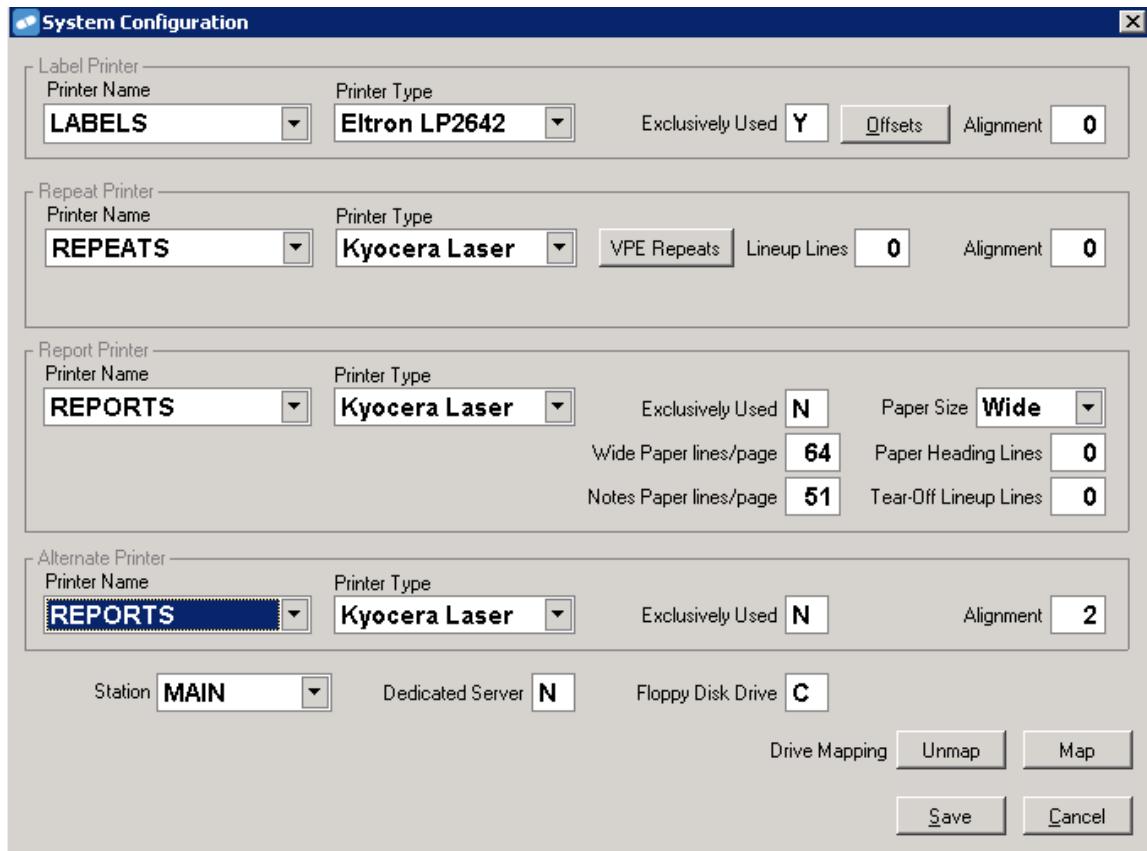
When updating or adding patients; Warn if Patient with Same Medicare Number exists on file?

Set to <Y> to prompt User if the **Medicare Number** they have entered corresponds to a different Patient in **Fred Dispense**. Set to <N> if User does not want to be warned each time.

System Configuration (<ALT+S> THEN <S>)

Allows User to –

- Define Printers and Printer Drivers
- Set Fred Dispense Main Drive details if station is a terminal
- Set Dedicated Server details
- Set Floppy Disk Drive
-



Label Printer

Printer Name

Click on the down arrow on the field immediately below **Printer Name** to display a list of all the possible printers available to this computer to which labels can be printed. Select the printer which is your dispensary labels printer. If your computer was set up by Fred Help you should have a driver called **WiniLabels** or similar.

Printer Type

Click on the down arrow on the field immediately below **Printer Type** and choose the appropriate printer type. It is usual to choose a **Printer Type** to match the brand of your printer. There is no need to match the model number.

Exclusively Used

Set to <N> if the label printer is **shared** by other terminals ie if on a network. If this label printer is **ONLY** used by the machine to which it is attached, enter <Y>.

Offsets

Click on the Offsets button to access the alignment settings.



Dispense Label

Dispense Label X Offset - enter a user defined X Offset for the dispense label in 1/10mm ie. if you enter 5 it will move the label 1/2 mm to the right and if you enter negative 5 it will move the label 1/2 mm to the left.

Dispense Label Y Offset - Enter a user defined Y Offset for the dispense label in 1/10mm ie. if you enter 5 it will move the label 1/2 mm down and if you enter negative 5 it will move the label 1/2 mm up.

Delivery Label

This also includes the alignment for Pack Labels, Delivery labels, Mailing Labels, SN Labels and Address Labels.

Delivery Label X Offset - enter a user defined X Offset for the delivery label in 1/10mm ie. if you enter 5 it will move the label 1/2 mm to the right and if you enter negative 5 it will move the label 1/2 mm to the left.

Dispense Label Y Offset - Enter a user defined Y Offset for the delivery label in 1/10mm ie. if you enter 5 it will move the label 1/2 mm down and if you enter negative 5 it will move the label 1/2 mm up.

Alignment

This setting allows for correct alignment of the printed label. The figure in this field represents the number of character spaces to move **right** before text is printed. Support may advise this to be set differently as the need arises.

Repeat Printer

Printer Name

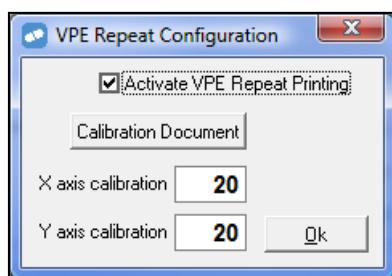
Click on the down arrow on the field immediately below **Printer Name** to display a list of all the possible printers available to this computer to which repeats can be printed. Select the printer which is your dispensary repeats printer. If your computer was set up by Fred, you should have a driver called **WiniRepeats** or similar.

Printer Type

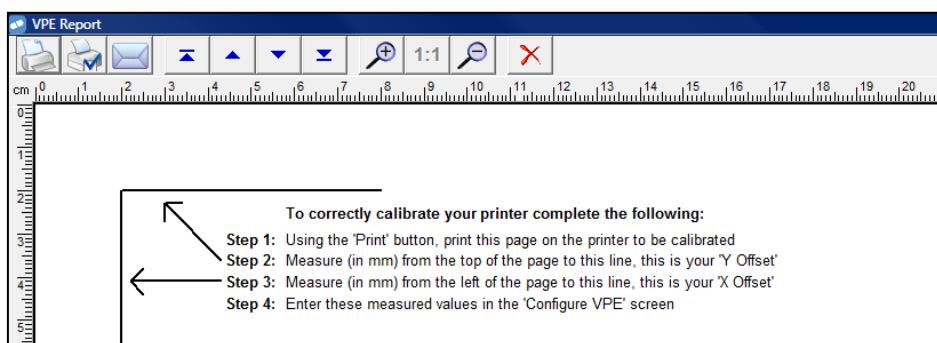
Click on the down arrow on the field immediately below **Printer Type** and choose the appropriate printer type. It is usual to choose a **Printer Type** to match the brand of your printer. There is no need to match the model number.

VPE Repeats

The Virtual Print Engine (VPE) is designed to take the guess work out of making sure your text is lining up on your repeat form.



- From the **System Configuration** screen, click on the **VPE Repeat** Button, next to the **Printer Type for repeats**. Click **Calibration Document** and print this document.
- Measure the horizontal line (in mm) for your "Y" offset value.
- Measure the vertical line (in mm) for your "X" offset value.
- Enter these figures into their respective fields in the VPE configuration Screen



Lineup Lines

Lineup Lines and **Alignment** fields are used only when **VPE Repeats** are not activated. This is the number of lines to leave between each repeat forms to ensure **correct line up**. This is usually set at installation and should only be reset under instruction from Support.

Alignment

This setting allows for correct alignment of the printed repeat. The figure in this field represents the number of character spaces **Fred Dispense** will insert at the beginning of the line before text is printed. Support may advise this to be set differently as the need arises.

Report Printer

Printer- Name

Click on the down arrow on the field immediately below **Printer Name** to display a list of all possible printers available to this computer to which reports can be printed. Select the printer which is your dispensary reports printer. If your computer was setup by Fred, you should have a driver called **WiniReports** or Similar.

Printer Type

Click on the down arrow on the field immediately below **Printer Type** and choose the appropriate printer type. It is usual to choose a **Printer Type** to match the brand of your printer. There is no need to match the model number.

Exclusively Used

Set to <N> if the label printer is **shared** by other terminals ie if on a network. If this label printer is ONLY used by the machine to which it is attached, enter <Y>.

Paper Size

This can be set to:**Notes** will print to a maximum 51 lines per page. Smaller sizes can be accomodated by altering the **Notes Paper Lines Per Page**.**Wide** will assume A4 size paper at 66 lines per page. Smaller sizes can be accomodated by altering the **Wide Paper Lines Per Page**.

Paper Heading Lines

This option allows a set number of lines to be skipped in printing to accommodate pre printed letterhead paper (with printing along the top). Enter the number of lines to allow for letterhead before printing.

Paper Tear Off Line-up Lines

Enter the number of lines to be skipped at the top of the page so that the perforation lines up after each report print.

Alternate Printer

The **Alternate Printer** is designed to accomodate a **Webster System** printer. **CMI**s and **Artromick Labels** also print to this printer.

Printer Name

Click on the down arrow on the field immediately below **Printer Name** to display a list of all the possible printers available to this computer to which **Webster System Labels**, **Artromick Labels** or **CMI**s can be printed. Select the printer you want these labels or CMI's to print to

Printer Type

Click on the down arrow on the field immediately below **Printer Type** and choose the appropriate printer type. It is usual to choose a **Printer Type** to match the brand of your printer. There is no need to match the model number.

Exclusively Used

Set to <N> if the label printer is **shared** by other terminals ie if on a network. If this printer is ONLY used by the machine to which it is attached, enter <Y>.

Alignment

This setting allows for correct alignment of the printed label. The figure in this field represents the number of character spaces **Fred Dispense** will insert at the beginning of the line before text is printed. Support may advise this to be set differently as the need arises.

System Configuration Section

Station

This can be set to **TERMINAL** or **MAIN**. If the Pharmacy 1 **Fred Dispense** computer only, it is ALWAYS set to **MAIN**. If Pharmacy uses more than 1 **Fred Dispense** computer, **MAIN** is set on the machine where the data resides and **TERMINAL** on all other computers.

Dedicated Server Fileserver

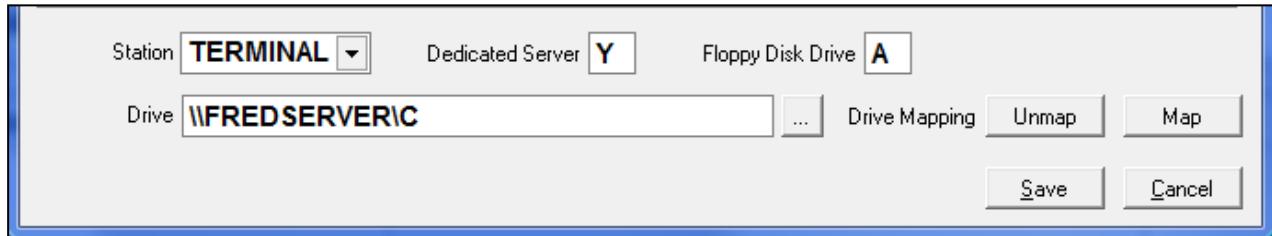
Set to <Y> if **Fred Dispense** data is on a dedicated server but **Fred Dispense** Updates are run on a different machine. Otherwise, set to <N>.

Floppy Disk Drive

This will normally be set to <A> but may be depending on the configuration of the particular machine. If files are to be saved to the C:\ then this should be set to <C>.

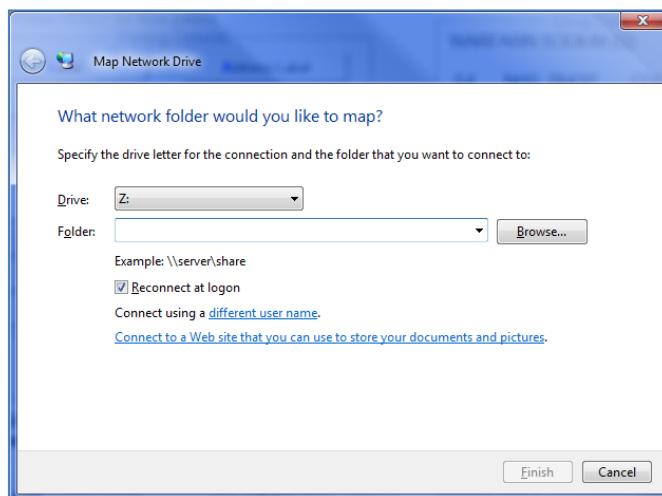
Drive

The **Drive** field will only display on **TERMINALS** as explained above. It is used to tell this **Fred Dispense** terminal where to find the data across the network. To set this network path, click on the down arrow on the field and a **Browse For Folder** window will appear through which User may navigate across the network to the C-Drive of the Fred Server where the data resides.



Drive Mapping

Click <Map> to open the Windows **Map Network Drive** window. Select the Drive letter and Folder to connect to and Save. Click <Unmap> to open same window and cancel a previously Mapped Drive.



Control Information (<ALT+S> THEN <C>)

These fields are set up by your technician at time of conversion or installation.

The screenshot shows a Windows-style dialog box titled "System Control". It contains a grid of control parameters with their current values:

Script Number	369300
Repeat Number	11803A
Patient Number	36445
Claim Reference Period	1102
Claim Part	1
Claim Start Date	02/06/11
General	1
Concession	2
Entitlement	6
Repatriation	1
Bag Items	0
Under Co-pay Gen	0
Under Co-pay Conc	0
Under Co-pay Repat	0
Private Drug Number	149
Drug Update Date	01/07/11
GST Reported Date	30/06/09

At the bottom of the dialog are two buttons: "Save" and "Cancel".

Script Number

LAST Script Number allocated by **Fred Dispense**. Normally the systems are set up to start from script number 1000.

Repeat Number

LAST Repeat Number allocated by **Fred Dispense**.

Patient Number

LAST Patient Number allocated by **Fred Dispense**.

Claim Reference Period

Current Claim period.

Claim Part

This will usually show as 1.

Claim Start Date

The date the current claim began to accumulate data. This should also coincide with the date the last claim was finalised.

General

The last General serial number added to the claim.

Concession

The last Concession serial number added to the claim.

Entitlement

The last Entitlement serial number added to the claim.

Repatriation

The last Repatriation serial number added to the claim.

Bag Items

The last Bag Item serial number added to the claim.

Under Co-pay Gen

The last Under Co-pay Gen serial number added to the claim.

Under Co-pay Conc

The last **Under Co-pay Conc** serial number added to the claim.

Under Co-pay Repat

The last **Under Co-pay Repat** serial number added to the claim.

Private Drug Number

The last **Private** drug added to the **Own Brand Drugs** file. This number is always shown as '**.xx**' when a new **Own Brand Drug** is created.

Drug Update Date

The last date the **Drug File** was updated.



Tip: If **Patient Number** is recorded at the start of each week, the list of new patients added that week can be shown through **Mailing Labels** ([See Mailing Labels](#))

Fix Control Information

This option is only available to User when switched to Maintenance Mode and should only be used under The instruction of a Fred Help staff member.

Display Claim Information

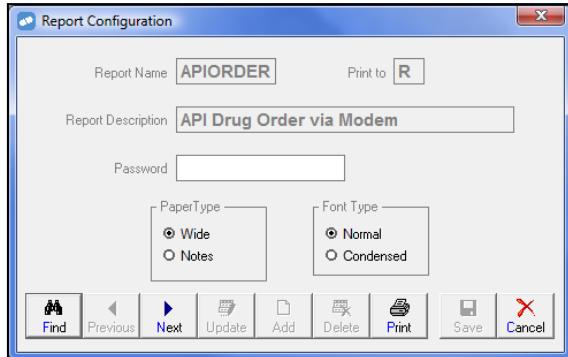
This option is only available to User when switched to Maintenance Mode and should only be used under the instruction of a Fred Help staff member.

Fix Claim Information

This option is only available to User when switched to Maintenance Mode and should only be used under the instruction of a Fred Help staff member.

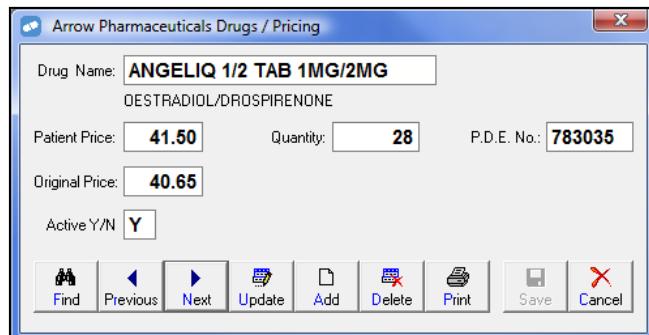
Report Configuration (<ALT+S> then <C>)

Each report can be accessed through this option to have its specific settings for **Paper Type** and **Font Type** set. It is also possible to password protect reports.



Arrow Drugs/Pricing (<ALT+S> then <A>)

This option is only available if **Arrow Pharmaceuticals Pharmacy** is set to <Y> in **Setup – Owner Details**. In order to turn this on, User must contact Arrow Pharmaceuticals.



HBF Drug Pricing (<ALT+S> then <H>)

Available for Western Australia Pharmacies only. Call support for more information.

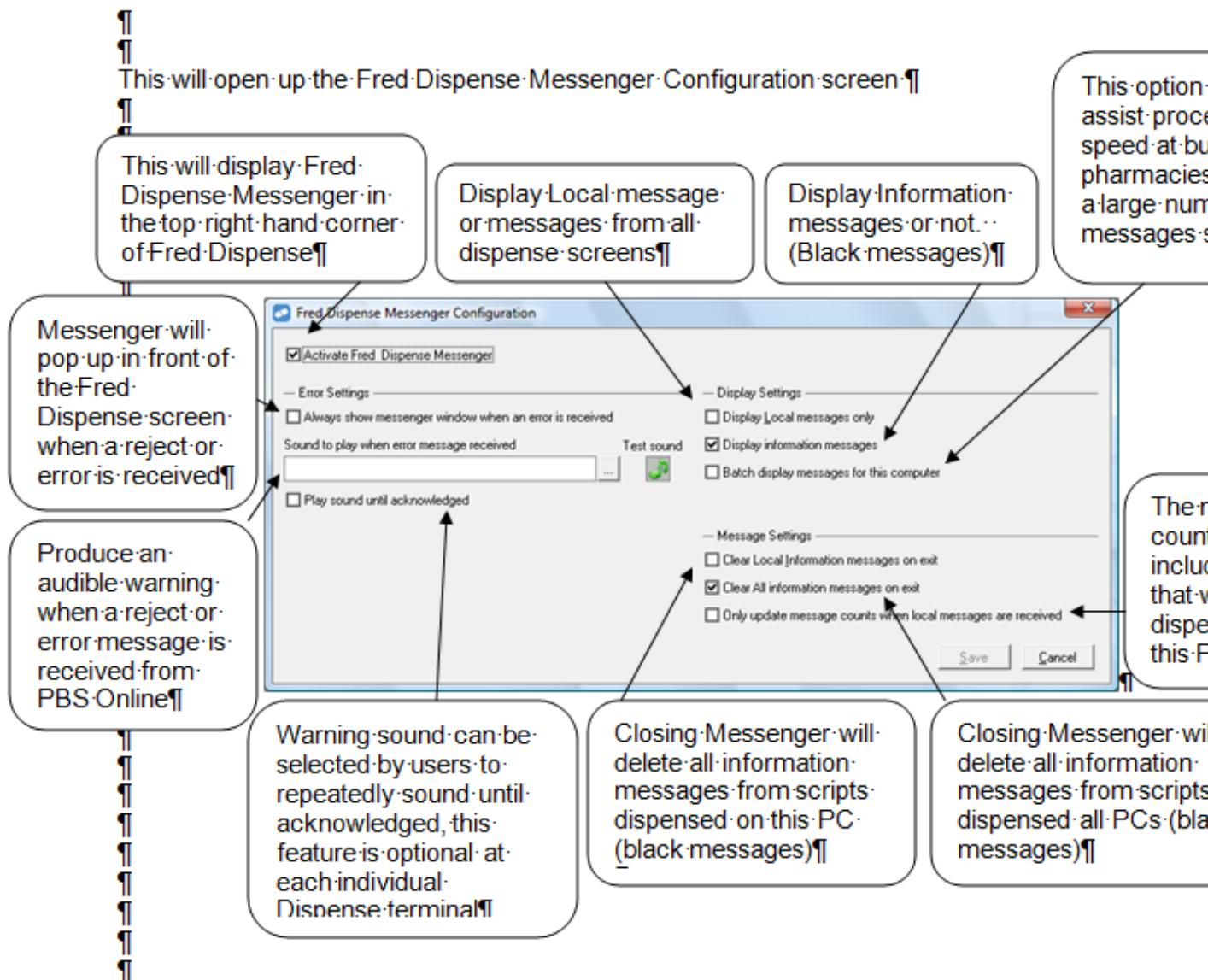
Data File Creation (<ALT+S> then <I>)

This option is only available to User when switched to Maintenance Mode and should only be used under The instruction of a Fred Help staff member.

Large Label Config

This option is only available to User when switched to Maintenance Mode and should only be used under The instruction of a Fred Help staff member.

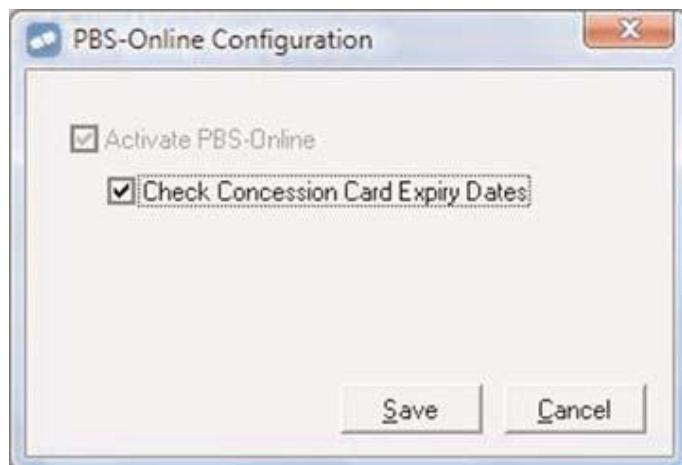
Fred Dispense Messenger Configuration



eRx Script Exchange Configuration

This option is only available to user when switched to Maintenance Mode and should only be used under the instruction of a Fred Help staff member.

PBS-Online > PBS-Online Configuration (ALT+S> then <Down Arrow>)



PBS-Online > Check PBSOnline Status

This takes you to a website that shows the status for PBS Online Claiming.

Robotic Dispensing

This option is only available to User when switched to Maintenance Mode and should only be used under the instruction of a Fred Help staff member.

Mirixa Configuration (ALT+S> then <Down Arrow>)

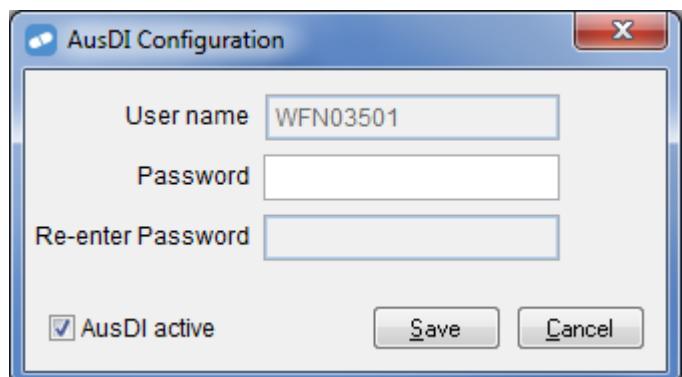
MirixaFind is a guild initiative that allows Pharmacists to identify patients who are not taking their medication correctly. The pharmacist can then counsel and enrol the patient into an adherence program.

For further information on the MirixaFind program Contact Mirixa Australia Customer Support 1300 MIRIXA (647492) or contact@mirixa.com.au

AusDI Configuration(<ALT+S> then <Down Arrow>)

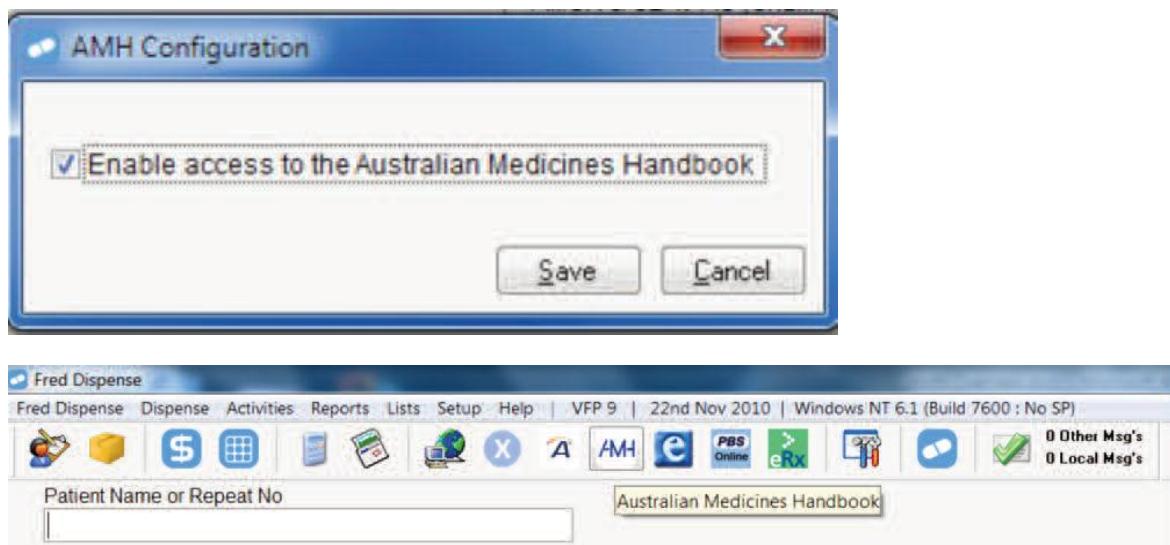
AusDI now integrates with Fred Dispense to enable easy online searching for Drug Information via the AusDI Advanced website while dispensing. AusDI Advanced is a web based drug information system where Drug Monographs (DM), Consumer Medicines Information (CMI), vendor Created Product Information (PI) sheets and Drug Images are searchable. AusDI Advanced is hosted and managed by HCN. In order to be able to request drug information from the AusDI Advanced web service a Pharmacy must subscribe to AusDI.

When registering for Advanced AusDI, you will be required to provide your WFN number. This is a unique number assigned to you as a Fred Dispense Pharmacy. Your Pharmacy's WFN number can be seen listed as the 'User name' in the AusDI configuration screen. the "AusDI active" box must be ticked.



AMH Configuration (<ALT+S> then <Down Arrow>)

On activating the AMH configuration a new icon will appear in the Fred Dispense quick launch which offers a link to the AMH. Clicking on this icon will take you through the registration process if you wish to subscribe.



Real Time Reporting Configuration (<ALT+S> then <Down Arrow>)

Real-Time Reporting; or RTR is an initiative of the Tasmanian DHHS. RTR replaces the creation and sending of disks containing S8 prescription data with a real-time data transfer.

RTR can only be activated if the pharmacy is a Tasmanian Pharmacy.



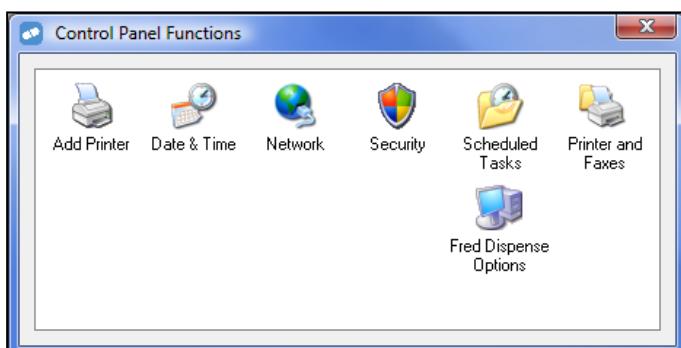
cdmNet Configuration (<ALT+S> then <Down Arrow>)

This functionality is not released or currently available.

PROMISE III Control Panel (<ALT+S> then <P>)

Control Panel (>ALT+S> then Down Arrow)

Use this shortcut to access some of the **Control Panel** functions in Windows.



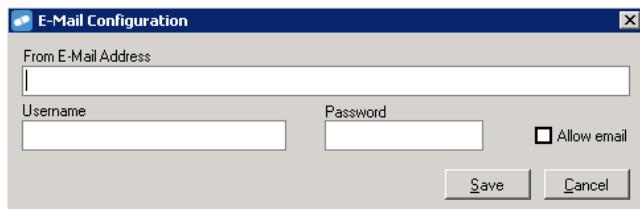
Install Files

This option is only available to User when switched to Maintenance Mode and should only be used under the instruction of a Fred Help staff member.

E-Mail Configuration (<ALT+S> then <Down Arrow>)

This allows the ability to E-Mail Fred Dispense Reports. Enter the E-Mail address, Username, Password and tick the "Allow email" box.

Once a Fred Dispense Report is generated click on the envelope icon at the top of the report and a screen will appear where you need to enter the E-Mail address of where the report is to be E-Mailed to, then press enter.



A screenshot of the "Report Viewer" application window. The report header shows "FRED HEALTH HELP CENTRE 2222, Fred HBF No. 345, ABBOTSFORD 3067 Ph: 03 9418 1800". The date is 28/07/11. The title is "Claim Analysis Report (Incl. CTG Amounts & Incentives)". The report details the claim period 1102 and provides a breakdown of claims by category. The data is presented in a table:

	Count	Amount	Incent	Total
Doctors Bag	0	0.00	0.00	0.00
General	1	8.50	0.00	8.50
Concession	2	18.42	0.00	18.42
Entitlement	6	257.15	0.00	257.15
Repatriation	2	356.30	0.00	356.30
CTG Under Co-pay Gen	0	0.00	0.00	0.00
CTG Under Co-pay Con	0	0.00	0.00	0.00
CTG Under Co-pay Rep	0	0.00	0.00	0.00
GST	-----	-----	-----	0.00
Total	11	640.37	0.00	640.37



Setup Wizard (<ALT+S> then <Down Arrow>)

Only to be accessed by a Fred Help Support Consultant.

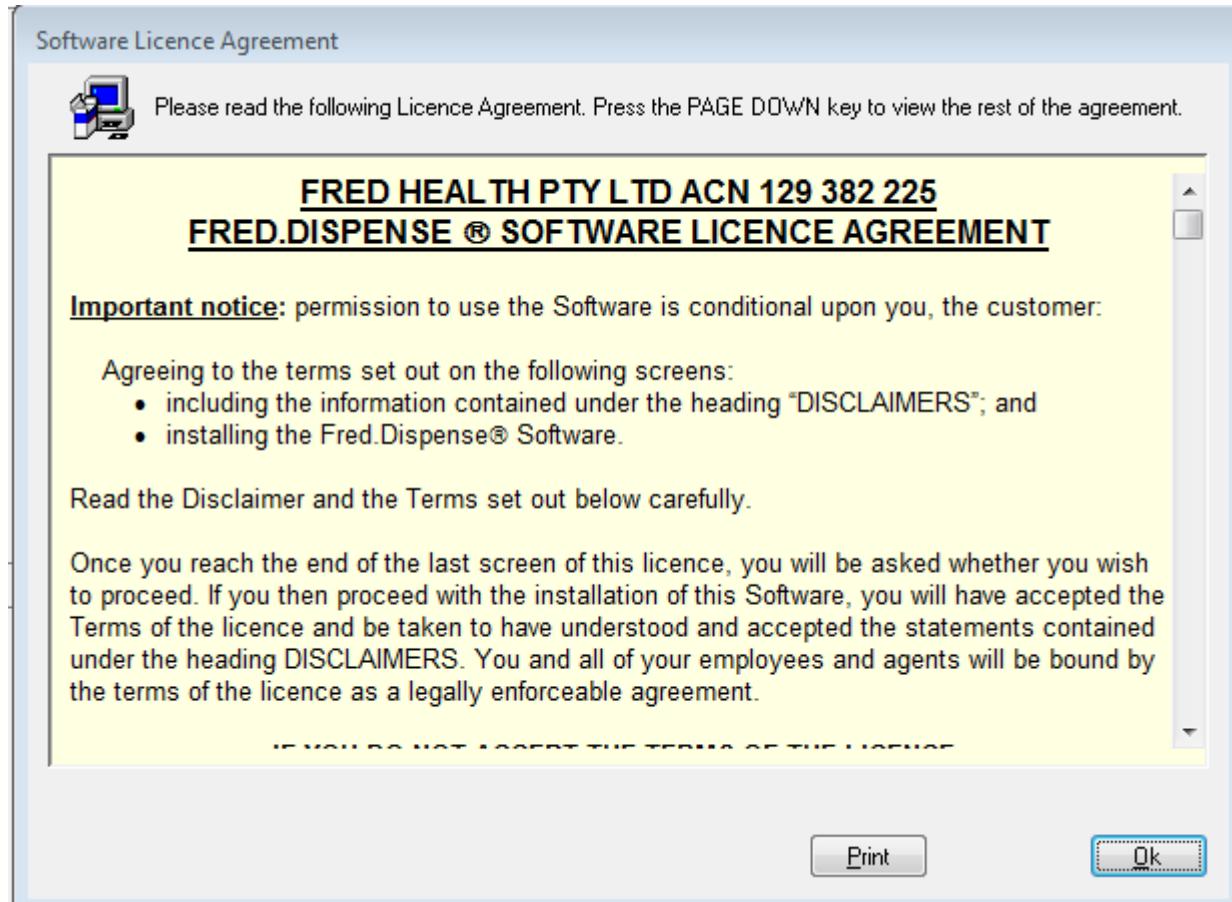
THE HELP MENU

<ALT+H> Help Menu

View Newsletter <ALT+H>

Allows you to view and print the **Fred Dispense Monthly Newsletter**.

View Software Licence <ALT+H> and arrow down



PBS Schedule Web Page <ALT+H> and arrow down

Takes you directly to the **PBS Web Page** – pbs.gov.au

Therapeutic Premium Web Link <ALT+H> and arrow down

Takes you directly to the **Therapeutic Premium Web Page**

Brand Price Premium Web Link <ALT+H> and arrow down

Takes you directly to the **Brand Price Premium Web Page**

Special Patient Contribution Web Link <ALT+H> and arrow down

Takes you directly to the **Special Patient Contribution Web Page**

Print Online Claiming for PBS Pharmacy Participation Agreement <ALT+H> and arrow down

This form needs to be completed and faxed to Medicare Australia when applying/re-applying for PKI Pbs Online Certificates.

Print Intervention Template <ALT+H> and arrow down

Prints a template that allows **Patient Interventions** to be recorded manually.

Fred Shop Ordering Web Page <ALT+H> and arrow down

Takes you directly to the **Fred.Shop Web Page**

Open LogMeIn123.com <ALT+H> and arrow down

Takes you directly to the **LogMeIn123.com Web Page**

Fred Help Centre <ALT+H> and arrow down

Takes you directly to the Fred Help Centre Web Page - <https://help.fredhealth.com.au/>

Submit Feedback <ALT+H> and arrow down

Fred Dispense - Submit your Feedback



Feedback Form - How you can help.

We welcome your feedback to assist in improving Fred Dispense. If you have an idea for a new feature or enhancement, or you have found a bug; please fill out the following form. Your feedback will be forwarded to the Fred Dispense team.

<input checked="" type="radio"/> Bug <input type="radio"/> New Feature <input type="radio"/> Enhancement <input type="radio"/> Other Suggestion	Related Feature/Product Section <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>
Provide us with feedback to help improve Fred Dispense in the future <p>Please enter a detailed description of your Feedback suggestions, bug or enhancement and outline how it would be used.</p> <div style="border: 1px solid #ccc; min-height: 200px; margin-top: 10px;"></div>	
What do you rate the importance of this piece of Feedback? <div style="display: flex; align-items: center; justify-content: space-between;"> </div> <div style="display: flex; justify-content: space-around; font-size: 0.8em; margin-top: 5px;"> Minor Moderate Critical </div>	

Once your feedback has been received by Fred Health, a confirmation email will be sent to you. This email confirms that your feedback has been received. Any information on how your suggestion is to be processed will be included in this confirmation email where possible.

About Fred Dispense <ALT+H> and <A>

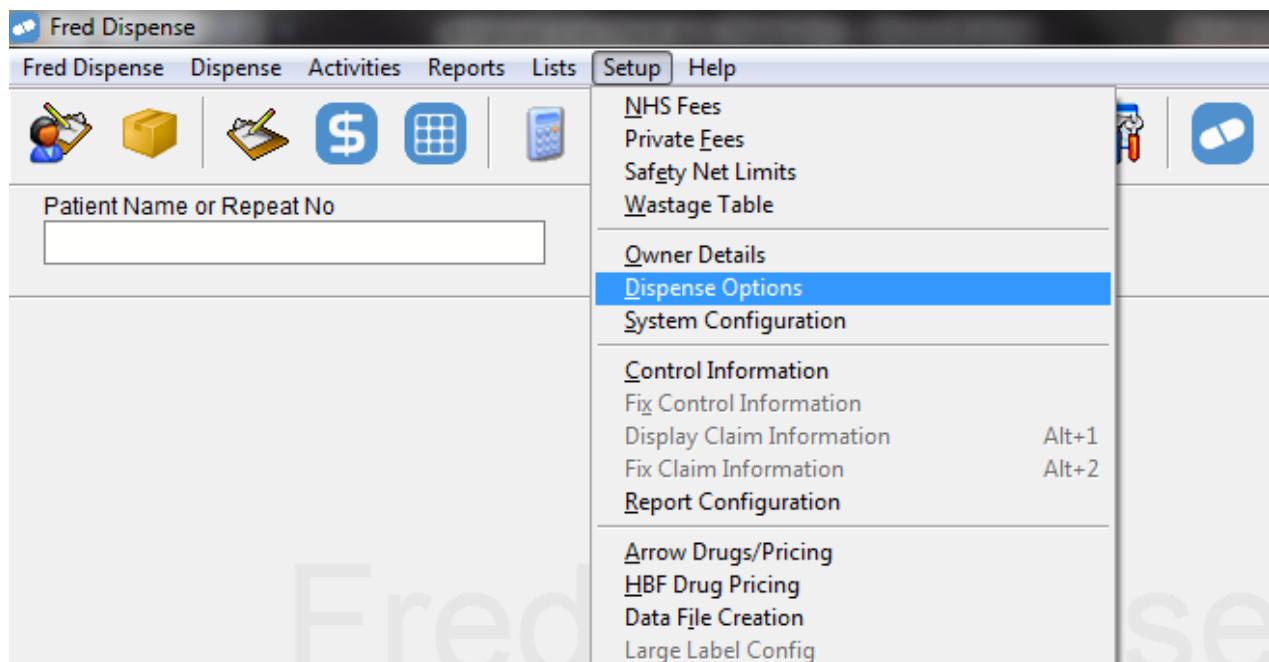
Provides information such as Version Date, Computer Name, Disk Space and whether computer is a Terminal or a Main.

Enabling And Using Enhanced Scan Checking

Enhanced Scan Checking will print a barcode on each prescription label. This barcode is then scanned into Fred Dispense and is followed by a scan of the matching product's barcode.

Please be aware that enhanced scan checking is only available if you are using F5 of TA Thermal label formats.

To activate Enhanced Scan Checking go to Setup > Dispense Options



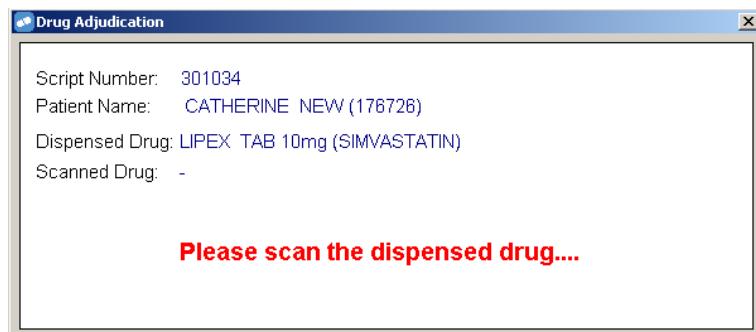
Set the “Activate Enhanced Scan Check” option to “Y” and click Save <ALT + S>

Your dispense labels will now print a barcode as shown below –

19/01/10 2011W 80449E \$5.40 CATHERINE NEW 301034	355-345-345-35
LIPEX TABLETS 10mg S C167 (SIMVASTATIN) A LIPEX 10mg TAB, 30 \$8.35 N 301034 GP 19/01 5 Rpts	
CATHERINE NEW [Full Cost \$27.99] 19/01/10 Dr Helene LEICHARDT #18 301034 GP \$8.35 KEEP OUT OF REACH OF CHILDREN	
CATHERINE NEW \$8.35 20 TRENERRY CRES, ABBOTSFORD 1234 LIPEX TABLETS 10mg Qty 30 301034 19/01/10 2011W GP Dr Helene LEICHARDT #18 KEEP OUT OF REACH OF CHILDREN	

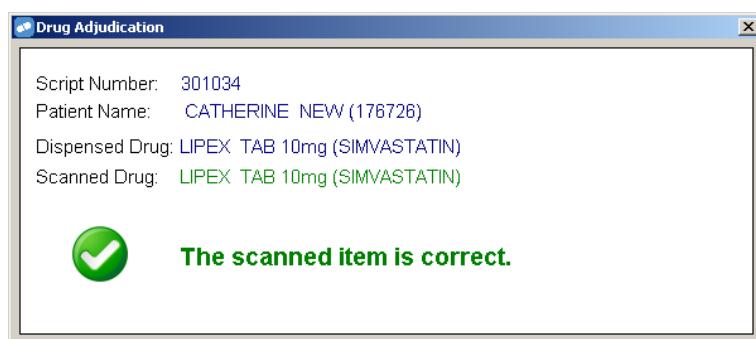
Scanning Enhanced Scan Check barcodes

Scan the label barcode at the Wait Screen or in the Patient Name or Repeat No. Field.

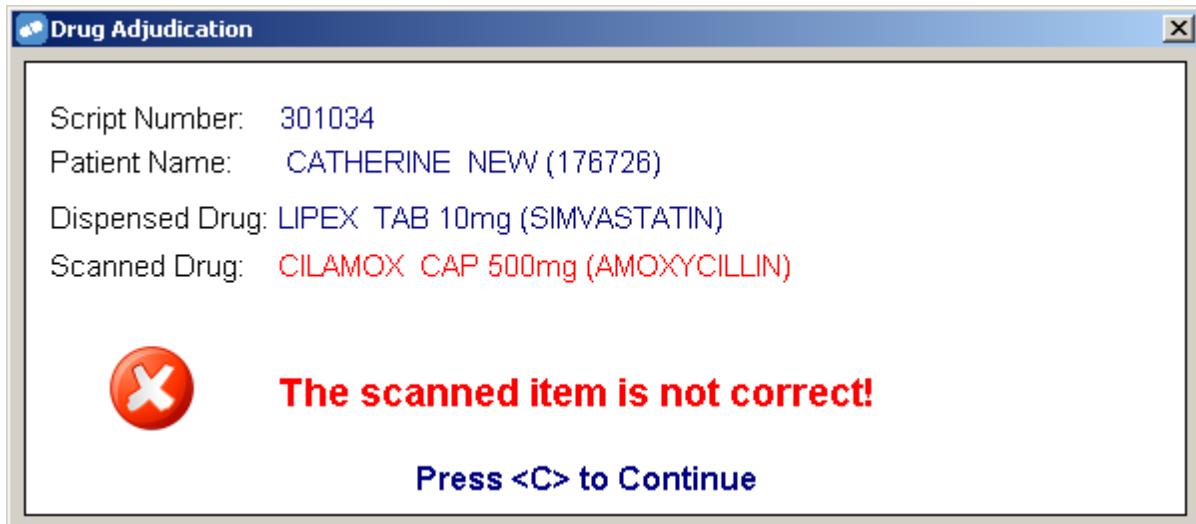


Scan the product barcode

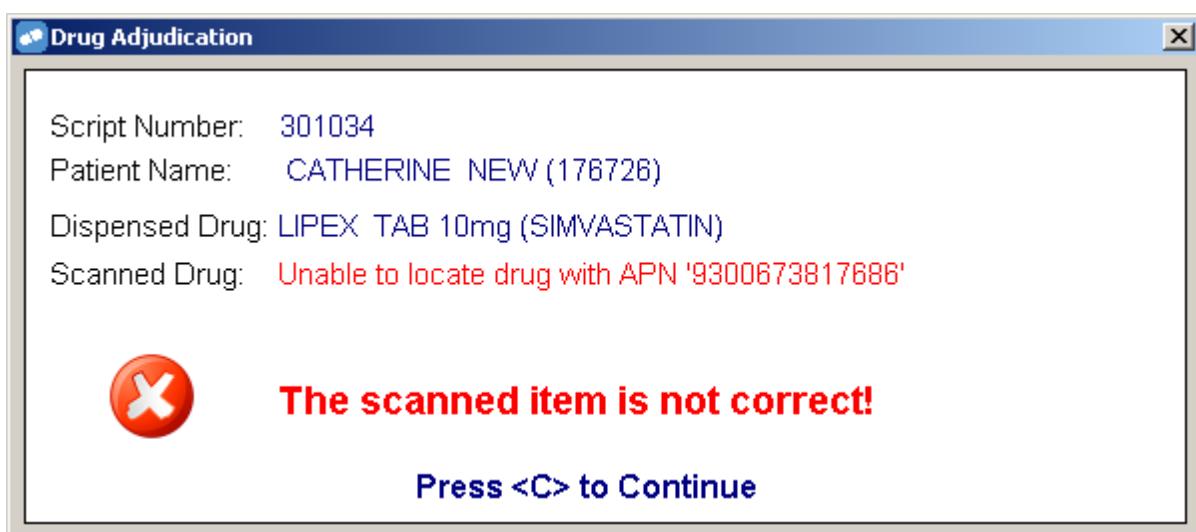
If the label barcode and the product barcode match then the following screen will display with the message "The scanned item is correct"



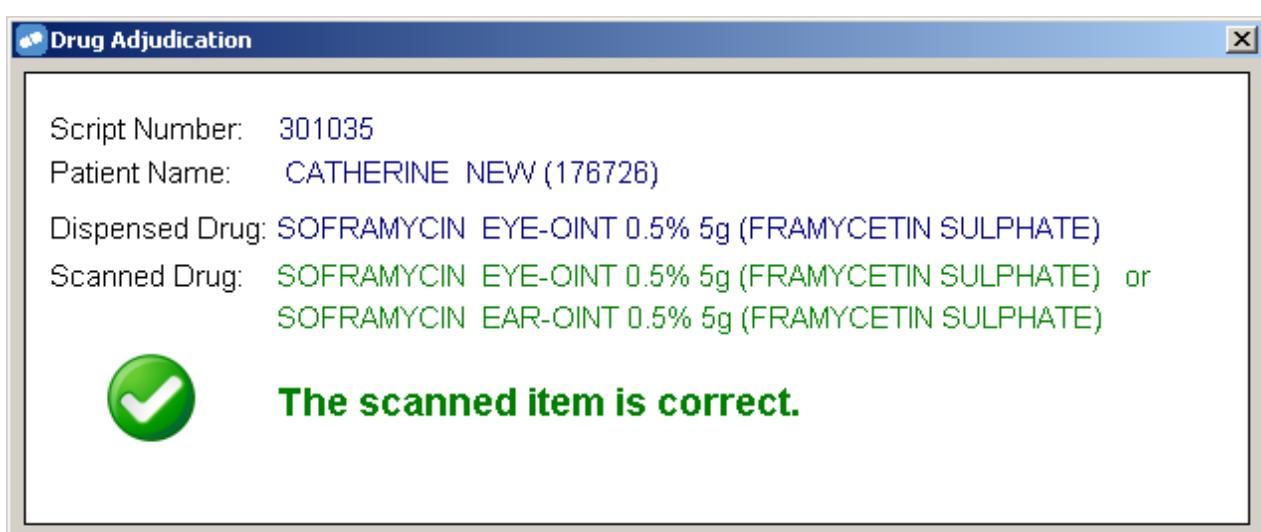
If the label barcode and product barcode do not match the following warning message will appear



If a barcode is scanned that does not exist the following message will appear



If a drug with 2 different indications for the same item is scanned then a message will display as follows



Please note:

Due to space limitations of labels if your pharmacy is configured to use the setting – “Setup > Dispense Options > Label Printer > Print PDE, Conc No Nursing, Ward or Blank” in the gap between the patient name and number of repeats then these details will no longer print here as this is where the barcode will now appear. If you wish to have this information continue to print onto the labels then you will need to deactivate the enhanced scan checking.

Enhanced Scan Check Visual Indicator

When using enhanced scan checking to check that the item dispensed is the same as the box chosen from the shelf a visual indicator will display in the Ctrl+Q screen and on the Wait Screen.

The following screenshots show the changes applied to the dispense screen to indicate the scan status.

A green tick is used to show a complete scan (all drugs/packs scanned)

A blue question mark is used to show a partial scan (multiple packs dispensed and not all were scan checked)

NO icon means no scan was performed.

Ctrl+Q

Scan	Patient	Drug	Qty	Rx No	PDE No	Disp Date	Disp Desc
?	FRED, MR FRED	VENTOLIN NEB 2.5mg 30	2	303239	620 165	01/08/10	Dr Hel
✓	FRED, MR FRED	ACCOMIN CAP 30	30	303238		01/08/10	Dr Hel

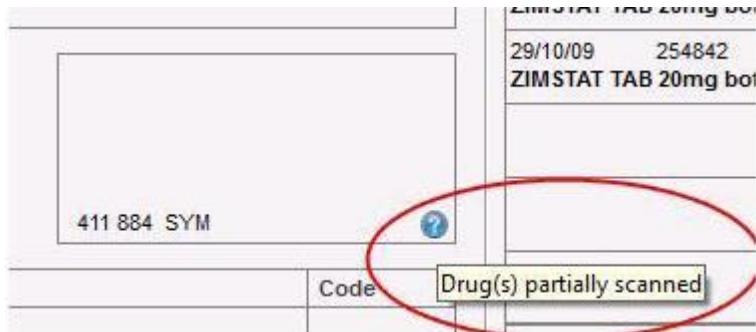
Wait Screen

After dispensing/editing a script the wait screen will display

Fully scanned: Green with a tick



Partial scan (Multiple Pack dispensing): Blue with a question mark

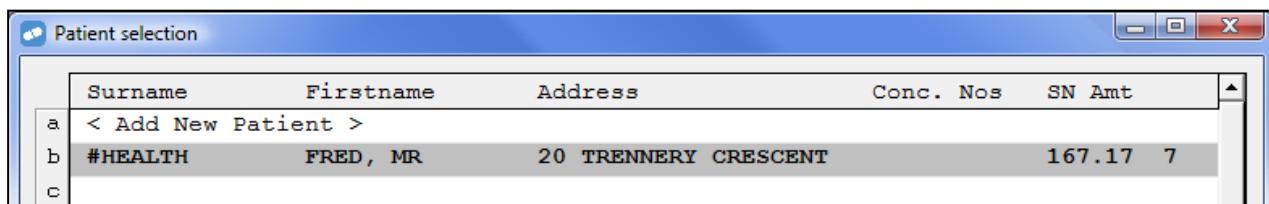


Not scanned: NO icon

Patient Set Up

ADDING A PATIENT

- Patients must be added to **Fred Dispense** before a script can be dispensed.
- At **Patient Name or Repeat Number** field, type in the Patient Name and press <ENTER>.
- A selection screen will appear, choose <Add New Patient> by pressing <A> or <Up Arrow> to the line and press <ENTER>.



- **Fred Dispense** will then take you to the **Add New Patient Details** screen.

The form fields include:
Surname: HEALTH
Firstname: [empty]
Title: [empty] Sex: [empty]
Address: [empty]
Suburb: [empty] Postcode: [empty]
Birthdate: / /
Consent: [checkbox] Medicare Card: [checkbox] Valid To: 1/20
Medicare Enquiry? N
Concession Type: [checkbox] Concession No: [empty] Valid to: / /
Repet Type: [checkbox] No. [empty] Safety Net Entitlement No: [empty]
Phone No: [empty] CTG Registered: [checkbox]
Buttons: Allergies, Extra Information, Family Maintenance, Family Ind., Modify Safety Net, Doctor/Nurse/Midwife Bag (dropdown N), Save, Cancel

- Press <TAB> to move from one field to the next.
- When you are in each field, the “Help” area at the bottom of the **Fred Dispense** screen will show what options can be used for quick entry.

Surname

The Patient's surname will default to the Surname entered previously in the **Patient Name or Repeat Number** search field. Press <TAB> to move to the Medicare Consent field.

Consent

This field records whether the Patient has given their consent for their Medicare Details to be permanently stored in **Fred Dispense**. <Y>es, <N>o, This atch of Scripts only or <Special> Medicare Number are the options. <S>pecial Medicare Number is used for emergency cases where a patient does not have their medicare details with them, or for one of the reasons below: Once the consent details are entered, cursor is automatically moved to the **Medicare Number** field.



Medicare Number

Enter the patient's **Medicare Number** details and cursor will automatically move to the **Expiry Date** field.

Valid To

Enter the **Expiry Date** in **MMYY** format (eg 06/08) or press <L> to enter the date in **DDMMYY** format (eg 30/06/08). If field is already in Long Date format (**DDMMYY**), press <S> to change to Short Date format (**MMYY**). Press <TAB> to move to the **Firstname** field.

Medicare Enquiry

Enter <Y> for **Fred Dispense** to prompt for medicare details to be checked when Patient is next selected for dispensing. May be used if incorrect details are entered and the patient is longer at the pharmacy to verify details.

Firstname

Type in the Patient's First Name or Initial. If name on Medicare Card is displayed the same as the name entered, press <ENTER> to move to the **Address** field. If the name on the Medicare Card is different, press <TAB> to move to the **Card Firstname** field.

Card Firstname

Enter the Patient's firstname as it appears on their Medicare Card. Eg a patient has *William* printed on all their documentation, but are generally known as Bill. You can enter Bill as a firstname and William as the card firstname. Press <TAB> to move to the **Card Surname Field**.

Card Surname

Enter the Patient's surname as it appears on their Medicare Card. Press <TAB> or <ENTER> to move to the **Title** field.

Title

Enter the Patient's **Title**, using the fast codes of <1> MR, <2> MRS, <3> MS, <4> MISS and <5> MASTER. Once the **Title** is entered, the **Sex** field is automatically populated with either F or M, corresponding to the **Title** entered.

Sex

If **Sex** field is not populated, enter either <F>emale or <M>ale.

Address

Enter the Patient's street address. If Patient is in a Nursing Home, enter the **Nursing Home Fast Code (see Lists – N-Homes/Hospitals)** and press <ENTER>, which will complete both the **Address**, **Suburb** and **Postcode** fields as well as entering the **Nursing Home Fast Code** into **Extra Information – N.Home/Hosp** field.

Edit Existing Patient Details

Surname	HEALTH	Consent	Y	Medicare Card	2188-36855-7 1	Valid To	08/2011
Firstname	FRED	Card Firstname					
Title	MR	Sex	M	Card Surname			
Address	22 TRENERRY CRESCENT			Medicare Enquiry?	N	251	
Suburb	ABBOTSFORD			Postcode:	3067	0	C
Birthdate	13/07/1978		...				
Concession Type		Concession No		Valid to		/ /	...
Repat Type		No.	Safety Net Entitlement No				
<G>old, <W>hite, <O>range or <BLANK>							
Phone No.			Patient N		CTG Registered		
Allergies			#Do n		this patient#		
Extra Information			Open Extra Information. Here the Nursing Home Fast Code can be entered.				
Family Maintenance							
Family Ind.							
Modify Safety Net							
Doctor/Nurse/Midwife Bag	N						
				Save		Cancel	

Enter the Nursing Home Fast Code into Extra Information

N.Home/Hosp. Invalid	FRED	
Patient UR		Direct Charging N
Ward Number		
Room Number		Mail category T
Bed Number		
Fund/Type		
Table/Group		
M'ship No		
Valid to 11 ...		

Patient Specifics:

Patient Requests Generics Only? N	Automatically Print which Receipts? <input type="checkbox"/> (None)
Status? A (Active)	Apply GST to Patient Price? N
Always Dispense Privately? N	Fee <input type="checkbox"/> Markup <input type="checkbox"/>
Repeats are Held at Pharmacy? N	
Preferred Doctor	
E-Mail Address	

Press <End> to Save

Ok **Cancel**

Suburb

From the **Address** field, press **<TAB>** or click the mouse in the **Suburb** field and a list will drop down with all the **Suburb Fast Codes** entered in **Lists – Suburbs & Postcodes**. Press the corresponding function key (**F1** to **F12**) to select a **Suburb** and **Postcode** from the list, or type the **Suburb/Town** into the field. Press **<TAB>** to move to the **Postcode** field if **Suburb** is entered manually.

Click the drop down to see all Suburb Fast Codes.

Suburb	P/Code
F1 - PENOLA	5277
F2 - ADELAIDE	5001
F3 - ABERFOYLE PARK	5159
F4 - ALBERT PARK	5014
F5 - FLAGSTAFF HILL	5159
F6 - BLACKWOOD	5051
F7 - COLONEL LIGHT GD	5041
F8 - BELAIR	5052
F9 - MILLICENT	5280
F10 - BRIGHTON	5048
F11 - KIDMAN PARK	5025
F12 - ELIZABETH VALE	5112

Edit Existing Patient Details

Surname HEALTH	Firstname FRED	Title MR Sex
Address 20 TRENERRY CRESCENT	Medicare Enquiry? N	186885
Suburb ABBOTSFORD	Postcode: 3067	0 G
Birthdate 13/07/1978	NH:	
Concession Type <input type="checkbox"/>	Concession No	Valid to 11 ...
Repat Type <input type="checkbox"/>	No. <input type="text"/>	Safety Net Entitlement No <input type="text"/>
Phone No. <input type="text"/>	Patient Notes #Do not sell Sudafed to this patient#	
Allergies	Doctors Bag N	
Extra Information	Save	
Family Maintenance	Cancel	
Family Ind.		
Modify Safety Net		

Postcode

If **Postcode** is not automatically entered by using <F1> to <F12> in the **Suburb** field, type in the postcode manually. Once **Postcode** has been entered, cursor automatically moves to the **Birthdate** field.

Birthdate

Click on the down arrow to select a **Birthdate** from the calendar, or type in Patient's **Birthdate** in the format **DDMMYYYY**. Press <T> to enter today's date. Once a date is entered, use <+> or <-> to go up or down a day from the entered date, or use <Page Up> or <Page Down> to move forward or back a month.

Birthdate can be used to produce **mailing lists by birthdate** using the mailing labels functionality (see page). **Fred Dispense** will pop up a "HAPPY BIRTHDAY" reminder during the dispensing process, if a patient has a script dispensed on their birthday.

UR

If relevant, enter Patient's **Unique Record** number. This would normally be used only for Patients in a **Nursing Home** or **Hospital**, where the **Nursing Home** or **Hospital** issue the **UR** Number. Normally used to match patient records between **Pharmacy** and **Nursing Home/Hospital**.

Ward

If relevant, enter Patient's **Ward** number. This would normally be used only for Patients in a **Nursing Home** or **Hospital**. Ward numbers are essential for **Hospital** and **Patient** Charge Billing.

Concession Type

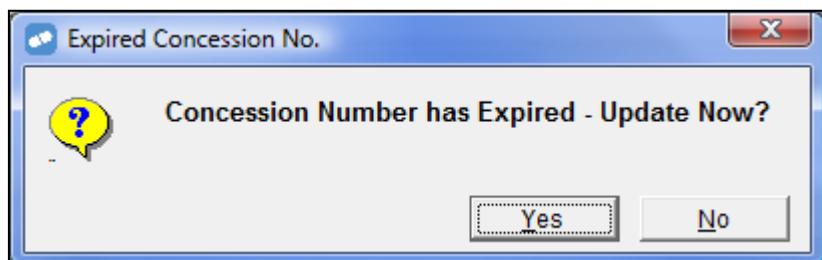
Enter <C> for Concession or <S> for Safety Net Concession in **Concession Type**. Leave blank if no concession applies.

Concession No

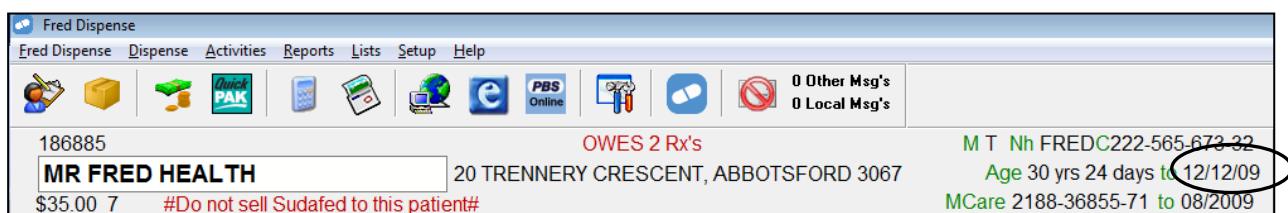
Enter Patients Concession Number.

Valid To Date

Click on the down arrow to select a **Valid To Date** from the calendar, or type in **Date** in the format **DDMMYYYY**. Press to clear date field. Once this date is reached, a warning will display whenever Patient is selected for dispensing.

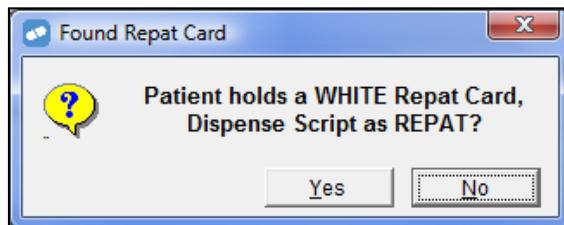


The **Valid to Date** will appear to the top right of the dispensing screen (as shown below)



Repat Type

Enter <G>old, <W>hite or <O>range for card colour, or leave Blank if not applicable. The default **Script Type** for Gold and Orange card holders will be <R>epat. As White card holders can be issued with repat or NHS scripts, **Fred Dispense** will prompt with the following message at the start of each dispensing.
'Patient Holds a WHITE Repat Card. Dispense Script as REPAT? Y/N'. Choose **Yes** if you have a repat script otherwise the script will be dispensed as an **NHS** script.



Safety Net Entitlement Number

This field is ONLY used for Patients who move from Concession or Repat to Safety Net. It is NOT for General Patients moving to Safety Net Concession. For **General** Patients who have reached SafetyNet entitlement, enter **S** in the concession type box and the entitlement number in the concession number field.

Phone Number

The Patient's phone number may be stored in this field if required.

Family Indicator

Used for Family PRF calculation and reporting. Set to <H>ead, <S>pouse, Dependent <C>hild, or <D>ependent Student as required. This field may be left blank.

Doctors/Nurse/Midwife Bag

Set this option to <Y>, to enable dispensing of **Doctors/Nurses/Midwife Bag** items. This option should only be made available to Doctors/Nurses and Midwives.

Patient Notes

Accessible by pressing <CTRL+N>. Pressing <END> saves the notes entered. <Cancel> will abort all changes. **See Pull Down Menus Section – Dispense Menu.**

Patient number, Family Linking Number and Default Claim Serial Number Category will display to the far right of the **Medicare Enquiry** field and are for reference only.

Surname	HEALTH	Consent	Medicare Card	Valid To	Patient Number
Firstname	FRED	<input checked="" type="checkbox"/>	2188-36855-7 1	08/2009	186885
Title	MR	Card Firstname			353 c
Address	20 TRENERY CRESCENT	Sex	M	Card Surname	
Suburb	ABBOTSFORD	Postcode:	3067	Medicare Enquiry?	<input checked="" type="checkbox"/>
Birthdate	13/07/1978				Family Linking Code
					Default Claim Serial Number Category

 The **Safety Net Entitlement number** and/or any number recorded with **S** in the **Concession Type** field, will be cleared at year's end.

eRx Consent

By default this field is ticked.

CTG Registered

This box needs to be ticked in order to dispense a CTG script.

ALLERGIES

- <ALT+A> from within the <F8> Patient Update screen or click on <Allergies>.

Edit Existing Patient Details

Surname	HEALTH	Consent	Medicare Card	Valid To
Firstname	FRED	Y	2188-36855-7 1	08/2011
Title	MR	Sex	M	Card Surname
Address	22 TRENERRY CRESCENT	Medicare Enquiry? N 251		
Suburb	ABBOTSFORD	Postcode:	3067	0 C
Birthdate	13/07/1978			
Concession Type C Concession No 22256567332 Valid to 12/12/11 Concession Repat Type <input type="checkbox"/> No. <input type="text"/> Safety Net Entitlement No <input type="text"/>				
Click Allergies or <ALT+A> <input type="button" value="Allergies"/> <input type="button" value="Extra Information"/> <input type="button" value="Family Maintenance"/> Family Ind. <input type="checkbox"/> <input type="button" value="Modify Safety Net"/>		<input type="checkbox"/> CTG Registered Patient Notes #Do not sell Sudafed to this patient#		
Phone No. <input type="text"/> Doctor/Nurse/Midwife Bag N <input type="button" value="Save"/> <input type="button" value="Cancel"/>				

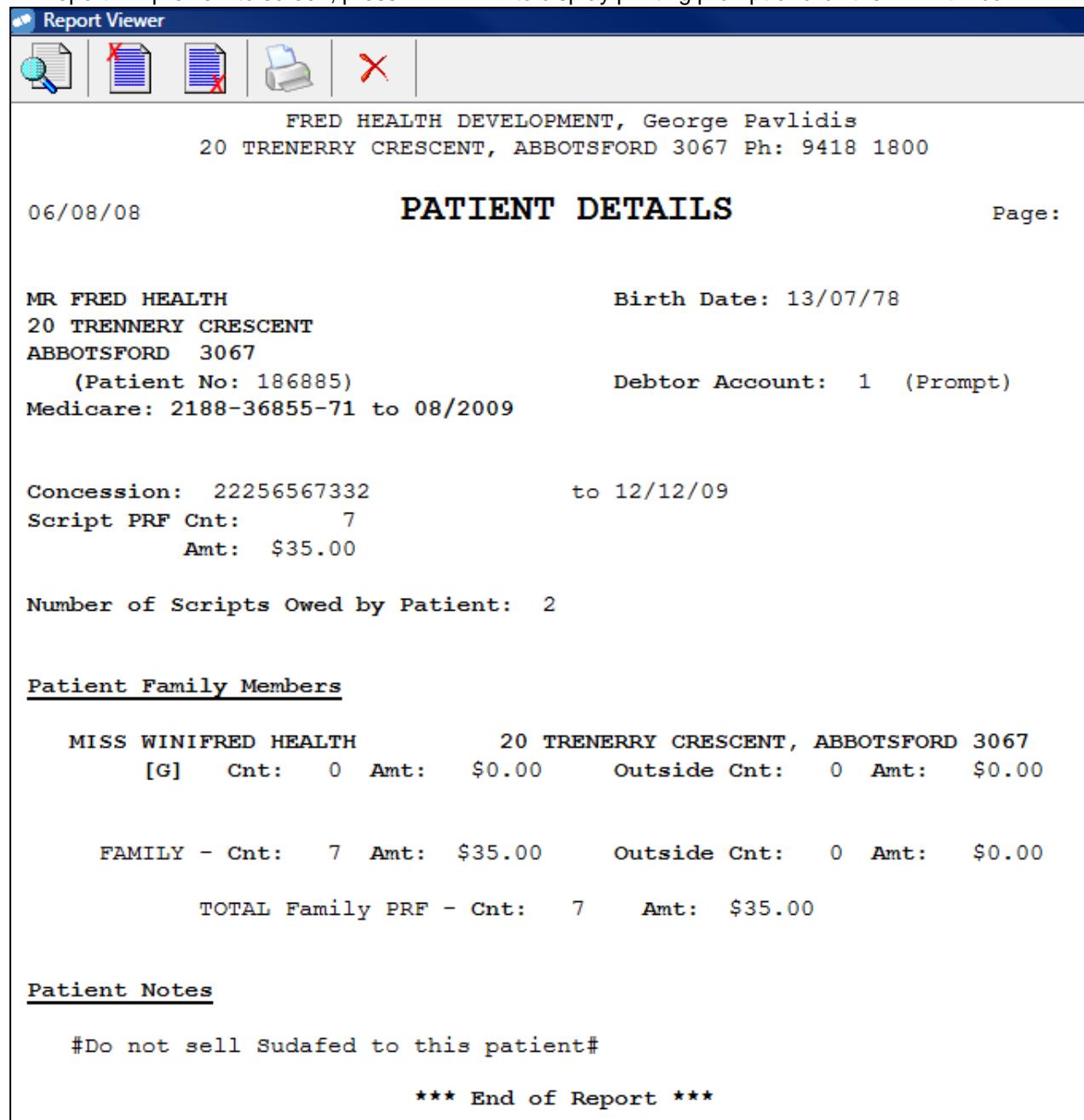
- <Down Arrow> and <Up Arrow> or the mouse to scroll and highlight the drug to which the patient has an allergy
- Then press the <Insert> key or click on the <Add> button to record that Allergy.
- Repeat this process to add multiple allergies.
- The list of allergies is limited to the **Interaction Groups** available in **Fred Dispense**.
- See [Drug Interactions](#)

Patient : Allergies & Conditions

Allergies & Conditions	Patients Allergies & Conditions
5-FLUOROURACIL ACE INHIBITORS ACETAZOLAMIDE ADENOSINE ADHESIVE TAPE ADRENALINE ALFENTANIL ALLOPURINOL	No Patient Allergies
Press <End> or Click Ok to Finish <input type="button" value="Ok"/>	
<input type="button" value="Add"/> <input type="button" value="Delete"/>	

PRINTING PATIENT DETAILS

- At **Wait** screen, select <P> for **Patient Details**. This will display the printable report of **Patient Details** for the patient to the screen.
- Alternatively, go to Reports Menu <ALT+R>, choose **Patient**, then **Patient Details Report**.
- Report will preview to screen, press <ENTER> to display printing prompt or click the <Print> icon.

A screenshot of a software window titled "Report Viewer". The window contains a "Patient Details" report for a patient named "FRED HEALTH DEVELOPMENT, George Pavlidis" located at "20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". The report is dated "06/08/08" and is titled "PATIENT DETAILS". It includes patient information like address, birth date (13/07/78), debtor account (1 (Prompt)), and concession details (Concession: 22256567332, to 12/12/09, Script PRF Cnt: 7, Amt: \$35.00). It also shows the number of scripts owed by patient (2) and patient family members (MISS WINIFRED HEALTH, FAMILY - Cnt: 7 Amt: \$35.00, TOTAL Family PRF - Cnt: 7 Amt: \$35.00). The report concludes with a note "#Do not sell Sudafed to this patient#" and an end-of-report marker "*** End of Report ***".



To access Patient Setup details. After selecting Patient:

- <CTRL+U> or <F8> (Patient Update) from the dispensing screen.
- <U> from the **Wait** screen, or when a Patient is highlighted in the **Patient Selection** window.
- <U> then <Enter> when the cursor is at **Patient Name or Repeat Number** field.

Extra Information

- Other Patient Details are stored under **Extra Information**.
- <ALT+I> from within the <F8> Patient Update screen or click on <Extra Information>.
-

Edit Existing Patient Details

Surname	HEALTH	Consent	Medicare Card	Valid To
Firstname	FRED	<input checked="" type="checkbox"/>	2188-36855-7 1	08/2011
Title	MR	Sex	Card Firstname	
Address	22 TRENNERY CRESCENT		Card Surname	
Suburb	ABBOTSFORD		Medicare Enquiry?	N 251 0 C
Birthdate	13/07/1978		Postcode:	3067
Concession Type <input checked="" type="checkbox"/> Concession No 22256567332 Valid to 12/12/11				
Concession Repat Type <input type="checkbox"/> No. <input type="text"/> Safety Net Entitlement No <input type="text"/>				
Phone No. <input type="text"/> CTG Registered <input type="checkbox"/>				
Patient Notes #Do not sell Sudafed to this patient#				
<input type="button" value="Allergies"/> <input type="button" value="Extra Information"/> <input type="button" value="Family Maintenance"/> <input type="checkbox"/> Family Ind. <input type="button" value="Modify Safety Net"/> <input type="checkbox"/> Doctor/Nurse/Midwife Bag N				
<input type="button" value="Save"/> <input type="button" value="Cancel"/>				

Patient : Extra Information

N.Home/Hosp. Invalid Patient UR	Account No. <input type="text"/> Direct Charging <input checked="" type="checkbox"/>	Fund/Type <input type="text"/> Table/Group <input type="text"/> M'ship No <input type="text"/> Valid to <input type="text"/> / <input type="text"/>
Ward Number <input type="text"/> Room Number <input type="text"/> Bed Number <input type="text"/>	Mail category T	
Patient Specifics Patient Requests Generics Only? <input checked="" type="checkbox"/> Automatically Print which Receipts? <input type="checkbox"/> (None) Status? A (Active) Apply GST to Patient Price? <input checked="" type="checkbox"/> Always Dispense Privately? <input checked="" type="checkbox"/> Fee <input type="checkbox"/> Markup <input type="checkbox"/> Repeats are Held at Pharmacy? <input checked="" type="checkbox"/> Preferred Doctor <input type="text"/> E-Mail Address <input type="text"/>		
Press <End> to Save		
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>		

Nursing Home

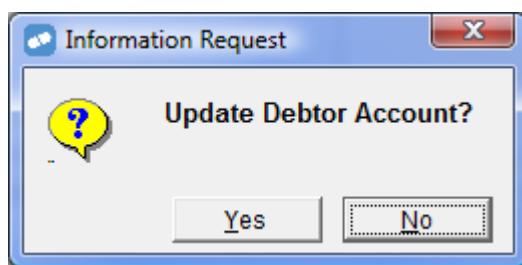
If Patient belongs to a **Nursing Home**, enter the **Nursing Home Code** into this field. By entering the **Nursing Home** information, this patient is included in Reports regarding this **Nursing Home**, as well as automatically assigning Patient to an Account Category in **Fred Debtors** or to a packing cycle in **Quickpak for Windows** if applicable.

Patient UR number

Enter the Patient's UR number if applicable.

Fred Dispense/QSP account number

If Scripts are to be charged to an account in **Fred Debtors** or **QSP/MSO**, enter the Patient's account number. For both **Fred Debtors** and **QSP/MSO/Fred Office**, if **Direct Charging** is set to <Y>, any scripts dispensed will automatically be charged to the Patient's account. For **SP/MSO** accounts, if **Direct charging** is set to <N>, scripts will appear at the Till instead of being charged directly to the customer's front shop account. For **Fred Debtors** accounts, if **Direct Charging** is set to <N>, **Fred Dispense** will display a prompt each time a script is dispensed to ask whether the **Fred Debtors** account is to be charged or not.



Mail Category

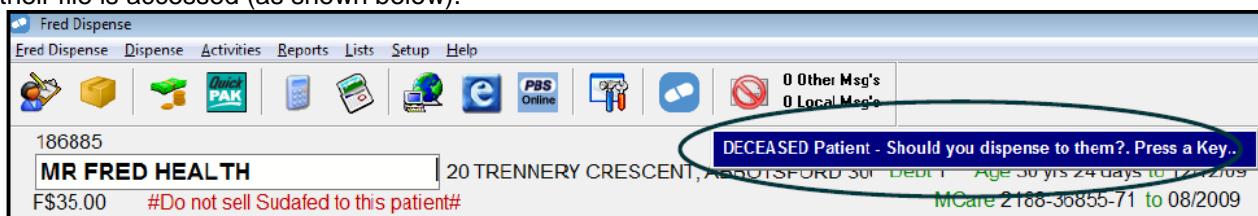
Enter the **Mail Category** if applicable. (See Mailing Labels pg xx).

Health Fund

Enter patient's **Health Fund** code as per **Lists Hospital Assoc – Health Funds** if applicable.

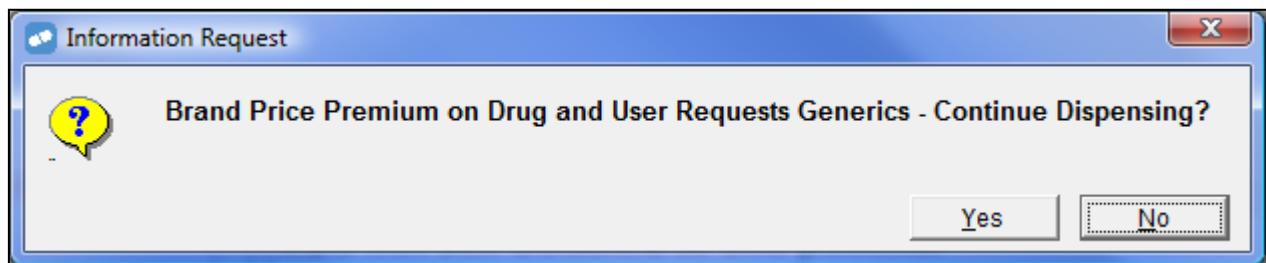
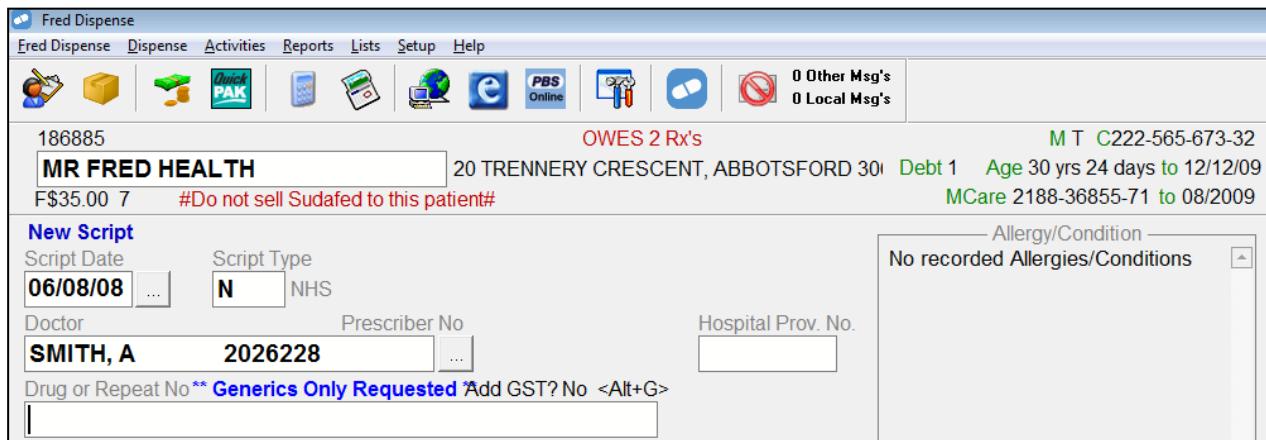
Patient Specifics Section

Status Mark a patient as <A>ctive, <P>opular, <U>npopular, D<l>scharged or <D>eceased. All patients default to **Active**. **Popular** and **Deceased** Patients are displayed in different colours for easy selection in the Patient Search window. Patients marked as **Deceased** will prompt with a warning when their file is accessed (as shown below).



Patients requests generics only

When set to <Y>, Fred Dispense will display a reminder (under the **Drug or Repeat No** field), that this patient has requested generic brand drugs only and will display a reminder, should an item with Brand Prce Premium be chosen.



Automatic printing of receipts

Can be set with the following options <A> scripts, <N>HS scripts only, <P>rivate scripts only or <BLANK> for none. Receipts for all types of scripts can also be printed at the **Wait Screen** as required.

Apply GST to Patient Price

Set to <Y> to include GST on all dispensings. Otherwise, set to <N>. Please note the Federal Government GST rulings on Prescription Items when using this feature.

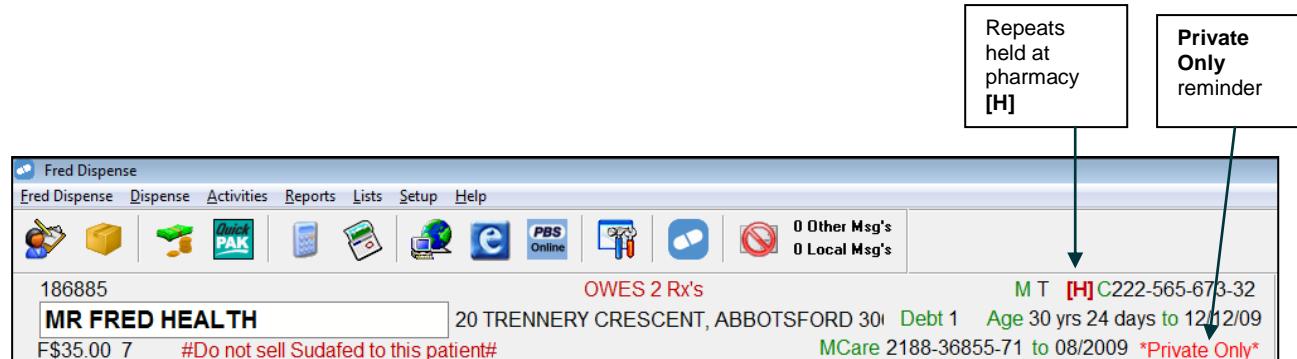
Always Dispense Privately

Patients can be set to have their script type default to <P>rivate for each dispensing. A Fee and Marup

Category (1-9 as set in the Private Fees Table) for pricing can be set, or enter <W>holesale to default pricing to the Wholesale price, or <M>ultipacks to default pricing to Multiple Pack price, or leave blank for the default Fee and markup category for each drug.

Repeats are held at Pharmacy

When set to <Y>, any repeats issues to patients would have the word [Hold] printed on the repeats to the left of the Suburb. This clearly indicates to the pharmacist and their staff, that the repeats are kept at the pharmacy and not to be handed back to the customer. **Fred Dispense** displays [H] on screen when dispensing to these patients. This is displayed, for General Patients and Repat Patients, in the top right hand corner of the dispense screen. For Concessional and Entitlement Patients it is displayed between the patient's address and the concession and entitlement number, near the top right hand side of the dispense screen.

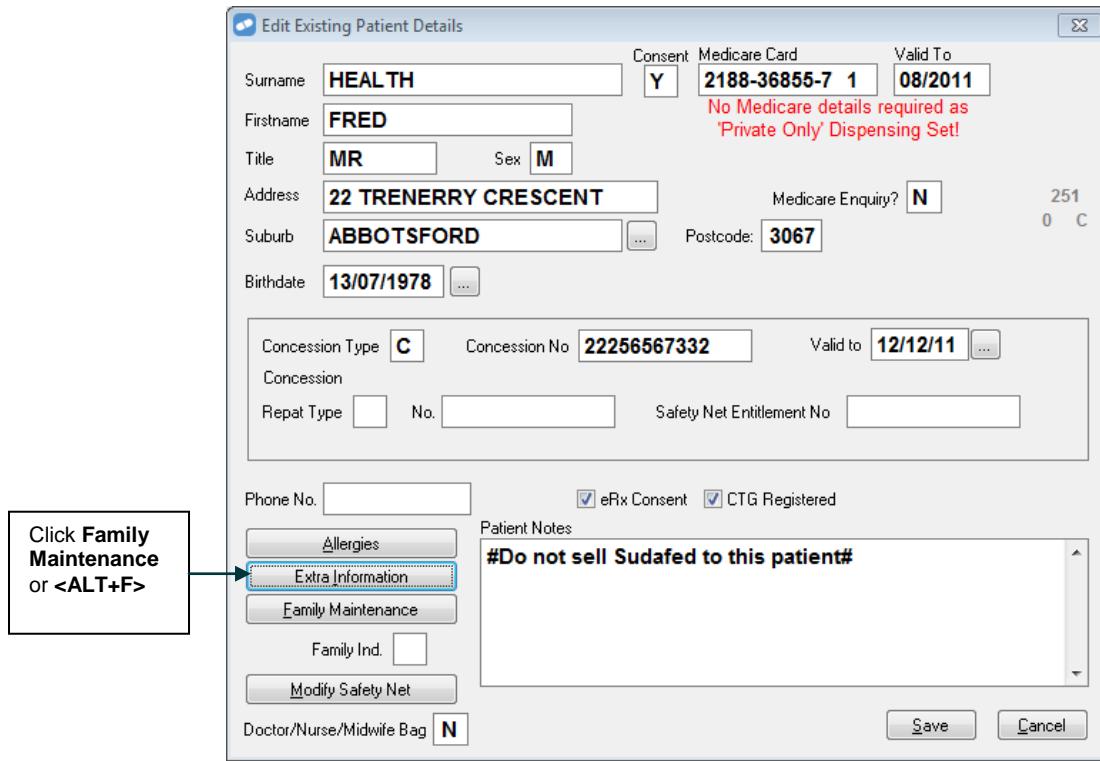


Email address field

Used to store Patient's email address.

Family Maintenance

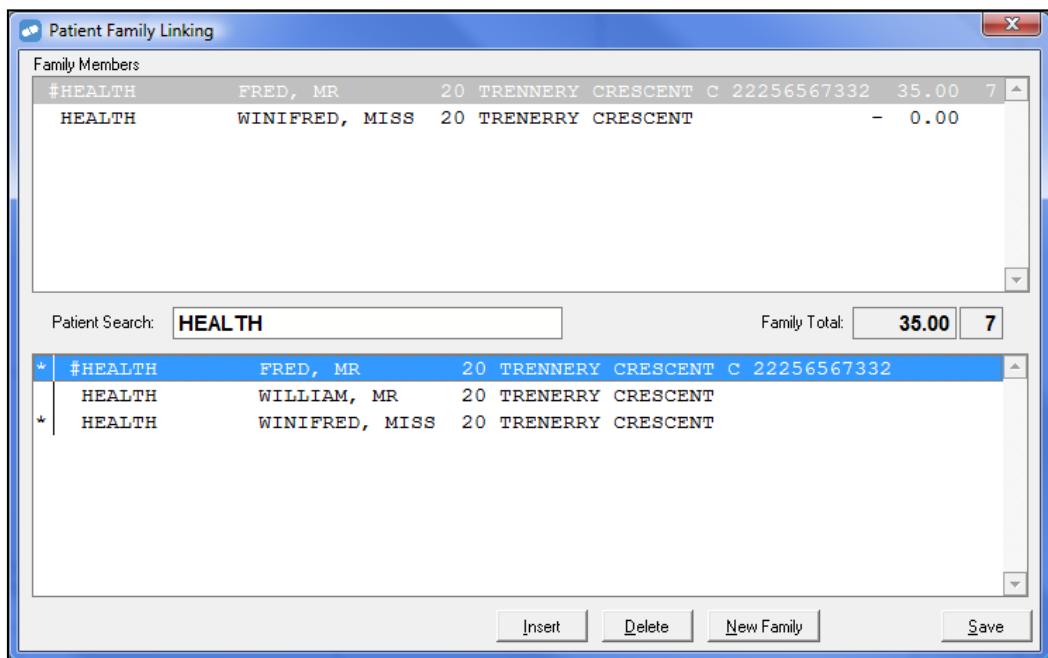
- Family members may be linked together for the purpose of accruing scripts towards a family Safety Net Total.
- <ALT+F> from within the <F8> Patient Update screen or click on <Family Maintenance>.
- **Family Maintenance** corresponds to **Activities Menu – Family Linking**.
- Patients can only be linked AFTER they have been entered into **Fred Dispense** and **saved**.



To Link/Add a new Family Member

- <ALT+I> or click <Insert> or click in the **Patient Search** field.

- Type in the patient's surname and press <ENTER>.
- <Down Arrow> and <Up Arrow> to select the desired patient and press <ENTER>
- The new patient will be added to the list of **Family Members**.



To Unlink/Delete a Family Member

- <Down Arrow> and <Up Arrow> to select the desired patient and click on <Delete> or press <ALT+D>.
- A confirmation prompt will then display – click <Yes> or press Y to confirm removal of the selected patient from **Family Linking**.

To select a new family

- <ALT+N> or click <New Family>.
- <ALT+S> or click <Save> to save changes and close window.
- <ESC> or click the cross in the top right-hand corner to cancel, or exit without saving changes.
- Family Safety Net total displays directly under the Patient Name.
- The F before the total indicates it is a Family Safety Net Total.
- This figure will also include scripts from 'Other' Pharmacies if entered.



Modify Safety Net

- Allows PRF totals from outside pharmacies to be added for the purpose of monitoring Safety Net script totals or issuing Safety Net cards.
- <ALT+M> from within the <F8> Patient Update screen or click on <Modify Safety Net>.

Edit Existing Patient Details

Surname	HEALTH	Consent	Medicare Card	Valid To
Firstname	FRED	Y	2188-36855-7 1	08/2011
Title	MR	Sex	M	No Medicare details required as 'Private Only' Dispensing Set!
Address	22 TRENNERY CRESCENT			
Suburb	ABBOTSFORD	Medicare Enquiry?	N	251 0 C
Birthdate	13/07/1978	Postcode:	3067	
Concession Type	C	Concession No	22256567332	Valid to 12/12/11
Concession				
Repat Type	<input type="checkbox"/>	No.	Safety Net Entitlement No	
Phone No.	<input type="text"/> <input checked="" type="checkbox"/> eRx Consent <input checked="" type="checkbox"/> CTG Registered			
Allergies				
Extra Information	#Do not sell Sudafed to this patient#			
Family Maintenance				
Family Ind.	<input type="checkbox"/>			
Modify Safety Net				
Doctor/Nurse/Midwife Bag	<input checked="" type="checkbox"/> N			
<input type="button" value="Save"/> <input type="button" value="Cancel"/>				

Click Modify Safety Net or <ALT+M>

Patient : Modify Safety Net

Script Count	Fred Dispense	Other	Total
	3	5	8
Script Amount	16.80	28.00	44.80
5 x 5.60 = \$28.00			
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>			

- Enter the **Script Count** from 'Other' pharmacies and **Fred Dispense** will automatically calculate the **Script Amount**, based on the default **NHS Fees** set.
- If this amount is different to the actual **Script Amount**, User may enter correct amount.
- <ALT+O> or click <OK> to save changes.
- <ALT+C>, press <ESC> or click <Cancel> to cancel or exit without saving changes.

Patient Search Tips

HOW TO OPTIMISE PATIENT SEARCHES

- The more criteria entered to search for a Patient, the more refined the search, and the easier it is to find the Patient you are looking for.
- When entering Patient Name to search, use as many letters of name as reasonable, and a comma (<,>) or <SPACE> then first initial then a <,> or <SPACE> and house number. This narrows the search to the patient you are searching for far more than just searching by the Patient Surname. Slow searches may be due to not enough letters entered at first (e.g the minimum is 2 letters but this will extend search time as **Fred Dispense** will search for and display every Patient whose surname begins with those 2 letters).

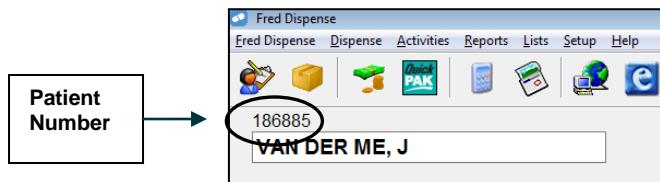
Multi Part Surname

- Place a comma after those parts of the name which represent the surname.
- EG to search for **James Van Der Merwe**, type in <**Van der Me, J**>. The comma designates that all the details **before** it are to be treated as a **Surname**.



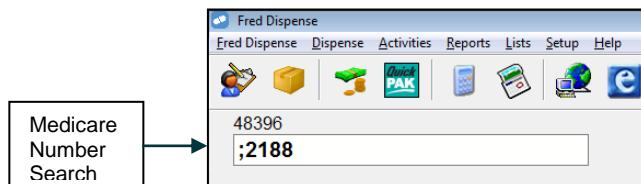
Patient Number

- A unique **Patient Number** is allocated to each and every patient when initially entered into **Fred Dispense**.
- Patient number is displayed at the Top Left of the screen, above Patient Name Field.
- It is also displayed in the Patient Details screen (to the far Right of the surname) and printed on repeat forms.



Search By Medicare Number

- Start the search with a semi colon <;> then type in the first few digits of the Medicare number.



- **Fred Dispense** will then display a list of patients who's Medicare Number begins with the digits entered.
- This should limit the search to other family members.
- Alternatively, swipe the Patient's Medicare card at the dispensing screen.
- This will bring up a list of other family members whose Medicare Number matches the one swiped.
- You do not need to enter a semi colon if you have a card reader.

	Surname	Firstname	Address	Conc. Nos	Medicare No
a	< Add New Patient >				
b	ANDREWS	JULIE ANNE, MRS	20 TRENNERY CRES		21881205552
c	#HEALTH	FRED, MR	20 TRENNERY CRESCENT C	22256567332	21883685571
d	HOPKINS	MERYL JAN, MRS	20 TRENNERY CRES		21887370874
e	O'SHEA	GARRY DAVID, MR	20 TRENNERY CRES		21880550371
f	WOOD	ROBERT	20 TRENNERY CRES	C 5034583948	21889021541
g	#WOODS	PAMELA, MRS	20 TRENNERY CRES	C 5008020308	21889021542

Searching For a Patient By Address Text

- </> before the address text you wish to find.
- EG typing <SMI /ARGYLE> will find all surnames starting with **SMI** that contain the word **ARGYLE** in the **Address Text** e.g. Argyle St, Argyle House etc.



	Surname	Firstname	Address	Conc. Nos	SN Amt
a	< Add New Patient >				
b	#HEALTH	FRED, MR	20 TRENNERY CRESCENT C	22256567332	35.00 7 F
c	HEALTH	WILLIAM, MR	20 TRENNERY CRESCENT	-	0.00
d	HEALTH	WINIFRED, MISS	20 TRENNERY CRESCENT	-	35.00 7 F

Other Patient Search Tips

- Use these after pressing <F12> or <ESC> to clear the current patient details from the screen.
- Press <F> to show any other Patients linked in the family
- Press <A> to show any Patients at the same address
- Press <S> to access the Same Patient
- Press <P> to show the Previous Patient
- Press <N> to show patients with the same Surname

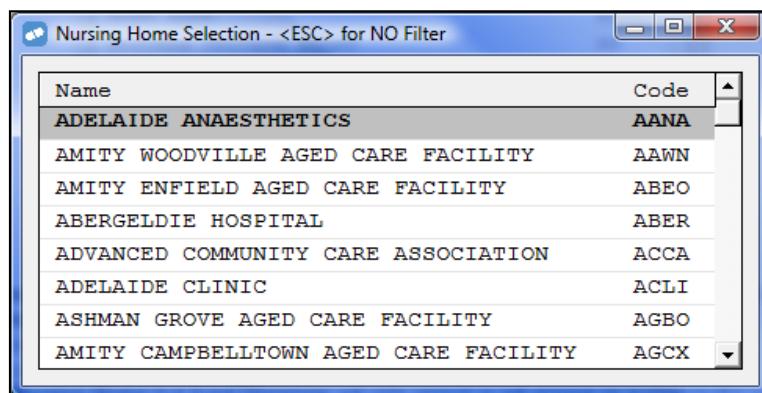
Search For Patients By Address Only

- At the **Patient Name or Rpt no** field, type < comma, comma then address.> e.g. <,12 HIGH ST> or <,12 HIGH> or simply <,12>.
- The more of the address you supply the more refined the search.

Surname	Firstname	Address	Conc. Nos	SN Amt
a AARONS	IAN, DR	20 TRENNERY CRES	?	0.00
b AARTSEN	HERMANNUS	20 TRENNERY CRES	C 503191612T	0.00
c AARTSEN	MARTHA, MRS	20 TRENNERY CRES	C 503191610B	0.00

Nursing Home Patients

- If the person belongs to a **Nursing Home**, the search can be narrowed by typing (=) at **Patient Name or Repeat No** field.
- A list of all **Nursing Homes** on your system will display.



- <Down Arrow> and <Up Arrow> to select the required **Nursing Home** from the list and press <Enter>
- or double-click the required **Nursing Home** from the list.
- This sets a “filter” for searching only in the selected **Nursing Home**.
- The **Nursing Home** that **Fred Dispense** will only search in will appear as a code to the right of the patient name field.
- Alternatively if the **Nursing Home** code is known, shortcut straight to searching within this particular **Nursing Home** by typing the code immediately after <=> eg <=NVAC>

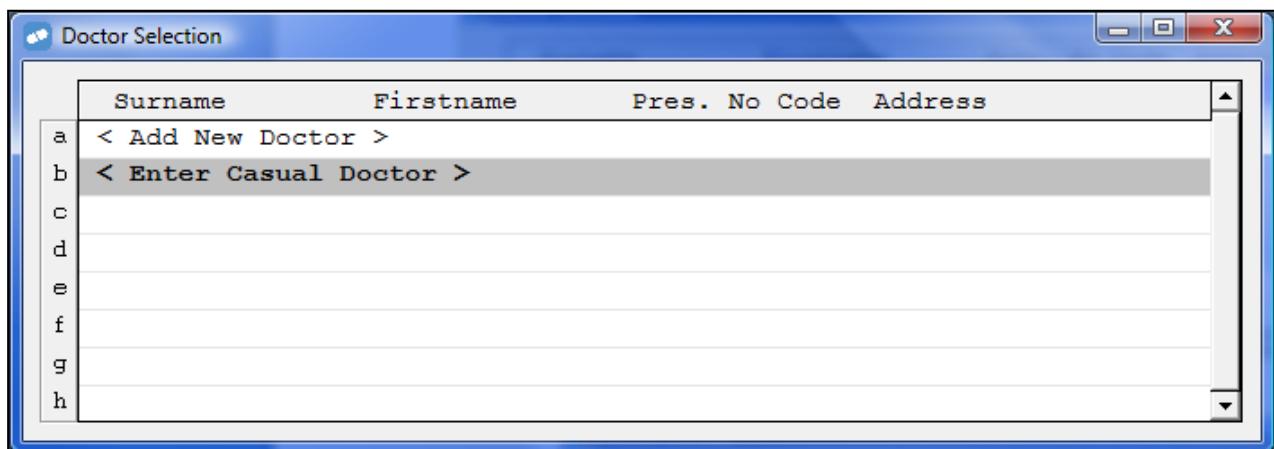
- To remove the “filter” retype equal sign (=) at **Patient Name or Repeat No** field and then press <ESC>.

Doctor Setup

- The **Doctor** database in **Fred Dispense** is unlimited.
- Regular prescribers may be stored and maintained in **Fred Dispense** to allow for fast and easy access while dispensing.
- **Doctor** details may be added to the database 'on the fly' while dispensing or through **Lists – Doctors**.
- Alternatively, if the prescribing **Doctor** is not a regular or local **Doctor**, they may be entered as a '**Casual Doctor**' – See [Adding Casual Doctors](#).

ADDING DOCTORS

- <ALT+L> then <O>
- Or choose <**Add New Doctor**> when **Fred Dispense** fails to match your search details in dispensing.

A screenshot of a Windows-style dialog box titled "Doctor Details". It contains fields for Dr Fast Code (set to "FRED"), Prescriber Type (dropdown menu), Doctor Surname (set to "HEALTH"), Firstname (empty), Use 'Dr' as Title Y/N? (checkbox checked, value "Y"), Prescriber Number (empty), Stolen Script Pad Y/N? (checkbox checked, value "N"), Address (empty), Suburb (empty), Postcode (empty), Phone (empty), Fax (empty), Mobile (empty), and E-mail (empty). At the bottom are buttons for Find, Previous, Next, Update, Add, Delete, Print, Save (blue), and Cancel (red).

Dr Fast Code

To make selection of a Doctor faster when dispensing, **Fred Dispense** uses **Doctor Fast Codes**. These are 3 or 4 letter codes created when first adding the Doctor to **Fred Dispense**. As a rule of thumb, use the first 3 letters of the surname and the first letter of the first name for easy recall. e.g. Dr Sean Reilly would be given the **Fast Code** of 'REIS'. When each Doctor Fast Code is created, **Fred Dispense** will display a warning if it matches an existing Doctor Fast Code, as these Fast Codes must be unique. Press <TAB> to move to the **Prescriber Type** field.

Prescriber Type

This field must indicate the status of the prescribing doctor. The options are <M>Medical Doctor, <E>Optometrist, <D>Dentist, <U>Nurse, <F> Midwife and <V>Veterinarian. When Vets or Optometrists are selected during the dispensing process, the script type will default to Private. Press <TAB> to move to the **Doctor Surname** field.

Doctor Surname

Enter the Doctor's surname. Press <TAB> to move to the **Firstname** field.

Firstname

Enter the Doctor's First Name. Press <TAB> to move to **Use 'Dr' as Title Y/N?** field.

Use 'Dr' as Title Y/N?

This field will default to **Y**. Set to **N** to not print 'Dr' as Title on Labels and Repeats etc. Press <TAB> to move to **Prescriber Number**.

Prescriber Number

The **Prescriber Number** entered is validated by **Fred Dispense** before saving, and if it is incorrect **Fred Dispense** will not allow the Doctor entry to be saved until it is corrected.

The screenshot shows the Fred Dispense software interface. At the top, there is a toolbar with various icons. Below the toolbar, the main window displays patient information: 'Patient Name or Repeat No' (MR FRED HEALTH), 'Address' (20 TRENNERY CRESCENT, ABBOTSFORD 3067), and a balance of '\$14.56'. To the right, there are fields for 'CTG' (set to 'MCare ??????'), 'Allergy/Condition' (No recorded Allergies/Conditions), and 'Prescriber Number' (123456). In the center, there is a 'New Script - HOSPITAL Charge ()' section with fields for 'Script Date' (18/05/11), 'Script Type' (NHS), 'Prescriber No' (HEALTH, HENRY 567895), and 'Drug or Repeat No'. A 'Find Doctor' dialog box is open in the foreground, titled 'Doctor Details'. It contains the following fields:

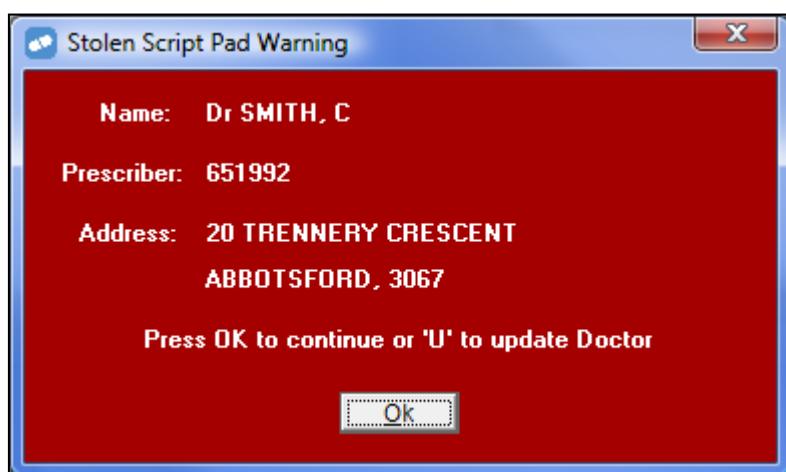
Dr Fast Code	<input type="text" value="FRED"/>	Prescriber Type	<input checked="" type="checkbox"/> M Medical Doctor
Doctor Surname	<input type="text" value="HEALTH"/>		
Firstname	<input type="text" value="HENRY"/>		
Use 'Dr' as Title Y/N?		<input checked="" type="checkbox"/> Y	
Prescriber Number	<input type="text" value="123456"/>		
Stolen Script Pad Y/N? <input type="checkbox"/> N			
Address: <input type="text"/>			
Suburb: <input type="text"/>			
Postcode: <input type="text"/>			
Phone: <input type="text"/>		Fax: <input type="text"/>	Mobile: <input type="text"/>
E-mail: <input type="text"/>			
<input type="button" value="Find"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>			

- If the **Prescriber Number** has already been entered for another Doctor, **Fred Dispense** will NOT SAVE the new Doctor entered and will default to the pre-existing Doctor in the database.



Stolen Script Pad Option

Defaults to **N**. Change to **Y** if Doctor notifies of theft. Once changed to **Y**, selection of this Doctor for a NEW script will produce a warning on screen.



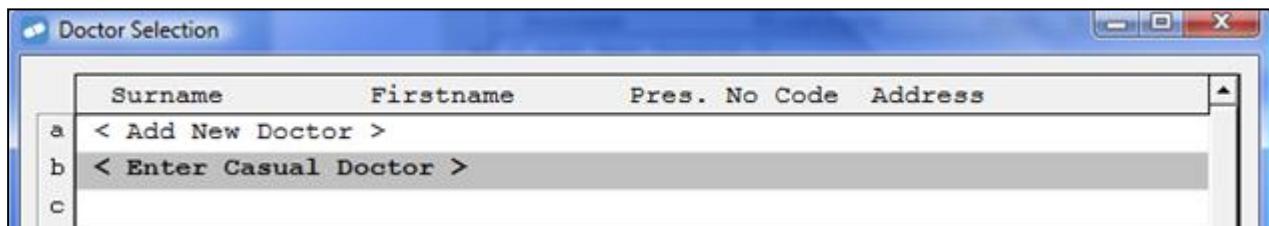
- To retain this warning, click **<OK>**.
- To remove this warning, press **<U>** to go directly to the correct field on the correct **Doctor Details** window.
- Change the **Y** to **N** and press **<END>** to save.
- Alternatively, go into **Lists - Doctors** and change the **Y** to **N** and press **<END>** to save.

Address, Phone Number, Fax, Mobile and E-mail

These fields are optional fields. When all required information has been entered, press **<END>** to Save.

ADDING CASUAL DOCTORS

- A doctor entered as '**Casual**' is not available on subsequent searches or dispensings.
- The record for that Doctor resides with the actual script dispensed.
- Use "Casual" doctors as a way of recording a Doctor that are unlikely to be used again ie Doctors that are not local or regularly used.



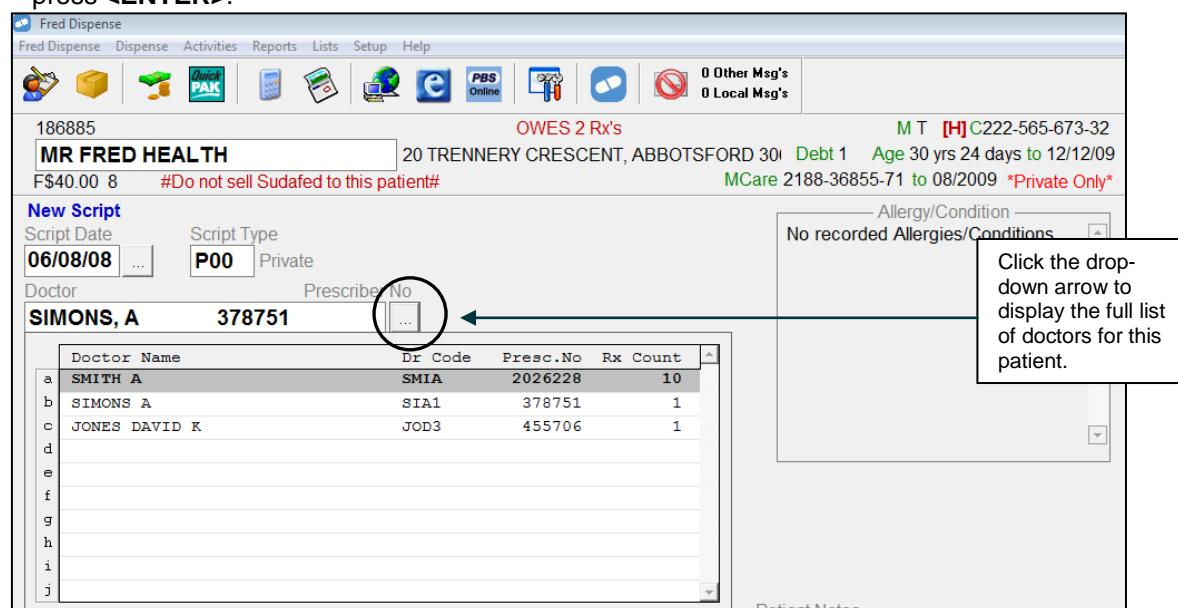
- If the Casual Doctor option is chosen, **Fred Dispense** will only ask for the **Doctor's Name** and **Prescriber Number**.



If new Doctors are added routinely, **searching by Prescriber Number** can be the quickest and easiest way to locate a given Doctor.

DOCTOR DROP-DOWN MENU

- The **Doctor Search** field in the Dispensing screen includes a drop-down arrow that lists all **Doctors** that have previously prescribed to the selected Patient to speed up the Dispensing process.
- The list includes **Doctor Name**, **Dr Code**, **Prescriber Number** and their **Script Count** for the selected Patient.
- To quickly select one of these **Doctors**, click on the drop-down arrow and then either click on the required **Doctor**, or use the **<Down Arrow>** and **<Up Arrow>** to highlight the required **Doctor** and press **<ENTER>**.



Changes to Fred Dispense for Nursing & Midwife Prescribing

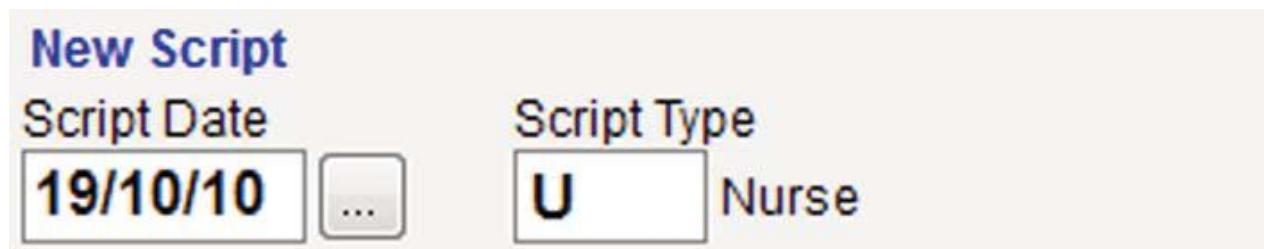
From the 1st September 2010, nurse practitioners and/or Midwives endorsed to prescribe under state or territory legislation can apply for approval as PBS prescribers (*authorised nurse practitioners/authorised midwives*). Information for nurse practitioners/midwives to become authorised PBS prescribers is available from Medicare Australia.

The medicines listed for prescribing by authorised nurse practitioners are identified by 'NP' for Nurse Practitioners and "MW" for Midwives in the PBS Schedule. Nurse practitioners and/or Midwives must not write PBS prescriptions for other medicines.

The prescriber type and script type functionality in Fred Dispense has been extended to allow for Nurse and Midwife prescribing.

As of 1st November 2010, presentation of a Nurse Practitioner or Midwife script will require the following:

- The script type is selected as U for Nurse or F for Midwife (these characters have been selected because other uses have limited the characters available).



Setting of this "script type" will limit the choice of prescribers to just this type and will limit the "valid" PBS items displayed to just those for this prescriber type.

Drug Name	Qty	Rp	Drug Type	S Code	WSCost	Mf
AMOXIL CAP 250mg	20	1	Nurse	a 1884E	2.54	GK
AMOXIL CAP 500mg	20	1	Nurse	a 1889K	4.37	GK
AMOXIL O-DRPS PAED 100mg/mL	1	1	Nurse	1888J	4.21	GK
AMOXIL O-DRPS PAED 100mg/mL (SPX)	1	1	Nurse Aut	9714G	4.21	GK
AMOXIL SACH 3g	1	0	Nurse	1878W	2.34	GK
AMOXIL SYR-SACH 125mg	20		Private		7.00	GK
AMOXIL SYRP 125mg/5mL	1	1	Nurse	a 1886G	2.48	GK
AMOXIL VL 1g	5		Private		13.28	GK
AMOXIL VL 1g 10	10		Private		26.56	GK
AMOXIL VL 500mg	5		Private		7.64	GK
AMOXIL DUO TAB 1g	14		Private		6.42	GK
AMOXIL FORTE SYR-SACH 250mg	20		Private		11.34	GK
AMOXIL FORTE SYRP 250mg/5mL	1	1	Nurse	a 1887H	3.07	GK

Drug Name	Qty	Rp	Drug Type	S Code	WSCost	Mf
AMOXIL CAP 250mg	20	1	Midwife	a 1884E	2.54	GK
AMOXIL CAP 500mg	20	1	Midwife	a 1889K	4.37	GK

How were prescribers defined in Fred Dispense previously?

Prior to the 1st of November 2010 Update, Fred Dispense only recognised 4 types of prescribers.

- M – Medical Doctor
- D – Dentist
- O – Optometrist
- V – Vet

Stored Prescribers were identified in Fred Dispense by their unique prescriber number and prescriber type.

Casual Prescribers were only identified by their name and prescriber number.

The prescriber types are now as follows

- <M> Medical Doctor
- <E> Optometrist
- <D> Dentist
- <U> Nurse Practitioner
- <F> Midwife
- <V> Veterinarian

*Note – Vets and Non PBS Prescribing Optometrists are now stored with a 0 prescriber number.

Adding a new prescriber (casual or permanent) will require the appropriate suffix to be added to identify the prescriber type.

	Surname	Firstname	Pres. No	Type	Code	Address
a	< Add New Doctor >					
b	< Enter Casual Doctor >					
c	EXAMPLE	DENTIST	1400003	Dental	DEN	
d	EXAMPLE	MEDICAL	869513	Medical	BETB	ABBOTSFORD,
e	EXAMPLE	MIDWIFE	736866	Midwife	WIFE	
f	EXAMPLE	NURSE	851244	Nurse	ESRU	
g	EXAMPLE	OPTOMETRIST	689494	Optom	PEEP	
h	EXAMPLE	VET	0	Vet	YRA1	

Casual Doctor

Casual Doctors Name	Prescriber No	Prescriber Type
<input type="text" value="CASUAL"/>	<input type="text" value="1234567"/>	<input type="text"/>
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>		

Casual Doctor

Casual Doctors Name	Prescriber No	Prescriber Type
<input type="text" value="CASUAL"/>	<input type="text" value="1234567"/>	<input type="text" value="U Nurse Practitioner"/>
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>		

Casual Doctor

Casual Doctors Name CASUAL	Prescriber No 1234567	Prescriber Type M Medical Doctor
		<input type="button" value="Ok"/> <input type="button" value="Cancel"/>

Doctor Details

Dr Fast Code NURS	Prescriber Type U Nurse Practitioner	
Prescriber Surname EXAMPLE		
Firstname NURSE	Use 'Dr' as Title Y/N? N	
Prescriber Number 0	Stolen Script Pad Y/N? N	
Address Suburb <input type="text"/>	Postcode <input type="text"/>	
Phone Number <input type="text"/>	Fax <input type="text"/>	Mobile <input type="text"/>
E-mail <input type="text"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Nurses and Midwives have the ability to order “emergency bag” items similar to Doctor’s Bags. To dispense these items use the script type “B” as for Doctor’s Bag items.

In Patient Details for the Nurse or Midwife the default is <N> for No which needs to change to <Y> for YES to signify that this Nurse/Midwife is entitled to order emergency bag items.

Edit Existing Patient Details

Surname	NEW	Consent	<input checked="" type="checkbox"/> Y	Medicare Card	2293-58797-2 6	Valid To	11/2011
Firstname	MILLIE	Card Firstname					
Title	MRS	Sex	<input checked="" type="checkbox"/> F	Card Surname			
Address	20 TRENNERY CRES			Medicare Enquiry?	<input checked="" type="checkbox"/> N	251	
Suburb	ABBOTSFORD			Postcode:	3067	0	G
Birthdate	11	UR	<input type="button" value="..."/>	Ward	KLS	Hosp:	BLUE
Concession Type <input type="checkbox"/> Concession No <input type="text"/> Valid to 11 <input type="button" value="..."/> Repeat Type <input type="checkbox"/> No. <input type="text"/> Safety Net Entitlement No <input type="text"/>							
Phone No.	<input type="text"/> <input checked="" type="checkbox"/> eRx Consent <input type="checkbox"/> CTG Registered						
<input type="button" value="Allergies"/> <input type="button" value="Extra Information"/> <input type="button" value="Family Maintenance"/> <input type="checkbox"/> Family Ind.		Patient Notes <div style="border: 1px solid black; height: 100px; width: 100%;"></div>					
Doctor/Nurse/Midwife Bag N <input type="button" value="Save"/> <input type="button" value="Cancel"/>							

In Lists/Drugs, the items available for Nurse or Midwife Emergency Bags are shown with suffixes of "G" for Nurses and "H" for Midwives.

Nurse Practitioners and Midwives scripts can be deferred, made owing, have reg24 applied, come under the 20/04 day rules and can be PBS items as long as they show on the drug list as valid for this prescriber type.

PharmPay and on-line claiming are exactly the same for these new prescriber types as previously for all practitioners.

Scripts dated prior to 01/11/2010 by Nurses or Midwives can only be dispensed as Private items.

Scripts from these prescriber types add to Safety net as do "normal" scripts.

Repeat forms will show the prescriber type for the original prescriber. This will show as either "NP" or "MW" after the prescriber number on the Repeat form.

Shared Care Model (SCM)

SCM is for prescribing by nurse practitioners where care of a patient is shared between a nurse practitioner and medical practitioner in a formalised arrangement with an agreed management plan. Further information can be found in the Explanatory Notes for Nurse Practitioners in The Schedule of Benefits.

Continuing Therapy Only (CTO)

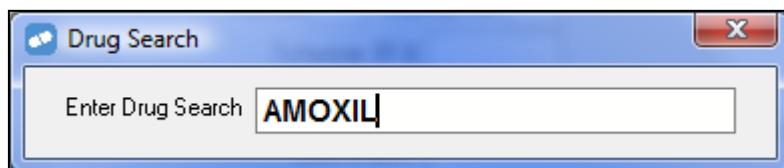
CTO is for prescribing by nurse practitioners as continuing therapy only, where the treatment of, and prescribing of medicine for a patient has been initiated by a medical practitioner. Further information can be found in the Explanatory Notes for Nurse Practitioners.

There is no requirement for nurse prescribers to indicate on the script that they are prescribing under a Shared Care Model (SCM) or Continuing Therapy Only (CTO) for items contained in those categories. Medicare Australia will not be monitoring this or rejecting these scripts for no annotation being present. The nurse practitioner will be responsible for ensuring they are prescribing within the conditions as recommended by the PBAC. Pharmacists will also not be required to monitor this to ensure compliance with the conditions.

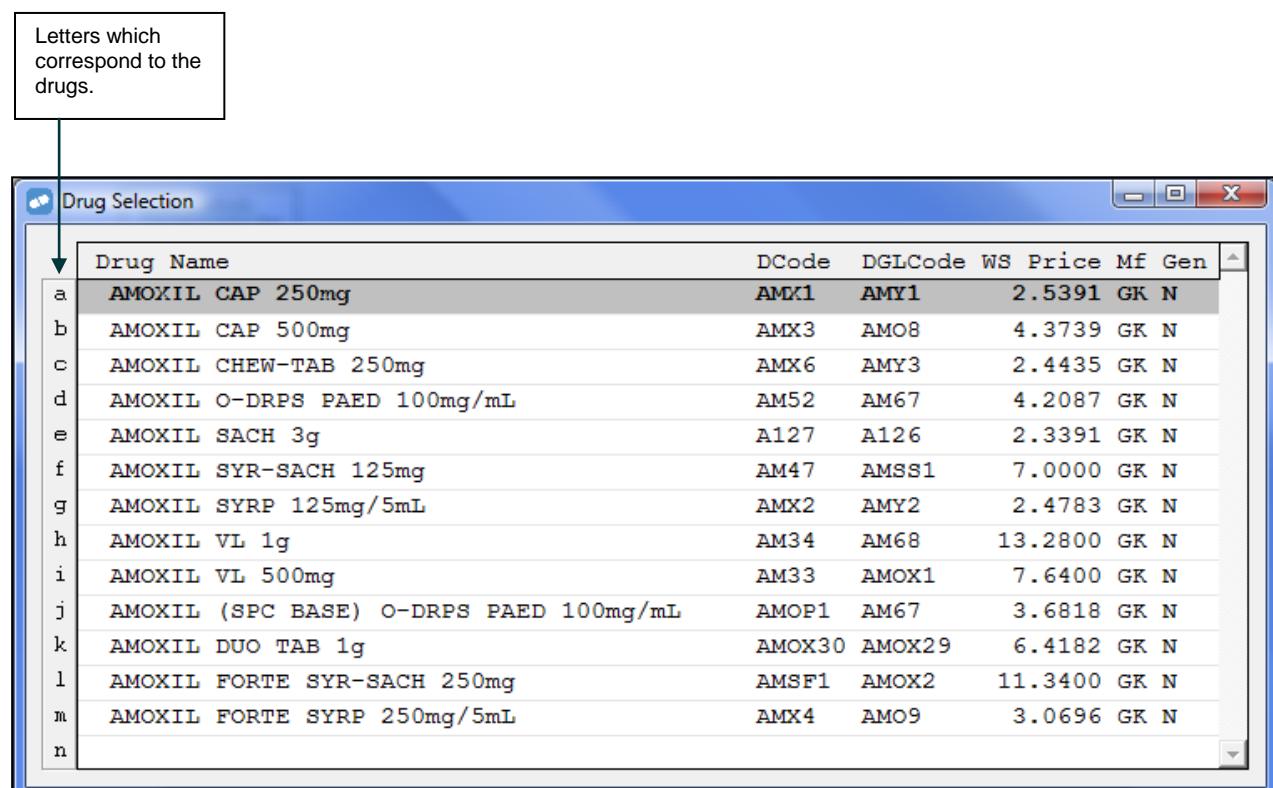
Drug File Setup

MAIN DRUG FILE

- The main drug file in **Fred Dispense** is created and maintained by Fred Health.
- At the time of conversion/installation, the most recent Full Drug File is supplied.
- Each month an update is released (via **Fred Connect**) that includes software updates and drug file changes. These must be run without fail each month to ensure your system is current.
- **<ALT+L>** then **<D>**
- or click on **Lists - Drugs**.
- The buttons to **Add** or **Delete** items have been disabled and may only be enabled by contacting Software Support.
- The **Update** button is active but restricted to retail pricing, Supplier Details etc.
- The fields that cannot be updated by users are updated by the monthly update procedure along with the addition or deletion of drug listings.
- Click on **<Find>** or press **<F>** or **<ENTER>** to open **Drug Search** window.



- Type in the name or part of the drug name and press **<ENTER>**.
- A list of drugs matching the search requirements are displayed.
- **<Down Arrow>** and **<Up Arrow>** buttons to highlight or press the letter corresponding to the required drug to select drug.



- Drug Details are then displayed.
- User may view details of the items such as its Drug Code, Interaction Grouping, Manufacturer, Pricing Details, Supplier Details and NHS details.

Drug's NHS Information

Updateable fields

Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts	Clear Days	SNQ
AMO8	N	01/01/1992	1889K		20	1 04	N	
AMO8	D	01/01/1992	3300Q		20	0 04	N	

To **Update** selected drug, press **<U>** to **Update**. Limited fields are available for updating.

User Drug Code

User may enter their own Drug Code for easy selection of drug. Use this during dispensing or when searching for a drug.

Private Price \$

User may set a Set Private Price for drugs dispensed Privately Whenever drug is selected during Private dispensing, Private Price will default unless Patient has own default Fee and Markup Categories set. If a Private Price is set, a Fee and Markup Category may not be set.

Fee and Markup Category

User may set a Private Fee and Markup Category for Drugs dispensed privately. Fee and Markup Category will default unless Patient has own default Fee and Markup Categories set. If a Private Price is set, a Fee and Markup Category may not be set until this Private Price is removed. Fee and Markup Categories are set in **Setup – Private Fees (<ALT+S> then <F>)**.

Schedule 3R \$

User may set a Schedule 3R price if the drug is a schedule 3 item. **OTC Price \$** User may set an OTC price if applicable. **OTC Price** will be used if **Script Type** field is set to **<PC>**

.Own Warnings

User may enter additional warnings to display when drug is selected for dispensing. Enter the **Warning Code** from **Lists – Drug Warnings** for User or System Warnings. These warnings display after the warnings already assigned to that drug on dispensing screen.

Label Size

Set to **<L>arge** or **<S>mall**, depending on the pack size.

Add GST?

Set to **Y** if the drug is to always have GST added to the price when dispensed. Set to **N** if GST is not to be added to drug price when dispensed.

Supplier Code

This field contains the pharmacy's **Primary Supplier** details. This is setup during installation. To change

supplier details, please contact Software Support.

PDE Number

This field is automatically populated with the **Primary Supplier's** corresponding **PDE Number** for the drug.

PDE No. 2

This field contains the pharmacy's **Secondary Supplier** details. This is setup during installation. To change supplier details, please contact Software Support. The **PDE Number** field is also automatically populated when a secondary supplier is specified.

APN

This field contains the drug's **APN**. This field is automatically updated by the end of month updates. A list of APN variations is accessible via the drop-down arrow, if applicable.

Aus Reg No.

The **Aus Reg No** uniquely identifies each Drug according to Brand, Strength, Pack Size and Pack Type (eg blister vs bottle).

Stock Group

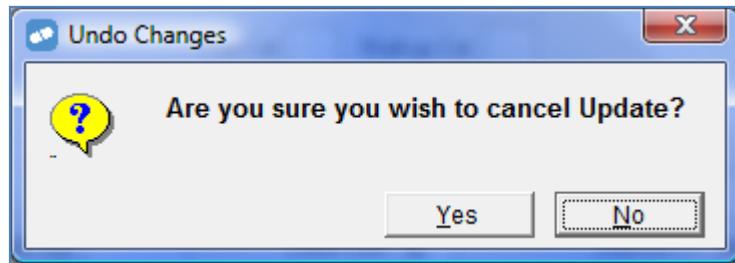
Enter drugs into a **Stock Group** in order to report on a specific group of drugs via the **Reports Menu**. **Stock Group** may be any number from 0 to 999 and is at User's discretion.

Drug Ranking

Enter **Drug Ranking** from 1-9 where 1 is **Used Often**, 5 corresponds to **Average Use** and 9 corresponds to **Used Rarely**. Entering a **Drug Ranking** affects the order in which drugs are displayed in search list eg drugs with a ranking of 1 appear as a 'favourite' at the top of the list for quick selection.

	Drug Name	Qty	Rp	Drug Type	S Code	WSCost	Mf
a	AMOXIL CAP 500mg	20		Private	a 1889K	4.37	GK
b	AMOXIL CAP 250mg	20		Private	a 1884E	2.54	GK
c	AMOXIL CHEW-TAB 250mg	20		Private	1883D	2.44	GK
d	AMOXIL O-DRPS PAED 100mg/mL	1		Private	1888J	4.21	GK
e	AMOXIL O-DRPS PAED 100mg/mL	1		Private	9714G	4.21	GK
f	AMOXIL SACH 3g	1		Private	1878W	2.34	GK
g	AMOXIL SYR-SACH 125mg	20		Private		7.00	GK
h	AMOXIL SYRP 125mg/5mL	1		Private	a 1886G	2.48	GK
i	AMOXIL VL 1g	5		Private		13.28	GK
j	AMOXIL VL 500mg	5		Private		7.64	GK
k	AMOXIL DUO TAB 1g	14		Private		6.42	GK
l	AMOXIL FORTE SYR-SACH 250mg	20		Private		11.34	GK
m	AMOXIL FORTE SYRP 250mg/5mL	1		Private	a 1887H	3.07	GK
n							
o							
p							
q							
r							

- <END> or click <Save> to save.
- <ESC> or click <Cancel> to cancel changes.
- A prompt will be displayed to confirm cancellation of the update.
- Press <Y> or <N> or click on <Yes> or <No>.



Own Brand Drugs

- The **Own Brand Drug** file is a User-maintained database for creation and maintenance of private items regularly dispensed.
- e.g. Extemporaneous items or vitamins that are dispensed to Nursing Home Patients.
- This drug file is pharmacy-specific, and is not updated at the end of the month by Fred.
- **Own Brand Drugs** will appear in the **Drug Selection** window when searching.
- They are classified as **Private** drugs.

Drug Name	Qty	Rp	Drug Type	S	Code	WSCost	Mf
a ZINC CRM BP	100		Private			2.88	
b ZINC & CASTOR OIL OINT APF & BP	100		Private			5.72	
c ZINC CO PSTE APF	100	1	NHS		7558T	11.35	
d ZINC ELEMENTAL AMP 5mg/2mL (BL)	5		Private			51.20	HH
e ZINC SULF EYE-DRP APF	15		Private			5.35	
f ZINC/STARCH/TALC PWDR APF 15	100	1	NHS		7458M	8.55	
g ZINCABAND 7.5cm x 6m 3604	1		Private			9.90	SS
h ZINCAPS CAP 50mg	100		Private			7.88	AV
i ZINCFRIN EYE-DRP 15mL	1		Private			5.74	AQ
j ZINC & CASTOR OIL CRM 100G	1		Private			2.10	SI
k ZINC CREAM	1		Private			5.00	
l ZINC & PHENYLEPHRINE EYE-DRP 15mL	1		Private Gen			5.49	

Adding Own Brand Drugs

- <ALT+L> then Own Brand Drugs.

- To Add a new drug, press <A> or click on the <Add> button.

Name

Enter the **Name** of the Own Brand Drug.

Code

This field is automatically populated when the item is saved. It assigns a distinct code to each Own Brand Drug.

Form

Choose the **Form** of the item by pressing <CTRL+L> to bring up the list, or type in the abbreviation if it is known.

Abbreviation	Description	Singular	Plural
AMP	AMPOULES		
APP	APPLICATION		
BAG	BAG	bag	bags
BATH-OIL	BATH OIL		
BEADS	BEADS	bead	beads
CAP	CAPSULES	capsule	capsules
CHEW-CAP	CHEWABLE CAPSULES	capsule	capsules
CRM	CREAM		
CRM-PESS	CREAM PESSARIES	pessary into the vagina	pessaries into the vag

Strength

Enter **Strength** if required or move to next field by pressing <TAB> or <ENTER>.

Generic

Enter the **Generic** name of the Own Brand Drug.

Generic Code

This field facilitates linking of **Own Brand Drugs** that have the same Generic name if required. Items are linked via the **Code** field. To do this, note the **Code** from the existing entry to be linked to, then enter exactly the same data into this entry. The **Code** is a decimal point followed by a number with NO preceding zeroes. Usually bypass this option.

Pack Size

Set to the minimum size which can be dispensed allowing for the opportunity to "break" packs. E.g. normally a cream or ointment would have a **Pack Size** of 1 whereas tablets which come in boxes of 20 could have a pack size of 1 (if never dispensed in smaller quantities) or 20 if they are dispensed in smaller quantities.

Wholesale \$

Enter wholesale price.

Add GST?

Set to <Y> if GST is to be added to dispensing price. Set to <N> if GST is not to be added to dispensing price.

Disp Fee Category and Markup Category

User may set a Private Fee and Markup Category for Drugs dispensed privately. Fee and Markup Category will default unless Patient has own default Fee and Markup Categories set. If a Private Price is set, a Fee and Markup Category may not be set until this Private Price is removed. Fee and Markup Categories are set in **Setup – Private Fees (<ALT+S> then <F>)**.

Private Price \$

User may specify a Set Private Price for drugs dispensed Privately whenever drug is selected during Private dispensing, Private Price will default unless Patient has own default Fee and Markup Categories set.

Schedule 3R \$

User may set a Schedule 3R price if the drug is a schedule 3 item.

OTC Price \$

User may set an OTC price if applicable. **OTC Price** will be used if **Script Type** field is set to **<PC>**.

Supplier code

Enter Primary **Supplier code** if applicable. **PDE number** Enter **PDE Number** for Primary Supplier if applicable.

APN

Enter **APN** to enable scanning of the item, if applicable.

Label Size

Label Size defaults to **<L>** for large. If the pack is small and Pharmacy uses **Fred Dispense 5** labels, this can be set to **<S>** for small.

Highlight Drug

When set to **<Y>**, **Own Brand Drug** is displayed in a different colour to other Private Drugs. When set to **<N>**, **Own Brand Drug** is displayed in same colour as other Private Drugs.

User Code

User may enter their own Drug Code for easy selection of drug. Use this during dispensing or when searching for a drug.

Stock Group

Enter drugs into a **Stock Group** in order to report on a specific group of drugs via the **Reports Menu**. **Stock Group** may be any number from 0 to 999 and is at User's discretion.

Status

Status should be left at **<A>ctive** for it to display in the **Drug Selection** screen. If Drug is no longer required, DO NOT delete from **Own Brand Drugs** as this will affect previous dispensings. Rather, set to **<l>nhibited** and item will no longer display in **Drug Selection** screen. Other options are **<T>herapeutic Premium Base Price** and **Cheapest for <S>pecial Patient Contribution**.

Schedule

Specify **Schedule** if applicable. **Blank = Unscheduled, 2 = General, 3 = Supervision, 3R = Schedule 3 Recordable, 4 = Prescription, 7 = Warrant, 8 = Narcotic.**

Extemp

This field defaults to **<N>ot Extemporaneous** but can be changed to **<E>xtemporaneous, Price <O>VERRIDE, Extemp+<W>ater or Extemp <P>repared.**

Manufacturer code

Enter **Manufacturer Code** if known, or press **<CTRL+L>** to select From **Manufacturer** list.

Manufacturer Selection

Manufacturer Name	Code
ABBOTT AUSTRALASIA PTY LT	AB
ALBERTO CULVER COMPANY	AC
AMRAD PHARMACEUTICALS PTY	AD
ALPHAPHARM PTY LIMITED	AF
ALLERGAN AUSTRALIA PTY LT	AG
AMES PRODUCT GROUP	AM
ASTRAZENECA PTY LTD	AP
ALCON LABORATORIES (AUSTR	AQ
AYERST LABORATORIES	AY
BDF AUSTRALIA LTD	BE

Interaction Group

Enter **Interaction Group** if known, or press <CTRL+L> to select from **Interaction Group** list.

Drug Interaction Selection

Description	Group
CITALOPRAM	335
PARACETAMOL	202
ACETAZOLAMIDE	63
ADRENALINE	65
ALLOPURINOL	17
AMANTADINE	66
AMINOGLUTETHIMIDE	68
AMINOGLYCOSIDES	59
AMINOSALICYLIC ACID	69
AMIODARONE	70

Drug MonoGraph

Enter the **Drug Monograph** number if applicable. **Warnings** Enter **Drug Warning codes** if known.

Otherwise, press <ENTER> in this field then <ALT+I> to display the available list of warnings. Highlight required warnings using <Down Arrow> and <Up Arrow> and press <ENTER> to select. Repeat using <ALT+I> for all required warnings, then press <ALT+S> or click <Save> to add warnings. To cancel, press <ESC> or click <Cancel>.

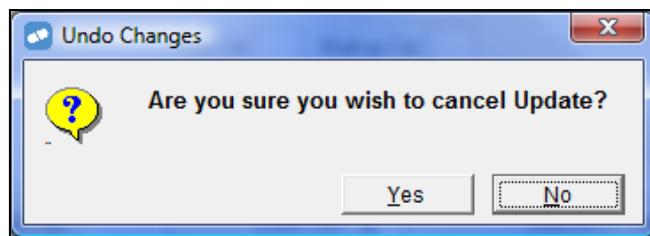
Warning Selection

Warning Text	Code	Sig	Class
** Drug Only supplied by ARROW **	AO		W
No longer Arrow - REVIEW PRICING	AP		W
*5mL Not avail. Disp 6mL & endorse Rx	NS		W
*Avoid combination with St John's Wort	STJ	STJ	W
*Certain foods should be avoided	I	LI	L
Check that patient has HandiHaler	HH		W
*Contains LATEX-Caution if LATEX allergy	LTX	LTX	W
*DO NOT DISPENSE- use correct PBS code	PBS		W
DO NOT USE 4MTHS AFTER DISPENSING	NVA	NUVA	L
Do not take later than MIDDAY	MID		W



Editing Own Brand Drugs

- <ALT+L> then then <F> or <ENTER> **Own Brand Drug Search** window.
- Use the <Down Arrow> and <Up Arrow> to highlight **Own Brand Drug** for editing.
- Press <ENTER> to select item. Press <U> to **Update** the item.
- Make required changes then press <END> or click on <Save>.
- To cancel changes, press <ESC> or click on <Cancel>. A prompt will display to confirm cancellation of the changes. Press <Y> or <N>, or click on <Yes> or <No>.



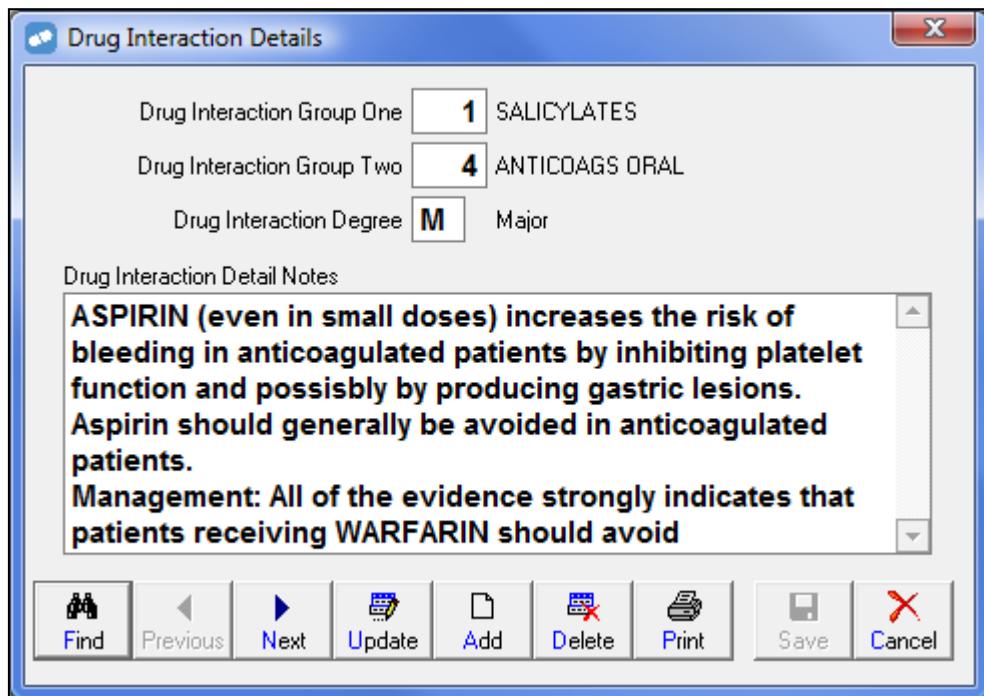
Dispensing Own Brand Drugs

- Search for **Own Brand Drugs** exactly the same as searching for other drugs.
- Once the drug has been selected for dispensing, the **Script Type** will automatically change to **P for Private**.
- Continue dispensing as for any other item.

Drug Interactions

<ALT+L> then <I> Drug Interaction Details

- Displays the two **Drug Interaction Groups**, the degree of the interaction **Moderate (O) or Major (M)**, details of the Interaction and Management for the Pharmacist.



SEARCHING FOR A DRUG INTERACTION

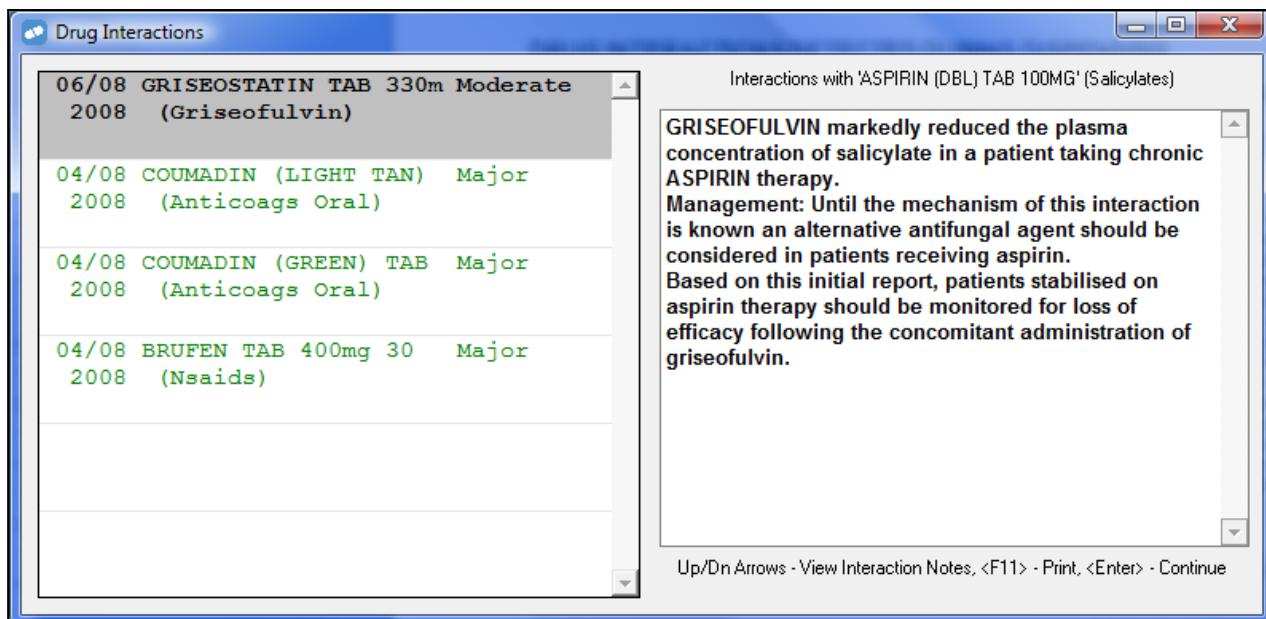
- <ALT+F> Interaction Selection
- or click on <Find>
- Press <Page Up>, <Page Down>, <Up Arrow> or <Down Arrow> to scroll through the list, or press the key for the first letter of the drug group name to jump to the first Interaction Group starting with this letter.

Group One	Group Two	Degree
SALICYLATES	ANTICOAGS ORAL	M
SALICYLATES	CORTICOSTEROIDS	O
SALICYLATES	GRISEOFULVIN	O
SALICYLATES	SULPHONYPYRAZONE	O
SALICYLATES	PHENYTOIN	O
SALICYLATES	PROBENECID	O
SALICYLATES	ACE INHIBITORS	O
SALICYLATES	ACETAZOLAMIDE	O
SALICYLATES	CALCIUM CHANNEL BLOC	O
SALICYLATES	METHOTREXATE	M

- To select the interaction shown press <ENTER>
- To print press <P> or clicking <Print>.
- <ESC> exits from Selection screen back to Drug Interaction Details screen.

DRUG INTERACTIONS DETECTED DURING DISPENSING

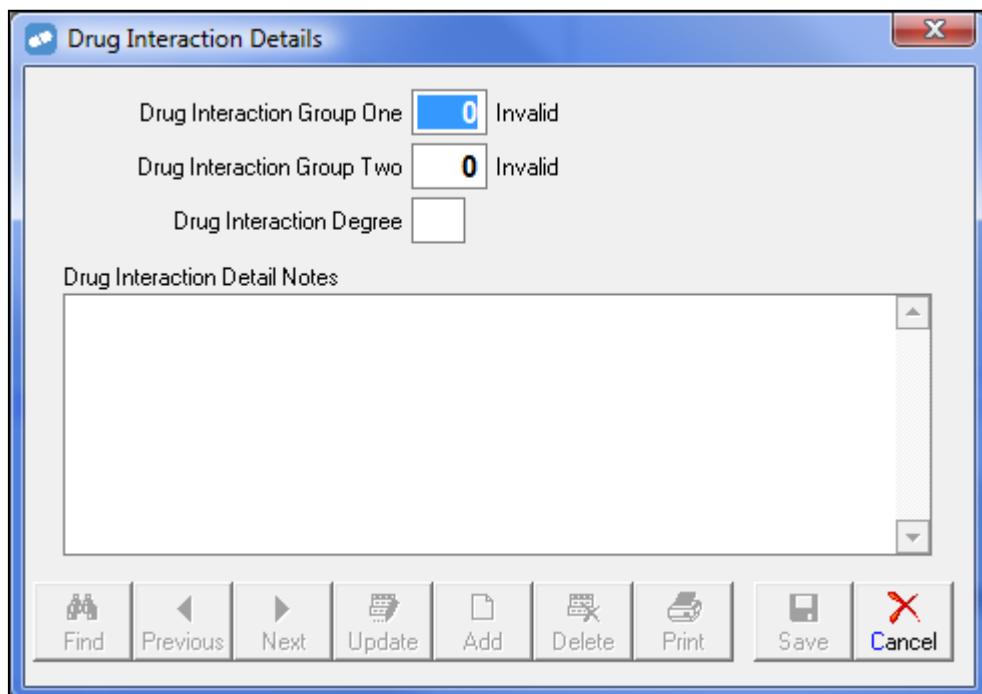
- When a Drug Interaction is identified during dispensing, a **Drug Interactions** screen will display.
- <Down Arrow> and <Up Arrow> to view interaction details if more than one drug interaction exists:



- <F11> from this screen to print a Patient Drug Interaction Summary
- or press <ENTER> to continue dispensing
- press <F5> to redisplay drug interactions later in the dispensing process

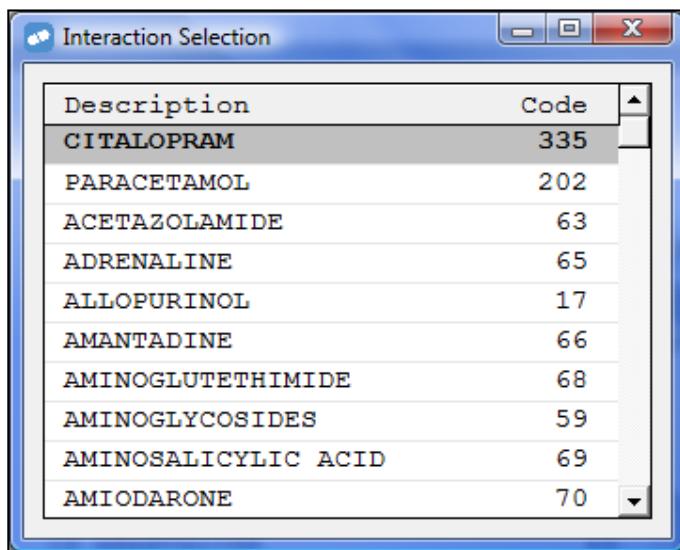
ADDING DRUG INTERACTIONS

- <ALT+A> from the **Drug Interaction Details** screen.



- <CTRL+L> to display **Interaction Selection** screen for **Drug Interaction Group One**.
- <Down Arrow> and <Up Arrow> to locate the desired Interaction group.

- <ENTER> to select.



- <CTRL+L> to display **Interaction Selection** screen for **Drug Interaction Group Two**.
- <Down Arrow> and <Up Arrow> to locate the desired Interaction group.
- <ENTER> to select.

Drug Search Tips

HOW TO OPTIMISE DRUG SEARCH

- The more criteria entered to search the more refined the search results.
- When entering drug names to search, use as many letters as reasonable, and a <SPACE> or <,> then drug form (C for capsules, T for tablets etc) then <SPACE> or <,> and strength (2 for 250, 5 for 500 etc). EG to search for Amoxycillin Capsules 250mg type <AMOXY C 250>.
- The **Drug Selection** screen is displayed, and limited to the search criteria entered:

	Drug Name	Qty	Rp	Drug Type	S	Code	WSCost	Mf
a	AMOXYCILLIN (CHEM-MART) CAP 250mg	20	1	NHS	a	1884E	1.85	CH
b	AMOXYCILLIN (CHEM-MART) CAP 500mg	20	1	NHS	a	1889K	3.68	CH
c	AMOXYCILLIN (CHEM-MART) SYRP 125mg/5mL	1	1	NHS	a	1886G	1.65	CH
d	AMOXYCILLIN (CHEM-MART) SYRP 250mg/5mL	1	1	NHS	a	1887H	2.38	CH
e	AMOXYCILLIN (HEALTHSENSE) CAP 250mg	20		Private			2.91	HS
f	AMOXYCILLIN (HEALTHSENSE) CAP 500mg	20		Private			5.80	HS
g	AMOXYCILLIN (TERRY WHITE) CAP 250mg	20	1	NHS	a	1884E	1.85	TW
h	AMOXYCILLIN (TERRY WHITE) CAP 500mg	20	1	NHS	a	1889K	3.68	TW
i	AMOXYCILLIN (TERRY WHITE) SYRP 125mg/5mL	1	1	NHS	a	1886G	1.65	TW
j	AMOXYCILLIN (TERRY WHITE) SYRP 250mg/5mL	1	1	NHS	a	1887H	2.38	TW
k	AMOXYCILLIN GENRX CAP 250mg	20	1	NHS	a	1884E	1.85	GX
l	AMOXYCILLIN GENRX CAP 500mg	20	1	NHS	a	1889K	3.68	GX
m	AMOXYCILLIN GENRX SYRP 125mg/5mL	1	1	NHS	a	1886G	1.65	GX
n	AMOXYCILLIN GENRX SYRP 250mg/5mL	1	1	NHS	a	1887H	2.38	GX
o	AMOXYCILLIN SANDOZ TAB 1g	14	1	NHS	a	8581P	3.80	BG
p	AMOXYCILLIN-BC CAP 250mg	20		Private			2.91	BG
q	AMOXYCILLIN-BC CAP 500mg	20		Private			5.80	BG
r	AMOXYCILLIN-DP CAP 250mg	20	1	NHS	a	1884E	1.85	GM

Drug Search Methods

- There are many different shortcuts which may be used when searching for Drugs.
- Type these shortcuts into the **Drug or Repeat Number** field.

Search by Drug Code

Enter the unique **Fred Dispense** drug code as displayed in **Code** field under **Lists – Drugs**, or as displayed under **Drug Details** in main dispensing window after drug selection. Eg for **Amoxil Cap 250mg** type <AMX1>.

Fred Drug Code	Name AMOXIL
	Form CAP CAPSULES
	Strength 250mg
	Code AMX1 Pack 20
	Generic AMY1
	Pack Size

Fred Dispense

186885 OWES 2 Rx's M T [H]C222-565-673-32

MR FRED HEALTH 20 TRENNERY CRESCENT, ABBOTSFORD 301 Debt 1 Age 30 yrs 25 days to 12/12/00
 F\$45.00 9 #Do not sell Sudafed to this patient# MCare 2188-36855-71 to 08/2009 *Priv

New Script Drug Details

Script Date: 07/08/08 Script Type: N NHS

Doctor: SIMONS, A Prescriber No: 378751

Hospital Prov. No:

Drug or Repeat No: AMOXIL CAP 250MG Add GST? No <Alt+G>

AMOXIL CAP 250MG

AMOXICILLIN (G)
 S4 NHS: 1884E AMX1 a
 Class: Penicillins -\$1.50
 Glaxosmithkline Australia F2T
 PDE No: 707 457 (API)
 Cost \$2.54 Retail \$8.91
 Brand Price Premium \$0.79

Search by User Drug Code

Enter a semi-colon <;> then the unique **User-defined** drug code (if set) as displayed in **User Drug Code** field under **Lists – Drugs**, Eg for **Amoxil Cap 250mg** User would type <;AMOX2>.

Name: AMOXIL Drug NHS: Add Delete

Form: CAP CAPSULES NHS Gen Link Y Diff Subst a

Strength: 250mg Generic: AMY1 AMOXICILLIN

Code: AMX1 Pack: Pack Size: 20 Wholesale \$: 2.5391

Status: A Active User Drug Code: AMOX2 Supplier Code: API

User Drug Code

Search by NHS Code

Enter a forward slash </> then the unique **NHS Code** as displayed in **Drug NHS Code** field under **Lists – Drugs**, Eg for **Amoxil Cap 250mg** User would type </1884E>.

Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts	Clear Days	SNQ
AMY1	N	01/01/1992	1884E		20	1 04	N	
AMY1	D	01/01/1992	3301R		20	0 04	N	

Find Previous Next Update Add Delete Print Save Cancel

Drug NHS Code

Search by Repeat Number

Type or scan **Repeat Number** from previous repeats if available.

Generic Search

After selection of Drug, User may type <G> in the **Drug or Repeat No** field and press <Enter> to display a list of all available brands. If Drug is selected from this **Generic Search**, label will print generic details followed by Brand in brackets.



Drug Name	Qty	Rp	Drug Type	S	Code	WSCost	Mf
a AMOXYCILLIN CAP 250mg	20	1	NHS Gen		1884E	1.85	
b ALPHAMOX CAP 250mg	20	1	NHS	a	1884E	1.85 AF	
c CILAMOX CAP 250mg	20	1	NHS	a	1884E	1.85 SI	
d AMOHEXAL CAP 250mg	20	1	NHS	a	1884E	1.85 HX	
e AMOXYCILLIN (CHEM-MART) CAP 250mg	20	1	NHS	a	1884E	1.85 CH	
f AMOXYCILLIN (TERRY WHITE) CAP 250mg	20	1	NHS	a	1884E	1.85 TW	
g AMOXYCILLIN GENRX CAP 250mg	20	1	NHS	a	1884E	1.85 GX	
h AMOXYCILLIN-DP CAP 250mg	20	1	NHS	a	1884E	1.85 GM	

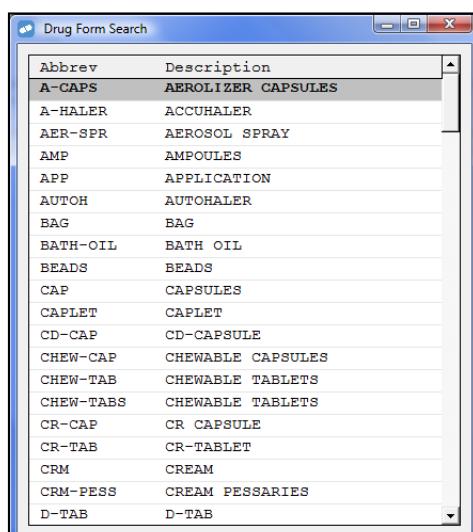
Generic Substitution Search

After selection of Drug, User may type <GS> in the **Drug or Repeat No** field and press <Enter> to display a list of all Brands available for **Generic Substitution**. If Drug is selected from this **Generic Search**, label will print generic details followed by Brand in brackets.



Drug Name	Qty	Rp	Drug Type	S	Code	WSCost	Mf
a AMOXYCILLIN CAP 250mg	20	1	NHS Gen		1884E	1.85	
b ALPHAMOX CAP 250mg	20	1	NHS	a	1884E	1.85 AF	
c CILAMOX CAP 250mg	20	1	NHS	a	1884E	1.85 SI	
d AMOHEXAL CAP 250mg	20	1	NHS	a	1884E	1.85 HX	
e AMOXYCILLIN (CHEM-MART) CAP 250mg	20	1	NHS	a	1884E	1.85 CH	
f AMOXYCILLIN (TERRY WHITE) CAP 250mg	20	1	NHS	a	1884E	1.85 TW	
g AMOXYCILLIN GENRX CAP 250mg	20	1	NHS	a	1884E	1.85 GX	
h AMOXYCILLIN-DP CAP 250mg	20	1	NHS	a	1884E	1.85 GM	

- Drugs with forms such as **enteric coated, sustained release** or other less-common types will not display if searching using <T> for **Tablets** etc.
- If a search specifying the drug form fails to bring up the required drug, check to see which drug form that drug is using under **Lists – Drug Forms**, then repeat the search using the correct form.



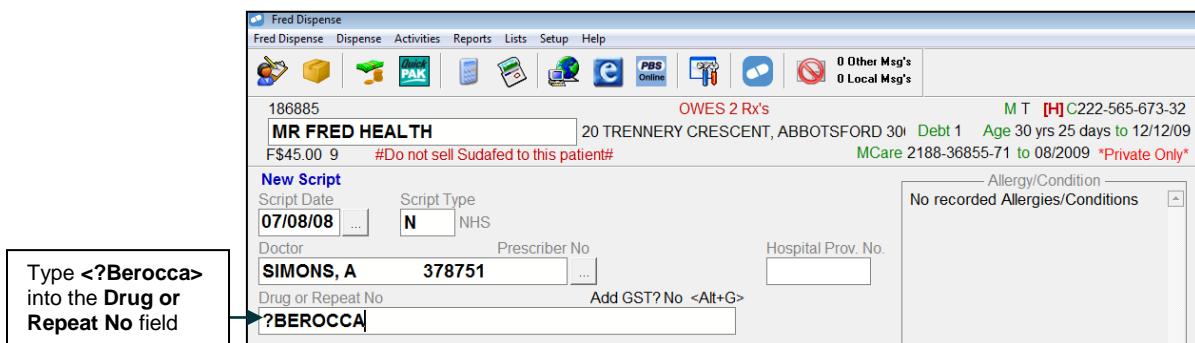
Abbrev	Description
A-CAPS	AEROLIZER CAPSULES
A-HALER	ACCUHALER
AER-SPR	AEROSOL SPRAY
AMP	AMPOULES
APP	APPLICATION
AUTOH	AUTOHALER
BAG	BAG
BATH-OIL	BATH OIL
BEADS	BEADS
CAP	CAPSULES
CAPLET	CAPLET
CD-CAP	CD-CAPSULE
CHEW-CAP	CHEWABLE CAPSULES
CHEW-TAB	CHEWABLE TABLETS
CHEW-TABS	CHEWABLE TABLETS
CR-CAP	CR CAPSULE
CR-TAB	CR-TABLET
CRM	CREAM
CRM-PESS	CREAM PESSARIES
D-TAB	D-TAB

- Searching by PDE Number**

Type or scan the **PDE Number** in the **Drug or Repeat No** field and press <ENTER>.

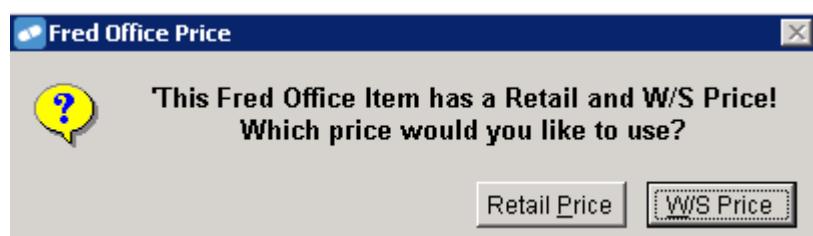
SEARCHING FO, QSP OR MSO POS DATABASES FOR ITEMS

- If the Pharmacy uses **Fred Office**, **Quicksell 2000 for Pharmacy** or **Microsoft Store Operations** as their POS System, you may search the **POS Database** for OTC or S3 Items to be dispensed so your stock accuracy and dispensing history are maintained.
- Items searched for and dispensed in this manner are sent to the till as Scripts.
- <?> then the item name eg to search for **Berocca**, type <**?berocca**> in the **Drug or Repeat Number** field
- <ENTER>
- All available products from the **POS Database** will be displayed for selection.



QuickSell Product Selection					
	Product Description	Qty	Rp	Drug Type	WSCost
a	BEROCCA EFF TROPICAL 10	1	Private	4.93	
b	BEROCCA EFF VIT B TABS 10	1	Private	4.93	
c	BEROCCA EFF VIT B TABS 20	1	Private	9.03	
d	BEROCCA EFF VIT B TABS 30	1	Private	12.32	
e	BEROCCA PERFM EFF/TAB 15	1	Private	7.08	
f	BEROCCA PERFM EFF/TAB 30	1	Private	12.28	
g	BEROCCA TROP TAB 30	1	Private	12.28	

- Once the required item is selected, **Fred Dispense** will ask whether you want to use the Wholesale or Retail price from the **POS Database** for the dispensing.
- To use the Retail Price, press <P> or click on <Retail Price>. The item will be priced as a **Private Set Price <PS> Script Type** or **Schedule 3 Recordable <TS> Script Type** dispensing.
- To use the Wholesale Price, press <W> or click on <W/S Price>. The item will be priced using the default **Wholesale Price + Fee + Markup** calculation.

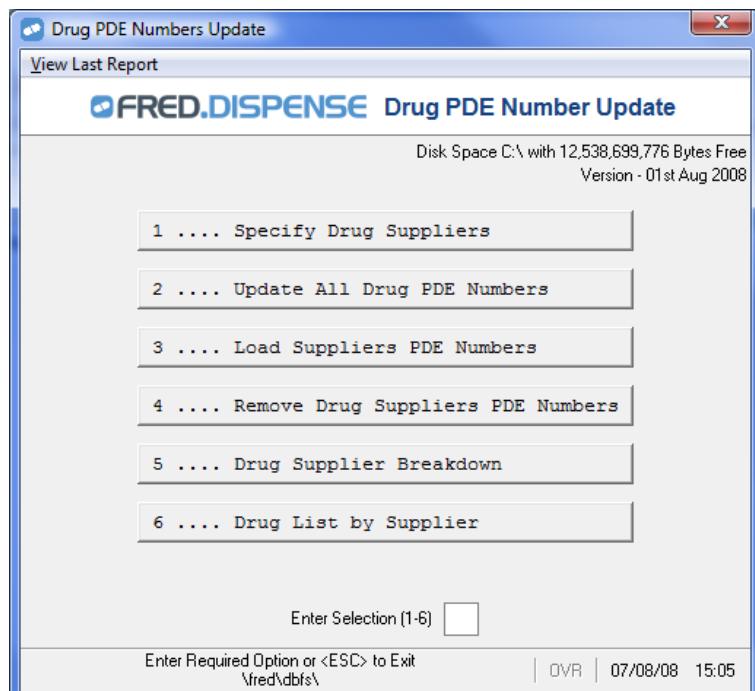


- The item is dispensed as a **Blank** item, but the Item Description, APN and PDE Numbers are taken from the **POS Database** so that when the script is sold at the till, the stock is taken off hand.
- Continue dispensing as normal.

The item is dispensed as Blank		Item Description, APN and PDE Numbers are taken from the POS database																																							
<p>MR FRED HEALTH 20 TRENNERY CRESCENT, ABBOTSFORD 30 Debt 1 Age 30 yrs 25 days to 12/12/09 F\$45.00 9 #Do not sell Sudafed to this patient!</p> <p>New Script Script Type PS Private Set Price</p> <p>Script Date 07/08/08 Doctor SIMONS, A Prescriber No. 378751</p> <p>Hospital Prov. No.</p> <p>Drug or Repeat No. BLANK</p> <p>BEROCCA EFF TROPICAL 10</p> <p>Directions</p> <p>Repeats 0 Quantity 1 Price 8.15</p> <p>Max 0</p> <p>Cost \$4.93 Retail \$7.41 Fee \$6.75 Markup 75.00%</p> <p>New Drug for Patient</p> <p>Warnings Lbl Sig Warning</p> <p>Script Label BEROCCA EFF TROPICAL 10 (No Generic)</p> <p>MR FRED HEALTH 07/08/08 Dr A SIMONS Qty 1 Nil Rpts \$8.15</p>																																									
<table border="1"> <thead> <tr> <th>Rx No.</th> <th>Patient Name</th> <th>Item</th> <th>Message Summary</th> <th>Code</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Rx No.	Patient Name	Item	Message Summary	Code						<p>Date Rx No Qty Rpt Dp</p> <p>Drug Description</p> <table border="1"> <tbody> <tr><td>06/08/08 298435 30 5 1</td><td>LIPITOR TAB 10mg</td></tr> <tr><td>06/08/08 298434 1 0 1</td><td>URACOL SACH 4g</td></tr> <tr><td>06/08/08 298433 1 0 1</td><td>URACOL SACH 4g</td></tr> <tr><td>06/08/08 298432 60 5 1</td><td>LOPID TAB 600mg</td></tr> <tr><td>06/08/08 298431 28 0 1</td><td>GRISEOSTATIN TAB 330mg</td></tr> <tr><td>05/08/08 298430 90 5 1</td><td>LOSEC TAB 10mg</td></tr> <tr><td>05/08/08 298428 36 1 1</td><td>FUCIDIN TAB 250mg</td></tr> <tr><td>05/08/08 298427 20 2 1</td><td>TRAMADOL (CHEM MART) CAP 5</td></tr> <tr><td>04/08/08 298426 50 0 1</td><td>COUMADIN (LIGHT TAN) TAB 1m</td></tr> <tr><td>04/08/08 298425 50 0 1</td><td>COUMADIN (GREEN) TAB 5mg</td></tr> <tr><td>04/08/08 298424 3 5 1</td><td>POLYGEL EYE-GEL 0.3%, 0.5g 30</td></tr> <tr><td>04/08/08 298423 90 3 1</td><td>BRUFEN TAB 400mg 30</td></tr> <tr><td>04/08/08 298422 30 5 1</td><td>LIPITOR TAB 20mg</td></tr> <tr><td>04/08/08 298421 10 1 1</td><td>AMOX & CLAV AC GENRX TAB 8</td></tr> </tbody> </table>		06/08/08 298435 30 5 1	LIPITOR TAB 10mg	06/08/08 298434 1 0 1	URACOL SACH 4g	06/08/08 298433 1 0 1	URACOL SACH 4g	06/08/08 298432 60 5 1	LOPID TAB 600mg	06/08/08 298431 28 0 1	GRISEOSTATIN TAB 330mg	05/08/08 298430 90 5 1	LOSEC TAB 10mg	05/08/08 298428 36 1 1	FUCIDIN TAB 250mg	05/08/08 298427 20 2 1	TRAMADOL (CHEM MART) CAP 5	04/08/08 298426 50 0 1	COUMADIN (LIGHT TAN) TAB 1m	04/08/08 298425 50 0 1	COUMADIN (GREEN) TAB 5mg	04/08/08 298424 3 5 1	POLYGEL EYE-GEL 0.3%, 0.5g 30	04/08/08 298423 90 3 1	BRUFEN TAB 400mg 30	04/08/08 298422 30 5 1	LIPITOR TAB 20mg	04/08/08 298421 10 1 1	AMOX & CLAV AC GENRX TAB 8
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<p>Enter Directions - 'J' at start to turn Off Super Sigs, <Ctrl+J> to Junk Em, 'SS' for Same Sigs Move with <PgUp> to Start or <PgDown> to End of Directions.</p> <p>OVR 07/08/08 11:21</p>																																									

DRUD PDE NUMBER UPDATE

- PDE Numbers are updated as part of the **Fred Dispense Monthly Update**, but may be updated at any time.
- It is possible to specify PDE Numbers for 2 Suppliers (Set 1 and Set 2 – see below).
- Exit dispense by pressing **<ALT+X>**.
- Click on the Windows Start Button, then click on **Programs – Fred – Fred Dispense - Drug PDE Numbers**.



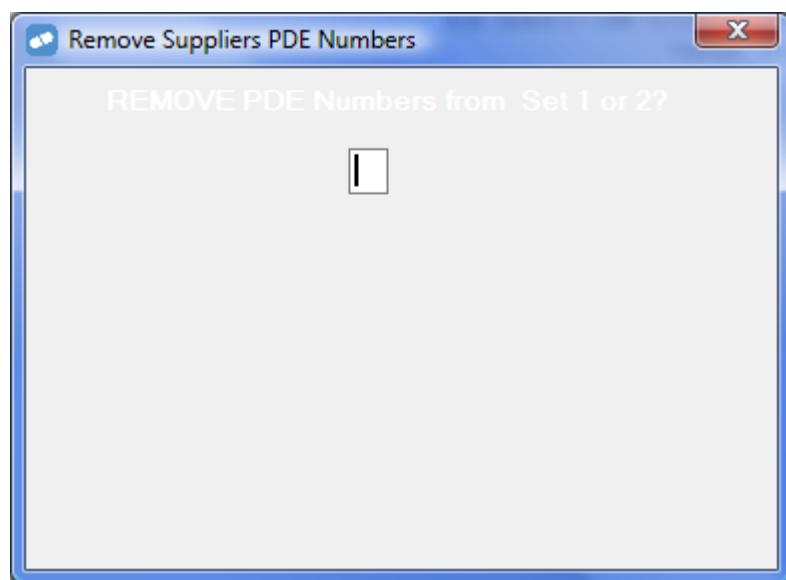
To update the **PDE Numbers** in **Fred Dispense**:

- <5> or click on option 5 to **check** what is currently loaded.
-

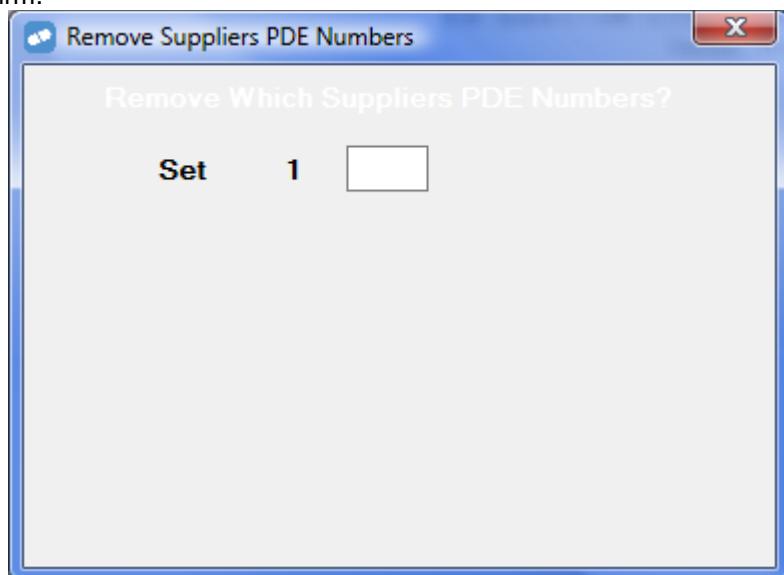
The screenshot shows a window titled "Supplier Breakdown of Drugs" with a "Press a Key" button in the top right corner. The window displays two sets of supplier counts:

Set ONE		Set TWO	
Supplier	Count	Supplier	Count
API	3743		
HID	33		
OWN	1		
SIG	586		
Empty	4344	Empty	8707
Total	8707	Total	8707

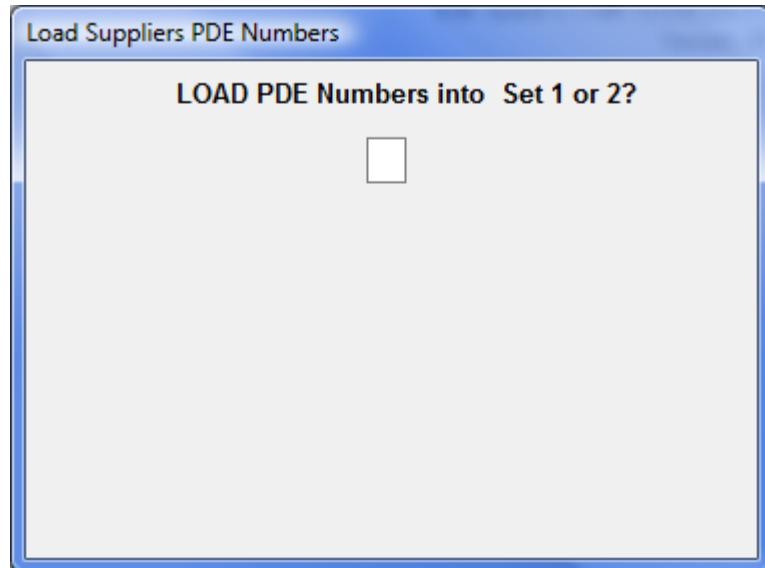
- <4> or click option 4 to **remove** what is currently loaded.
- Specify which Set (Supplier) to remove PDEs from by entering <1> or <2>.



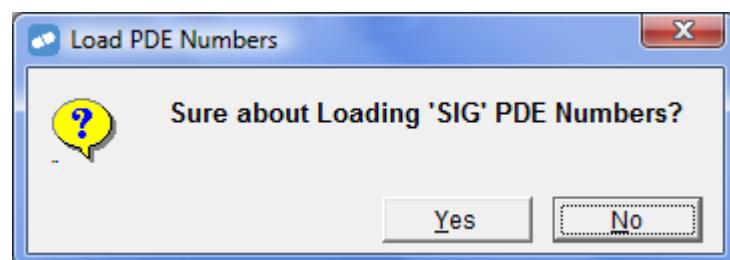
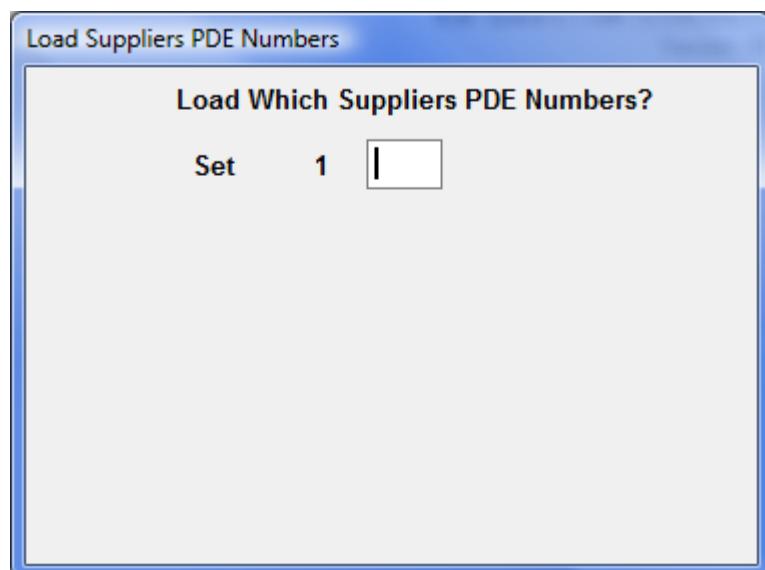
- Enter the Supplier code (<SIG>, <FAU> or <API>) PDEs are to be removed from
- <Y> to confirm.



- <3> or click option 3 to **Load Supplier PDE Numbers**.
- Specify which Set to specify Supplier for by entering <1> or <2>.



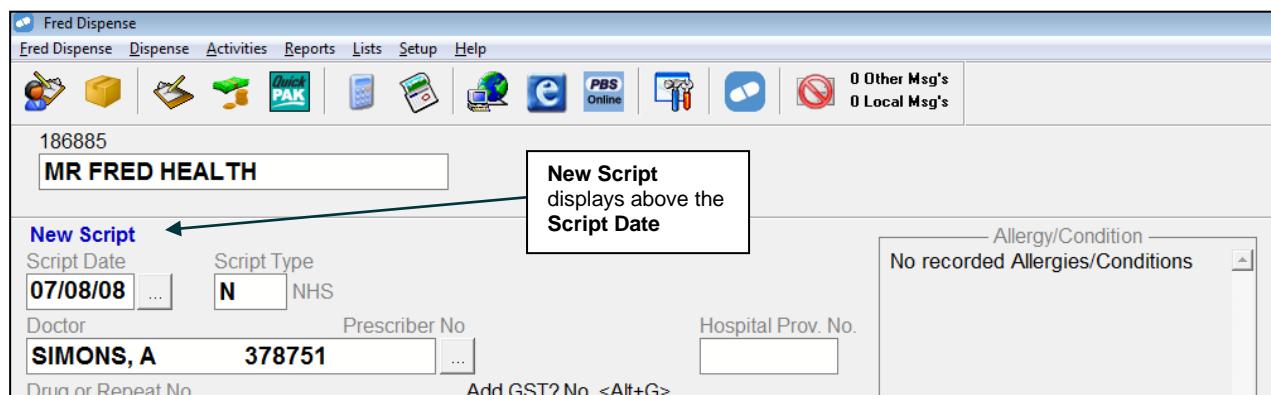
- Enter the Supplier code (**<SIG>**, **<FAU>** or **<API>**) PDEs are to be loaded for
- **<Y>** to confirm.



Repeat these steps if a second Supplier's PDE Numbers are to be loaded. Press **<ESC>** to exit out of **Drug PDE Numbers Update** window.

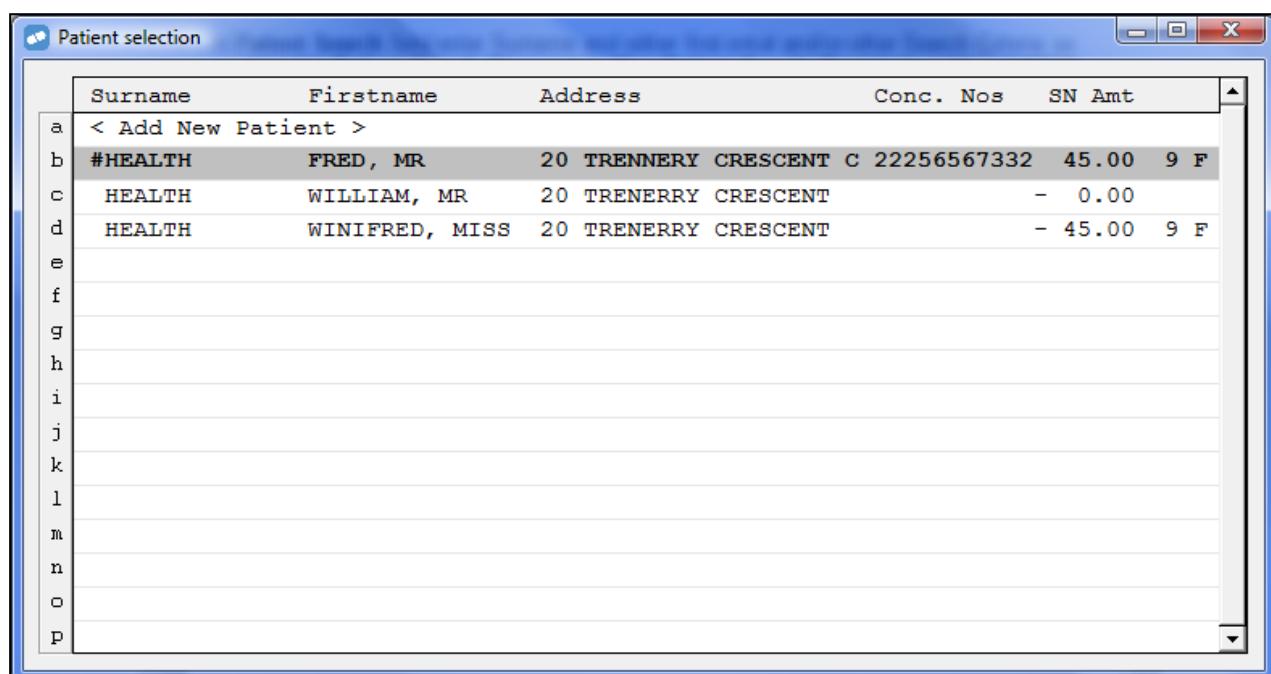
Dispensing an Original Script

- When dispensing a new script, you will notice the words **New Script** displayed above the **Script Date** field.
- This is a feature to help reduce dispensing errors.



SEARCHING FOR PATIENT

- In **Patient Search** field enter Surname and either first initial and/or other Search Criteria as explained in **Patient Search Tips** section (**See Patient Search Tips**) followed by **<ENTER>**.
- Fred Dispense** then displays any available matches.
- <Down Arrow>** or **<Up Arrow>** to select correct Patient then press **<ENTER>** or press the letter to left of the name.
- If Patient does not exist in list, select **<Add New Patient>**.



- If the criteria typed in DOES NOT match any existing entry, **Fred Dispense** will assume this is a new patient and automatically open the **Add New Patient Details** window.

FEATURES OF THE DISPENSING SCREEN

Script Date

This field will default to today's date each time a new Patient is selected. If date is correct, press <ENTER> or <TAB>. If date is not correct, type the date in DDMMYY format, or click on the drop down arrow to select a date from the Calendar. For multiple dispensings for the same Patient, **Script Date** will default to the date of the previous script.

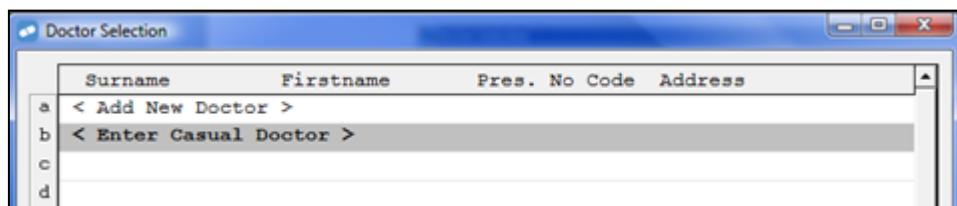


Script Type

Script Type will default to <N>HS unless the Patient has **Always Dispense Privately** set to Y in **Patient Update – Extra Information**, or they do not hold a Medicare Card. **Script Type** can be set to <N>HS, <P>rivate, <D>ental, <R>epat, **Doctor's ag, Scheduled <T>hree Recordable**. User may also add <O> after **Script Type** (eg <NO>) to indicate **Owing NHS Script**, or <A> to indicate <A>uthority Script (eg <RA> for **Repat Authority**).

Doctor

Enter the **Doctor Fast Code** if known, or search by Surname or Prescriber Number. Type <C> for **Casual Doctor** entry. **Doctor** field will default to last prescriber for that Patient, if applicable. If **Doctor** does not exist in database, **Doctor Selection** window will appear with the options of <Add New Doctor> or <Enter Casual Doctor>.



Hospital Prov. No.

Press <TAB> from **Doctor** field to enter **Hospital Provider Number**, if applicable.

Drug or Repeat Number

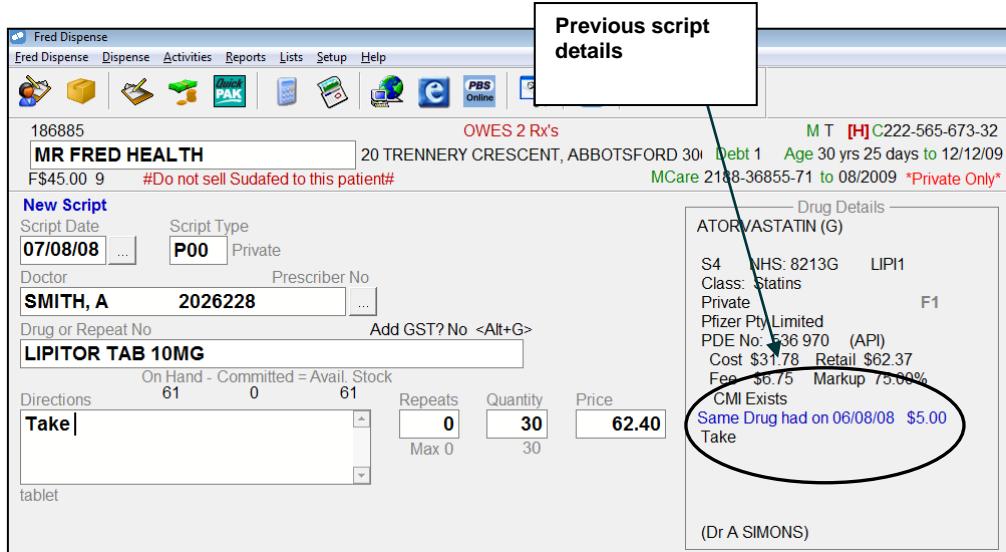
Search for Drug as detailed in **Drug Search Tips Page xx** or scan barcode from Repeat, or type Repeat Number.

Directions

The **Directions** field will automatically have the verb for drug type entered (e.g. **Take** for tablets or capsules, **Apply** for Creams etc). All the Pharmacist has to do is add quantity and dose schedule. Type **Directions** using Sigs (separated by a <SPACE>) or type long-hand and **Script Label** area will be populated as directions are entered for a preview of the label before printing. To turn off Sigs, type </> at the beginning of the directions. Press <TAB> to move to the **Repeats** field.

DIRECTIONS TIPS:

- No verb or supplementary details appear in **Directions** field when dispensing drugs with forms such as AMP, INJ, VIAL etc which will normally have specific directions. In these cases, Pharmacist must enter all details.
- Complex **Directions** such as '**5 to 10 ml by metric measure**' can be entered by typing "**5-10 tds**" (for example). **Fred Dispense** will know that verb is **Take** or **Give** depending on the drug selected, and will add in the details of "**ml by measure**" after the 10. **TDS** is the Sig for **Three Times a Day**.
- When dispensing a drug previously dispensed to the selected Patient, type <**SS**> after the verb to bring up the same directions as used previously for that drug for that patient. See the **Drug Details** box for previous script details.



- When dispensing a repeat for a script previously dispensed in your Pharmacy, **Directions** from the previous script will default. To delete these **Directions** quickly, press <**CTRL+J**> to clear the field.
- To turn off the **Super Sigs**, type <**/>** at the beginning of the directions field and you may type long-hand.
- To stop a label from printing for the script you are currently dispensing, type <**zz**> at the beginning of the **Directions** field.
- To stop a script from appearing at the Till in your POS System, type <**SPACE**> then <**zz**> at the end of the **Directions**.
- Fred Dispense** has 4 lines of label available. If it detects that the **Directions** (once expanded from the **Sigs**) will not fit within the 3 lines in normal print, it will condense the print. If the **Directions** are still too long, a second label is produced. These subsequent labels are viewable by pressing <**CTRL+L**>. Some label formats (and we support 34) enable only 2 lines of label print. To make the most of **Fred Dispense** use the Fred5 Label format.
 - Any applicable **APF Warnings** will appear in the **Warnings Section**. The APF label number along with the full warning will display. The Sig code for the warning can be used to add to the dispensing label. Add the warning to the label by typing the Sig at the end of the directions eg L10b for 'Do not take aspirin unless advised by your doctor'.



The use of APF Warnings as a SIG may increase your directions over multiple labels. It may be preferable to have just the codes for these warnings print onto your labels. You then can use the coloured Cautionary and Advisory stickers as warnings.

Repeats

Enter number of **Repeats** if applicable. The repeats field can be set to default to either zero or the NHS maximum (See **Dispense Options Page**) to help speed up the dispensing process for new scripts. Maximum number or **Repeats** allowed is displayed under this field as a prompt. Type <M> to enter the **Maximum Number of Repeats** automatically. Press <TAB> to move to **Quantity** field.

Quantity

Enter **Quantity** being dispensed. NHS quantity is displayed under this field as a prompt. Press <TAB> to move to **Price** field.

Price

Price will default according to **NHS Fees** or **Private Fees** set in **Lists Menu** but can be over-typed if necessary. Press <TAB> to move to **Pharmacist Initials** field.

Pharmacist Initials

Enter **Pharmacist Initials** to finalise and save the dispensing. Labels are automatically printed, and Repeats will automatically print if applicable.

FRED DISPENSE DRUG DETAILS BOX

The Drug Details box appears once a drug has been selected and contains basic information about the drug being dispensed:

- Generic name
- NHS code
- Fred Dispense drug code
- Interaction Class
- Manufacturer
- Wholesaler PDE number
- Cost price and Retail price (if set in **Setup – Dispense Options**)
- Any Brand Price Premiums
- Whether CMI exists

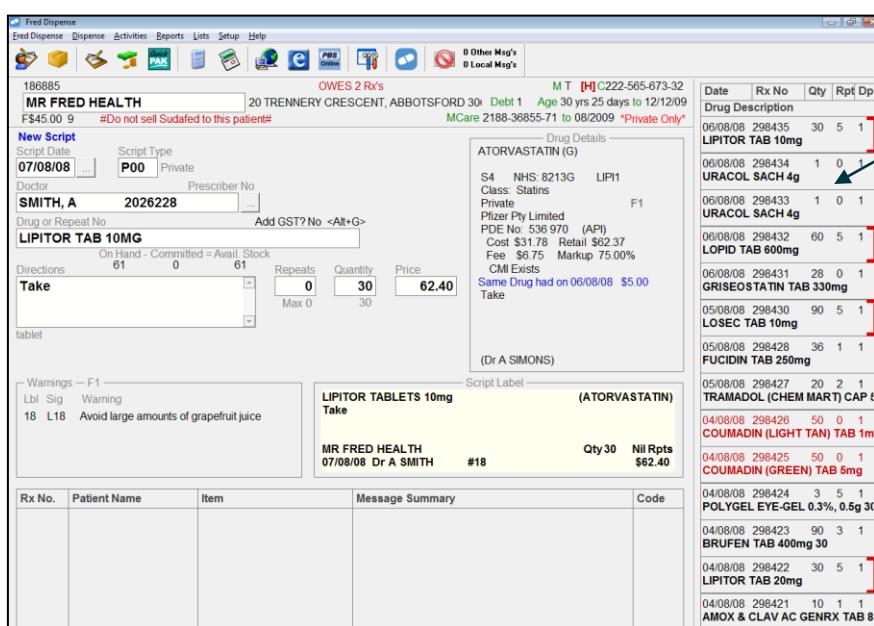
- Details of previous dispensings including directions, doctor, whether or not a different brand was supplied and date of last supply.
- PDL warnings and Self Care card details are also displayed if available.

Brand Price Premium

- If an item is selected and carries a **Brand Price Premium**, details are highlighted in Blue in the **Drug Details** box.
- If the drug is selected generically (e.g. as **Amoxycillin Caps 250mg**) from the drug selection screen, a **Brand Selection** window appears listing all available brands in ascending wholesale cost order, with the generic product at the top.
- Anything with a higher wholesale cost than the generic drug will have a brand price premium.

QUICK REFERENCE PATIENT HISTORY DISPLAY

- **Fred Dispense** displays the 12 most recent scripts dispensed for the selected Patient permanently on the dispensing screen, for quick reference.
- This list displays in different colours to reflect Owing Scripts (flagged in Red below), Deferred Scripts (flagged in Blue below), Scripts dispensed under the SN20 Day Rule (flagged with Red bracket), and Scripts on Hold from the Claim (flagged in Green), similar to how these Scripts display in the Patient History window.
- It is especially helpful to quickly identify Scripts dispensed under the SN20 Day Rule.



Dispensing Other Script Types

REPEATS FROM OTHER PHARMACIES

- Dispense as for Original Script until Repeats field is reached.
- At this field type in total repeats authorised and times already dispensed as <X/Y> (copy directly from Repeat form).
- As dispensing continues system will prompt for original approval number and original script date.

Enter Original script information

Original Pharmacy Approval No and Script No Required.
MCare 2188-36855-71 to 08/2009 *Private Only*

Date	Rx No	Qty	Rpt Dp
06/08/08	298435	30	5 1
06/08/08	298434	1	0 1
06/08/08	298433	1	0 1
06/08/08	298432	60	5 1
06/08/08	298431	28	0 1
05/08/08	298430	90	5 1
05/08/08	298428	36	1 1
05/08/08	298427	20	2 1
04/08/08	298426	50	0 1
04/08/08	298425	50	0 1
04/08/08	298424	3	5 1
04/08/08	298423	90	3 1
04/08/08	298422	30	5 1
04/08/08	298421	10	1 1

Drug Details
ATORVASTATIN (G)
S4 NHS: 8213G LIP1
Class: Statins
No Incentive *SNQ* F1
Pfizer Pty Limited
PDE No: 536 970 (API)
Cost \$31.78 Retail \$42.27

CMI Exists
Same Drug had on 06/08/08
Take

(Dr A SIMONS)

tablet
Orig Pharm Orig Rx No Last Dispensed
80400N [] 00/08

Warnings – F1
Lbl Sig Warning
18 L18

LIPITOR TABLETS 10mg (ATORVASTATIN)
Take ONE tablet daily as directed by your doctor

MR FRED HEALTH
07/08/08 Dr A SMITH #18
Qty 30 4 Rpts
\$5.00
536 970 API

Script Label SN20DR *SNQ*

Rx No. Patient Name Item Message Summary Code

Enter Original Pharmacy Approval No. | DMR | 07/08/08 15:13

- If you are dispensing the **Last Repeat**, you will **NOT** be prompted for the original approval number or script number as these are not required to produce a further form.
- A **Last Dispensed** field will also appear.
- Enter the day and month appearing on the **Repeat** form as the last dispense date for this item, and **Fred Dispense** will check for compliance with 4/20 rule.

OWN REPEATS

Dispensing your own repeats can be done in a number of ways.

1) Scanning Barcode on Repeat

- When cursor is in the **Drug or Repeat No** field, scan the barcode printed on the repeat using your Barcode scanner to dispense repeat.
- **Fred Dispense** will complete the dispensing automatically and move straight to the **Pharmacists Initials** field.
- Once details are confirmed as correct, enter your initials to complete the dispensing.

2) Using Fast Repeat Code

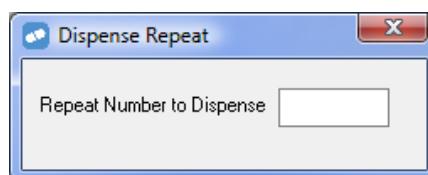
- **Fast Repeat Code** is printed on the **Repeat**.
- Enter the **Fast Repeat Code** in the **Drug or Repeat No** field and press **<ENTER>**.
- **Fred Dispense** will complete the dispensing automatically and move straight to the **Pharmacists Initials** field.
- Once details are confirmed as correct, enter your initials to complete the dispensing.
- For Patients with lots of different medications filled at your pharmacy, their repeats will be issued with common numbers in their Fast Repeat Codes i.e. **12345A**, **12345B** and **12345C**.
- After dispensing the first item using **12345A** simply type **<[B]>** and **<[C]>** as the fast repeat code for the second and third items.
- The **<[>** key replaces the common number in the fast repeat codes.

3) From Repeats Remaining

- Select a patient then press **<F3>** to display **Repeats Remaining**.
- These are shown in chronological order.
- **<CTRL+F3>** extends the display past the last 12 months.
- Move the cursor to the required item then **<ENTER>** dispenses the next repeat or **<F4>** allows editing of the last dispensing.
- Check the Repeat information displayed, **<END>** completes dispensing.

4) <CTRL+R> to Dispense Repeats

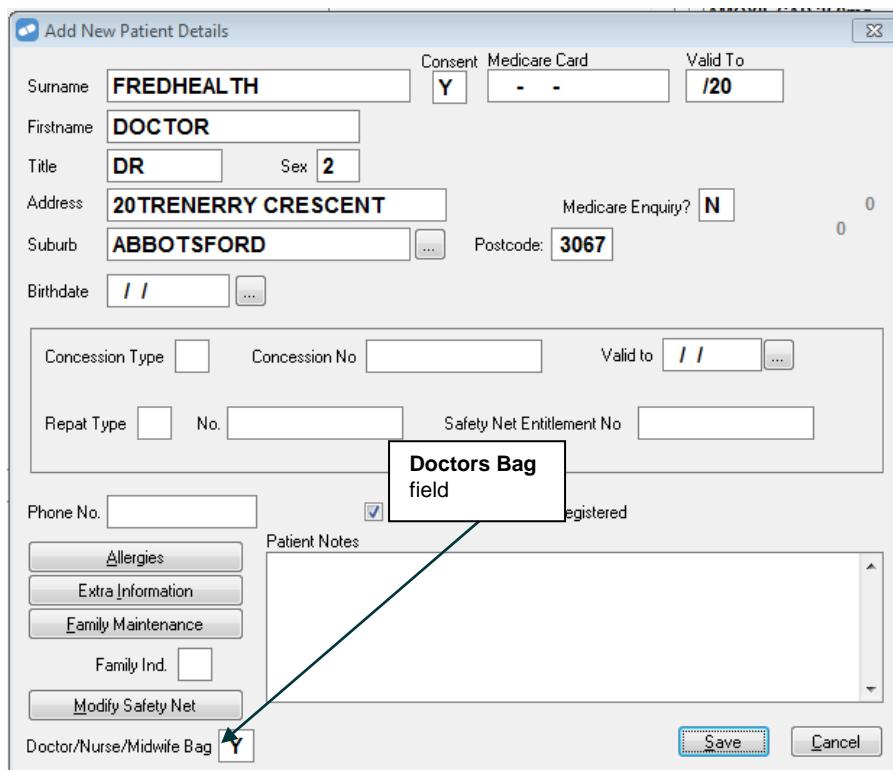
- Press **<CTRL+R>** and type either the **Repeat number** or the **Original Script number**.
- Repeat is automatically generated up to the entry of the Repeats.
- Enter repeat number and press **<END>** to finalise dispensing.



- When dispensing a repeat, **Directions** will default from previous Repeat.
- Press **<CTRL+J>** to delete these directions if required.

Setting up a Doctor/Nurse/Midwife for BAG Dispensings

- Bag items can only be dispensed to Doctors, Nurses and Midwives set up correctly in the Patient file.
- At **Patient Name** field, enter the Doctor's name.
- Choose **Add Patient** and fill in Doctor's details.
- Use the **<TAB>** key to move to the **Doctors Bag** field (the last field on screen) and change from **<N>** to **<Y>** to indicate that this person is able to have Doctor's Bag items.
- Press **<END>** to save.



Dispensing a Doctor/Nurse/Midwife Bag item

- From **Patient Search** field, select the Doctor/Nurse/Midwide to dispense to.
- The **Script Type** will default to **B** for "Bag" and only valid **Bag** items will be available for dispensing.
- **Fred Dispense** will leave the **Directions** field blank on the label
- The **Price** is **\$0.00** and the cursor will move straight to the Pharmacist's initials after selecting the drug.
- The **Bag** Supply rules restrict some Emergency Drug Supply Items to a choice of two similar items being supplied in the same calendar month.
- E.G. both BenPen 600mg Injections and Cilicaine 1.5 Injections cannot be supplied to a Doctor in the same month.
- The Doctor must choose one or the other for a given month's **Bag** Order.

- **Fred Dispense** will alert pharmacists if dispensing such combinations in a given month with a red warning message.
-
- It will prompt when trying to dispense the second of any two **Bag** Items that cannot be supplied in the same month.



S3 RECORDABLE ITEM

- Schedule 3 Recordable items are '**Pharmacist Only**' Medicines.
- These items now require a dispensed label to be attached by the Pharmacist.

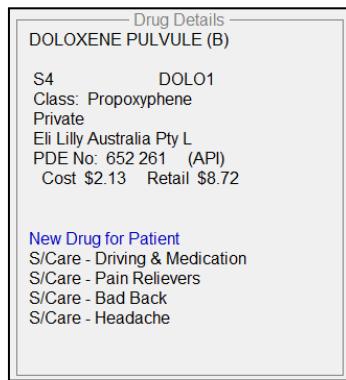
Dispensing an S3 Recordable item

- At **Script Type** field enter <T>
- The dispenser's initials will be used as the **Doctor** in this case.
- **Fred Dispense** will display **S3** items in **black** and **Private items** (non-S3) in **blue**.
- If **Pharmacists Name on S3 Labels** has been set to <N> in Dispense Options, (<ALT+S> then <D>), neither the Pharmacist's nor Doctor name will appear on the S3 label.
- The **Price** to be charged can either be preset in the **Drug File** or overwritten at **Price Field** in dispensing.

PRIVATE ITEM

Dispensing a Private item

-
- At **Script Type** field enter <P>.
- If the required **Private Fee and Markup Categories** are known, enter these after the <P> eg <P33>.
- Alternatively, leave **Script Type** as it defaults, and select the private drug listing from the **Drug Selection** window.
- **Script Type** will automatically update when drug is selected.
- The **Retail Price** to be charged will be displayed in the **Drugs Details** box. It will be either
 1. Preset in the **Drug File**
 2. Based on Dispensing Fee and Markup Category
 3. Manually set (overwritten at **Price Field**) during dispensing.



AUTHORITY ITEM

Dispensing an Authority item

For normal **NHS** items, where item is **only** available on an **Authority Script**, either:

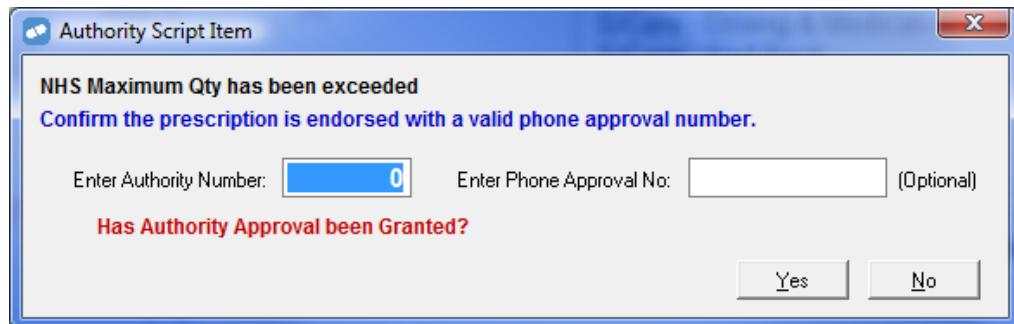
- Ensure drug selected has 'Auth' to right of name in drug selection screen (**Fred Dispense** will then prompt for **Authority Number** after drug selection)

	Drug Name	Qty	Rp	Drug Type	S Code	WSCost	Mf
a	ALFARE POWD 400g	8	5	NHS Auth	2676W	83.49	NT
b	ALFENTANIL AMP 1mg/2mL		5	Private Gen		24.78	
c	ALFENTANIL AMP 5mg/10mL		5	Private Gen		125.83	

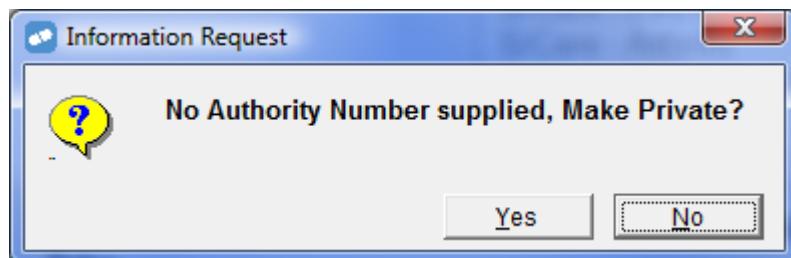
- Or add **<A>** to the existing script type e.g. **<NA>** at **Script Type** field to reduce drug selection to only authority items.
- When drug is selected, **Fred Dispense** will prompt for **Authority Number**.



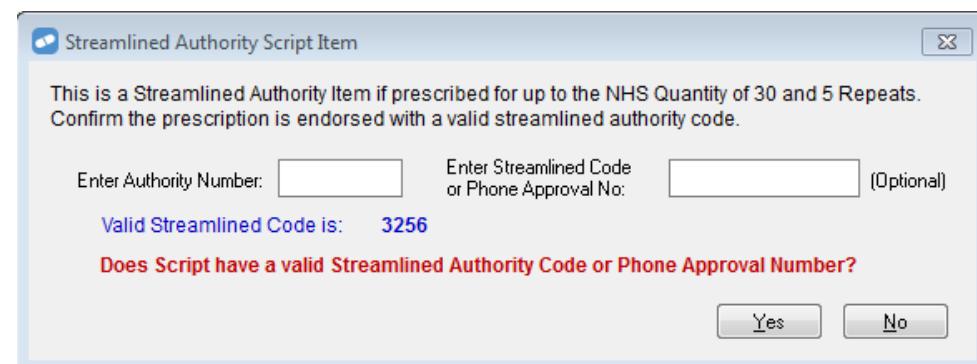
- When dispensing script quantities above the normal **NHS** approved quantity, **Authority Number** request window appears **after** Repeats or Quantity are altered to above **NHS** limit.



- If no Authority Number is entered, **Fred Dispense** will prompt to convert the script to **Private**.

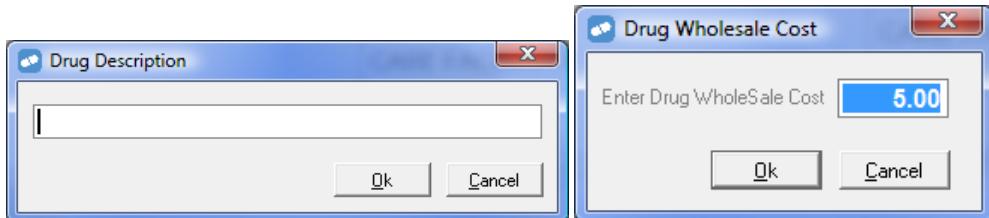


- For "Streamlined Authority" medicines the prescriber will no longer need to contact **Medicare Australia** or the **Department of Veteran Affairs** to obtain approval. They will be able to endorse the authority prescriptions with the applicable **streamlined authority code** as published in the **Schedule of Pharmaceutical Benefits**. Many of the drugs may have or varied numbers of **streamlined authority codes** relating to the indication that the medication is prescribed for. The Items in the schedule will be marked with **Authority required (STREAMLINED)**. Please note that it is not compulsory to enter a **Streamline Code** or a **Phone Approval Number** but is compulsory to enter an **Authority Number**.



Repat Authority Scripts

- Add **<A>** to the existing **Script Type** e.g. **<RA>** so **Script Type** is shown as **<RA>**.
- The **Authority Number** will then be requested **after** drug is selected, even if item is not a valid NHS item.
- If the item does not exist in the **Fred Dispense** Drug File, type **<BLANK>** in **Drug or Repeat No** field and press **<ENTER>**.
- Then choose **Blank Repat** or **Blank Extemp Repat** from the **Drug Selection** window.
- Type in the name of the drug in the **Drug Description** window, click **[OK]** and then enter the **Drug Wholesale Cost** in when prompted.



- **Fred Dispense** will then prompt you for the **Authority Number** as normal.

Increasing Quantity Or Repeats For Authority Item

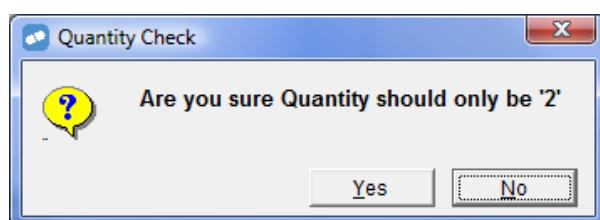
- When an **Authority Drug** has either the **Quantity** or **Repeats** increased **above** the **NHS** maximum, **Fred Dispense** will prompt for the **Phone Approval Number**:



- If the authority form does not allow for such an increase, answer <No> then clarify with the Doctor regarding what is intended and what has been approved.

Dispense Quantity Less Than 10% of NHS Max Quantity

- If the script quantity is changed to 10% or less of the normal NHS quantity (e.g. dispense 2 or less of something with an NHS quantity of 20) **Fred Dispense** will display a **Quantity Check** window.



- **Fred Dispense** does not allow User to enter a decimal point or fraction at the Quantity field.

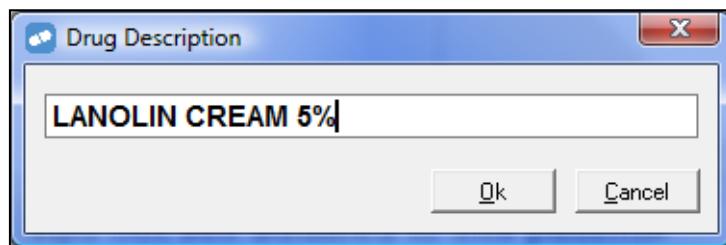
EXTEMPORANEOUS ITEM

- Extemporaneous items are searched for via their **Form** eg <The Cream> or <The Paste> etc.

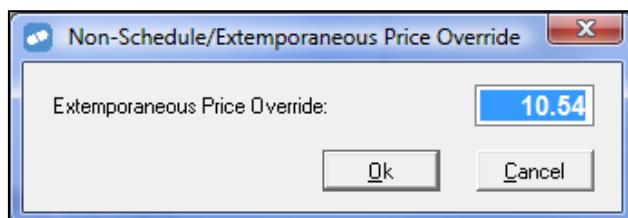
Drug Selection							
	Drug Name	Qty	Rp	Drug Type	S Code	WSCost	MF
a	THE CREAM	100	1	NHS	13Q	2.38	
b	THE CREAM + DD	100	1	NHS	13Q	2.38	
c							

- The **Drug Selection** screen appears with two options for each form, a regular entry and a "+DD" entry to accommodate a narcotic form of the item.
- Use the <Down Arrow> and <Up Arrow> to select the required item and press <ENTER>, or press the letter corresponding to the line to be selected.

- Once the item has been selected a second window appears to record the name of the item to appear on the label or the formula of the item.
- If the formula is too long for this extra line, continue it as the first line of the directions.

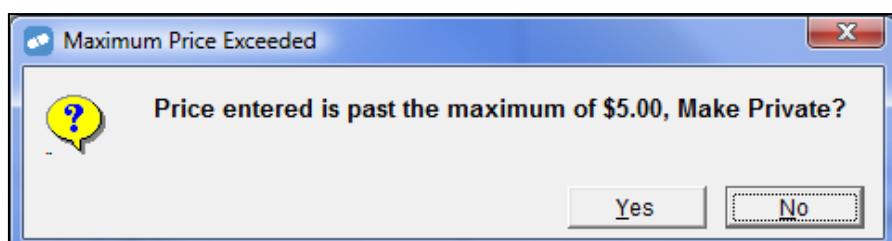


- Enter Directions as required, and press <TAB> to enter Repeats (if applicable) and Quantity.
- Once Quantity has been entered, a **Non-Schedule/Extemporaneous Price Override** window appears and the price will default to the **NHS Extemporaneous Pricing Amount**. I.e Wholesale Price+Extemporaneous Dispensing Fee+Container Fee+Other Applicable Fees. This can be overridden if required.



DISPENSE WITH PRICE OVERRIDE

- For **NHS items** (other than **Extemp**), override can be done only if **Script Price** is being reduced.
- Any increase in price will be treated as a **Private** dispensing.



- For **Private items**, price override can be done at each dispensing by using <TAB> to access **Price** field.
- A table will display with **Fees** and **Markups**. Either, over-type the price or <TAB> and enter **Fee** then **Markup** and price will show in **Price** field and **Script Type** will show <P> plus the fee and markup chosen.



Fred Dispense

186885 M T [H] C222-565-673-32
MR FRED HEALTH 20 TRENNERY CRESCENT, ABBOTSFORD 301 Debt 1 Age 30 yrs 25 days to 12/12/09
F\$45.00 9 #Do not sell Sudafed to this patient# MCare 2188-36855-71 to 08/2009

New Script

Script Date	Script Type		
07/08/08	P33 Private Fee: 3 Markup: 3		
Doctor	Prescriber No		
SIMONS, A	378751		
Drug or Repeat No	Add GST? No <Alt+G>		
FUCIDIN OINT 2% 15G			
On Hand - Committed = Avail. Stock			
Directions	Repeats	Quantity	Price
Apply	0 Max 0	1	16.90

Private Price			
	Fee	Markup	Price
0	6.75	0	\$21.43
1	4.95	1	\$14.18
2	5.50	2	\$15.57
3	5.95	3	\$16.85
4	6.50	4	\$18.24
5	6.95	5	\$19.53
6	7.50	6	\$20.92
7	7.95	7	\$22.21
8	8.50	8	\$23.60
9	8.95	9	\$24.47
W Wholesale Price			\$8.39

3 Fee 3 Markup

REGULATION 24 SCRIPT

- Dispense as for original script except, at **Repeats** field add <R> to the number of repeats.
- In example below, <5R> indicates 5 repeats ordered and dispensed as **Reg 24**.

Fred Dispense

186885 M T [H] C222-565-673-32
MR FRED HEALTH 20 TRENNERY CRESCENT, ABBOTSFORD 301 Debt 1 Age 30 yrs 25 days to 12/12/09
F\$45.00 9 #Do not sell Sudafed to this patient# MCare 2188-36855-71 to 08/2009

New Reg 24 Script

Type <R> at the Repeats field	Script Type	Hospital Prov. No.	
	N NHS		
Doctor	Prescriber No		
378751	Add GST? No <Alt+G>		
B 40MG			
On Hand - Committed = Avail. Stock			
Directions	Repeats	Quantity	Price
Take	60 0 60	30	30.00
tablet		30	180
Total Reg24 Qty			

Drug Details
ATORVASTATIN (G)
S4 NHS: 8215J LIP13
Class: Statins
No Incentive F1
Pfizer Pty Limited
PDE No: 537 020 (API)
Cost \$396.16 Retail \$441.77
CMI Exists
Diff Strength had on 06/08/08
LIPITOR TAB 10mg
Take
(Dr A SIMONS)

Reg 24 as Deferred

- Dispense as for original script except, at **Repeats** field add <RD> to the number of repeats e.g 3RD indicates 3 repeats ordered and to be dispensed as **Reg 24** but has been deferred.

DISPENSE SCRIPT AS OWING

- At **Script Type** field, add an **<O>** to Script Type. e.g.
 - <NO>** for NHS script owing
 - <RO>** for **REPAT** script owing
 - <PO>** for Private script owing.
- Or press **<CTRL+O>** at any time during dispensing or at the **Wait Screen**.

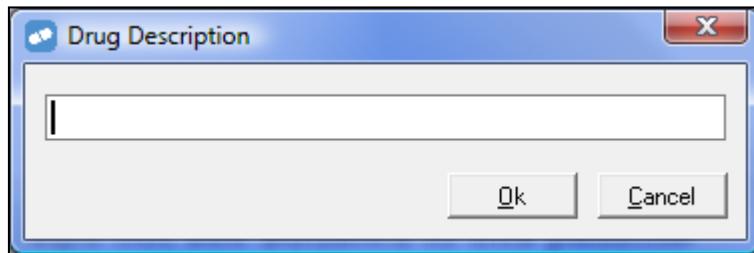
DISPENSING OF OUTSIDE REPEATS FOR PRIVATE ITEMS

- Treat these scripts in the same manner as NHS outside repeats.
- Fred Dispense** will only prompt for the original script number and pharmacy approval number to be entered.

DISPENSE "ONE OFF" DRUGS OR UNLISTED ITEMS

- At **Drug or Repeat No** field, type in **<BLANK>**.

- The Drug Selection window will appear with: **Blank, Blank DD, Blank Extemp, Blank Repat and Blank Extemp Repat.**
- Use the **<Down Arrow>** and **<Up Arrow>** to select the required item and press **<ENTER>**, or press the letter corresponding to the line to be selected.
- Once the item has been selected a second window appears to record the name of the item to appear on the label.
- Enter either the name of the item to dispense or the formula of the **Extemp** and press **<ENTER>** or click **[OK]**.
- The **Script Type** will automatically change to **P** for **Private**.
- Enter Directions, Repeats if applicable and Price.
- It is important to set a price for the script as the default cost price used to work out a retail price may not be sufficient.
- The price is the **Patient Contribution** (Wholesale Price + Markup + Dispensing Fee). i.e. The price you will be charging the patient.

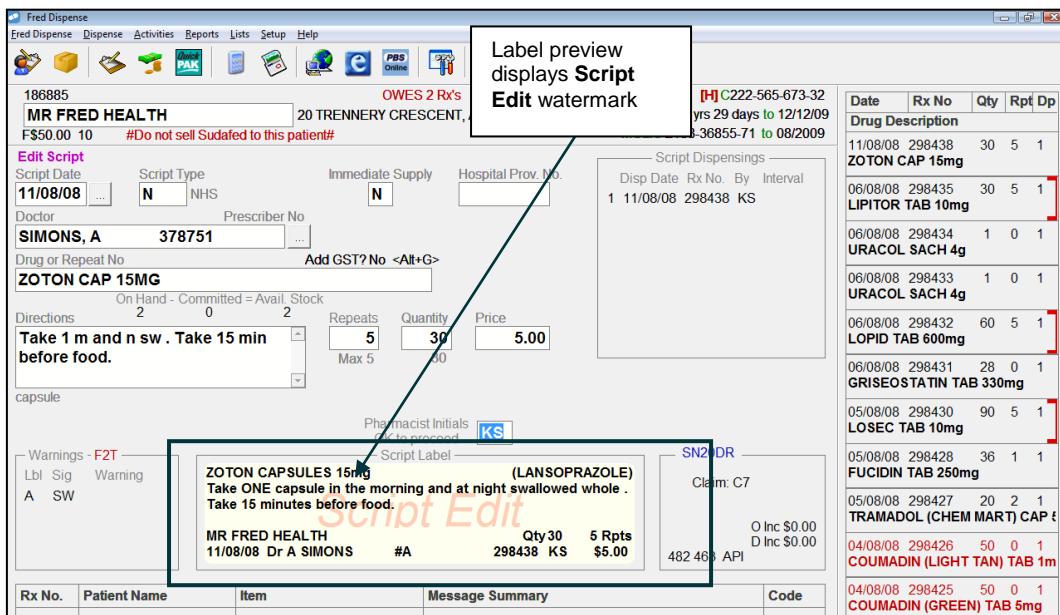


Fred Dispense

186885	MR FRED HEALTH	OWES 2 Rx's	M T [H] C222-565-673-32
F\$45.00 9	#Do not sell Sudafed to this patient#	Debt 1	Age 30 yrs 29 days to 12/12/09
New Script	Script Date 11/08/08	Script Type P00 Private	Hospital Prov. No.
Doctor SIMONS, A	Prescriber No 378751	Drug Details	
Drug or Repeat No BLANK	Add GST? No <Alt+G>	BLNK1	
BLACKMORES VITAMIN C	Repeats 0 Max 0	Cost \$ 5.58	Retail \$ 16.52
Directions Take 1 tablet daily mdu	Quantity 1	Fee \$ 6.75	Markup 75.00%
New Drug for Patient			
Warnings		Script Label	
		BLACKMORES VITAMIN C (No Generic) Take ONE tablet daily as directed by your doctor	
		MR FRED HEALTH 11/08/08 Dr A SIMONS	Qty 1 Nii Rpts \$16.55

Edit Script Details after Dispensing

- When saved scripts are accessed for editing, the label preview will have a **Script Edit** watermark in the background.
- This is a feature to help reduce dispensing errors.



ADD/ALTER CONCESSION NUMBER AND UPDATE SCRIPT

1. Add Concession Number

- Select Patient. Press **<CTRL+T>** to go directly to **Concession Type** field in **Patient Details** screen.
- Add **(C)** for Concession or **(S)** for Safety Net Concession, enter number and press **<END>** to save the changes.

2. Update Script with new Concession Details For Same Patient

- Press **<F2>** to display patient history. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen. Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.
- Press **<E>** to edit and box appears advising: "**Patients Entitlements Have Changed. Update script with current patient entitlement Details?**" **Fred Dispense** will display the "old" details and current details for checking before saving. See example below.
- Press **<ENTER>** to accept or click **[OK]** and complete dispensing.



 When adding concession number to a previously claimed script, **Fred Dispense** will prompt for the script to be removed from previous claim and put into current claim. If script has not been claimed, **Fred Dispense** will automatically move the item from one claim section to another eg move from general to concession in the current claim.

ADD/ALTER ENTITLEMENT NUMBER AND UPDATE SCRIPT

NOTE: Entitlement number refers ONLY to Safety Net numbers (i.e patients scripts are NO CHARGE, except for brand price premiums)

1. Add Safety Net Entitlement Number

- Select Patient. Press **<CTRL+T>** to go directly to **Concession Type** field in **Patient Details** screen.
- Press **<TAB>** to move to **Safety Net Entitlement Number** field, enter number and press **<END>** to save the changes.

2. Update Script with new Safety Net Entitlement Details For Same Patient

- Press **<F2>** to display patient history. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen. Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.
- Press **<E>** to edit and box appears advising: "**Patients Entitlements Have Changed. Update script with current patient entitlement Details?**" **Fred Dispense** will display the "old" details and current details for checking before saving. See example below.
- Press **<ENTER>** to accept or click **[OK]** and complete dispensing.

ADD/ALTER REPAT NUMBER AND UPDATE SCRIPT

1. Add Repat Number

- Select Patient. Press **<CTRL+T>** to go directly to **Concession Type** field in **Patient Details** screen.
- Press **<TAB>** to move to **Repat Number** field, enter number and press **<END>** to save the changes.

2. Update Script with new Repat Details For Same Patient

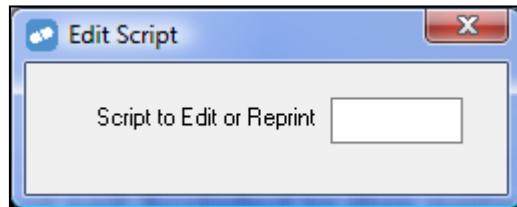
- Press **<F2>** to display patient history. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen. Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.
- Press **<E>** to edit and press **<TAB>** to move to **Script Type** box and enter **<R>** for repat script.
- Press **<END>** and **Fred Dispense** will take you to the **Pharmacist Initials** field. Enter initials to complete dispensing.



When adding an entitlement number to previously claimed script, **Fred Dispense** will prompt for the script to be removed from previous claim and put into current claim. If script has not been claimed, **Fred Dispense** will automatically move the item from one claim section to another eg move from general to concession in the current claim.

ADD/ALTER AUTHORITY NUMBER

- Select patient, press **<F2>** to display Patient History. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.

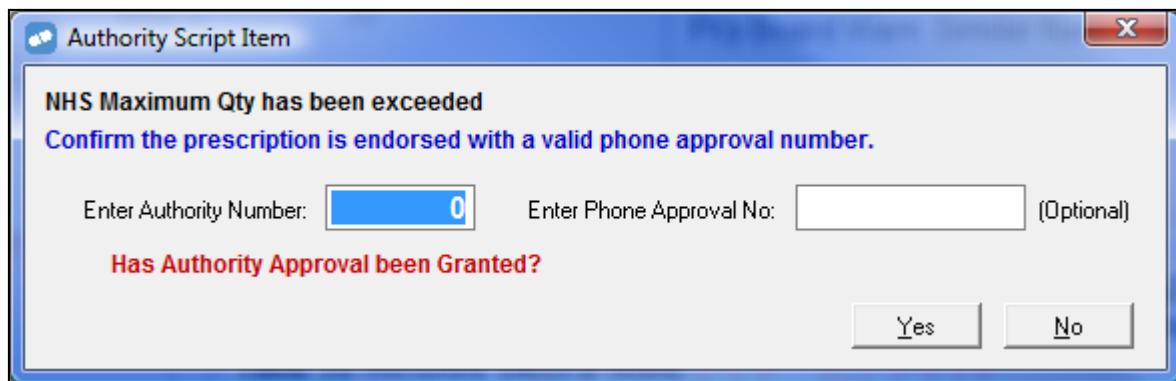


1. If item already has an Authority Number but this is to be changed

- Press **<ENTER>** or **<E>** to select **Edit Rx** and press **<TAB>** to move through dispensing.
- At **Drug or Repeat No** field, a new field appears to the right with the current authority number.
- Use **<TAB>** key to access this and alter number.
- Continue to complete dispensing to save changes, or press **<END>**.
- If a new label or repeat is required, print from **Wait** screen.

2. If item was not originally given an authority number

- Press **<ENTER>** or **<E>** to select **Edit Rx** and press **<TAB>** to move through dispensing.
- At **Repeats** or **Quantity** field, enter authority values. Once you move to the price field, you will be prompted to enter the **Authority Number**.



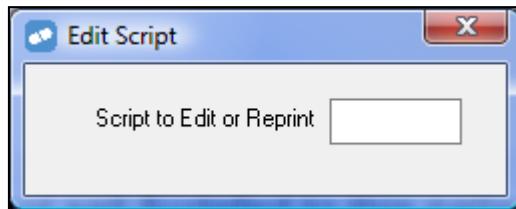
- Enter **Authority Number** and complete dispensing to save changes, or press **<END>**.

3. If item was dispensed as Private and authority is later presented

- Press **<ENTER>** or **<E>** to select **Edit Rx** and press **<TAB>** to move to **Script Type** field and change to **<NA>** (or **<RA>** if applicable).
- Continue dispensing and add authority number when required, then press **<END>**

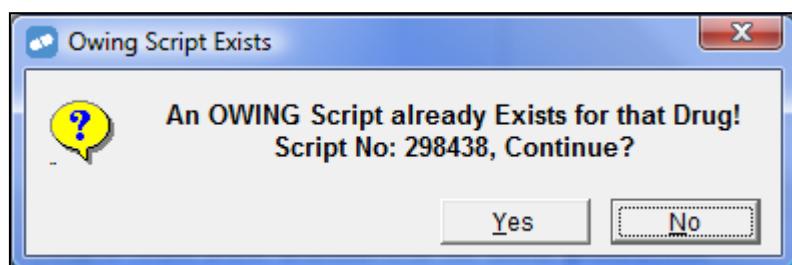
CHANGE SCRIPT TO OWING

- Select patient, press **<F2>** to display Patient History. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<CTRL+O>** at **Wait** screen to set **Owing** flag, and **Fred Dispense** will move through the dispensing and move to **Pharmacist Initials** field for confirmation.
- OR Press **<ENTER>** or **<E>** to **Edit Rx** and add **<O>** to **Script Type**. e.g. **<NO>** means NHS script owing.

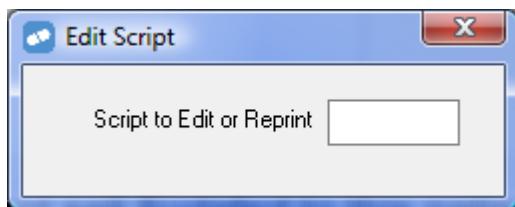
- Complete dispensing to save changes or press **<END>**.
- If you begin to dispense an item for which an **Owing Script** already exists, the following warning is displayed:



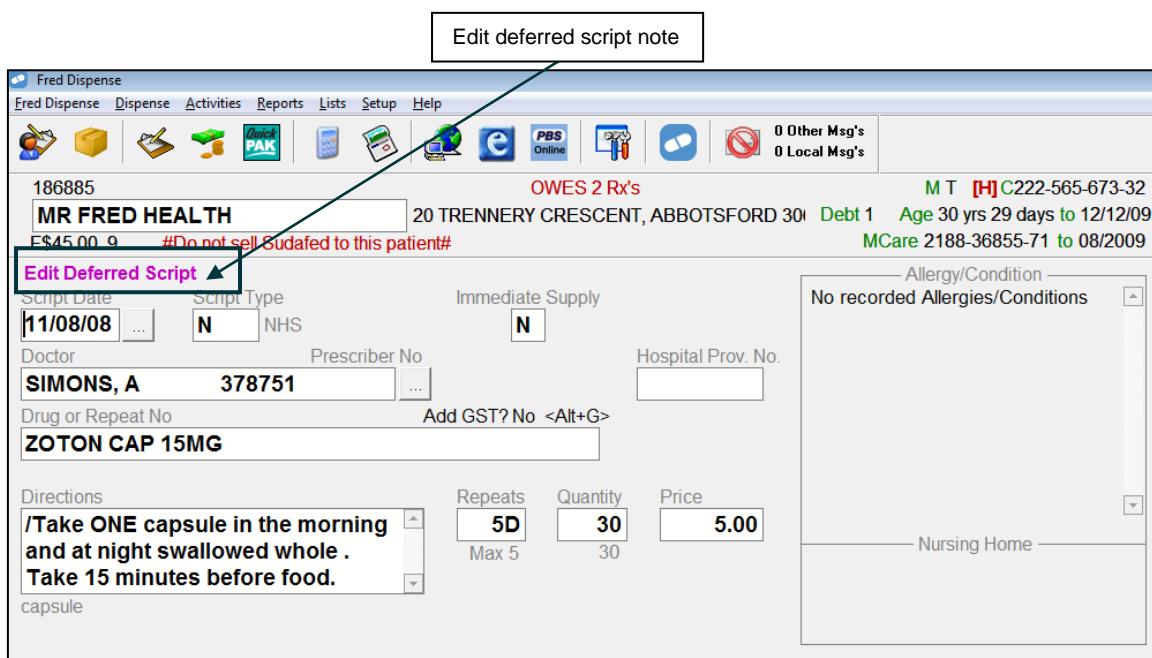
- If you choose **<No>** the current dispensing is halted.
- If you choose **<Yes>** then the owing script remains and this dispensing continues and does not alter the previous Owing Script.
- **Fred Dispense** will automatically make the appropriate changes to the claim, if required.

CHANGE SCRIPT TO DEFERRED

- Select patient, press **<F2>** to display Patient History. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.

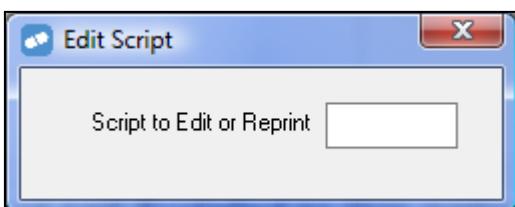


- Choose **<D>** to Defer or click on **Defer Rx**.
- **Fred Dispense** will move through the dispensing and move to **Pharmacist Initials** field for confirmation.
- **Fred Dispense** will automatically print a deferred repeat form once the dispensing has been completed.



ALTER DIRECTIONS

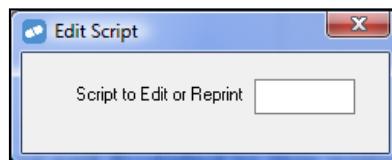
- Select patient, press **<F2>** to display Patient History. Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated. Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**, alter **Directions** as required and press **<END>** to move to **Pharmacist Initials** field. Press **<ENTER>** to save changes and complete dispensing.

ALTER DISPENSER INITIALS

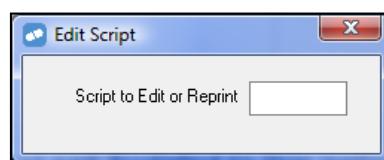
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**, then press **<END>** to move directly to initials.
- Alter initials as required which completes dispensing.

ALTER DOCTOR SELECTED

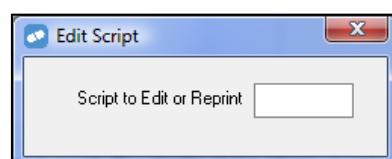
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**, alter **Doctor** as required and press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.

ALTER DRUG SELECTED

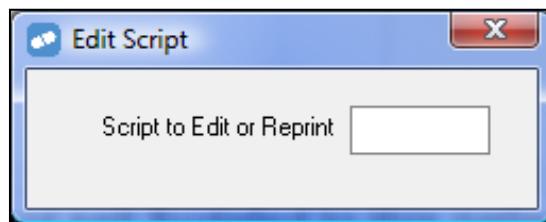
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**, alter **Drug** as required and press **<END>**.
- Change of **Drug** will prompt for re-entry of **Directions** and **Repeats**.
- Once **Directions** and **Repeats** have been amended, press **<END>** to move to **Pharmacist Initials** field. Press **<ENTER>** to save changes and complete dispensing.

ALTER ORIGINAL SCRIPT DATE

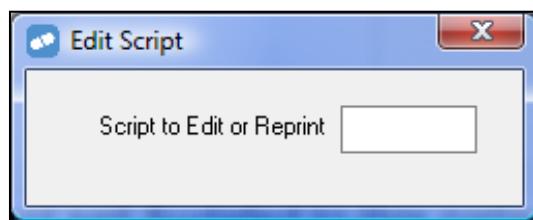
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**, alter **Date** as required and press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.

ALTER SCRIPT TYPE

- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



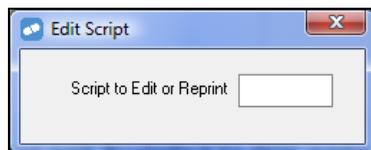
- Press **<ENTER>** or **<E>** to **Edit Rx**, alter **Script Type** as required and press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.



Fred Dispense will automatically make the appropriate changes to the claim, if required.

ALTER DETAILS OF PREVIOUS DISPENSING PHARMACY

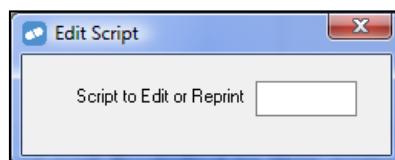
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**.
- If item was originally dispensed as an **Outside Repeat**, alter approval number and script number as required.
- If item was dispensed as an original item in error, alter **Repeats** field to show repeat details as on the original repeat form. (e.g. 5/2).
- **Fred Dispense** will prompt for approval number and original script date as you continue.
- Complete dispensing or press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.

ALTER NUMBER REPEATS AVAILABLE

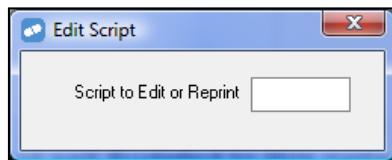
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**.
- Alter **Repeats** field to **X/Y** where **X** is original number of repeats ordered and **Y** is number of times already dispensed.
- Complete dispensing or press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.
- At **Wait** screen, press **<R>** to print new repeat form if required

ALTER REPEATS ORDERED

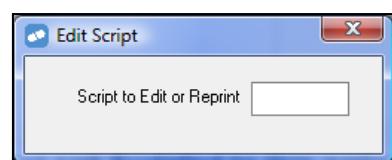
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx** and alter **Repeats** field as required.
- Complete dispensing or press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.
- At **Wait** screen, press **<R>** to print new repeat form if required.
- If number of repeats entered is greater than the NHS limit, **Fred Dispense** will prompt for authority number.

ALTER SCRIPT TO OUTSIDE REPEAT

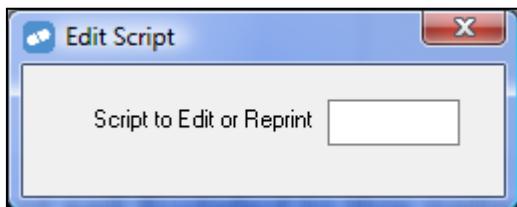
- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



- Press **<ENTER>** or **<E>** to **Edit Rx**.
- Alter **Repeats** field to **X/Y** where **X** is original number of repeats ordered and **Y** is number of times already dispensed.
- **Fred Dispense** will prompt as you continue for original Pharmacy approval number and date of dispensing.
- Complete dispensing or press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.
- At **Wait** screen, press **<R>** to print new repeat form if required.

ALTER SCRIPT TO REG 24

- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.

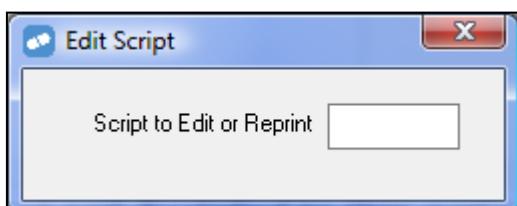


- Press **<ENTER>** or **<E>** to **Edit Rx**.
- Alter **Repeats** field to include **<R>** (e.g. **<5R>** or **<1R>**) and **Fred Dispense** will recognise as **Reg 24** script.
- Complete dispensing or press **<END>** to move to **Pharmacist Initials** field.
- Press **<ENTER>** to save changes and complete dispensing.

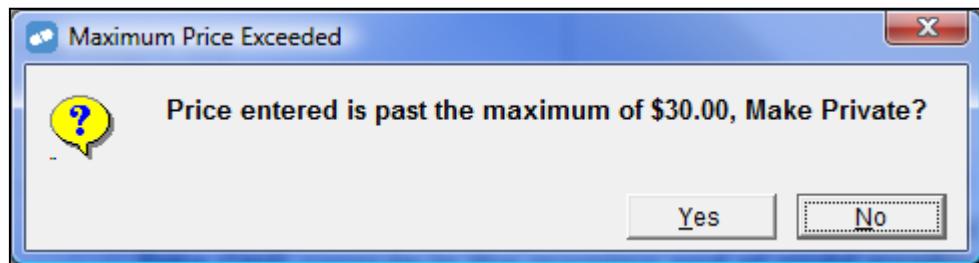
The screenshot shows the 'Edit Reg 24 script note' window. At the top, there's a note: '#Do not sell Sudafed to this patient#'. The 'Script Type' field is highlighted with a red arrow. Other fields include 'Script Date' (11/08/08), 'Prescriber No' (378751), 'Doctor' (SIMONS, A), 'Directions' (/Take ONE capsule in the morning and at night swallowed whole. Take 15 minutes before food.), 'Repeats' (5R), 'Quantity' (30), and 'Price' (30.00). There are also buttons for 'Add GST? No <Alt+G>' and 'Total Reg24 Qty'.

EDIT DISPENSED PRICE

- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.



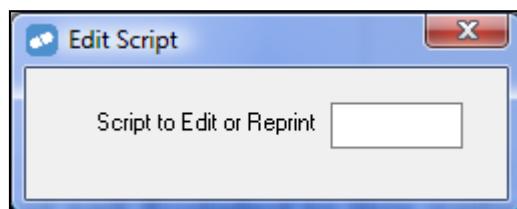
- Press <ENTER> or <E> to Edit Rx.
- Press <TAB> to move to **Price** field and alter, or choose from the list of **Markups** and **Fees** if the item is **Private**.
- **NHS** scripts (except Extemp Items) may not have the price increased. Doing so will turn your **NHS** script to a **Private** script.



- Complete dispensing or press <END> to move to **Pharmacist Initials** field.
- Press <ENTER> to save changes and complete dispensing.

ALTER QUANTITY AFTER DISPENSING

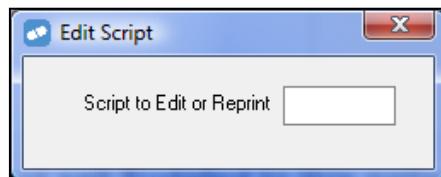
- Select patient, press <F2> to display Patient History.
- Use <Down Arrow> and <Up Arrow> to highlight item to be updated.
- Press <F4> and **Fred Dispense** will take you to **Wait** screen.
- Or press <F4> or <CTRL+E> followed by script number to go directly to the **Wait** screen.



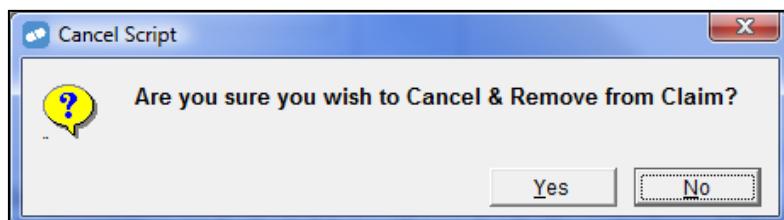
- Press <ENTER> or <E> to Edit Rx.
- Alter **Quantity** as required. If quantity entered is greater than the NHS limit, **Fred Dispense** will prompt for authority number.
- Complete dispensing or press <END> to move to **Pharmacist Initials** field.
- Press <ENTER> to save changes and complete dispensing.

CANCEL SCRIPT

- Select patient, press **<F2>** to display Patient History.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight item to be updated.
- Press **<F4>** and **Fred Dispense** will take you to **Wait** screen.
- Or press **<F4>** or **<CTRL+E>** followed by script number to go directly to the **Wait** screen.

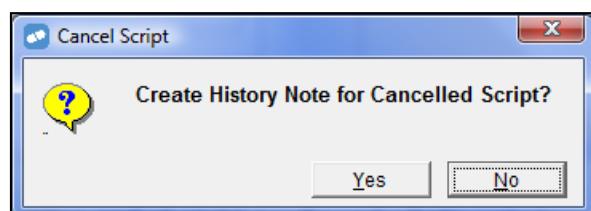


- Choose **<C>** or click on **Cancel Rx**.
- **Fred Dispense** will prompt to have script removed from claim if script is claimable.



Answer **<Y>** to check prompt.

- **Fred Dispense** will then ask if you would like to leave history note for cancelled script.
- If you choose to do so, the 'script' will appear in the history in a different colour.



Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
* 11/08	ZOTON CAP 15mg	180	Take ONE capsule in the SIA1 0 6 30.00					
2008			CANCELLED KS morning and at night				298438	
06/08	LIPITOR TAB 10mg	30	Take	SIA1	5	1	5.00	KS
2008							298435	
06/08	URACOL SACH 4g	1	Take the contents of	SIA1	0	1	17.60	KS
2008							298434	
06/08	URACOL SACH 4g	1	Take the contents of	SIA1	0	1	17.60	KS
2008							298433	
06/08	LOPID TAB 600mg	60	Take	JOD3	5	1	7.35	KS
2008							298432	
06/08	GRISEOSTATIN TAB 330mg	28	Take	SMIA	0	1	27.75	KS
2008							298431	
05/08	LOSEC TAB 10mg	90	Take	SMIA	5	1	31.30	KS
2008							298430	
05/08	FUCIDIN TAB 250mg	36	Take until all finished	SMIA	1	1	31.30	KS
2008							298428	
05/08	TRAMADOL (CHEM MART) CAP 50mg	20	Take ONE capsule when required	SMIA	2	1	13.40	KS
							298427	

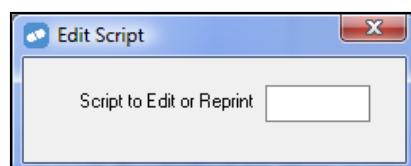
Owing Scripts

RECONCILING AN OWING SCRIPT

- Select patient, press <ALT+F3> to display all **Owing Scripts** for this patient.

Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
04/08 2008	COUMADIN (LIGHT TAN) TAB 1mg	50	Take HALF a tablet daily	SMIA 0	OWING	GP		298426
04/08 2008	COUMADIN (GREEN) TAB 5mg	50	Take ONE tablet daily as directed by your	SMIA 0	OWING	GP		298425

- Or press <F2> to display Patient History.
- Use <Down Arrow> and <Up Arrow> to highlight **Owing Script** to be reconciled.
- Press <F4> and **Fred Dispense** will take you to **Wait** screen.
- Or press <F4> or <CTRL+E> followed by script number to go directly to the **Wait** screen.



- Press <O> or click **Owing Mark Off** and **Fred Dispense** will open the script for mark off, with the cursor in the **Script Date** field for updating if required.
- Complete dispensing or press <END> to move to **Pharmacist Initials** field.
- Press <ENTER> to save changes and complete dispensing.

OWING MARK OFF NO CLAIM

- There is a second option at the **Wait** screen of **Owing Mark Off No Claim**.
- This will reconcile the owing script but will **not** add it to the PharmPay Claim.

Owing Authority Scripts

- Medicare Australia does not recognise the existence of an “owing authority” script. Such an item WILL NOT BE PAID by Medicare Australia.

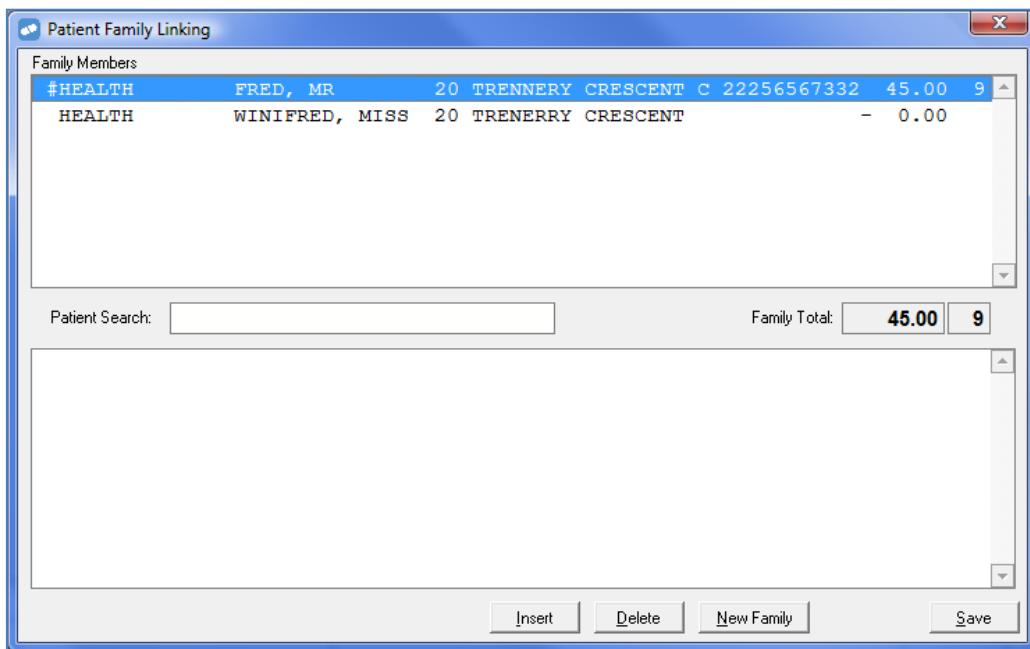
PRINT OWING SCRIPT NOTICES AUTOMATICALLY

- It is possible to have an **Owing Script Notice** printed automatically for <A>ll patients, **Nursing <H>ome patients, N<O>n Nursing Home Patients or <N>o Patients**.
- These options are available from **Dispense Options (<ALT+S> then <D>)** screen under ‘Print Owing Notice’ and ‘Tear Off Return Section’. (See Page 50).
- An **Owing Script Notice** can also be printed from the **Wait** screen. Press <W> or click on **Owing Notice**.

Dispensing Activities

FAMILY LINKING

- <ALT+A> then <F> for Family Linking.
- OR From dispensing or Wait screen, press <F8> to open **Patient Details** window, then press <ALT+F> to access **Family Maintenance**.
- **Patient Family Linking** window will appear with selected Patient's Family Linking in upper half of screen.

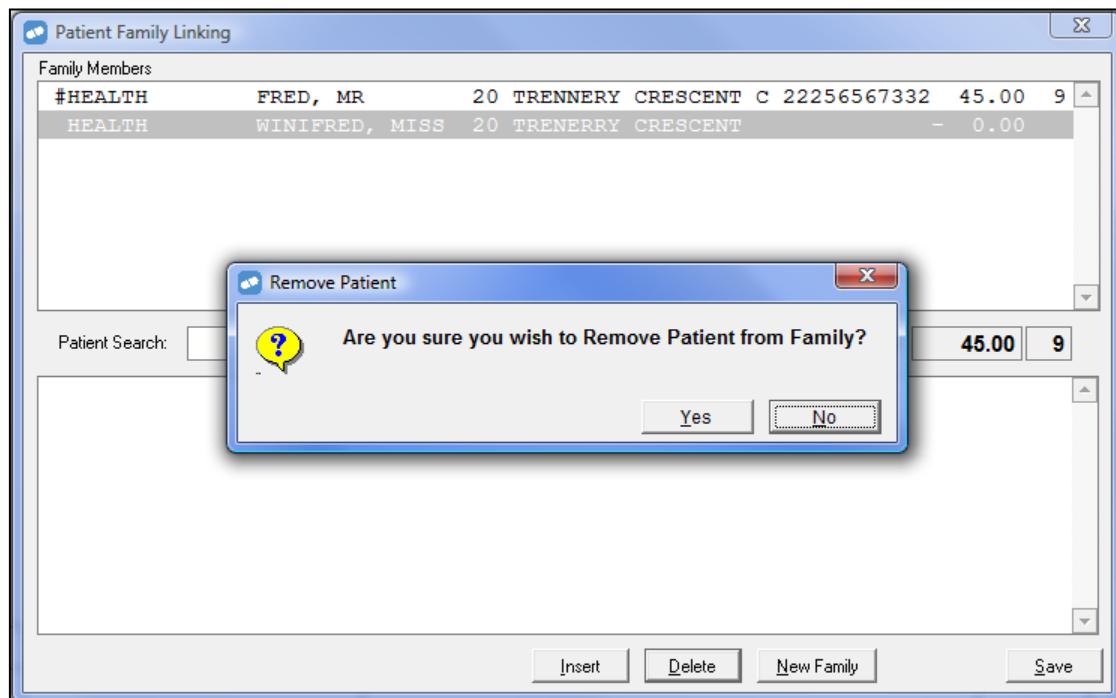


Link/Add Patient to Family

- Press <ALT+I> or click <Insert> to link another Patient to the Family.
- Search by entering Surname or type <N> then press <ENTER> to search for Patients with the same surname.
- To search for Patients with the same address as existing Family members, type <A> then press <ENTER>.
- Use the <Down Arrow> and <Up Arrow> to highlight Family member and press <ENTER>.
- Patient will be added to Family on upper screen and **Family Total** field will update to include added Patient's PRF Total.
- Repeat if required for other members.
- If added Patient is already linked to other family members, all family members are added when this member is added.
- Press <END> or click <SAVE> to save changes and close window.

Delete Patient from Family

- From **Patient Name or Repeat No** field, press **<ALT+A>** then **<F>** for **Family Linking**.
- OR From dispensing or **Wait** screen, press **<F8>** to open **Patient Details** window, then press **<ALT+F>** to access **Family Maintenance**.
- Patient Family Linking** window will appear with selected Patient's Family Linking in upper half of screen.
- Use **<Down Arrow>** and **<Up Arrow>** to highlight or click on Patient to be removed from Family, and press **<ALT+D>** or click **<Delete>**.
- A window will appear to confirm the deletion – click **<Yes>** to confirm.

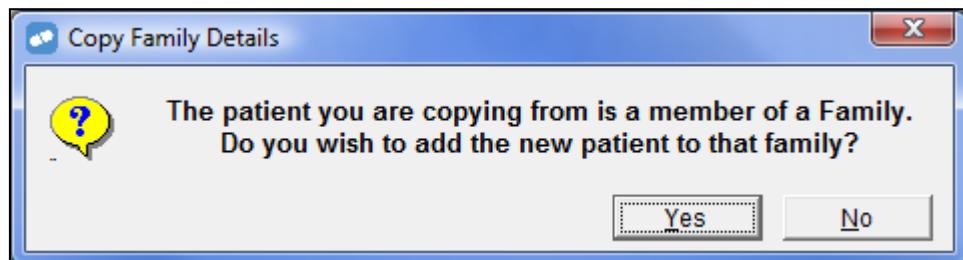


- Patient will be removed from Family on upper screen and **Family Total** field will update to exclude deleted Patient's PRF Total.
- Repeat if required for other members.
- Press **<END>** or click **<SAVE>** to save changes and close window.

Quick Addition of another Family Member

- This feature allows you to copy an existing patient's details into a new patient's record, for ease of adding a new patient from the same family to **Fred Dispense**.
- The new record includes the existing patients surname, address, suburb and postcode as well as Safety Net Numbers (not concession or repeat numbers).
- Medicare numbers are also copied but the subnumerate (last digit on the Medicare card) needs to be updated for the new patient.

- Search for the existing Patient.
- From the patient selection screen move the cursor down to the patient you are about to copy Press **<F11>**.
- If the existing Patient is a member of a Family, you will be prompted to add the new Patient into the same Family.
- Press **<Y>** to link the new patient to the Family or **<N>** to not link the new Patient to the Family.



- The details are copied into the new patient.
- The Medicare number will be copied and **Fred Dispense** will prompt to update the subnumerate for the new family member.

Edit Existing Patient Details

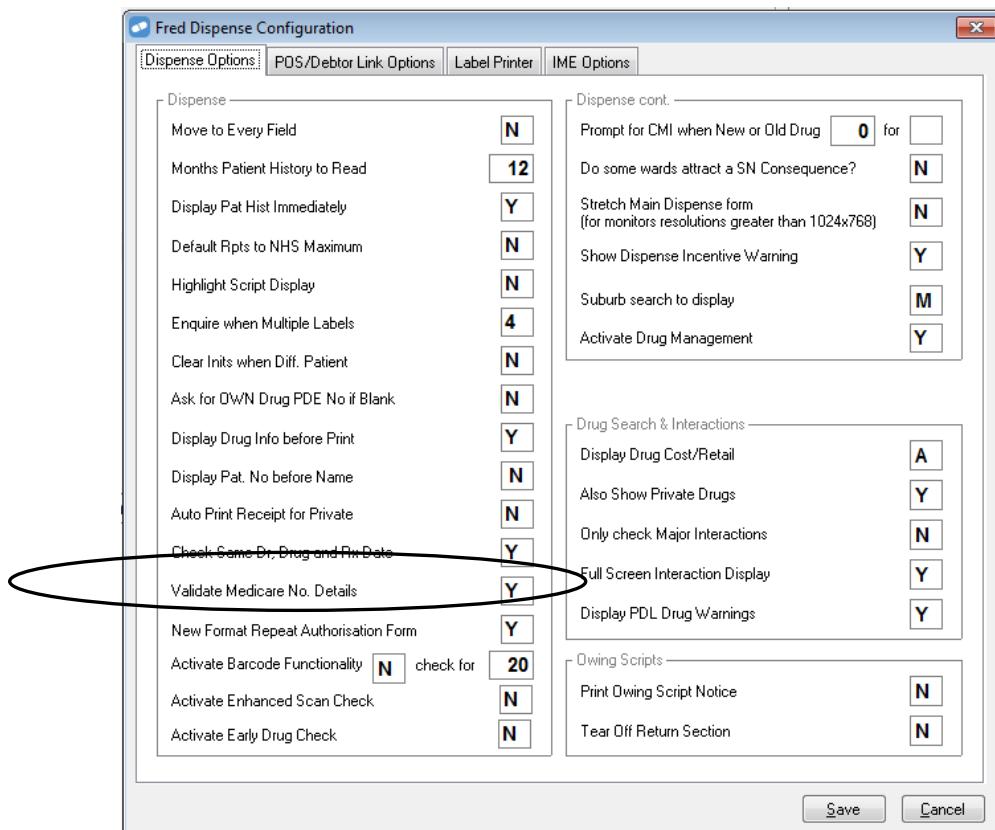
Surname	HEALTH	Consent	Y	Medicare Card	2188-36855-7 1	Valid To	08/2011
Firstname		Card Firstname					
Title		Sex	M	Card Surname			
Address	22 TRENERRY CRESCENT			Medicare Enquiry?	N	251	
Suburb	ABBOTSFORD			Postcode:	3067	0	C
Birthdate	1/1	NH: FRED					
Concession Type		<input type="checkbox"/>	Concession No	<input type="text"/>		Valid to	1/1
Repat Type		<input type="checkbox"/>	No.	<input type="text"/>		Safety Net Entitlement No	<input type="text"/>
Phone No.		<input type="checkbox"/> eRx Consent <input checked="" type="checkbox"/> CTG Registered					
<input type="button" value="Allergies"/> <input type="button" value="Extra Information"/> <input type="button" value="Family Maintenance"/> <input type="checkbox"/> Family Ind.		Patient Notes <div style="border: 1px solid black; height: 100px; width: 100%;"></div>					
<input type="button" value="Modify Safety Net"/> Doctor/Nurse/Midwife Bag N		<input type="button" value="Save"/> <input type="button" value="Cancel"/>					

- **Fred Dispense** will prompt for Family linking in many areas to ensure that each patient has medicare number stored (As medicare numbers are essential to the system).

- Eg if you choose a patient without a medicare number, **Fred Dispense** will prompt with the message as below.



- Choosing <F> allows linking to other family members prior to adding in the Medicare Number.
- After linking all the family members **Fred Dispense** prompts for entry of Medicare Numbers for the patient and his/her family.
- NOTE:** The Dispense Option **Validate Medicare No. Details** must be set to <Y>.

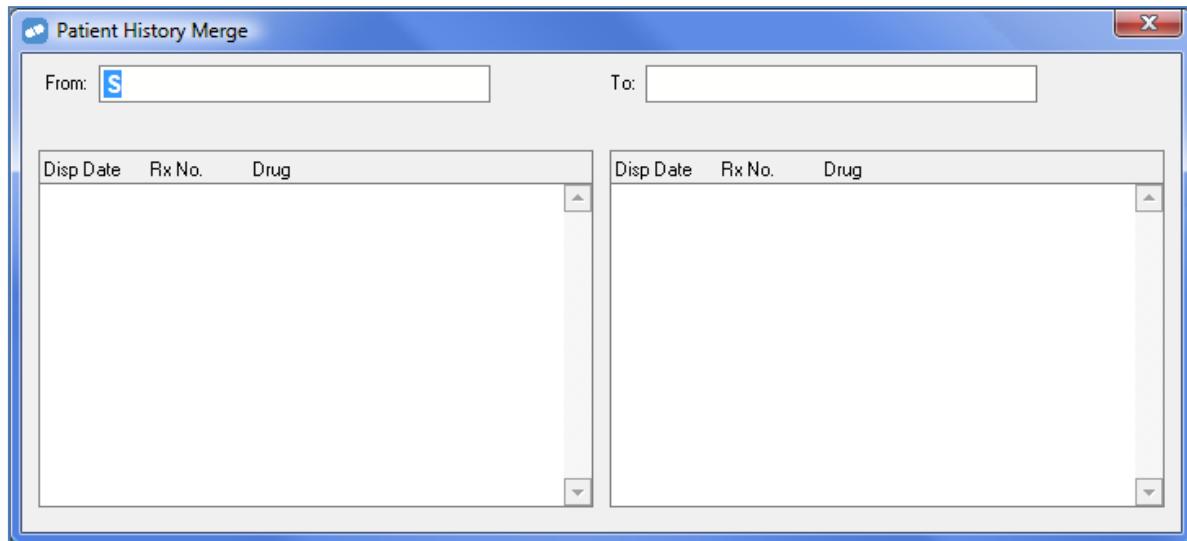


MERGE PATIENT HISTORY

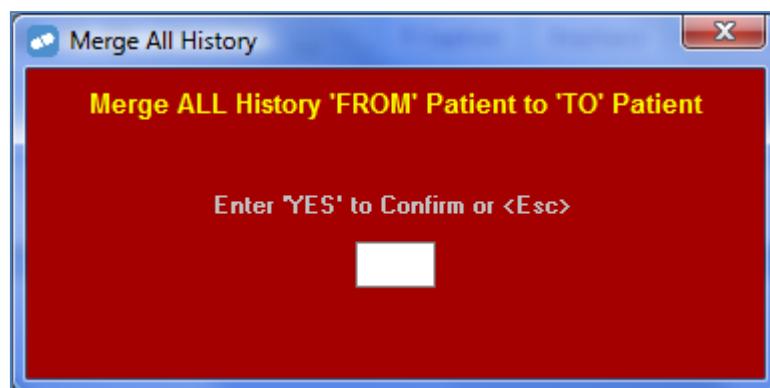
- merge one patient into another completely, (and permanently remove the patient merged "from")
- move a drug from one person's history to another (Partial Merge).

Partial Merge

- <ALT+A> then <M> History Merge.



- Search for Patient to move the dispensing **From** and press <ENTER>.
- The Patient's History will be displayed in the **From: Patient History Merge** window.
- The cursor will move to the right side of the screen ready for the recipient's name to be entered.
- Search for Patient to move the dispensing **To** and press <ENTER>.
- The Patient's History will be displayed in the **To: Patient History Merge** window.
- Once the **To** Patient has been selected, **Fred Dispense** will prompt: "**Merge ALL History 'FROM' Patient to 'TO' Patient?**"



- Press <ESC> and the screen will display both patients' histories, side by side.

Patient History Merge

From: MISS PATTY HEALTH	To: MR FRED HEALTH																																																
20 TRENNERY CRESCENT, ABBOTSFORD 3067																																																	
<table border="1"> <thead> <tr> <th>Disp Date</th> <th>Rx No.</th> <th>Drug</th> </tr> </thead> <tbody> <tr> <td>11/08/08</td> <td>298442</td> <td>HALDOL AMP 150mg/3mL</td> </tr> <tr> <td>11/08/08</td> <td>298441</td> <td>IBILEX CAP 250mg</td> </tr> <tr> <td>11/08/08</td> <td>298440</td> <td>FRISIUM TAB 10mg</td> </tr> <tr> <td>11/08/08</td> <td>298439</td> <td>GOPTEN CAP 1mg</td> </tr> </tbody> </table>	Disp Date	Rx No.	Drug	11/08/08	298442	HALDOL AMP 150mg/3mL	11/08/08	298441	IBILEX CAP 250mg	11/08/08	298440	FRISIUM TAB 10mg	11/08/08	298439	GOPTEN CAP 1mg	<table border="1"> <thead> <tr> <th>Disp Date</th> <th>Rx No.</th> <th>Drug</th> </tr> </thead> <tbody> <tr> <td>06/08/08</td> <td>298435</td> <td>LIPITOR TAB 10mg</td> </tr> <tr> <td>06/08/08</td> <td>298434</td> <td>URACOL SACH 4g</td> </tr> <tr> <td>06/08/08</td> <td>298433</td> <td>URACOL SACH 4g</td> </tr> <tr> <td>06/08/08</td> <td>298432</td> <td>LOPID TAB 600mg</td> </tr> <tr> <td>06/08/08</td> <td>298431</td> <td>GRISEOSTATIN TAB 330mg</td> </tr> <tr> <td>05/08/08</td> <td>298430</td> <td>LOSEC TAB 10mg</td> </tr> <tr> <td>05/08/08</td> <td>298428</td> <td>FUCIDIN TAB 250mg</td> </tr> <tr> <td>05/08/08</td> <td>298427</td> <td>TRAMADOL (CHEM MART)</td> </tr> <tr> <td>04/08/08</td> <td>298426</td> <td>COUMADIN (LIGHT TAN) T/</td> </tr> <tr> <td>04/08/08</td> <td>298425</td> <td>COUMADIN (GREEN) TAB 5</td> </tr> </tbody> </table>	Disp Date	Rx No.	Drug	06/08/08	298435	LIPITOR TAB 10mg	06/08/08	298434	URACOL SACH 4g	06/08/08	298433	URACOL SACH 4g	06/08/08	298432	LOPID TAB 600mg	06/08/08	298431	GRISEOSTATIN TAB 330mg	05/08/08	298430	LOSEC TAB 10mg	05/08/08	298428	FUCIDIN TAB 250mg	05/08/08	298427	TRAMADOL (CHEM MART)	04/08/08	298426	COUMADIN (LIGHT TAN) T/	04/08/08	298425	COUMADIN (GREEN) TAB 5
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04/08/08	298425	COUMADIN (GREEN) TAB 5																																															

- Highlight item that is to be moved and press <ENTER> to merge.
- This now automatically places item in the **To** Patient's history.
- If a mistake is made and the merging needs to be reversed, click on the item or <TAB> or <SHIFT><TAB> back to the item and press <ENTER>.
- The item will be moved back to original Patient.
- Claim details are automatically updated when merging scripts.
- There is no need to reclaim scripts.

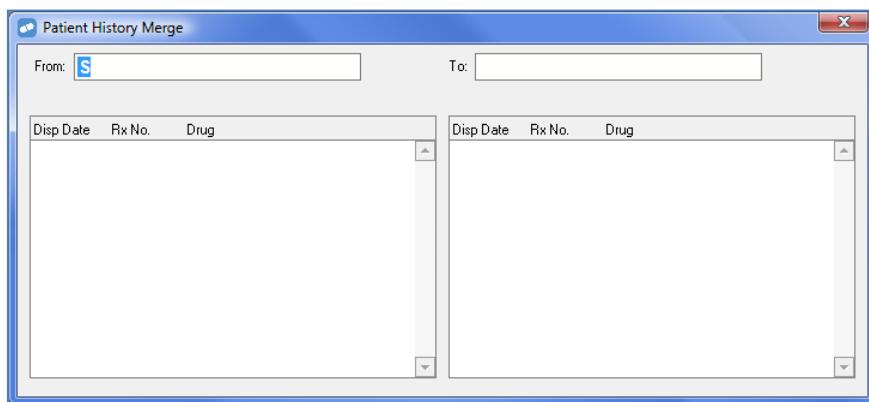


It is important to ensure the correct patients have been selected for merging as this process **is permanent**. The merge process will also merge **William** accounts, if they exist for both patients.

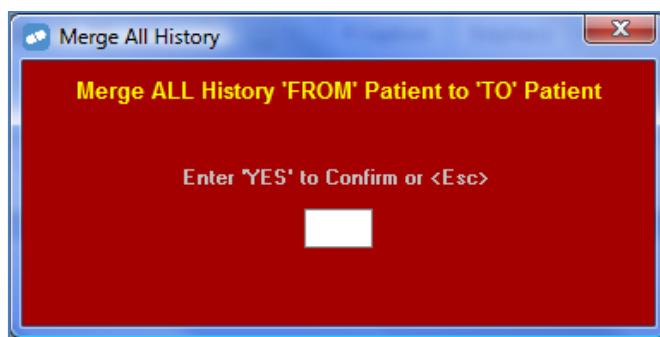
Account transactions will only be merged if the transaction is on a current statement. Aged transactions are not merged.

Full History Merge

- <ALT+A> then <M> for History Merge.



- Search for Patient to move the dispensing **From** and press <ENTER>.
- The Patient's History will be displayed in the **From: Patient History Merge** window.
- Search for Patient to move the dispensing **To** and press <ENTER>.
- The Patient's History will be displayed in the **To: Patient History Merge** window.
- **Fred Dispense** will prompt: "Merge ALL History 'FROM' Patient to 'To' Patient?"



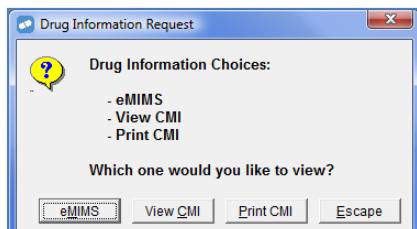
- Type in the word <YES> and press <ENTER>.
- The History Transfer will proceed and a screen will display: "**Remove 'FROM' Patient, 'PATIENT NAME'** from System? <Yes> <No>".



- Press <Y> or click on <Yes> to remove the **FROM** Patient from the system eg if patient has been entered twice.
- Press <N> or click <No> to leave the Patient in **Fred Dispense** with no history.
- A box appears with number of scripts transferred.
- The patient history is now merged.

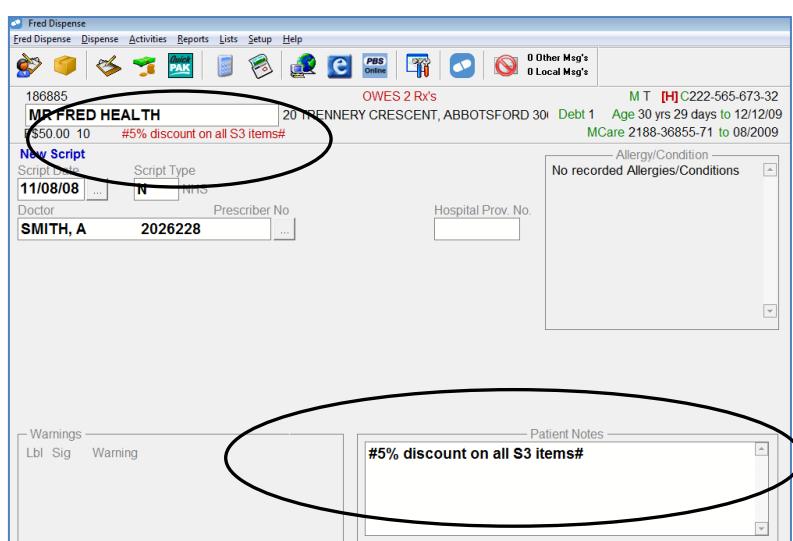
PRINTING PATIENT DRUG INFORMATION (CMIS)

- <ALT+A> then <I> for Drug Information.
- OR From dispensing or Wait screen, press <I> for Drug Information.
- If a CMI exists for the current drug selected, **Fred Dispense** will display the CMI.
- CMIs are not available for all drugs.
- Click the <Print> button to print the CMI or click <OK> to exit without printing.

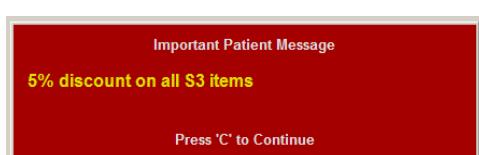


PATIENT NOTES

- **Patient Notes** field can be used to store information relevant to the dispensing process.
- It displays once the patient has been selected, and during the dispensing process.

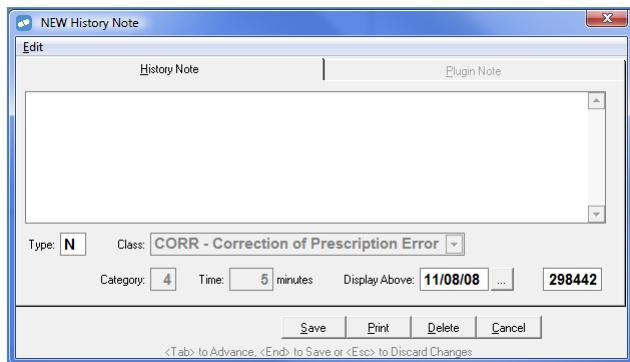


- <CTRL+N> accesses **Patient Notes** field for unlimited notes during dispensing.
- <END> saves details and returns to dispensing. <ESC> quits notes without saving.
 - The first line of the **Patient Notes** displays under patient name at the top of the screen in RED, so generally the most important detail should be put on the top line.
 - This feature is designed for improved communication between dispensers and is complimented by the **Patient History Notes (See History Notes)**
- For important notes, add a hash <#> to the start and end of note to have it pop up when the patient is selected.
- To continue dispensing, enter <C> to confirm note.



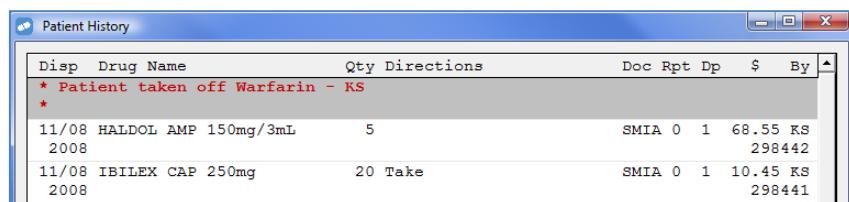
HISTORY NOTES

- Notes can be recorded in a Patient's History, either as History Notes or Interventions.
- A History Note is a free-text entry, while an Intervention records Intervention Class and Category, and has a free text section for details of the intervention if required.



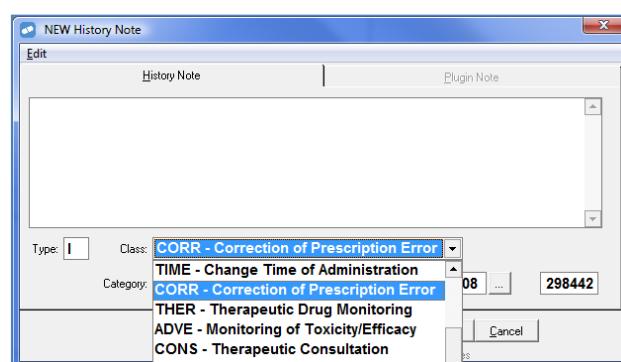
Recording History Note

- Select Patient, press <ALT+N> and New History Note window is displayed.
- Type should be <N> and cursor should be in the free text field.
- Type History Note, then choose a Date and Script Number to display the History Note above.
- Please note, to have a History Note display above a specific script, you must change the Date to the date of the script as well as entering the Script Number.
- Press <S> or click <Save> to save and History Note will then display above the selected Date or Script Number in Patient History (F2).



Recording Patient Interventions

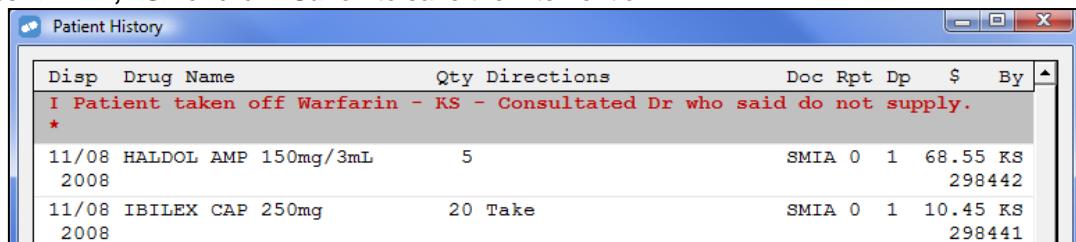
- Select Patient, press <ALT+N> and New History Note window is displayed.
- Press <TAB> or click in the Type field and change from <N> to <I>.
- Class field becomes active so you may click the down arrow to display a list of intervention types.
- Use the <Down Arrow> and <Up Arrow> or click on the required Intervention.



Click in the **Category** field to enter one of the following:

1. Life saving
2. Prevent Major Toxicity
3. Optimise Drug Therapy
4. Minor

- Then <TAB> or click in the **Time** field and enter the time taken to record the intervention (in minutes).
- Press <END>, <S> or click <Save> to save the intervention with today's date and display it with today's history.
- Alternatively, to position the note for a given date or next to a given history record, <TAB> to the date field and enter a date.
- To display the intervention above a given record, <TAB> to the script number and enter the script number **ABOVE** which you want the intervention to display.
- Press <END>, <S> or click <Save> to save the intervention.



Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By
I Patient taken off Warfarin - KS - Consultated Dr who said do not supply.								
*								
11/08	HALDOL AMP 150mg/3mL	5		SMIA	0	1	68.55	KS
	2008						298442	
11/08	IBILEX CAP 250mg	20	Take	SMIA	0	1	10.45	KS
	2008						298441	

Print History Notes and Interventions by pressing <ALT+P> or clicking on the <Print> button.

<S>ingle or <A>ll

User may print the <S>ingle History Note/Intervention selected, or print <A>ll.

Type

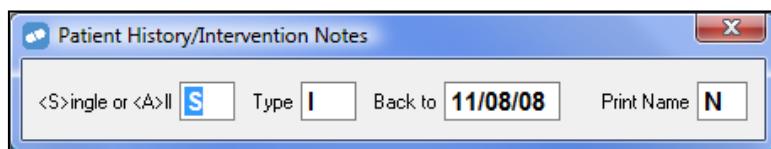
If <A>ll is chosen, User can print either all **History <N>otes** or all <I>nterventions

Back to

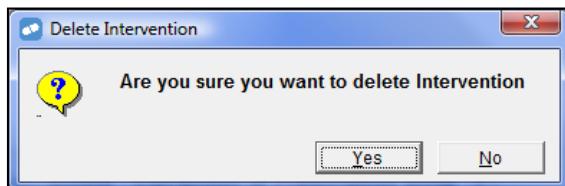
If <A>ll is chosen, select the date to print from.

Print Name

Set to <N> to not print the Patient's Name. Set to <Y> if Patient Name is to be printed on report.



- **Delete History Notes and Interventions** by pressing <ALT+D> or clicking on the <Print> button.
- Press <Y> or click <Yes> to confirm.
- To cancel, press <N>, <ESC> or click <No>.



Safety Net

- The **Safety Net value and number of scripts** recorded in **Fred Dispense** displays directly below the Patient's name on the dispensing screen.
- The **F** in front of this value indicates the patient is a member of a **Family** and the value displayed is the value for the whole family.
- Each time a Patient is selected, **Fred Dispense** recalculates the Safety Net total.
- The Safety Net value also updates immediately as the script is completed.



Deferred Items

- Safety Net value does not include **deferred** scripts.
- If an NHS script is changed to **deferred**, the Patient's Safety Net value will be reduced.

Items withdrawn from claim

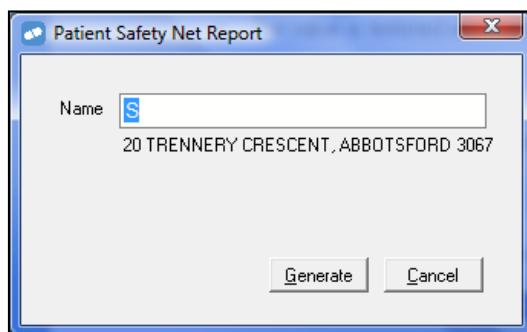
- If an item is placed on **Hold** and removed from the claim, the Safety Net value decreases accordingly.
- The value is restored when the script is taken off Hold and reclaimed.

Owing Items

- If a script is flagged as **Owing**, it is not included in the Safety Net value.
- When the script is reconciled (owing mark-off), the Safety Net value will automatically update.

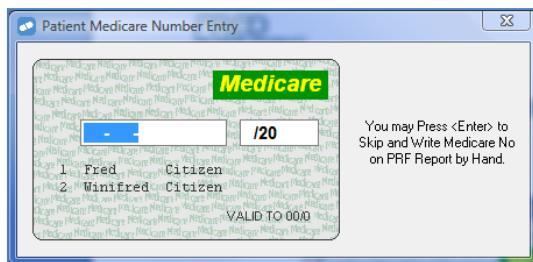
SAFETY NET REPORTS

- <ALT+R> then <P> then <ENTER> or <S> Patient Safety Net Report.

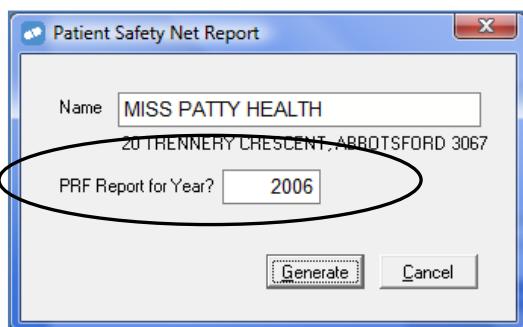


- The report will select the current patient as a default, but any other name can be overtyped.
- If the current patient is required simply press <ENTER>.

- If a patient does not have a Medicare number entered in their file, **Fred Dispense** will prompt for medicare number to be added now.



- It is also possible to generate previous year's Safety Net reports by changing the **PRF Report for Year** field. This field will always default to the current year.



- Click **<Generate>** or press **<G>** to produce report or **<Cancel>** or **<C>** to return to dispensing screen.

The report shows:

- The declaration by the Pharmacist.
- Date of Supply; NHS code, Approval No, Safety Net value, Cumulative value, and if the person is in a family, details of family members.
- The name and address of the patient, any (if applicable) entitlement number etc.plus details of the family (if applicable).

Prescription Record Form						
11/08/08						
ABN : 99998897668						
I declare that the prescription items listed below were supplied for the person(s) named, at not more than the maximum value within agreed government limits.						
Signature of Pharmacist						
Date of Supply	PBS/RPBS Code Number	Approval Number	Safety Net Value	Cumulative Value		
1 04/08/08	8254K	80400N	5.00	5.00	(1)	
2 04/08/08	8214H	80400N	5.00	10.00	(1)	
3 04/08/08	5368M	80400N	5.00	15.00	(1)	
4 04/08/08	8514D	80400N	5.00	20.00	(1)	
5 05/08/08	8611F	80400N	5.00	25.00	(1)	
6 05/08/08	2312Q	80400N	5.00	30.00	(1)	
7 05/08/08	8332M	80400N	5.00	35.00	(1)	
8 06/08/08	1453L	80400N	5.00	40.00	(1)	
9 06/08/08	8213G	80400N	5.00	45.00	(1)	
10 11/08/08	2792Y	80400N	5.00	50.00	(1)	
APPLICANT DETAILS			CARD NUMBERS MUST BE RECORDED			
MR FRED HEALTH 20 TRENNEY CRESCENT ABBOTSFORD 3067			Medicare Number:	2188-36855-71		
			Prior Entitlement Number:	22256567332		
FAMILY DETAILS						
Surname	Given Name	Relationship	DVA No			
1. HEALTH	FRED	applicant				
2. HEALTH	WINIFRED	..				

- The current total Safety Net value is the last entry in the **Cumulative Value** column.

- If values attributable to the patient's total but dispensed elsewhere have been added, then it will show as **Scripts Dispensed at Other Pharmacy** at the base of the report. In this case their cumulative total is shown under this section.

APPLICATION FOR A SAFETY NET CARD	
I hereby apply for a Safety Net Card and declare that :	
1. the information provided with this application is correct;	
2. the people recorded on this form are members of my family; and	
3. all the PBS medicines were supplied to my family during the year 2008.	
Signature of Applicant	Date
Agent's declaration	
I am authorised by the applicant to make this application on their behalf and declare that to the best of my knowledge:	
1. the information provided with this application is correct;	
2. the people recorded on this form are members of the applicant's family; and	
3. all the PBS medicines were supplied to the applicant's family during the year 2008	
Signature of Agent	Date
SAFETY NET CARD ISSUED	
CN8	SN8
PRIVACY NOTE	
The information in this form will be used to assess your eligibility for a Safety Net Card. Collection of this information is required under the Health Insurance Act 1983 and Veterans' Entitlement Act 1986.	
SOFTWARE SUPPLIER	
PCA NU Systems - Fred Dispense Ver. 2nd Aug 2008, MAIN	

- To print report press <ENTER> or click on the <Print> icon.

Adding Details of Safety Net values from Other Pharmacies

- <CTRL+M> **Modify Safety Net**
- The first column is the number of scripts dispensed from your Pharmacy and their Safety Net value from **Fred Dispense**.
- In the second **Other** column are the details of scripts dispensed elsewhere.



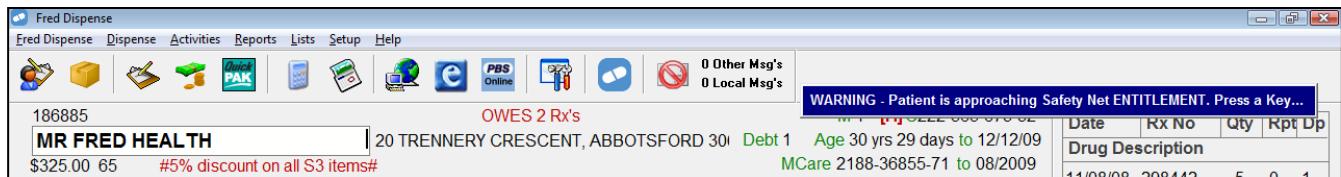
- Enter the number of scripts and their total value to the **Other** column.
- If patient is a concessional patient, you only need to enter the number of scripts.
- Press <END> to save or <ESC> to cancel update.
- Press <END> again to successfully exit **Patient Details**.

ISSUING PATIENT SAFETY NET ENTITLEMENT NUMBERS

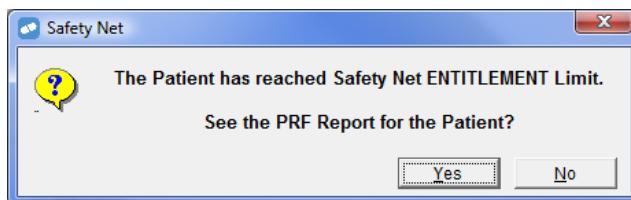
NOTE: Entitlement Number refers only to a **Safety Net** number (ie no charge scripts except for Brand Price Premiums).

Concession Patients

- On selecting a patient, if the Patient's Safety Net value is within three scripts of qualifying, the message below will display in the top right corner.



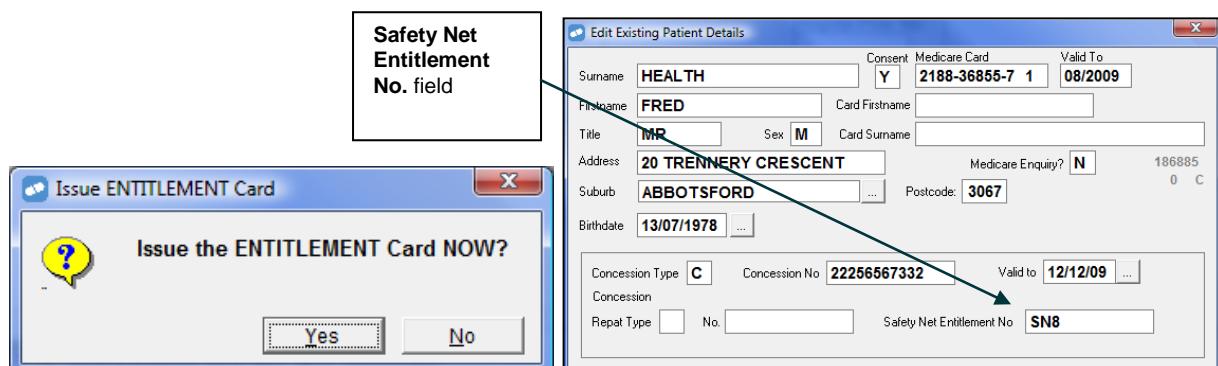
- This enables the Pharmacist to decide which items are to be dispensed prior to Entitlement.
- When the patient reaches entitlement level, **Fred Dispense** will prompt with the following message after drug selection.



- Press <YES> to continue with the issuing of a Safety Net number.
- Press <NO> to abort the prompt allowing the item to be deferred or dispensed as concession script **NOT** as entitlement.

Issuing entitlement numbers

- Once you answer <YES> to view the **PRF Report**, **Fred Dispense** will continue the process of issuing entitlement numbers by displaying the **PRF Report** and **Declaration**.
- When satisfied all is correct <ENTER> to bring up the printing prompt. Press 'Y' to Print.
- PRF reports from other pharmacies need to be submitted with PRF report from your pharmacy if patient has scripts dispensed from other pharmacies.
- Fred Dispense** will then prompt for the entitlement number to be entered.
- Click <Yes> or press <Y> to continue.
- Fred Dispense** will then take the cursor to **Safety Net Entitlement Number** field in **Patient Details**
- Enter the allocated number then <END> to save.



- **Fred Dispense** will then prompt to print an address label for the application form or Safety Net card.



- The system now returns to the dispensing screen at the point you were at prior to the **Safety Net** prompt appearing.
- Dispensing continues with the new status.

ADD ENTITLEMENT TO WHOLE FAMILY

- Entitlement number is added automatically to every family member when added to one.
- <CTRL+T> accesses **Patient Details** at Concession type. Move to **Safety Net Entitlement No** field and enter the new number. Press <END> to save.
- Immediately a message appears on the top right of the screen notifying the number of family members that has been automatically updated with the entitlement number.
- **General Patients** move to concessional level once they have reached the monetary limit for the calendar year.
- **Fred Dispense** will proceed with the issuing of a **Concession Number** to general patients as described for concessional patients.
- All warning prompts will refer to patient approaching **Safety Net Concession**.



- **Fred Dispense** will take you to the **Concession Number** field in **Patient Details** screen for entering concession number.
- The Safety Net concession numbers begin with **CN**.
- The Concession type in this case is **S** for Safety Net.

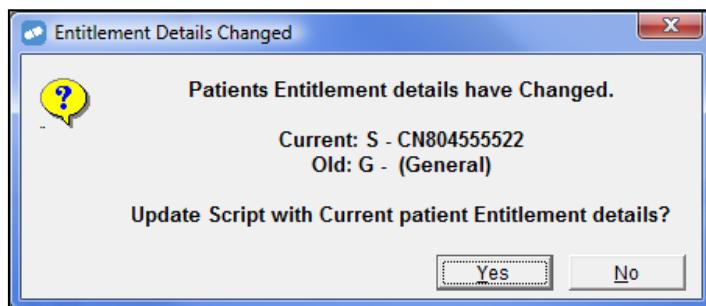
Concession Type is **S** for Safety Net

Surname:	HEALTH	Consent:	Medicare Card:	Valid To:
Firstname:	FRED		2188-36855-7 1	08/2009
Title:	MR	Sex:	M	Card Surname:
Address:	20 TRENNERY CRESCENT			
Suburb:	ABBOTSFORD			
Birthdate:	13/07/1978			
Concession Type:	S			
Concession No:	CN			
Valid to:	12/12/09			

- Dispensing continues with the script now accepting the new status.

CLAIMING A SAFETY NET ITEM AFTER YEARS END

- **Safety Net** numbers are cleared from **Patient Details** by running the **End of Year** process.
- If an item needs to be reclaimed (eg returned script from Medicare Australia, taking a script off Hold or reconciling an **Owing** script), **Fred Dispense** will retrieve the Safety Net number as recorded at the time the item was originally dispensed.
- **Fred Dispense** will prompt when script is edited as below.



- If **<No>** is selected, **Fred Dispense** will reclaim the script using the patient status at the time of original dispensing.
- If **<Yes>** is selected, **Fred Dispense** will reclaim the script using the Patient's concession status at today's date.

CLEARING ENTITLEMENTS AT YEAR END

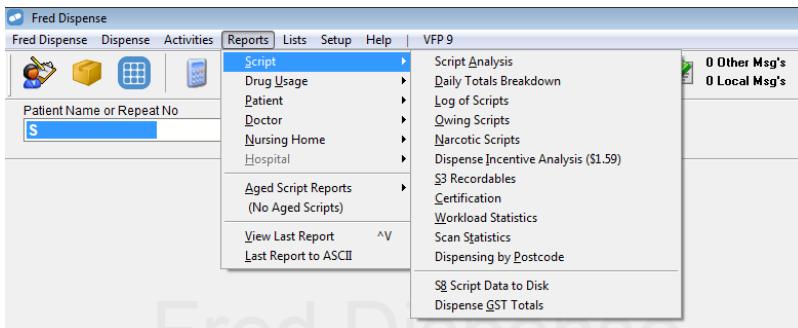
- **End of Year Processing** is run from the **Activities Menu** at the end of each calendar year and clears the Safety Net Entitlement numbers from **Patient Details**.
- This does not mean the details are lost.
- Entitlement details are stored against each script record for reference if scripts are edited in the future.

ENTITLEMENT NUMBERS IN COMBINATION WITH OTHER NUMBERS

- A patient can have a **Concession Number**, **Repat** number and/or **Entitlement** number entered into their **Patient Details** at any time.
- If both Concession and Repat numbers are entered, both display during dispensing.
- If both a Concession and Entitlement number are entered, only the Entitlement number displays while dispensing.
- If a Repat and Entitlement number are entered, both display during dispensing.
- When the **End of Year Process** is run, the Safety Net Entitlement number is cleared, but both Concession and/or **Repat** numbers are retained.

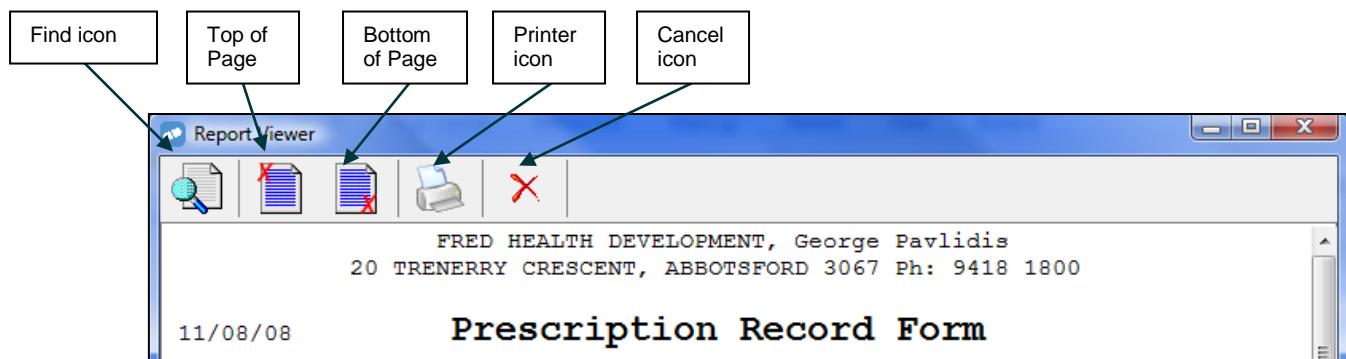
Reports

<ALT+R> Reports Menu

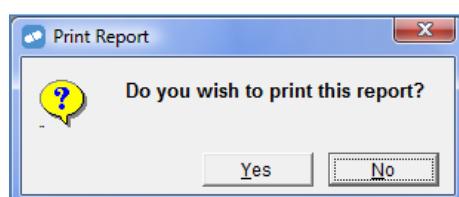
- Highlighting a heading and pressing <ENTER> or clicking on that heading reveals individual report options.
- 

VIEWING REPORTS

- Press <Page Up> or <Page Down> keys or click scroll bar on right-hand side of the screen to move through report a page at a time.
- Use the <up arrow> and <down arrow> key to move through the report one line at a time.
- To quickly find words or sequences of numbers, click on the find icon at the top left of the report and enter the word or the number you wish to find in the report.



- <ESC>, <ENTER> or Close using the X on the top right of the report brings up the option to print the report if required
- Press <Y> to print report.
- Alternatively click on the Printer icon.



View the Last Report Generated

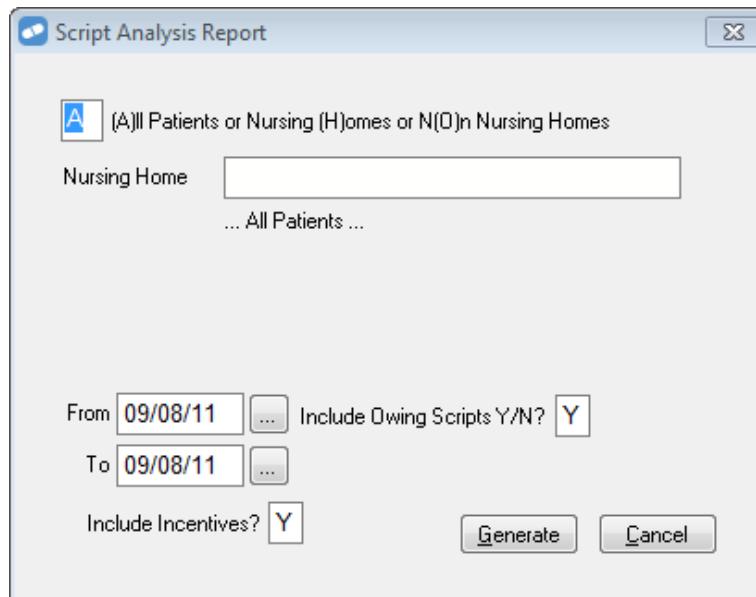
- To quickly view the Last Report Generated, press <CTRL+V>.

Script Reports Outlined

SCRIPT ANALYSIS REPORT

<ALT+R> then <S> then <A>

Report shows detailed analysis of scripts by type, deferred & owing items, Govt recovery etc.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Include Owing Scripts? Y/N

To include **Owing Scripts** in report, set to <Y>. To **not** include **Owing Scripts** in the report, set to <N>.

Include Incentives? Y/N

Set to <Y> to report on what dispense incentives are expected based on the prescriptions that have been dispensed. To not include **Incentives** in the report, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer						
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800						
11/08/08						
SCRIPT ANALYSIS REPORT						
for 'ALL' Patients from 11/08/08 to 11/08/08						
Rx Cnt	Patient Contribution	Govt Rec	Total Value	Cost Price	Gross Profit	
Safety Net	1	21.60	21.60	9.50	12.10	
General	1	31.30	115.68	128.17	18.81	
Concession	2	10.00	243.18	253.18	219.27	33.91
Entitlement	0	0.00	0.00	0.00	0.00	
Repatriation	0	0.00	0.00	0.00	0.00	
Doctors Bag	1		12.98	12.98	6.08	6.90
Sub Total	5	62.90	371.84	434.74	363.02	71.72
Private	8	237.55	0.00	237.55	104.78	132.77
S3 Recordable	0	0.00	(HBF)	0.00	0.00	0.00
Total	13	300.45	371.84	672.29	467.80	204.49
-----#-----						
S C R I P T B R E A K D O W N						
% Markup	% Gross Profit	Category	Count	Value		
Safety Net	127.3%	56.0%	Number of Customers	3		
General	14.6%	12.7%	Drugs Of Addiction	0	0.00	
Concession	15.4%	13.3%	Cancelled Items	1	111.47	
Entitlement	0.0%	0.0%	-----			
Repatriation	0.0%	0.0%	Deferred Items	0	0.00	
Doctors Bag	113.4%	53.1%	Owing Items	1	0.00	
Sub Total	19.7%	16.4%	-----			
Private	126.7%	55.8%	Total Taxable Sales		0.00	
S3 Recordable	0.0%	0.0%	Total GST Collected (1/11)		0.00	
Total	43.7%	30.4%	#Total Sales (excl GST) +		300.45	
			Total Sales (inc GST)		300.45	
			Total Doctor Bag GST		1.30	

Section 1 – Cost of Scripts by Script Type

- This displays the breakdown of scripts dispensed by **Script Type**.
- **Gen UnderCo-pay** details those items for General patients which did not exceed general patient copayment.
- **General** includes scripts which include a "claimed" amount;
- **Concession, Entitlement, Repat and DR's Bag** are self explanatory.
- These are subtotalled then **Private Scripts** and **S3 Recordables** are shown and then all scripts are totalled.
- **CTG Gen, Con and Rep UnderCo-pay** includes scripts that do NOT have a "claimed" amount (**no Govt Rec**)

Section 2 – Script Breakdown

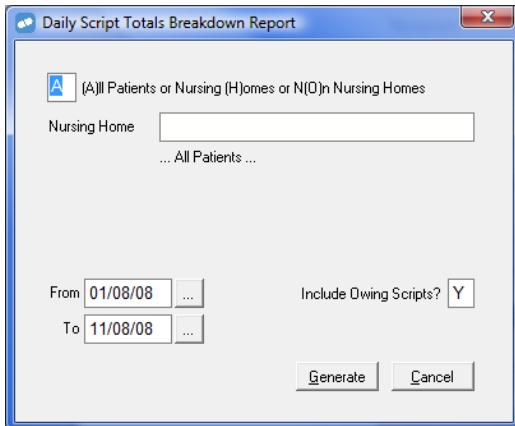
- The **Script Breakdown** section shows the same script types as Section 1 but this time with Percentage Markups and Percentage Gross Profit.

- This section also details customer numbers, Drugs of Addiction dispensed, Cancelled Items, Deferred Items, Owing Items and a GST summary.

DAILY TOTALS BREAKDOWN

<ALT+R> then <S> then <D>

This report is a summary of scripts dispensed each day and their values for a chosen period. The values are broken down into Patient Contribution, GST Amount and Government Recovery.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Include Owing Scripts?

To include **Owing Scripts** in report, set to <Y>. To **not** include **Owing Scripts** in the report, set to <N>.

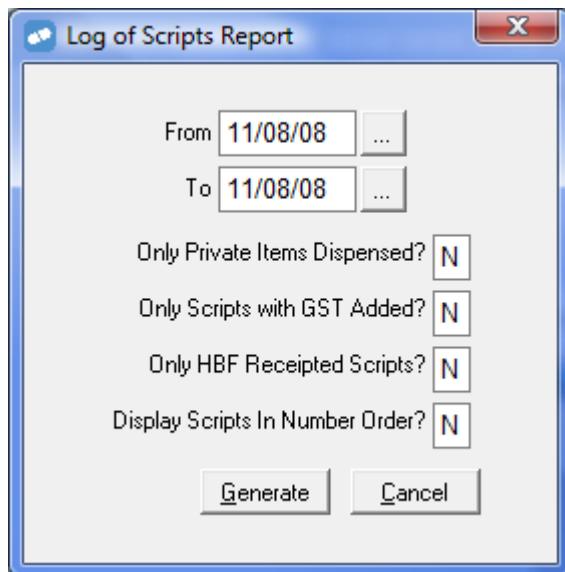
Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer					
Report Type	Print	Save	Cancel	Close	
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800					
11/08/08					
Daily Script Totals					
(Owing Scripts Included)					
Date	Count	Pat Price	GST Amt	Govt Rec	Total
04/08/08	6	\$137.10	\$0.00	\$30.60	\$167.70
05/08/08	4	\$82.20	\$0.00	\$86.59	\$168.79
06/08/08	5	\$75.30	\$0.00	\$61.54	\$136.84
07/08/08	2	\$0.00	\$0.00	\$141.20	\$141.20
11/08/08	13	\$300.45	\$0.00	\$373.14	\$673.59
Total	30	\$595.05	\$0.00	\$693.07	\$1288.12
Average	6	\$119.01	\$0.00	\$138.61	\$257.62 - 5 days
(GST included in Government Recovery Total for Doctor Bag items: \$14.14)					
*** End of Report ***					

LOG OF SCRIPTS REPORT

<ALT+R> then <S> then <L>

This report details Patient Details, Drug Dispensed, Script Number, Directions, Quantity Supplied, Dispensing Pharmacist's Initials, Doctor's Details Patient Price and Safety Net Value for a chosen period.



From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Only Private Items Dispensed?

Set to <Y> to limit report to **Private Items** only. Otherwise, leave as <N>.

Only Scripts with GST Added?

Set to <Y> to limit report to **Scripts with GST added** only. Otherwise, leave as <N>.

Only HBF Received Scripts?

Set to <Y> to limit report to **HBF Received Scripts** only. Otherwise, leave as <N>.

Display Scripts in Number Order?

Set to <Y> to order scripts in Script Number order. To order report in default Script Date order, leave as <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

A screenshot of a "Report Viewer" window. The window title is "Report Viewer". Inside, there are several icons at the top: a magnifying glass, a folder, a file, a printer, and a close button. Below the icons is a header section with the text "FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". The main content area has a title "11/08/08 Log of Scripts" followed by a subtitle "From 11/08/08 to 11/08/08". The report lists two prescriptions:

Date	Drug Dispensed	Directions	Qty	No	By	Pat\$	SNet\$
11/08	VENTOLIN NEB 2.5mg 30		1	1	KS	0.00	0.00
2008	Rx No 298451						
11/08	GOPTEN CAP 1mg	Take ONE capsule daily	28	1	KS	21.60	16.38
2008	Rx No 298439						

OWING SCRIPTS REPORT

<ALT+R> then <S> then <O>

This is a report of all owing scripts in **Fred Dispense**. It can be ordered by Dispense Date, Doctor or Patient. If required, each Doctor's scripts owing can be printed on a separate page.

Order of Report

Select the sort order for the report - **Dispense Date**, **Patient** or **Doctor**. Click on the order you want to select.

Sort by Dispense Date

<A>ll, Nursing <H>omes or N<O>n Nursing Home Patients?

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

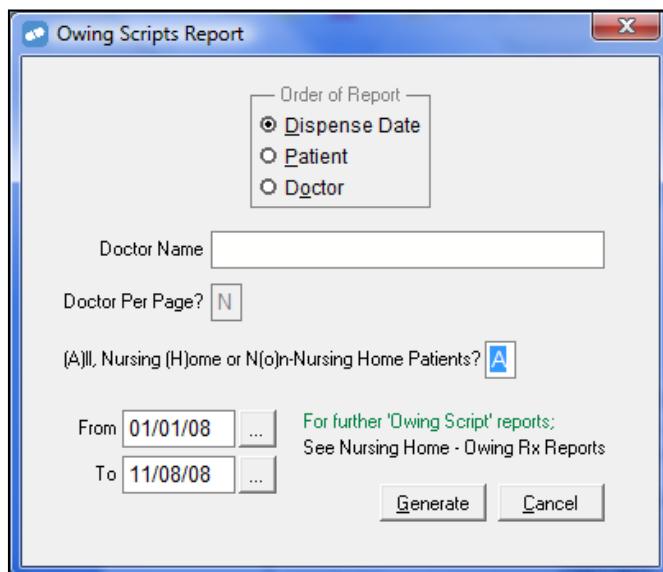
From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



Sort by Patient

Patient per Page?

Set to <Y> to start new page for each **Patient**. Otherwise, leave as <N>. If you select <Y>, an extra option to assign these patients a mail category code to enable address labels to be produced easily from the 'mailing labels' functionality will appear.

<A>ll, Nursing <H>omes or N<O>n Nursing HomePatients?

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

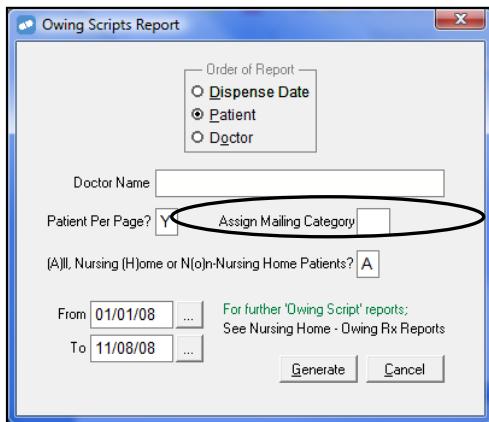
From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



Sort by Doctor

Doctor Name

User may choose a particular **Doctor** to report on, or leave blank to report on all **Doctors**.

Doctor per Page?

Set to <Y> to start new page for each **Doctor**. Otherwise, leave as <N>.

Doctor Owing Costs?

Set to <Y> to report total Doctor Owing Script Costs if Owing Script is not received ie the total of the PBS Govt Recovery Amounts for Owing Scripts. Otherwise, set to <N>.

<A>ll, Nursing <H>omes or N<O>n Nursing Home Patients?N(o)n-Nursing Home Patients.

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only

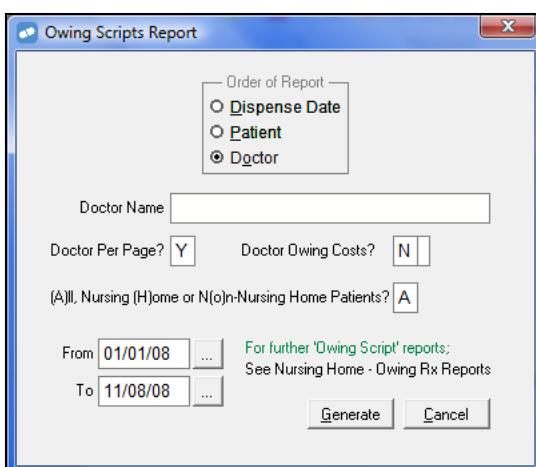
From Date

Select the date required to report from.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

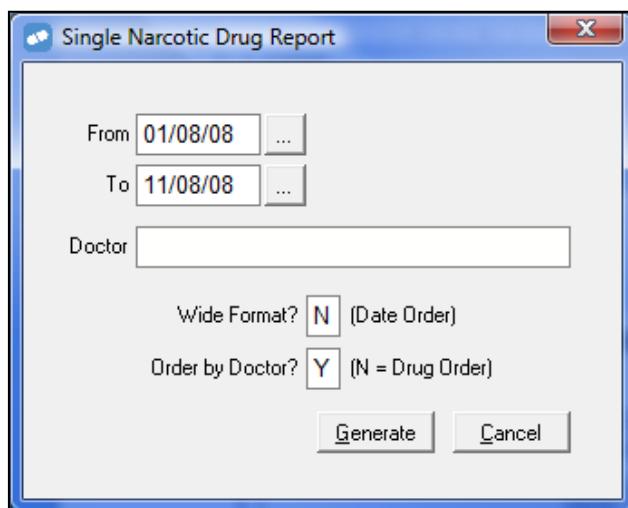
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



NARCOTIC SCRIPTS REPORT

<ALT> <R> then <S> <N>

This report displays Dispense Date, Drug, Quantity Dispensed, Repeats, Script Date and Script Number as well as Patient and Doctor Details.



From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Doctor Name

User may choose a particular **Doctor** to report on, or leave blank to report on all **Doctors**. **Wide Format?** Set to <Y> to print in condensed format on A4 Paper (as required by WA Health Dept). If set to <Y>, report cannot be ordered by **Doctor**. Otherwise, leave as <N>.

Order by Doctor?

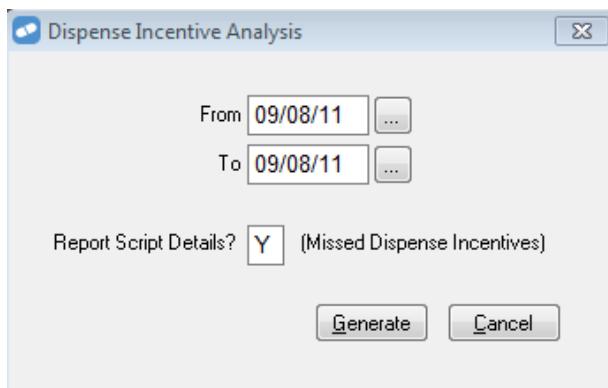
Set to <Y> to order report by **Doctor**. Set to <N> to order report by **Drug**.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Disp Date	Drug Name	Qty	Rpts	Rx Date	Rx No.
Dr , SMITH	Prescriber No: 2213695			Dr. Code: SMIT	
22/08/07	DUROGESIC 25 PTCH 4.2mg	Qty 5	Rpts 0	22/08/07	297281
	JONES, MR ALLAN 20 TRENNERY CRES, ABBOTSFORD 3067	(GP)	12/11/47		
27/08/07	DUROGESIC 100 PTCH 16.8mg	Qty 5	Rpts 0	27/08/07	297326
	NEWALL, REV PETER 20 TRENNERY CRES, ABBOTSFORD 3067	(CP)	12/09/23		
28/08/07	MORPHINE SULFATE (MX) AMP 10	Qty 5	Rpts 0	28/08/07	297328
	NEWALL, REV PETER 20 TRENNERY CRES, ABBOTSFORD 3067	(GP)	12/09/23		
Dr A GREEN	Prescriber No: 183081			Dr. Code: GRA1	

DISPENSE INCENTIVE ANALYSIS (\$1.59)

<ALT> <R> then <S> <l>



From Date

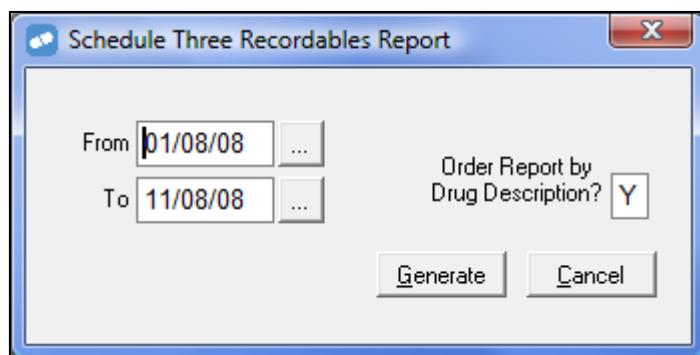
Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

S3 RECORDABLE REPORT

<ALT+R> then <S> then<S>



From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Order Report by Drug Description?

Set to <Y> to order report by **Drug Description**. Set to <N> to order report by **Patient**. Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer

R FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

12/08/08 **SCHEDULE THREE RECORDABLES**

By Drug Description From: 01/08/08 To: 12/08/08 Page:

Disp Date	Patient Name	Patient Address	Qty	Rp	RxNo
MERSYNDOL CAPLET					
12/08/08	HEALTH, MR FRED	20 TRENNERY CRESCENT, ABBOTSFORD	3067	20	0 298454

Total 20					
TAGAMET TAB 200mg					
12/08/08	HEALTH, MR FRED	20 TRENNERY CRESCENT, ABBOTSFORD	3067	28	0 298457

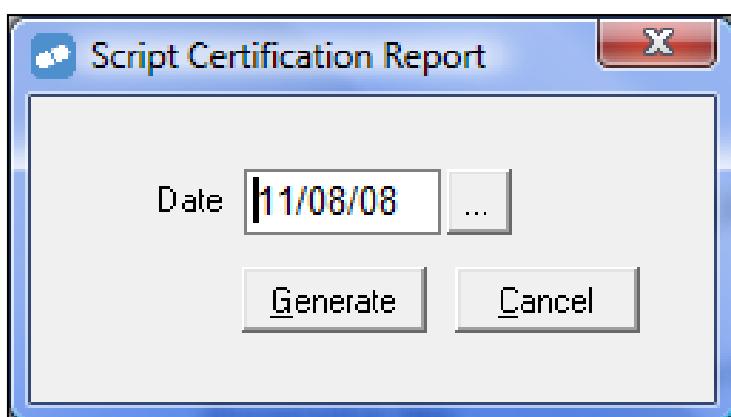
Total 28					
TILADE COMBI CFC FREE MET-AERO 2mg 112d					
12/08/08	HEALTH, MR FRED	20 TRENNERY CRESCENT, ABBOTSFORD	3067	1	5 298458

Total 1					

SCRIPT CERTIFICATION REPORT

<ALT+R> then <S> then <C>

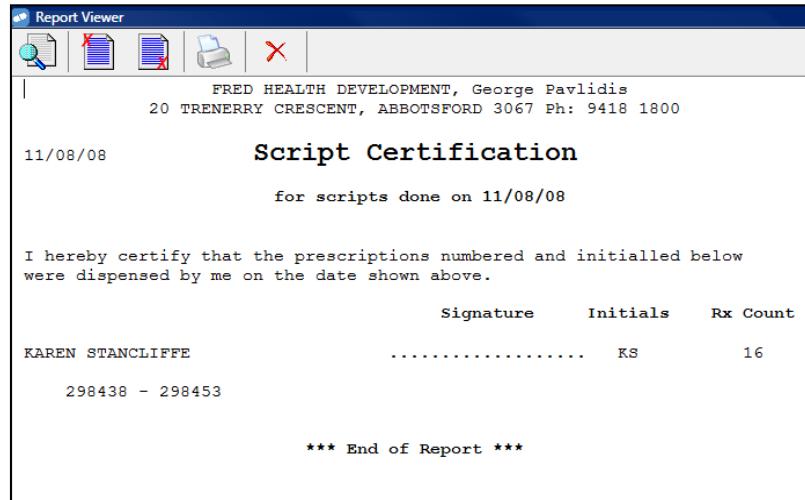
This is the "certification form" which should be printed and signed by all Pharmacists at the end of each dispensing day.



Date

Enter Date or select from Calendar by clicking on the drop down arrow.

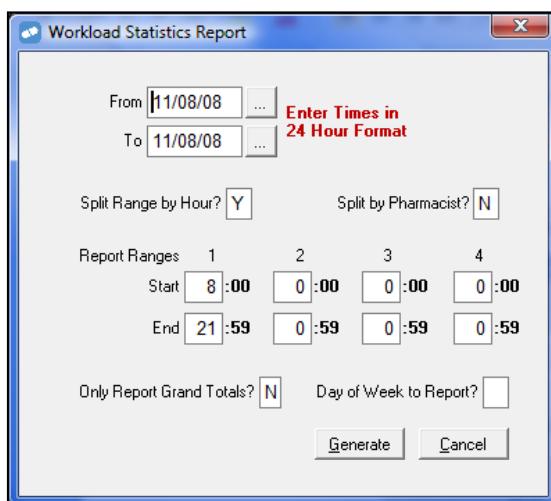
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



WORKLOAD STATISTICS

<ALT+R> then <S>then <W>

This report summarises the number of scripts dispensed per hour and per pharmacist (if required).



From Date

Select the date required to report **from**. To **Date** Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Split Range by Hour?

Set to <Y> to report on scripts dispensed per hour. Set to <N> to report on ranges specified in **Report Ranges** rather than hourly ranges.

Split by Pharmacist?

Set to <Y> to report scripts dispensed per pharmacist per hour. Set to <N> to report total scripts dispensed only.

Report Ranges

Set the ranges to be reported on. To report on the whole day, set the Start time to the opening time of the pharmacy, and set the End time to the closing time of the pharmacy. Use multiple ranges to compare different times of day eg pre lunch (9:00 - 11:30), lunch(11:31 – 14:00), post lunch (14:00 – 18:00) and evening (18:00 – 21:00) by setting the times required.

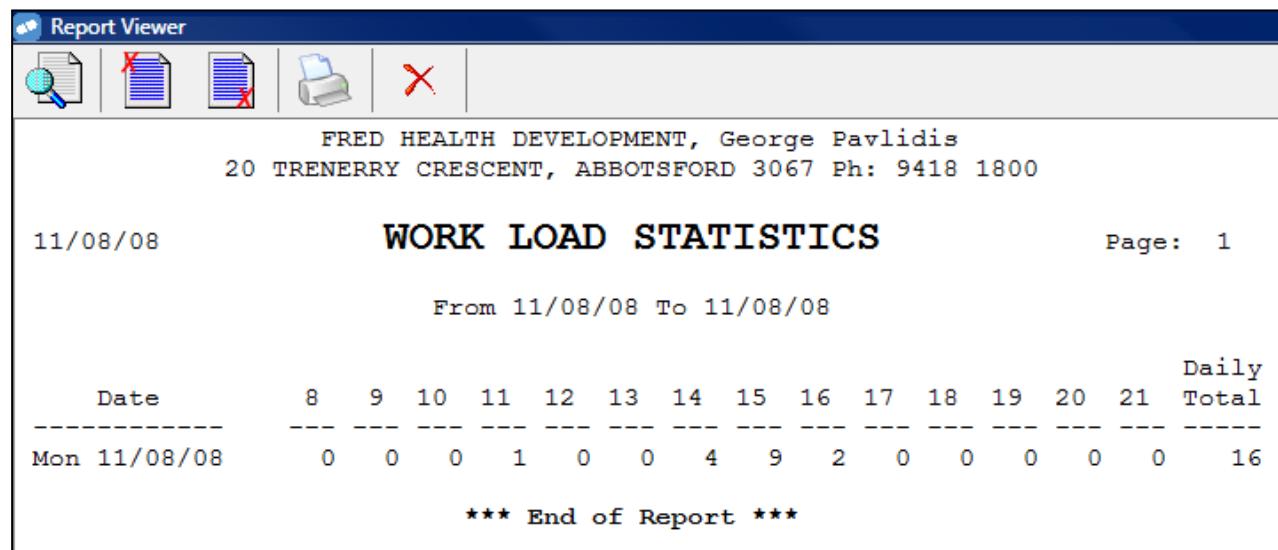
Only Report Grand Totals?

Set to <Y> to only print overall totals Set to <N> to print daily totals as well.

Day of Week to Report?

To report on one day of the week only over a specified date range - Set to <1> for Sunday, <2> for Monday, <3> for Tuesday, <4> for Wednesday, <5> for Thursday, <6> for Friday and <7> for Saturday. Leave blank to include each day in report.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



SCAN STATISTICS

<ALT+R> then <S> then <T>

The scan statistics report provides information on how many prescriptions have been bar code scan checked. The report can be customised to show specific time and date ranges.

This dialog box has several input fields and options:

- "From" field contains "16/08/11" with a browse button "...". A red note "Enter Times in 24 Hour Format" is displayed above the "To" field.
- "To" field contains "16/08/11" with a browse button "...".
- "Split Range by Hour?" checkbox is checked (value "Y").
- "Report Ranges" section shows four time intervals:
 - Range 1: Start at 8:00, End at 21:59
 - Range 2: Start at 0:00, End at 0:59
 - Range 3: Start at 0:00, End at 0:59
 - Range 4: Start at 0:00, End at 0:59
- "Only Report Grand Totals?" checkbox is checked (value "N").
- "Day of Week to Report?" checkbox is unchecked.
- "Generate" and "Cancel" buttons at the bottom.

From Date

Select the date required to report from.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Split Range by Hour?

When set to <N> a summarised report of items scanned will generate instead of an hour by hour report if set to <Y>.

Report Ranges

Report can be broken down into specific time ranges.

Only Report Grand Totals?

When set to <Y> the Grand Total figure will report the Scan Statistics as one total figure and will NOT show the Scan Statistic breakdown by hour.

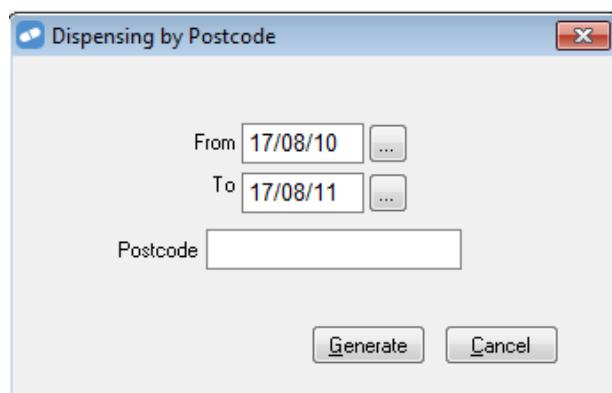
Day of Week to Report?

The report can be generated to look at only one day of the week. 1=Sunday through to 7=Saturday.

DISPENSING BY POSTCODE

<ALT+R> then <S> then <P>

Reports on Patient and Script counts and is sorted by Suburb. This report allows you to see the Average Rx count per patient in a date range for a particular suburb or all suburbs.



From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Postcode

Enter the Postcode and/or Postcode ranges separated by commas, for example: 3300-3312, 3345, 3376 or leave blank for all suburbs.

01/08/08

Dispensing by Postcode

From 01/08/07 to 30/07/08
 Postcode: 7315, 7021

Postcode	Patient			Scripts			Avg Rx Count per Pat
	Count	%	% Grand	Count	%	% Grand	
7315	1	50.0	0.0	1	50.0	0.0	1.0
7021	1	50.0	0.0	1	50.0	0.0	1.0
Total *	2	100.0%		2	100.0%		1.0
Grand **	5396	0.0%		36918	0.0%		6.8

All percentages are rounded to one decimal place

* Total for selected postcodes in date range

** Grand Total for all postcodes in date range

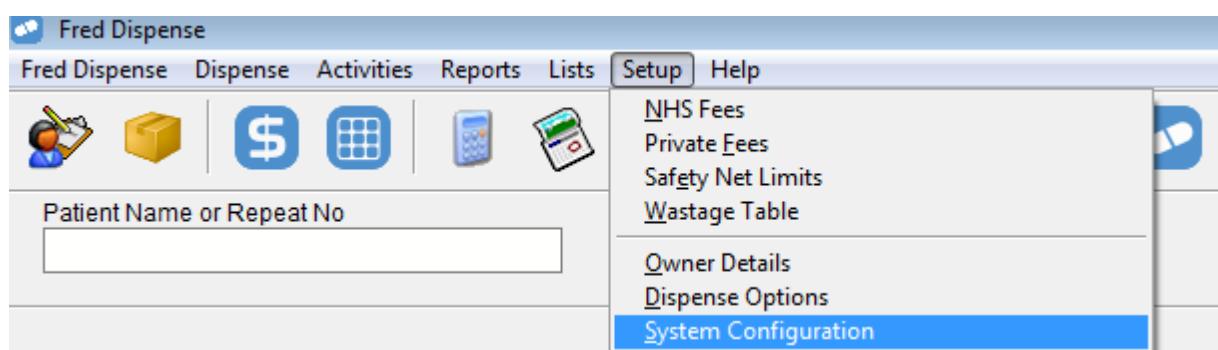
*** End of Report ***

S8 SCRIPT DATA TO DISK

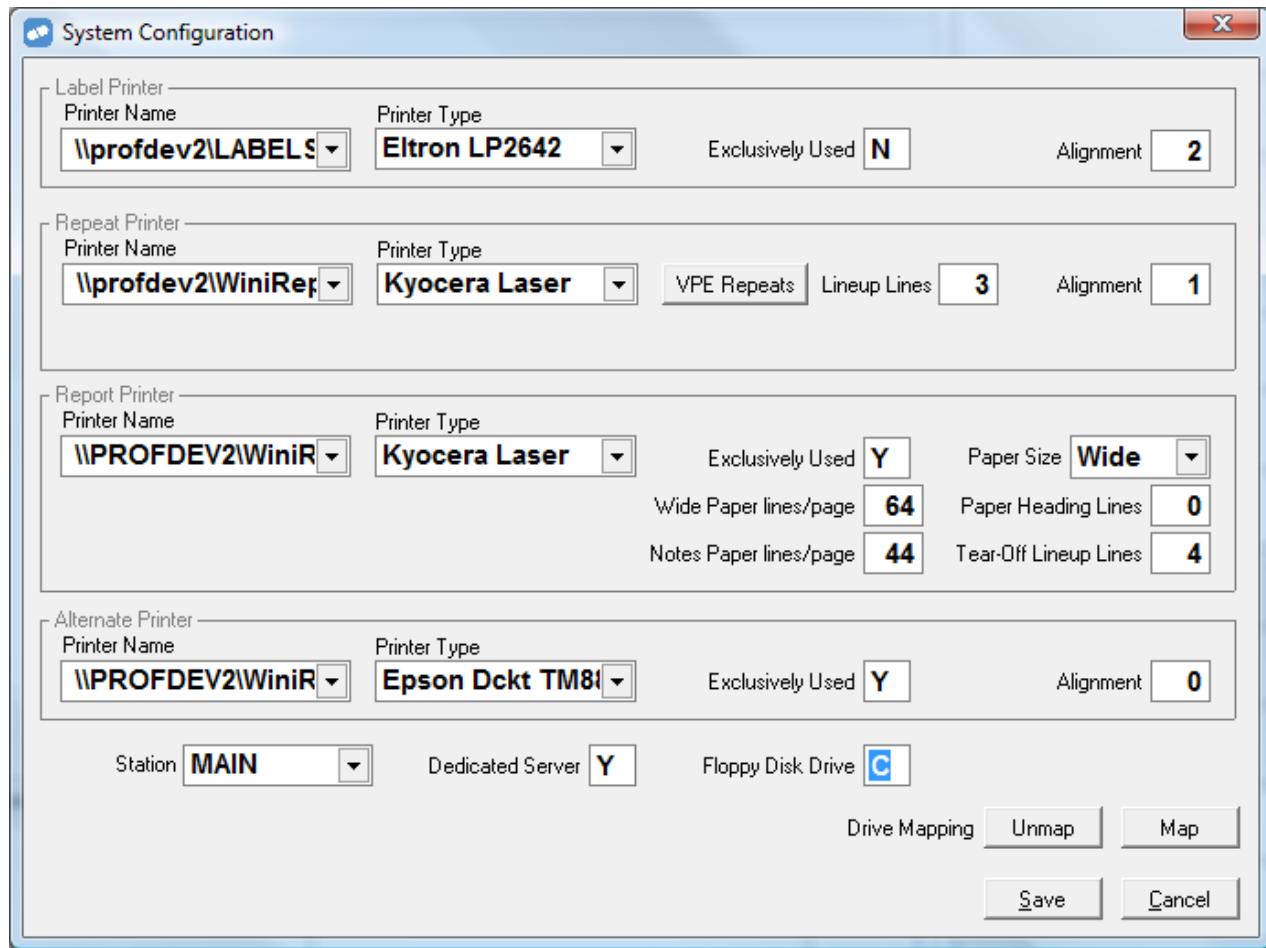
<ALT+R> then <S> then <8>

This report is for all states except for Tasmania. Use this report to produce a report that is then saved to your C:\ which can then be attached and sent in the approved format for your state. For more information please contact Fred Help or go to the Fred Help Centre - <https://help.fredhealth.com.au>. See Page for Tasmanian Pharmacies.

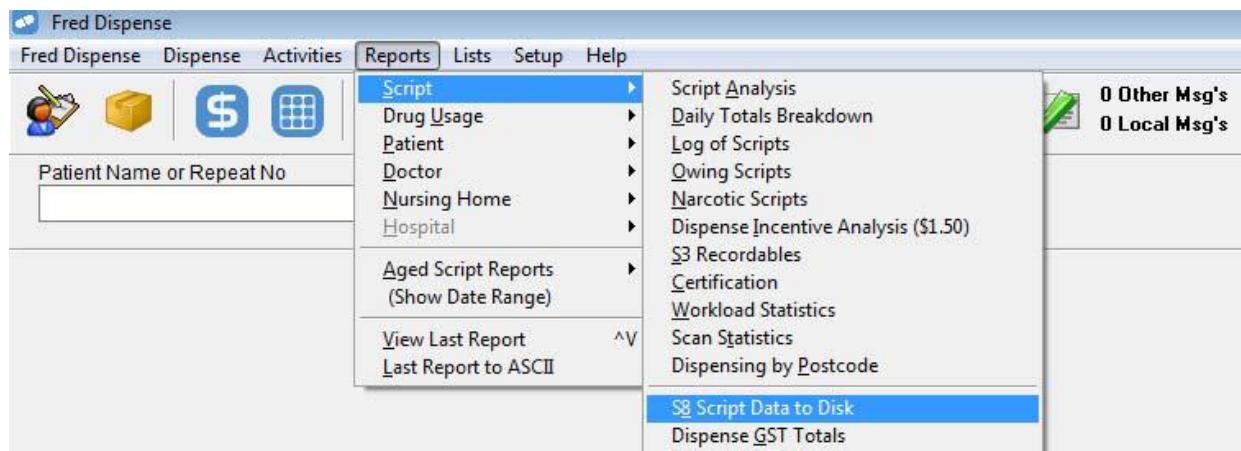
Click on the Setup Menu and choose System Configuration.

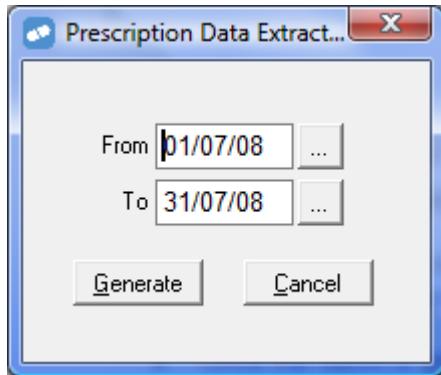


Change the Floppy Drive setting to from A to C and click Save.



Click on the Reports Menu, click on Script and then choose "S8 prescription data to disk".



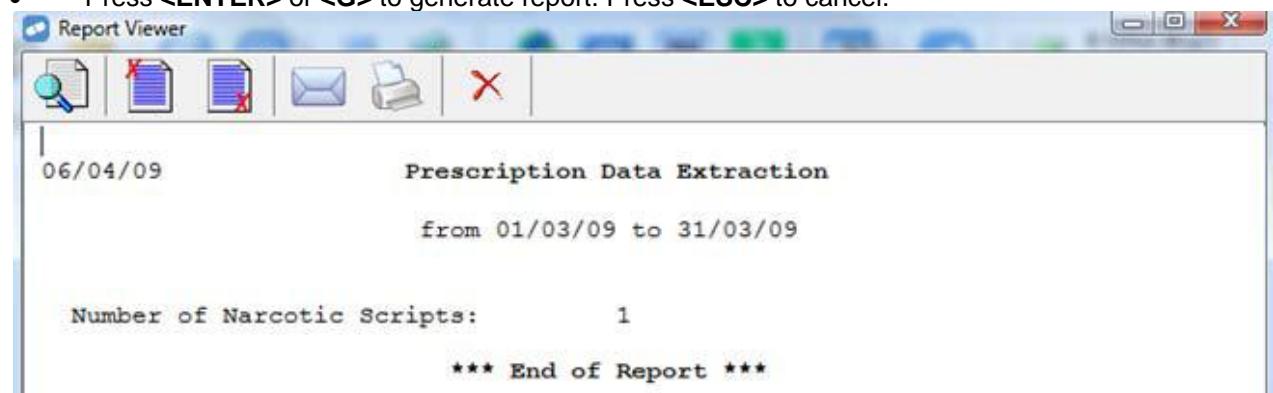
**From Date**

Select the date required to report from.

To Date

Select the date required to report to.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



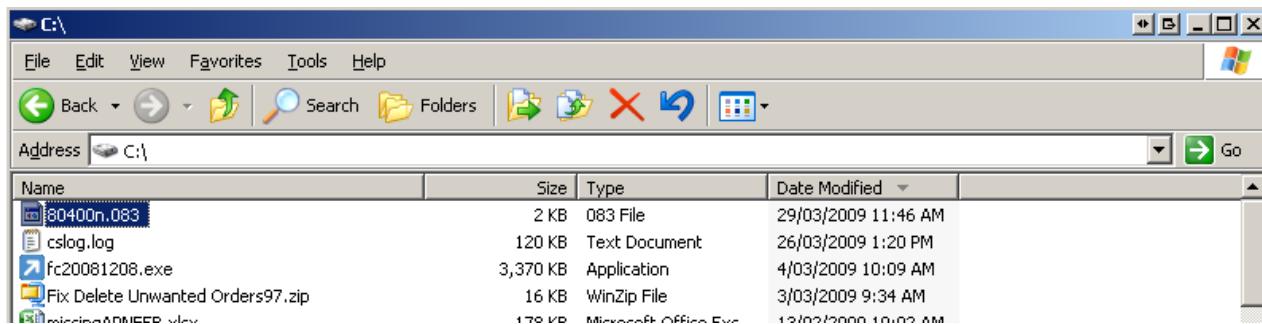
Print the report if required and then close the report by clicking on the red cross.

Click OK to copy the information to the C: drive



To locate the file to be sent exit or minimise Fred Dispense and double click on the My Computer Icon located on the desktop and double click on "Local Disk C".

Locate the file that begins with your approval number.xxx. In this example the approval number is 80400N. When looking for this file it may help to note the 'Date Modified' information to help determine which file it is you wish to send.



The number at the end of the approval number is an identifying number that will change each month. In the example above the identifying number is .083. If we generate the report next month the number will increment to .084.

If the S8 script data to disk report more than once per month you will get a message asking if you wish to overwrite the existing file. You can choose YES to overwrite the file or NO to keep the existing file.

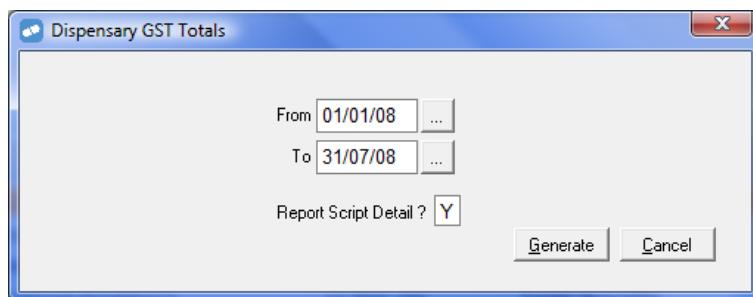
- If you are in Tasmania or the See [S8 Prescription Data Report on Page 157](#)

DISPENSE GST TOTALS

<ALT+R> then <S> then <G>

This is a summary of both GST and non GST items (referred to as sales) that has been entered in **Fred Dispense**.

The report is designed to help you keep track of the GST collected in the dispensary for bookkeeping purposes.



From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Report Script Detail?

Set to <Y> to display details for any scripts including GST. Set to <N> to not display script details.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

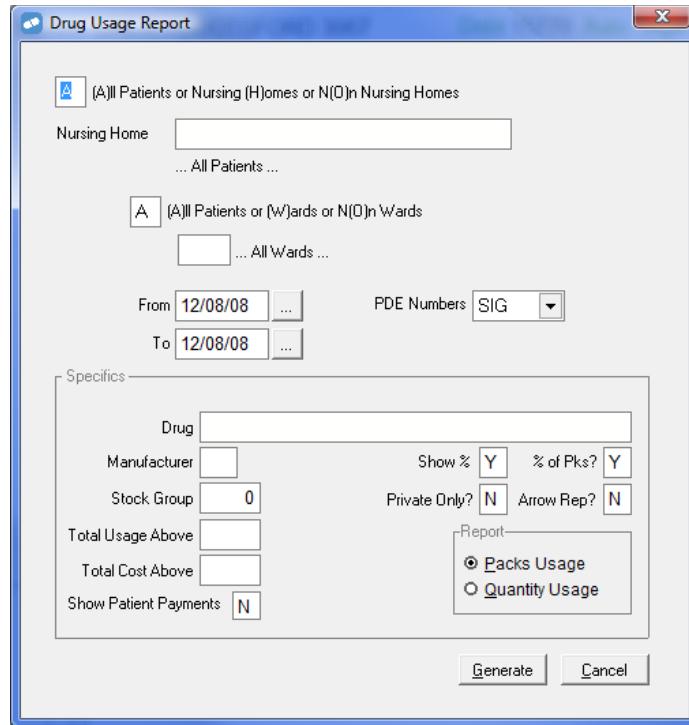
Report Viewer					
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENERRY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800					
12/08/08 Dispensary GST Totals from 01/08/08 to 12/08/08 Page: 1					
Dispense GST Audit Details					
<hr/>					
OSTELIN GEL CAP 25mcg 1000IU .. 60 (111736) - MR HOMER HEALTH Dispensed: 31/07/08 Price 14.95 GST Amount 1.36 Changed: 12/08/08 Price 0.00 GST Amount 0.00 GST Del: -1.36					
CALTRATE TAB 600mg .. 120 (111741) - MR HOMER HEALTH Dispensed: 31/07/08 Price 12.95 GST Amount 1.18 Changed: 12/08/08 Price 0.00 GST Amount 0.00 GST Del: -1.18					
PRIADEL CR-TAB 400mg .. 100 (298460) - MR FRED HEALTH Dispensed: 12/08/08 Total Patient Price 21.80 GST New: 1.98					
PEDIDERM CRM 1% 30g .. 1 (298461) - MR FRED HEALTH Dispensed: 12/08/08 Total Patient Price 16.70 GST New: 1.52					
REANDRON AMP 1000mg 4mL .. 1 (298462) - MR FRED HEALTH Dispensed: 12/08/08 Total Patient Price 5.50 GST New: 0.50					
ODORGON SOLN 15mL .. 1 (298463) - MR FRED HEALTH Dispensed: 12/08/08 Total Patient Price 11.40 GST New: 1.04					
<hr/>					
Total Sales (inc GST): \$786.55 Total Non-GST Sales: \$731.15					
Total GST Sales: \$55.40					
<hr/>					
GST for Sales (1/11th): 5.04 (New & Chg)					
'GST Only' Adjustments: -2.54					
<hr/>					
Total Dispensed Items GST Payable: \$2.50					
<hr/>					
Please Note: These figures shown are for All dispensings, (except for Doctor Bag items), and do NOT include Claim Government Recovery amounts. The total Doctor Bag GST received in the PharmPay Claim will be detailed on a 'Recipient Based Tax Invoice' issued by the Health Insurance Commission.					
Also, the figures shown will not be the total value required for the 'Business Activity Statement' form, but will need to be used in conjunction with other GST reports generated in other areas of your pharmacy.					
<hr/>					

Drug Usage Reports Outlined

DRUG USAGE REPORT

<ALT+R> then <U> then <D>

Reports on Drugs dispensed in **Fred Dispense** within a chosen date range. The report can be refined to look at specific criteria such as only nursing home patients, drugs in a stock group or by drug manufacturer.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by **<CTRL+L>** limits the report to a specific **Nursing Home**.

<A>ll Patients or <W>ards or N<O>n Wards

If **Nursing <H>omes** is selected above, User may then choose to limit the search to specific **<W>ards** or **N<O>n Wards** if Wards have been set up in **Fred Dispense**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

PDE Numbers

Select which Supplier's **PDE Numbers** to display on the report from the drop-down list. **DrugReport** may be limited to a specific **Drug** if required. Search for the **Drug** in this field and select from list as normal.

Manufacturer

Report may be limited to a specific **Manufacturer** if required. Enter the **Manufacturer Code** in this field to limit report. **Manufacturer Codes** can be found under **Lists – Drug Manufacturers**.

Stock Group

Report may be limited to a **Stock Group**. A **Stock Group** is assigned to individual drugs via **Lists – Drugs**.

Private Only?

Set to <Y> to limit to **Private Drugs** only. Set to <N> to report on all drugs.

% of Total?

Set to <Y> to include on report the **Percent of Data Range and Criteria Totals**. This is useful for reporting on a particular manufacturer to know what percentage of your total business they hold. This field can also be used in conjunction with the **Arrow Rep** field.

Arrow Rep?

Set to <Y> to report on **Arrow Drugs** only. Set to <N> to report on all drugs.

Total Usage Above

User may limit report to items of high or low usage by entering a usage value in this field. ie entering a <3> here would limit report to items with usage greater than 3 within the date range for item(s).

Total Cost Above

User may also ignore Low Cost items by setting a minimum value in the **Total Cost Above** field. ie entering <3.00> would limit report to usage with wholesale cost greater than \$3.00 within the date range for item(s).

Show Patient Payments

Set to <Y> to have report display patient payments instead of cost price. Set to <N> to display cost prices.

Report – Packs Usage or Quantity Usage

Pack Usage will report the number of unbroken units used. **Quantity Usage** will report the individual number of tablets/ capsules etc used.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

The screenshot shows a Windows application window titled "Report Viewer". The main area displays a report titled "Drug Usage - Ordered by DRUG" for the date range "12/08/08" to "12/08/08". The report header includes the address "FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". The report body shows a table of drug usage details, including columns for Drug Description, PkSz, Mf, SIG, Pcks, WS Cost, Tot Cost, and Pcks%. The table lists various medications with their respective usage details. At the bottom of the report, it states "Number of Drugs: 9", "Grand Total for Date Range: 9", "Percentage of Grand Total: 100.0%", and "*** End of Report ***".

Drug Description	PkSz	Mf	SIG	Pcks	WS Cost	Tot Cost	Pcks%
MERSYNDOL CAPLET	20	AV	845 930	1	5.59	5.59	11.1
ODORGON SOLN 15mL	1	LA		1	2.05	2.05	11.1
PEDIDERM CRM 1% 30g	1	NN		1	4.81	4.81	11.1
PRIADEL CR-TAB 400mg	100	AV		1	7.46	7.46	11.1
REANDRON AMP 1000mg 4mL	1	SC	736 252	1	128.17	128.17	11.1
TAGAMET TAB 200mg	120	t GK	502 103	1	13.47	13.47	11.1
TILADE COMBI CFC FREE MET-AERO 2	1	SW	549 916	1	25.47	25.47	11.1
VENTOLIN CFC FREE MET-AERO 200 D	1	t GK	687 588	1	4.34	4.34	11.1
VENTOLIN R-CAPS 200mcg	100	t GK	415 693	1	5.25	5.25	11.1

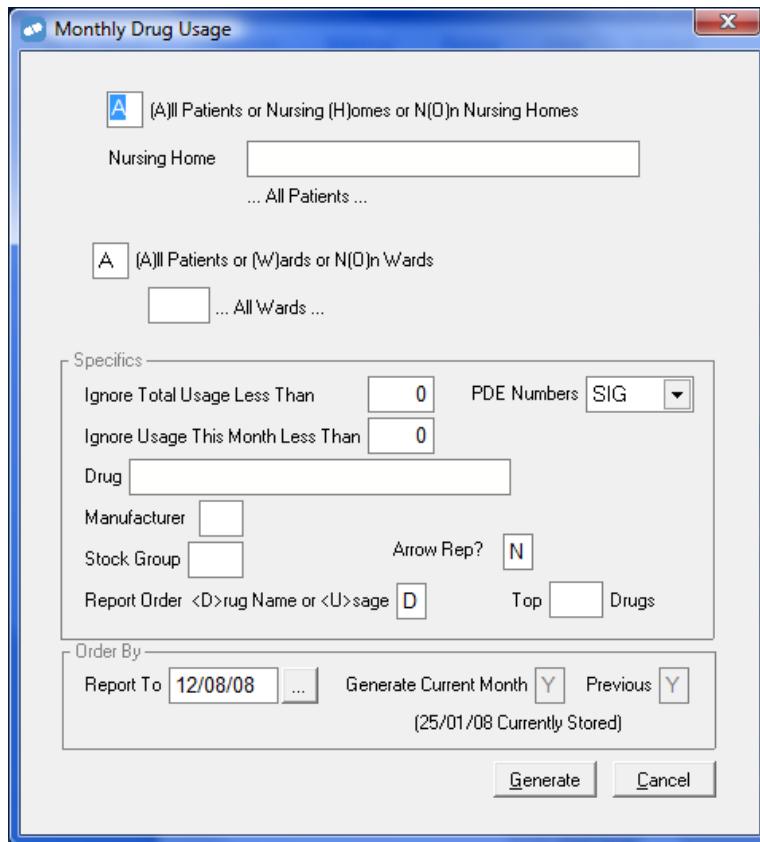
Number of Drugs:	9			9		196.61	100.0

Grand Total for Date Range:						9	196.61
Percentage of Grand Total:						100.0%	100.0%
*** End of Report ***							

MONTHLY DRUG USAGE REPORT

<ALT+R> then <U> then <M>

Reports on Monthly Drug Usage in **Fred Dispense** for the previous 3 months. The report can be refined to a Nursing Home, Drug, Drug Manufacturer, or Stock Group if required.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by **<CTRL+L>** limits the report to a specific **Nursing Home**.

<A>ll Patients or <W>ards or N<O>n Wards

If **Nursing <H>omes** is selected above, User may then choose to limit the search to specific **<W>ards** or **N<O>n Wards** if Wards have been set up in **Fred Dispense**.

Ignore Total Usage Less Than

User may choose to ignore items with minimal usage by entering a quantity in this field. ie entering a <3> here would limit report to items with usage greater than 3.

Ignore Usage This Month Less Than

User may choose to ignore items in the current month's usage figures only by entering a quantity in this field.

PDE Numbers

Select which Supplier's **PDE Numbers** to display on the report from the drop-down list.

Drug

Report may be limited to a specific **Drug** if required. Search for the **Drug** in this field and select from list as normal.

Manufacturer

Report may be limited to a specific **Manufacturer** if required. Enter the **Manufacturer Code** in this field to limit report. **Manufacturer Codes** can be found under **Lists – Drug Manufacturers**.

Stock Group

Report may be limited to a **Stock Group**. A **Stock Group** is assigned to individual drugs via Lists – Drugs.

Report To Date

Select the date required to report to.

Arrow Rep?

Set to <Y> to report on **Arrow Drugs** only. Set to <N> to report on all drugs.

Report Order <D>rug Name or <U>sage

Enter <D> to order the report by **Drug Name** alphabetically, or enter <U> to have report display in descending usage quantities.

Top xx Drugs

If User chooses to have report display in **Usage** order, the report can be limited to a specified number of drugs to report on eg top 100. Enter the number of drugs to be included in report in this field.

Generate Current Month?

This report stores the date and time it was last generated. Set this field to <N> if the report was only generated a short time ago. Otherwise, to re-generate the current month, set to <Y>.

Previous

Set to <Y> to re-generate **Previous** month's usage figures – this would be useful if Patients have been moved in and out of Nursing Homes or Wards. Otherwise, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

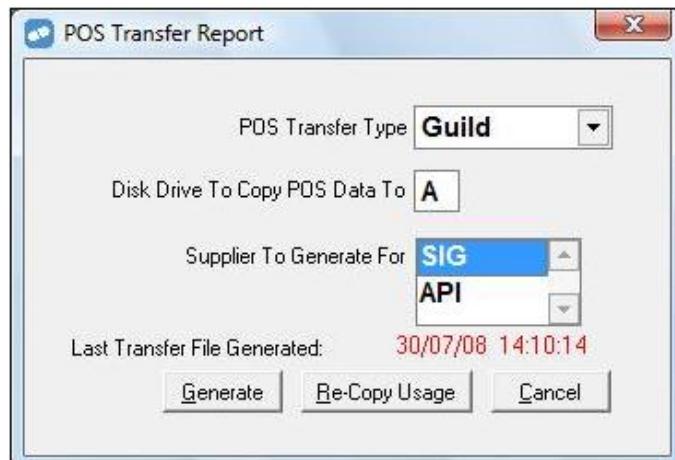
The screenshot shows a software application window titled "Report Viewer". The main content area displays a "MONTHLY DRUG USAGE - Drug Order" report for "ALL Patients to 12/08/08". The report header includes the address: "FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". The report body is a table with columns for Drug Description and monthly usage statistics (May, Jun, Jul, Ave, Aug, Total, SIG). The table lists various medications and their usage counts for the specified period.

Drug Description	May	Jun	Jul	Ave	Aug	Total	SIG
ABILIFY TAB 10mg 30	0	0	1	0.3	0	1	476110
ACCURETIC TAB 20mg-12.5mg 30	0	0	1	0.3	0	1	762601
ACIMAX TAB 20mg 30	0	0	23	7.6	0	23	665754
ACTONEL ONCE-A-WEEK TAB 35mg 4	0	0	5	1.6	0	5	746665
ADALAT OROS CR-TAB 20mg 30	0	0	2	0.6	0	2	730920
ADDOS XR CR-TAB 60mg 30	0	0	1	0.3	0	1	761508
AERON 250 UDV 250mcg/1mL 30 1	0	0	2	0.6	0	2	774679
AERON 500 UDV 500mcg/1mL 30 1	0	0	2	0.6	0	2	774661
ALENDRO ONCE WEEKLY TAB 70mg 4	0	0	11	3.6	0	11	758779
ALEPAM TAB 15mg 25	0	0	23	7.6	0	23	685534
ALEPAM TAB 30mg 25	0	0	1	0.3	0	1	685542
ALLEGRON TAB 25mg 50	0	0	1	0.3	0	1	641790
ALLOSIG TAB 100mg 200	0	0	1	0.3	0	1	643653
ALODORM TAB 5mg 25	0	0	2	0.6	0	2	538027
ALPHAPRIL TAB 20mg 30	0	0	1	0.3	0	1	749826
ALPHAPRIL TAB 5mg 30	0	0	1	0.3	0	1	749710
ALPRAX 0.25 TAB 250mcg 50	0	0	1	0.3	0	1	637330
ALPRAX 0.5 TAB 500mcg 50	0	0	2	0.6	0	2	637348
ALPRIM TAB 300mg 7	0	0	1	0.3	0	1	538035

POS TRANSFER REPORT

<ALT+R> then <U> then <P>

POS Transfer Report is used as part of the procedure to create an import file on floppy disk of all items dispensed. This report works on a date and time basis so files created will only include items since the last time the transfer was done. The floppy disk is then taken to your POS system for importing. Contact your POS vendor for instructions on what to do when you have created the disk.



POS Transfer Type

Select the **POS Transfer Type** from the drop down list – this should relate to your POS System. Check with your POS vendor.

Disk Drive to Copy Data To

Enter the drive letter (**A to Z**).

Supplier to Generate For

User may generate **POS Transfer** for either **SIG** or **FAU**. Select which supplier to generate from the drop down list.

Last Transfer File Generated

Displays the date and time the **POS Transfer** File was last generated.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

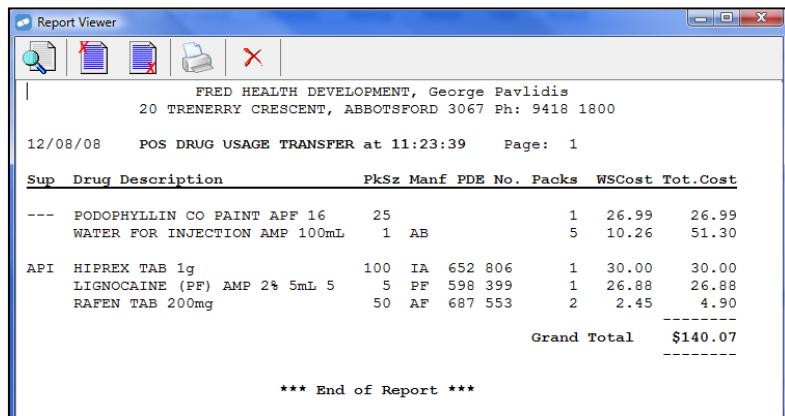
A screenshot of a Windows-style dialog box titled "POS Transfer Browse". It displays a table of drug items with the following columns: Qty, Drug Description, PDE No., Manufacturer, and Supplier. The table lists approximately 20 items, such as EQUANIL TAB 400mg, GRISEOSTATIN TAB 330mg, HIRUDOID CRM 14g, ODORGON SOLN 15mL, PEDIDERM CRM 1% 30g, PRIADEL CR-TAB 400mg, TRAMADOL (CHEM MART) CAP 50m, TRYPTANOL TAB 25mg, URACOL SACH 4g, YOMESAN TAB 500mg, AMOX & CLAV AC GENRX TAB 875m 433098, BRUFEN TAB 400mg 30, CALTRATE TAB 600mg, CILICAINE SYRNG 1.5g, and COUMADIN (GREEN) TAB 5mg. The "Supplier" column shows values like WY, SH, KY, LA, NN, AV, CH, MK, GM, BN, GX, AB, WT, SI, and API.

Qty	Drug Description	PDE No.	Manufacturer	Supplier
1.00	EQUANIL TAB 400mg		WY	...
1.00	GRISEOSTATIN TAB 330mg		SH	...
1.00	HIRUDOID CRM 14g		KY	...
1.00	ODORGON SOLN 15mL		LA	...
1.00	PEDIDERM CRM 1% 30g		NN	...
1.00	PRIADEL CR-TAB 400mg		AV	...
1.00	TRAMADOL (CHEM MART) CAP 50m		CH	...
1.00	TRYPTANOL TAB 25mg		MK	...
2.00	URACOL SACH 4g		GM	...
1.00	YOMESAN TAB 500mg		BN	...
1.00	AMOX & CLAV AC GENRX TAB 875m 433098		GX	API
3.00	BRUFEN TAB 400mg 30	236802	AB	API
-1.00	CALTRATE TAB 600mg	421650	WT	API
1.00	CILICAINE SYRNG 1.5g	439606	SI	API
1.00	COUMADIN (GREEN) TAB 5mg	447390	SI	API

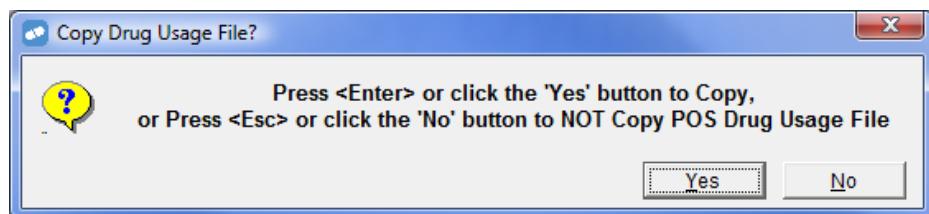
Ok Cancel

- **POS Transfer Browse** window will display listing items to be included in the **POS Transfer** file.
- Quantities may be altered by pressing <Down Arrow> and <Up Arrow> through the **Qty** column to select the drug and typing new quantity.
- Changing a quantity to <0> will mean it will not be transferred to disk.
- Missing PDE numbers can also be added at this stage.
- Once checked, Click <OK> or press <ALT+O> to save and generate report and **POS Transfer** file.

- Report may be printed by pressing <ENTER> or <ESC>.

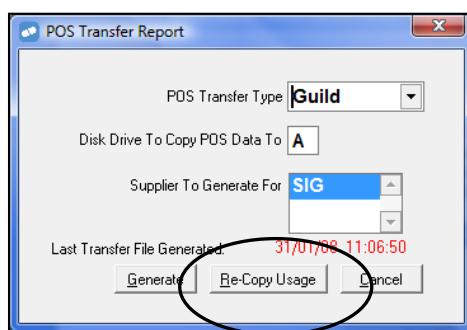


- Once Report has been closed, User will be prompted to copy the **POS Transfer** file to disk.
- Make sure disk is inserted in drive, and press <ENTER> or click <Yes>.



TO RE-COPY THE PREVIOUS FILE TO DISK

- Use this option only if you have problems with previously copied file eg faulty disks.
- <ALT+R> then <D> then <P>.
- Click <Re-Copy Usage> or press <R> to re-copy the previous file generated.



- Follow the steps as above.
- **POS Transfer Browse** window will display listing items to be included in the **POS Transfer** file.
- Quantities may be altered by pressing <Down Arrow> and <Up Arrow> through the **Qty** column to select the drug and typing new quantity.
- Changing a quantity to <0> will mean it will not be transferred to disk.
- Missing PDE numbers can also be added at this stage.
- Once checked, Click <OK> or press <ALT+O> to save and generate report and **POS Transfer** file.
- Report may be printed by pressing <ENTER> or <ESC>.

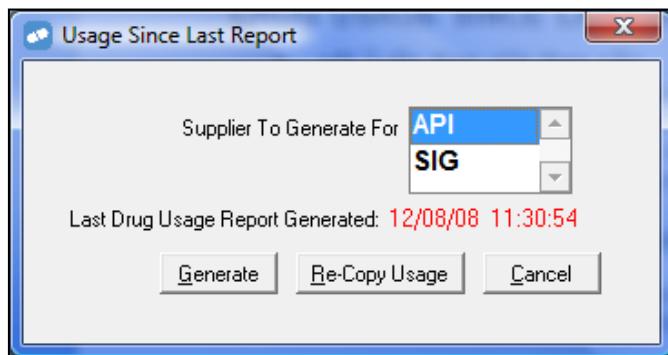
DRUG USAGE SINCE LAST REPORT

<ALT+R> then <U> then <S>

This report is designed to be used in conjunction with the **Drug Usage Report** by showing "top up" usage since the last full report was run. This creates a report only, not a disk.

The report produces a list of drugs used with PDE Numbers and quantity since a Drug Usage report was last run. The maximum period between running is 14 days. If the period is greater than 14 days it will only show the last 14 days usage.

It is designed for people who use usage reports twice daily or daily to create a PDE order. For monthly orders you should use the normal drug usage report and specify the date range you wish.



Supplier to Generate For

User may generate report for either **SIG** or **FAU**. Select which supplier to generate from the drop down list.

Last Drug Usage Report Generated

Displays the date and time of the previously generated **POS Transfer Report** or **Drug Usage Report**.

Re-Copy Usage

Click <Re-Copy Usage> or press <R> to re-generate the previous usage report.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Sup	Drug Description	PkSz	Manf	PDE No.	Packs	WSCost	Tot.Cost
---	TRACLEER TAB 125mg	60	AT		1.00	3228.00	3228.00
API	ABBOCILLIN V SUSP 150mg/5mL,	1	SI	272 922	2.00	6.95	13.90
	AMOXIL CAP 500mg	20	GK	599 689	7.00	4.37	30.59
	CABASER TAB 1mg	30	PU	451 088	1.00	57.73	57.73
	DECADURABOLIN ORGAJECT AMP 50	1	OR	451 053	1.00	12.85	12.85
	LIPITOR TAB 10mg	30	PF	536 970	4.00	31.78	127.12
	PANADEINE FORTE TAB 500-30mg	20	SW	600 970	5.00	2.69	13.45
	PILOPT EYE-DRP 1% 15mL	1	PE	533 998	1.00	5.64	5.64
	VIBRA TAB 50mg	25	PF	459 674	1.00	4.26	4.26

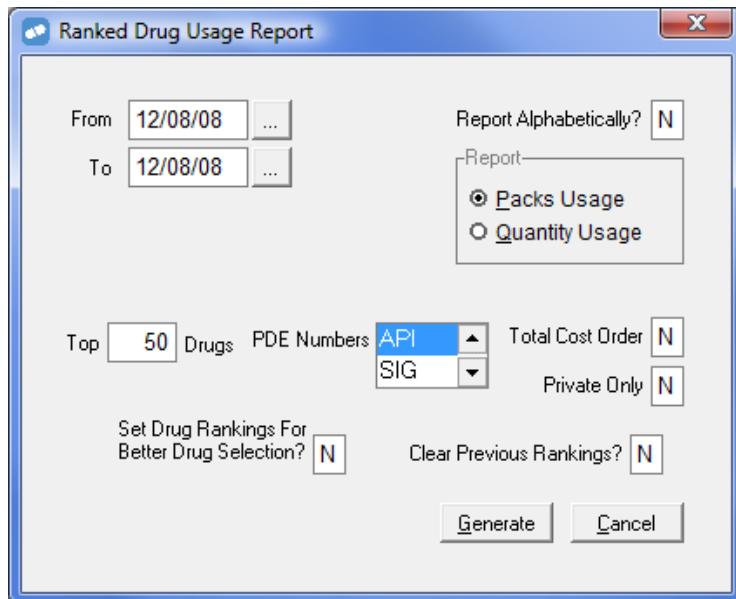
Grand Total							\$3493.54

*** End of Report ***							

DRUG USAGE RANKED REPORT

<ALT+R> then <U> then <R>

This report displays the top usage drugs within **Fred Dispense**. It also allows User to flag these drugs so they are displayed first in **Drug Selection** list.



From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Report Alphabetically?

Set to <Y> to have report display alphabetically by Drug Description. To have report display in descending rank of usage, leave as <N>.

Report – Packs Usage or Quantity Usage

Pack Usage will report the number of unbroken units used. **Quantity Usage** will report the individual number of tablets/ capsules etc used.

Top xx Drugs

User may limit report to a specified number of drugs to report on eg top 100. Enter the number of drugs to be included in report in this field.

PDE Numbers

Select which Supplier's **PDE Numbers** to display on the report from the drop-down list.

Total Cost Order

Set to <Y> to order report in descending total cost. Otherwise, leave as <N>.

Private Only?

Set to <Y> to limit to **Private Drugs** only. Set to <N> to report on all drugs.

Set Drug Rankings for Better Drug Selection?

Set to <Y> to have **Fred Dispense** automatically assign a **Drug Ranking of 0(highest)** for the number of Drugs included in report. These drugs will then be displayed at the top of the **Drug Selection** list in a Different colour. Otherwise, leave as <N>.

Clear Previous Rankings?

Set to <Y> to remove **Drug Ranking** from all drugs included in report before new ranking of **0 (highest)** is assigned. This option can only be accessed if **Set Drug Rankings for Better Drug Selection?** Has been set to <Y>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

12/08/08 **Drug Usage - Ranked** Page: 1

for 'ALL' Patients from 12/08/08 to 12/08/08

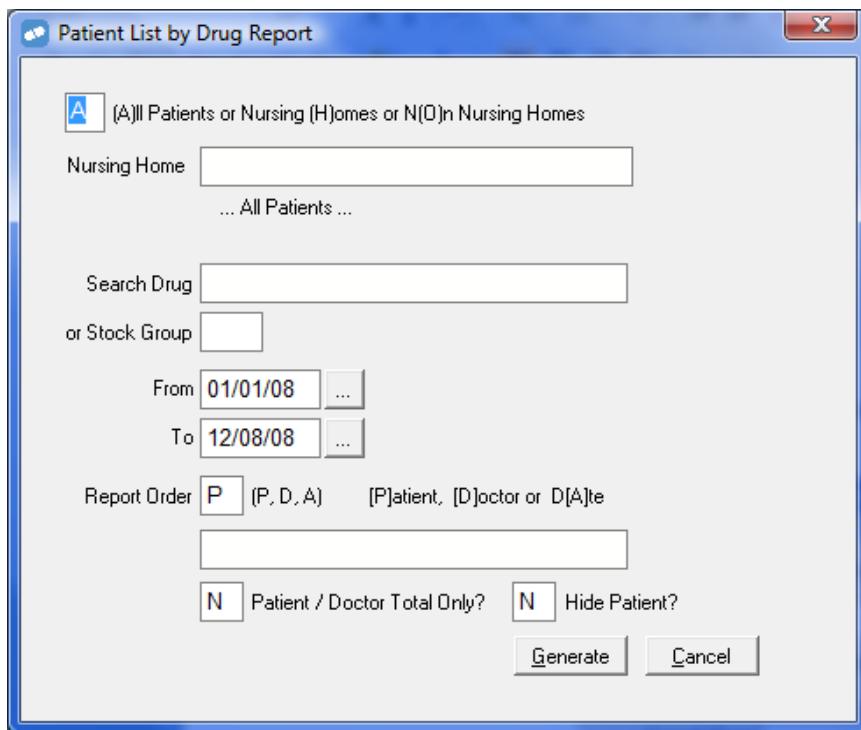
Drug Formulary Indicator: 'a' = F2A 't' = F2T

Drug Description	PkSz	Mf	API	Pcks	WS Cost	Tot Cost
AMOXIL CAP 500mg	20	t GK	599 689	7	4.37	30.62
PANADEINE FORTE TAB 500-30mg	20	t SW	600 970	5	2.69	13.44
LIPITOR TAB 10mg	30	PF	536 970	4	31.78	127.12
ABBOCILLIN V SUSP 150mg/5mL, 100	1	t SI	272 922	2	6.95	13.90
RAFEN TAB 200mg	50	AF	687 553	2	2.45	4.90
CABASER TAB 1mg	30	PU	451 088	1	57.73	57.73
DECADURABOLIN ORGAJECT AMP 50mg	1	OR	451 053	1	12.85	12.85
HIPREX TAB 1g	100	IA	652 806	1	30.00	30.00
LIGNOCAINE (PF) AMP 2% 5mL	5	PF	598 399	1	26.88	26.88
MERSYNDOL CAPLET	20	AV	845 930	1	5.59	5.59
ODORGON SOLN 15mL	1	LA		1	2.05	2.05
PEDIDERM CRM 1% 30g	1	NN		1	4.81	4.81
PILOPT EYE-DRP 1% 15mL	1	a PE	533 998	1	5.64	5.64
PODOHYLLIN CO PAINT APF 16	25			1	26.99	26.99
PRIADEL CR-TAB 400mg	100	AV		1	7.46	7.46
REANDRON AMP 1000mg 4mL	1	SC	736 252	1	128.17	128.17
TAGAMET TAB 200mg	120	t GK	502 103	1	13.47	13.47
TILADEX COMBI CFC FREE MET-AERO 2	1	SW	549 916	1	25.47	25.47
TRACLEER TAB 125mg	60	AT		1	3228.00	3228.00
VENTOLIN CFC FREE MET-AERO 200 D	1	t GK	687 588	1	4.34	4.34
VENTOLIN R-CAPS 200mcg	100	t GK	415 693	1	5.25	5.25
VIBRA TAB 50mg	25	t PF	459 674	1	4.26	4.26
WATER FOR INJECTION AMP 100mL	1	AB		1	10.26	10.26
Number of Drugs:	23			38		3789.20
*** End of Report ***						

PATIENT LIST BY DRUG REPORT

<ALT+R> then <U> then <L>

Patient List by Drug Report lists all Patients who have been dispensed a particular Drug or Stock Group within a specified Date Range.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by **<CTRL+L>** limits the report to a specific **Nursing Home**.

Search Drug

Report may be limited to a specific **Drug** if required. Search for the **Drug** in this field and select from list as normal.

Or Stock Group

Report may be limited to a **Stock Group**. A **Stock Group** is assigned to individual drugs via Lists – Drugs.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Report Order (P, D, A)

Report may be displayed in <P>atient, <D>octor or <D>ate order.

Patient/Doctor Total Only?

Set to <Y> to display number of scripts per Patient or Doctor only. Set to <N> to display full details of script including script number.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

12/08/08 **PATIENT LISTING BY DRUG** Page: 1

Ordered by PATIENT from 01/01/08 to 12/08/08
'PANADEINE FORTE TAB 500-30mg 20'

Date	Doctor	Presc. No	Code	Qty	Disp	Rpts	Rx No
-----	-----	-----	-----	-----	-----	-----	-----
HEALTH, MR FRED - 20 TRENNERY CRESCENT, ABBOTSFORD		3067					
12/08/08 Dr A SMITH		2026228	SMIA	100	1	0	298470
NEW, MR DOUGIE - 20 TRENNERY CRES, ABBOTSFORD							
25/01/08 Dr Helene LEICHHARDT		8013666	PBSO	20	1	0	298353
 Total Patients: 2 Quantity: 120 Scripts: 2							

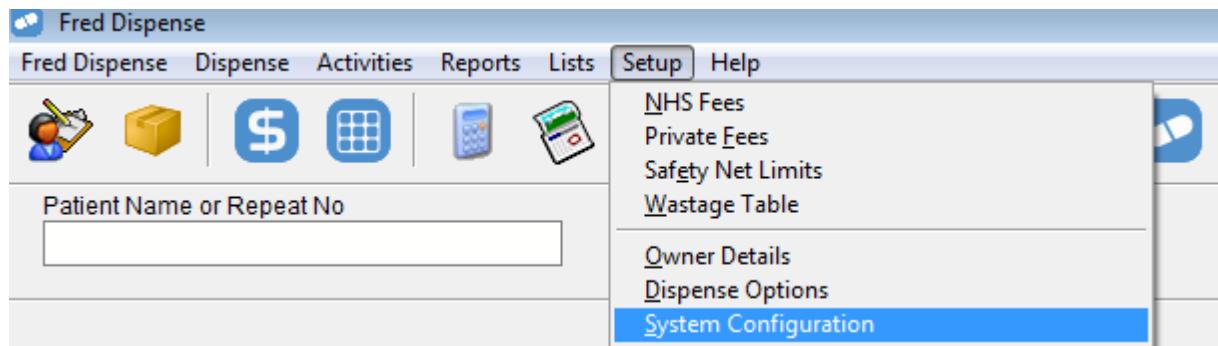
*** End of Report ***							

S8 PRESCRIPTION DATA REPORT

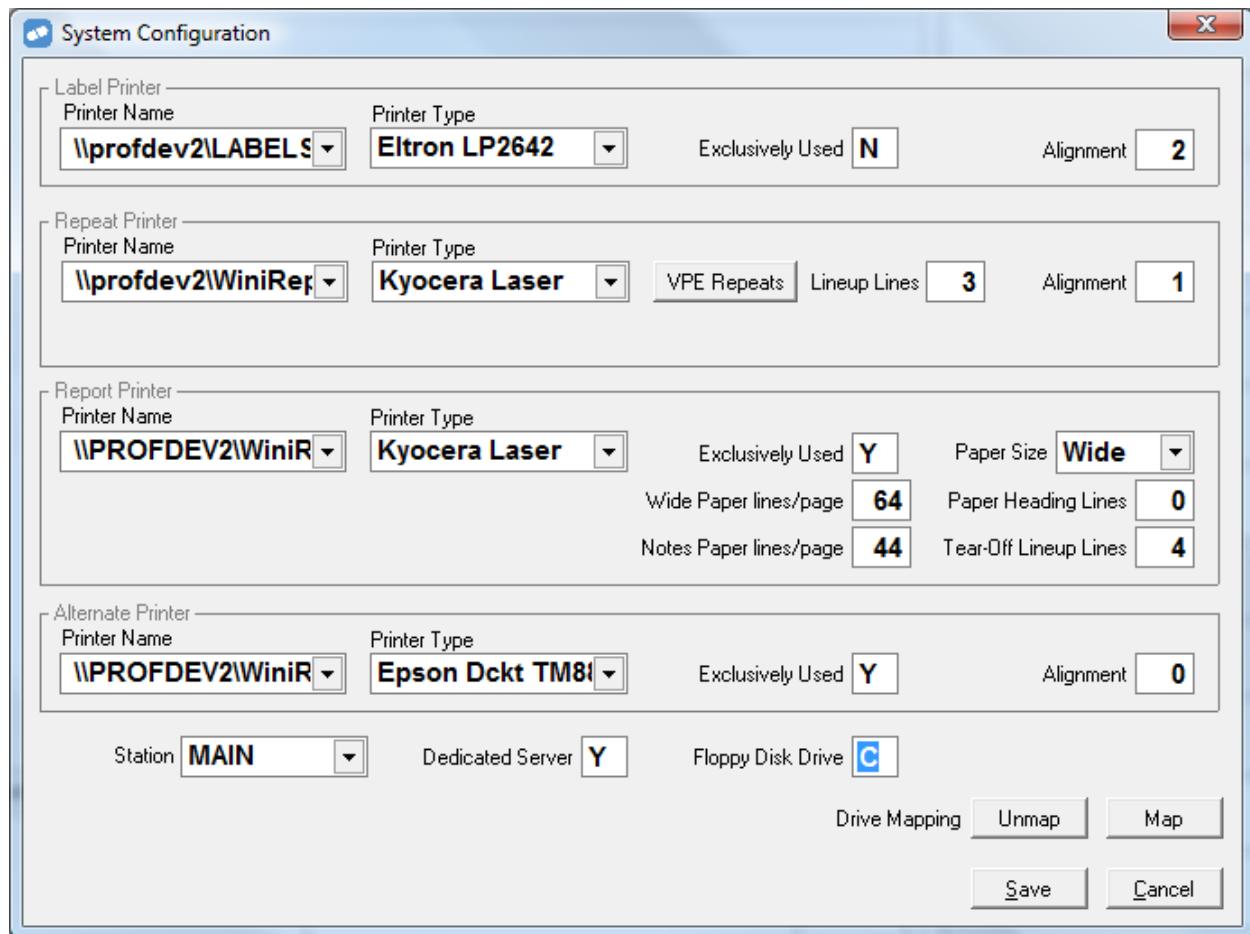
<ALT+R> then <U> then <8>

For users in Tasmania Only. Use this option to produce a report that will then create a file that can be sent to the Tasmanian Department of Health. Please contact Fred Help or go to the Fred Help Centre for assistance in sending this file.

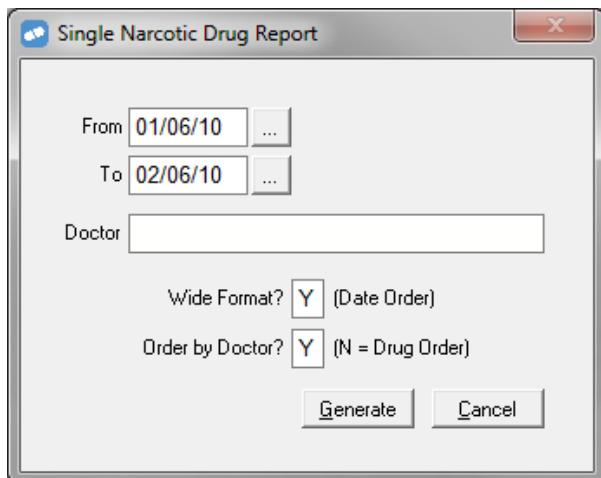
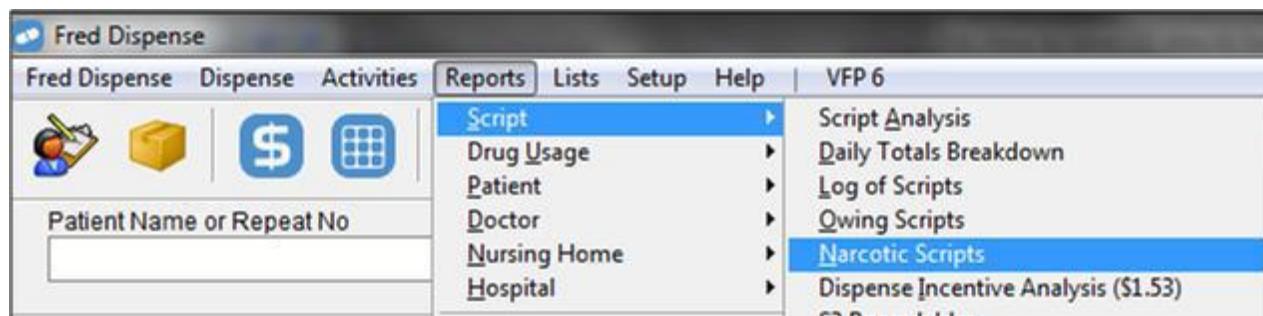
Click on the Setup Menu and choose System Configuration.



Change the Floppy Drive setting to from A to C and click Save.



Click on the Reports Menu > Script > Narcotic Scripts



From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the **From Date** and **To Date** to the same date.

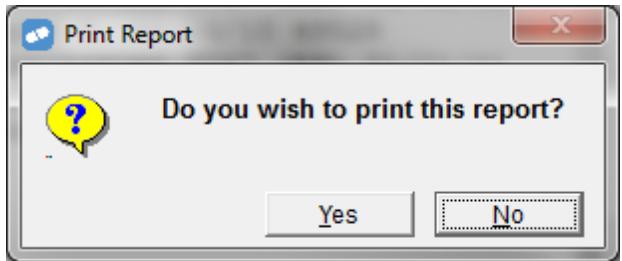
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

A screenshot of the 'Report Viewer' window. The window title is 'Report Viewer'. The header displays the company details: 'FRED HEALTH PTY LTD, FRED HEALTH PTY LTD' and address '20 TRENNERY CRESCENT, ABBOTSFORD 4020 Ph: 1300 73 1888'. The date '02/06/10' is shown at the top left. The main title is 'NARCOTIC PRESCRIPTIONS'. Below it, it says 'By Doctor From 01/06/10 to 02/06/10'. The data is presented in a table:

Disp Date	Drug Name	Qty	Rpts	Rx Date	Rx No.
Dr SMITH	Prescriber No: 664924			Dr. Code:	SMIT
02/06/10	OXYCONTIN CR-TAB 80mg	Qty 20	Rpts 0	02/06/10	49529
	FREDRICKSON, MR FRED 20 TRENNERY CRESCENT, ABBOTSFORD 3067 (KS)			01/01/01	
02/06/10	ENDONE TAB 5mg	Qty 20	Rpts 0	02/06/10	49528
	FREDRICKSON, MR FRED 20 TRENNERY CRESCENT, ABBOTSFORD 3067 (KS)			01/01/01	
02/06/10	KAPANOL SR-CAP 100mg	Qty 20	Rpts 0	02/06/10	49530
	FREDPAK, MR FRED 20 TRENNERY CRESCENT, ABBOTSFORD 3067 (KS)			02/02/02	

*** End of Report ***

Choose Yes or No to print the report as required.



The following message notifies you that the DDRETURN.DSK file has been created – press a key to continue.

The DDRETURN.DSK file has been created in the Fred\DATA directory. Any key to continue...					
MCare (None)		Drug Description			
Drug Details		02/06/10	49530	20	0 1
KAPANOL SR CAP 100mg					

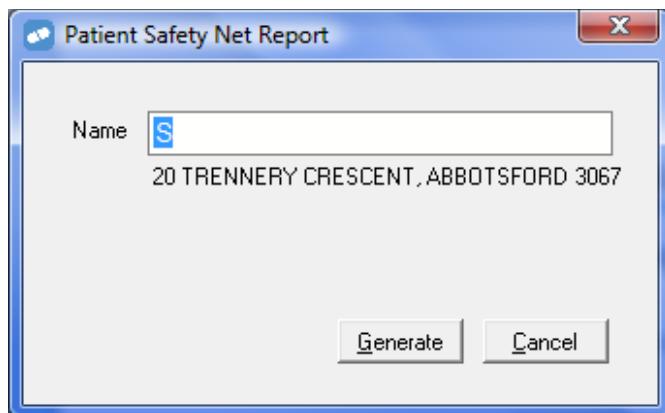
Go to C:\FRED\DATA and you will find a file called “DDRETURNDSK” – this file can then be uploaded to the Tasmanian Government .

Patient Reports Outlined

PATIENT SAFETY NET REPORT

<ALT+R> then <P> then <S>

Patient Safety Net Report is the Prescription Record Form required for issuing a Safety Net card. Report defaults to selected Patient.

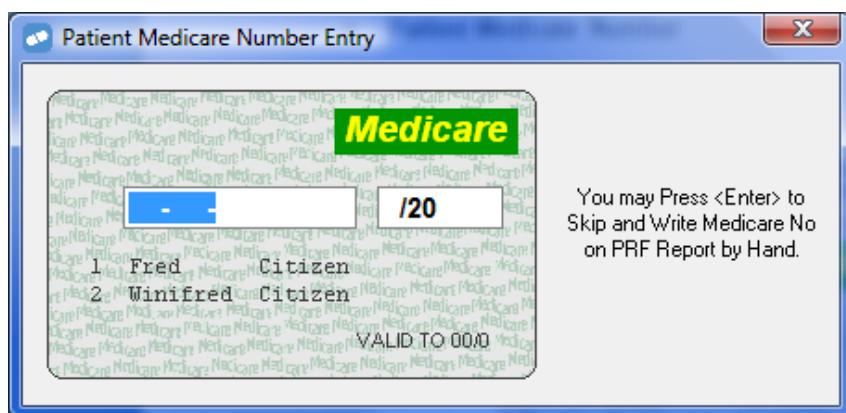


Name

Press <ENTER> to select the current Patient or search for correct Patient by surname.

Patient Medicare Number

If Patient's Medicare Number is not stored, **Fred Dispense** will prompt for its entry. Enter the Medicare Number or press <ENTER> to bypass.



PRF For Year?

Fred Dispense will then prompt for which year the PRF is to be printed for. It will default to the current year. Change this if necessary.

- Press <ENTER> or <ALT+G> to generate report.

Report Viewer

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

12/08/08 **Prescription Record Form**

ABN : 99998897668

I declare that the prescription items listed below were supplied for the person(s) named, at not more than the maximum value within agreed government limits.

Signature of Pharmacist

Date of Supply	PBS/RPBS Code Number	Approval Number	Safety Net Value	Cumulative Value
1 11/08/08	9004X	80400N	31.30	31.30

APPLICANT DETAILS CARD NUMBERS MUST BE RECORDED

MISS PATTY HEALTH Medicare Number:
20 TRENNERY CRESCENT Prior Entitlement Number:
ABBOTSFORD 3067

FAMILY DETAILS

Surname	Given Name	Relationship	DVA No
HEALTH	PATTY	applicant	

APPLICATION FOR A SAFETY NET CARD

I hereby apply for a Safety Net Card and declare that :

1. the information provided with this application is correct;
2. the people recorded on this form are members of my family; and
3. all the PBS medicines were supplied to my family during the year 2008.

Signature of Applicant _____
Date

Agent's declaration

I am authorised by the applicant to make this application on their behalf and declare that to the best of my knowledge:

1. the information provided with this application is correct;
2. the people recorded on this form are members of the applicant's family; and
3. all the PBS medicines were supplied to the applicant's family during the year 2008

health

The report shows the Safety Net items for this patient (and family if the patient is linked to a family) dispensed in the current Pharmacy.

The bottom of the report displays the number and value of any Scripts dispensed at Other Pharmacies that have been recorded in **Patient Details – Modify Safety Net**.

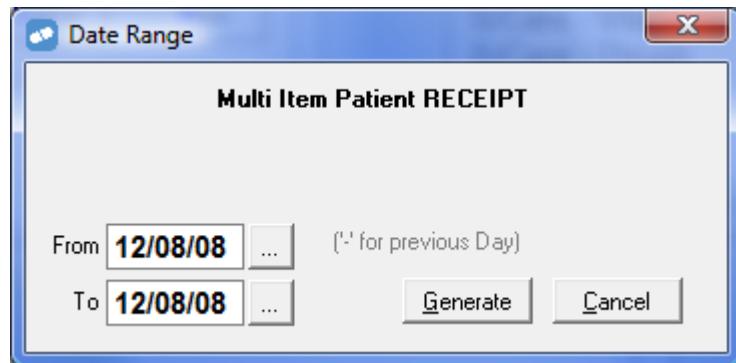
Other pharmacy details

Signature of Agent	Date
SAFETY NET CARD ISSUED	
CN8	SN8
PRIVACY NOTE	
The information in this form will be used to assess your eligibility for a Safety Net Card. Collection of this information is required under the Health Insurance Act 1953 and Veterans' Entitlement Act 1986.	
SOFTWARE SUPPLIER	
PCA NU Systems - Fred Dispense Ver. 2nd Aug 2008, MAIN	
Scripts Dispensed at Other Pharmacies	
Script Count: 5	Script SN Amount: \$150.00
Total: 181.30	

PATIENT RECEIPT

<CTRL+X>

This report requires the Patient to be selected before generating. It generates a multi-item receipt for a single patient for any given date range.



From Date

Select the date required to report **from**. To change Date to previous day, press <->.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

Pharmacy Receipt (Tax Invoice)

Receipt No: 298478 ABN: 99998897668 Approval: 80400N Date: 12/08/08

Name: MISS PATTY HEALTH
Address: 20 TRENNERY CRESCENT, ABBOTSFORD 3067

Supplied Script Drug Description	Qty	NHS	Private
12/08/08 298478 BRUFEN TAB 400mg 30 Dr A SMITH 2026228 (3192B)	30	13.45	G
12/08/08 298479 PANADEINE FORTE TAB 500-30mg 20 Dr A SMITH 2026228 (1215Y)	20	13.75	G
12/08/08 298480 AMOXIL CAP 500mg Dr A SMITH 2026228 (1889K)	20	15.70	G
		42.90	

Total GST included in '+' Items: \$0.00 Amount Paid - \$42.90

Pharmacist's signature _____

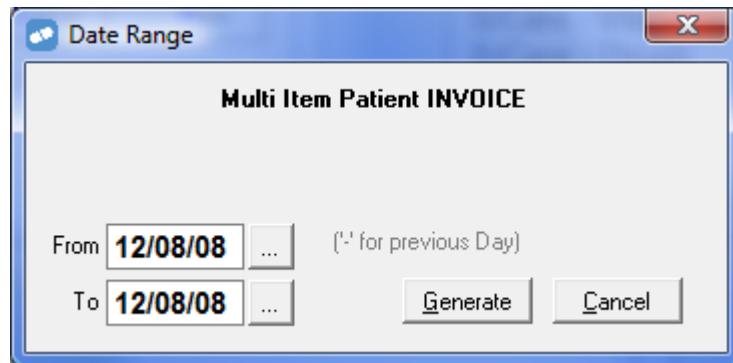
[] Prescription(s) attached
[] Prescription(s) held by Pharmacist

*** End of Report ***

PATIENT INVOICE

<CTRL+Z>

This report requires the Patient to be selected before generating. It generates a multi-item receipt for a single patient for any given date range.



From Date

Select the date required to report **from**. To change Date to previous day, press < - >.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

Pharmacy Tax Invoice

Name: MISS PATTY HEALTH	Invoice No: 298478
	ABN No: 99998897668
Address: 20 TRENNERY CRESCENT	Approval: 80400N
ABBOTSFORD VIC 3067	Date: 12/08/08

Supplied Script Drug Description	Qty	NHS	Private
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		42.90	

Total GST included in '+' Items: \$0.00 Total Charge - \$42.90

*** End of Report ***

PATIENT HISTORY

<ALT+R> then <P> then <H>

Report displays Dispensing History for the selected Patient within a specified date range.



Patient

Press <ENTER> to report on currently selected Patient, or search for required Patient.

Include Family Members?

This option will only appear if the selected Patient is linked to other **Family Members**. Set to <Y> to include all **Family Members** in report. Otherwise, set to <N>.

From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the **From Date** and **To Date** to the same date.

All History, Repeats Remaining, Owing Scripts, Narcotic Scripts

Report will default to <A>ll History, but may be limited to <R>epeats Remaining, <O>wing Scripts or <N>arcotic Scripts if required by pressing the corresponding letter or clicking on the required script group.

Include Drug Descriptions?

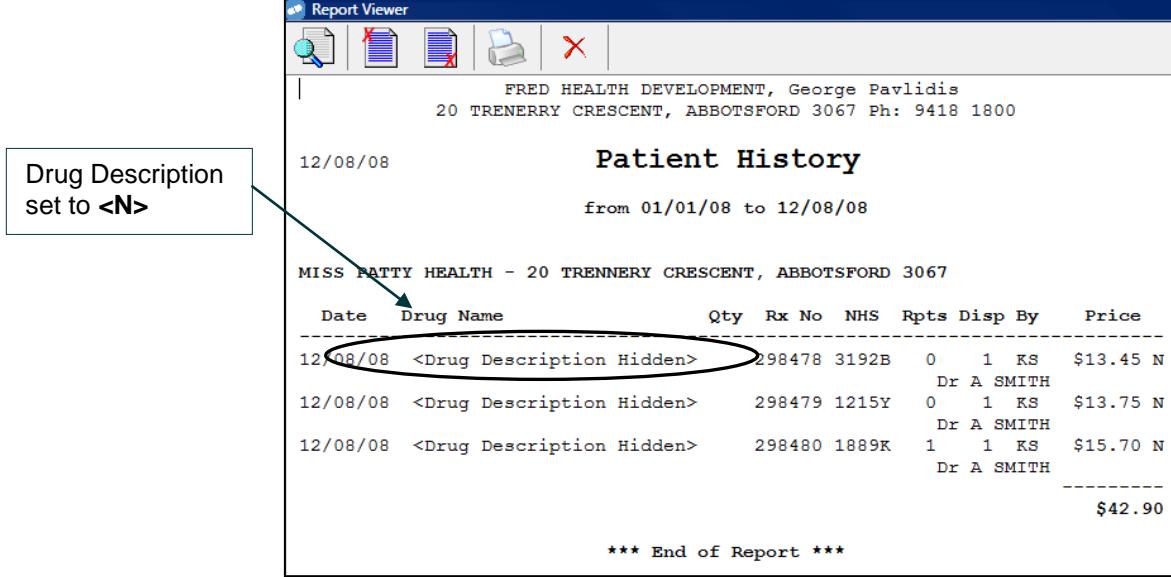
Set to <N> to hide Drug Description in report, Set to <Y> to include the Drug Description.

The screenshot shows the 'Report Viewer' window displaying the 'Patient History' for 'MISS PATTY HEALTH - 20 TRENNERY CRESCENT, ABBOTSFORD 3067'. The report is dated '12/08/08' and covers the period 'from 01/01/08 to 12/08/08'. The table lists three prescription items:

Date	Drug Name	Qty	Rx No	NHS	Rpts	Disp By	Price
12/08/08	BRUFEN TAB 400mg 30	30	298478	3192B	0	1	KS \$13.45 N
	Take ONE TWICE a day immediately after food					Dr A SMITH	
12/08/08	PANADEINE FORTE TAB 500-3	20	298479	1215Y	0	1	KS \$13.75 N
	Take ONE to TWO every FOUR hours to every					Dr A SMITH	
	SIX hours when required as directed by your						
	doctor *Maximum of 8 per day						
12/08/08	AMOXIL CAP 500mg	20	298480	1889K	1	1	KS \$15.70 N
	Take ONE TWICE a day until all finished					Dr A SMITH	
							\$42.90

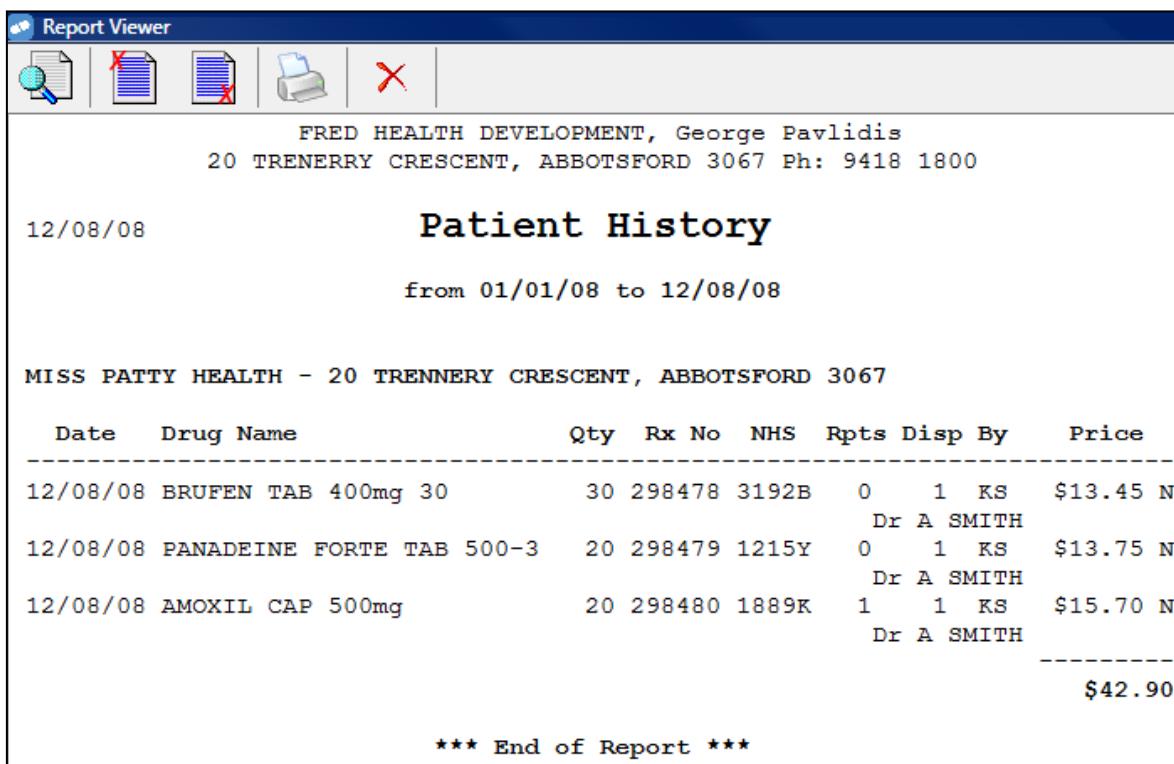
A callout box labeled 'Drug Description set to <Y>' points to the 'Drug Name' column header in the table.

*** End of Report ***



Include Directions?

Set to <N> to not include Directions in report as shown below;

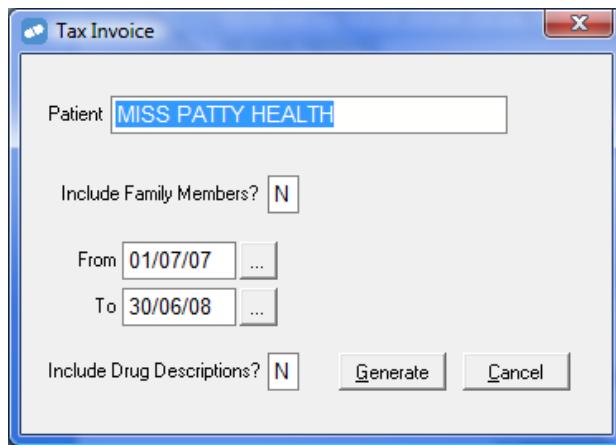


- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

PATIENT TAX PRINT

<ALT+R> then <P> then <T>

Patient Tax Print Report is used for Patients needing a report of their expenses for the financial year for tax purposes.



Patient

Press **<ENTER>** to report on currently selected Patient, or search for required Patient.

Include Family Members?

This option will only appear if the selected Patient is linked to other **Family Members**. Set to <Y> to include all **Family Members** in report. Otherwise, set to <N>.

From Date

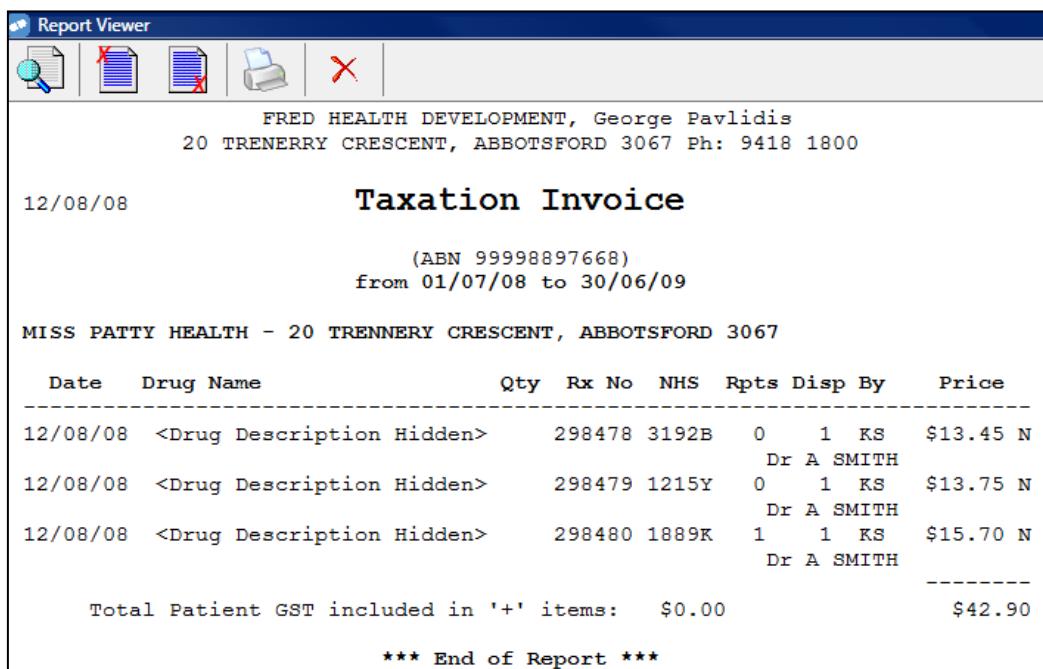
To Date

To Date will default to end of previous financial year. Press **<C>** to change dates to current financial year.

Include Drug Descriptions?

Set to <N> to hide Drug Description in report in order to maintain Patient Confidentiality.

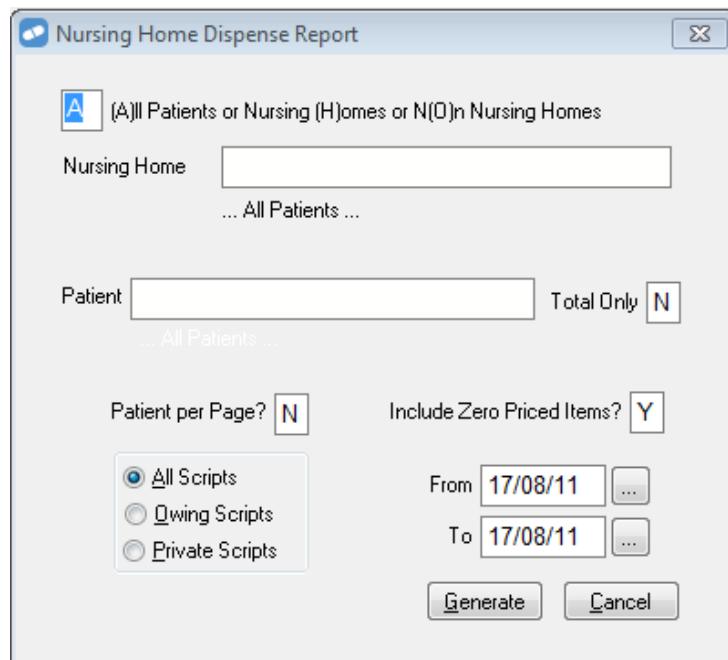
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



PATIENT BILLING

<ALT+R> then <P> then

This report can be used to generate a Tax Invoice for all scripts dispensed to patients in a particular Nursing Home etc over a specified date range.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - (A)ll or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

Patient

Search may be limited to a single **Patient** by searching for **Patient** in this field.

Total Only?

Set to <Y> to print the Patient Total only. Set to <N> to print the price of each individual script.

Patient per Page?

Set to <Y> to start a new page for each Patient. Otherwise, leave as <N>.

Include Zero Priced Items?

Set to <Y> to include scripts with zero price in the report. Otherwise, set to <N>.

All Scripts or Owing Scripts

Report may be limited to <O>wing Scripts only by pressing <ALT+O> or by clicking on the button to select **Owing Scripts**. Otherwise, leave as <A>ll Scripts.

Private Scripts

Report may be limited to <P>rivate Scripts only by pressing <Alt+P>.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

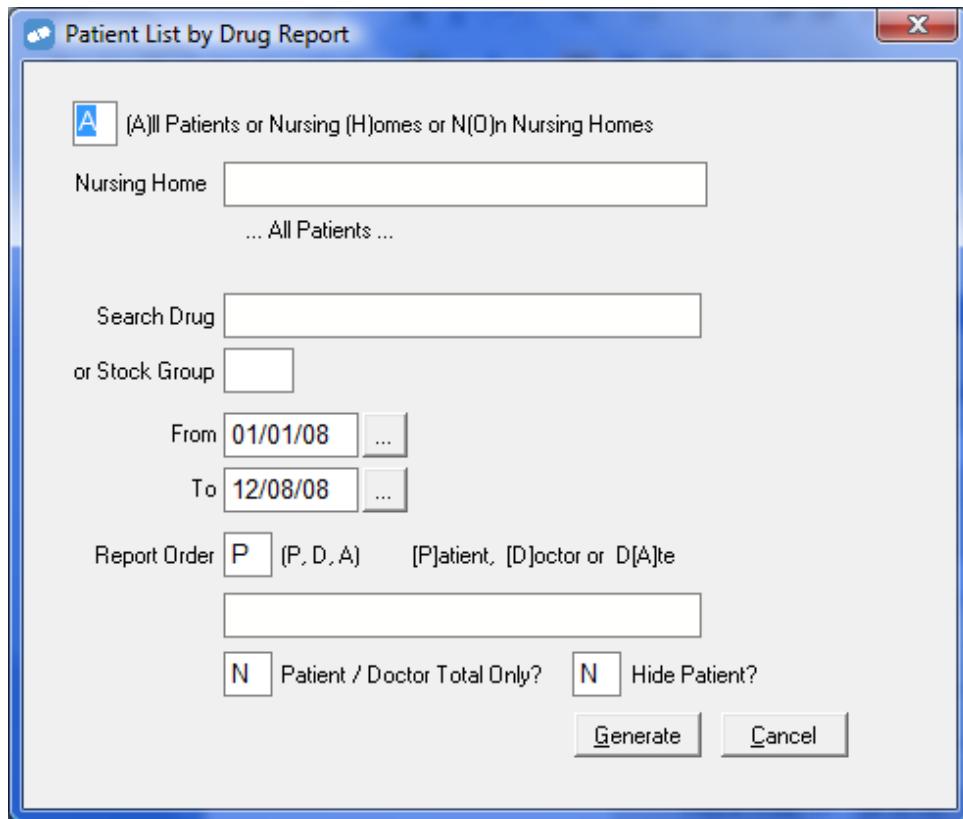
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12/08/08	298471	VIBRA TAB 50mg .. 25	N \$6.25																																																																																																																																																														
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12/08/08	298473	DECADURABOLIN ORGAJECT AMP 50mg .. 1	N \$5.00																																																																																																																																																														
12/08/08	298474	ABBOCILLIN V SUSP 150mg/5mL, 100mL .. 2	N \$5.00																																																																																																																																																														
12/08/08	298475	CABASER TAB 1mg .. 30	N \$5.00																																																																																																																																																														
12/08/08	298476	TRACLEER TAB 125mg .. 60	N \$5.00																																																																																																																																																														
12/08/08	298477	AMOXIL CAP 500mg .. 140	N \$10.60																																																																																																																																																														
Total GST in '+' item(s): \$5.04			Patient Total	\$389.60																																																																																																																																																													
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PATIENT LIST BY DRUG

<ALT+R> then <P> then <D>

Use this report to display a list of Patients who have been dispensed the same Drug in a specified date range.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - (A)ll or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

Search Drug

Report may be limited to a specific **Drug** if required. Search for the **Drug** in this field and select from list as normal.

Or Stock Group

Report may be limited to a **Stock Group**. A **Stock Group** is assigned to individual drugs via Lists – Drugs.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Report Order (P, D, A)

Choose whether the report is ordered by <P>atient, <D>octor or D<A>te. If **Doctor** order is chosen, User

may search for a particular **Doctor** in field below or leave blank for all **Doctors**.

Patient/Doctor Total Only?

Set to <Y> to report totals for Patients or Doctors only, rather than individual script totals. Otherwise, leave as <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

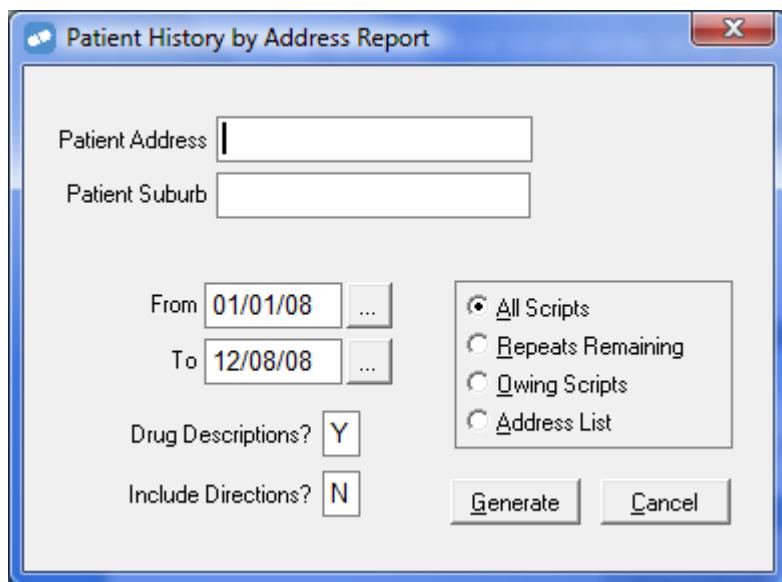
PATIENT LISTING BY DRUG								Page: 1
Ordered by PATIENT from 01/01/08 to 12/08/08 'PANADEINE FORTE TAB 500-30mg 20'								
Date	Doctor	Presc. No	Code	Qty	Disp	Rpts	Rx No	
-----	-----	-----	-----	-----	-----	-----	-----	-----
HEALTH, MR FRED - 20 TRENNERY CRESCENT, ABBOTSFORD	12/08/08 Dr A SMITH	3067	2026228	SMIA	100	1	0	298470
HEALTH, MISS PATTY - 20 TRENNERY CRESCENT, ABBOTSFORD	12/08/08 Dr A SMITH	3067	2026228	SMIA	20	1	0	298479
NEW, MR DOUGIE - 20 TRENNERY CRES, ABBOTSFORD	25/01/08 Dr Helene LEICHHARDT	8013666	PBSO	20	1	0	298353	
Total Patients:	3	Quantity:	140	Scripts:	3			

*** End of Report ***								

PATIENT HISTORY BY ADDRESS

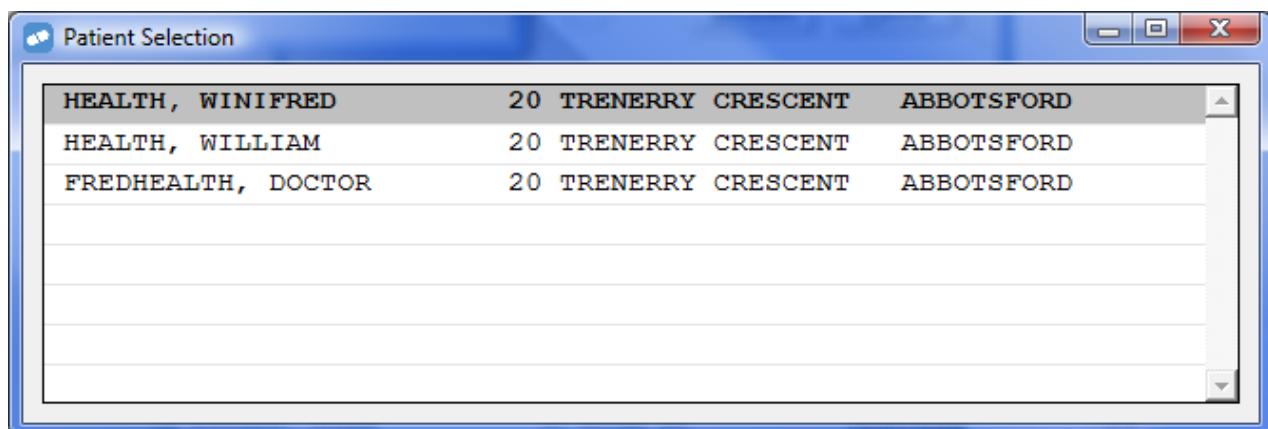
<ALT+R> then <P> then <A>

Use this report to print all Patients' History for a single address.



Patient Address

Search for the required **Patient Address**. Select Patient from Patient Selection screen that displays all Patients with matching Addresses.



Patient Suburb

Can search by **Suburb**, or this field will be populated automatically once a **Patient** is selected.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

All Scripts, Repeats Remaining, Owing Scripts, Address List

Report will default to **All Scripts**, but may be limited to Repeats Remaining, **Owing Scripts** or **Address List** if required by pressing the corresponding letter or clicking on the required script group.

Include Drug Descriptions?

Set to <N> to hide Drug Description in report.

Include Directions?

Set to <N> to not include Directions in report.

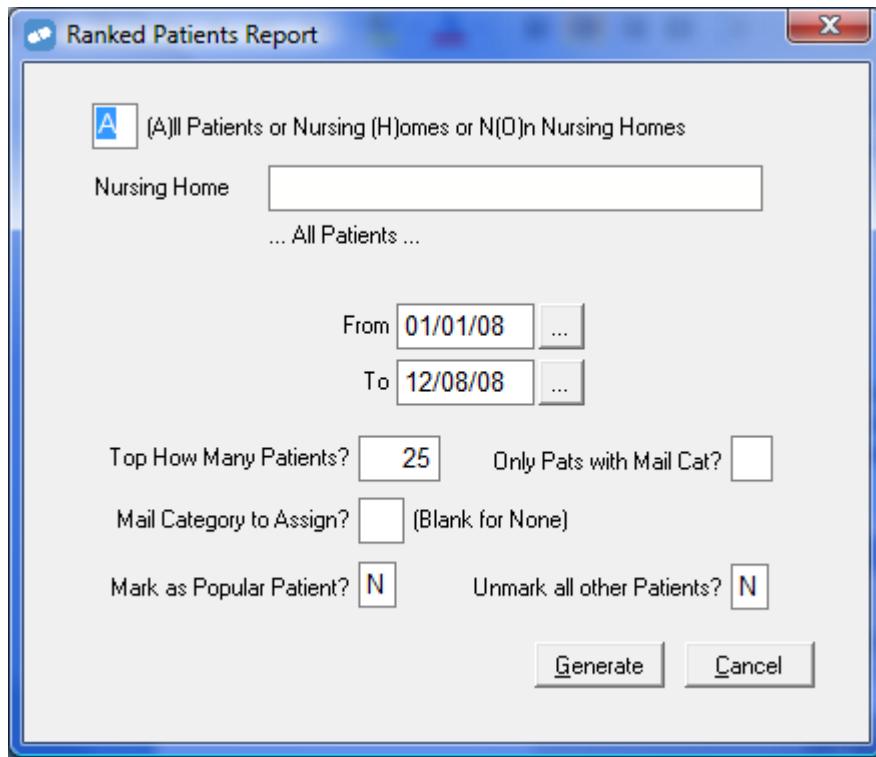
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer							
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800							
12/08/08 Patient History by Address							
from 01/01/08 to 12/08/08							
DR DOCTOR FREDHEALTH - 20 TRENNERY CRESCENT, ABBOTSFORD 3067							
Date	Drug Name	Qty	Rx No	NHS	Rpts	Disp By	Price
07/08/08	CILICAINE SYRNG 1.5g	5	298436	3485K	0	1 KS	\$0.00+N
					Dr A	SMITH	
07/08/08	BENPEN VL 600mg (Dr Bag) 1	10	298437	3486L	0	1 KS	\$0.00+N
					Dr A	SMITH	
							\$0.00
*** End of Report ***							

PATIENT LIST RANKED

<ALT+R> then <P> then <R>

The Patient List Ranked Report displays the Patients who have had the highest number of scripts dispensed in your Pharmacy over a specified date range. This report may also be used to mark these Patients as 'Popular Patients', or to assign them to a particular Mailing Category.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - (A)ll or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Top How Many Patients?

Enter the number of Patients to report on.

Only Pats with Mail Cat?

Report may be limited to Patients within a particular **Mail Category**. If this is required, enter the **Mail Category** in this field.

Mail Category to Assign?

Patients included in report may be automatically assigned a **Mail Category**. If this is required, enter the **Mail Category** in this field.

Mark as Popular Patient?

Patients may be automatically marked as Popular Patients so they appear at the top of the Patient Selection screen. Set this to <Y> to mark Patients included in this report as Popular Patients.

Unmark all other Patients?

Set this to <Y> to remove the Popular Patient flag from any Patients not included in this report. Otherwise, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

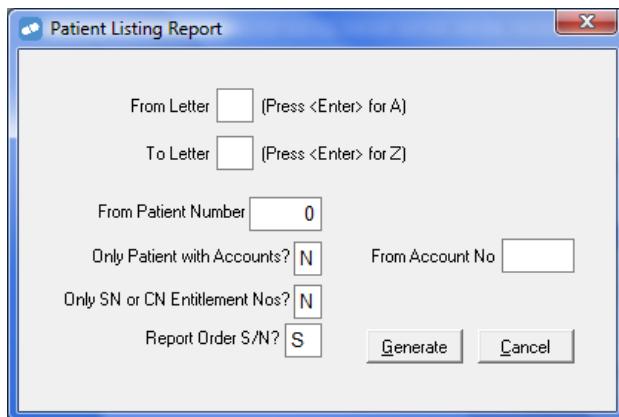
Report Viewer			
Rank	Name	Address	Rx Cnt
1	MS A HBF NEW	20 TRENNERY CRES, ABBOTSFORD 3067	152
2	MR FEBRUARY PBS	20 TREN, ABBOTSFORD	64
3	MRS JANUARY NEW	20 TREN, PENOLA 5277	59
4	MR FEB DRUGS NEW	20 TREN	53
5	MR JANUARY PBS	20 TREN, KIDMAN PARK 5025	51
6	MR FRED HEALTH	20 TRENNERY CRESCENT, ABBOTSFORD 3067	47
7	MR PETER NEWALL	20 TRENNERY CRES, ABBOTSFORD 3067	31
8	MR DOUGIE NEW	20 TRENNERY CRES, ABBOTSFORD	31
9	MR GUY REPAT	20 TRN	24
10	H REPATRIATION	20 TRENNERY CRES, ABBOTSFORD 3067	23
11	CATHERINE NEW	20 TRENNERY CRES, ABBOTSFORD 3067	12
12	MRS NELL R POTTER	20 TRENNERY CRES, ABBOTSFORD 3067	6
13	MISS PHYLLIS M GALL	20 TRENNERY CRES, ABBOTSFORD 3067	5
14	MR DECEMBER NEW	20 TRENNY ST	5
15	MR PACKING NEW	20 TREN, ABBOTSFORD	5
16	MRS O HALL	20 TRENNERY CRES, ABBOTSFORD 3067	4
17	MR BEN NEWBERRY	20 TRENNERY CRES, ABBOTSFORD 3067	4
18	MRS P NEW 8 TIMESLOT	20 TRENNERY CRES, ABBOTSFORD 3067	3
19	MR GUY NEW	20 TRENNERY CRES, ABBOTSFORD 3067	3
20	MISS PATTY HEALTH	20 TRENNERY CRESCENT, ABBOTSFORD 3067	3
21	MR ADRIAN MCMAHON	20 TRENNERY CRES, ABBOTSFORD 3067	2
22	MR ROCCO TROPEANO	20 TRENNERY CRES, ABBOTSFORD 3067	2
23	MRS O KLOSTERMANN	20 TRENNERY CRES, ABBOTSFORD 3067	2
24	MR HOMER HEALTH	20 TRENNERY CRES, ABBOTSFORD 3067	2
25	ADA-MARIE SMITH	20 TRENNERY CRES, ABBOTSFORD 3067	2

Top 25 Patients - Total Rx's by these Patients (26.9%)			595
Total Rx's in Period			2207
*** End of Report ***			

PATIENT LIST

<ALT+R> then <P> then <L>

Patient List Report prints a list of Patients including Name, Address, Concession Type and Concession Number details.



From Letter

Enter the letter corresponding to the patient's surname from which to start the **Patient List**. Pressing <ENTER> will automatically enter <A>.

To Letter

Enter the letter corresponding to the patient's surname at which to complete the **Patient List**. Pressing <ENTER> will automatically enter <Z>.

From Patient Number

Enter the **Patient Number** from which to start the **Patient List**, if known. Otherwise, leave blank. **Patient Number** can be found under the **PNUMBER** column in **Fred Dispense – Browse Patient**.

Only patients with Accounts?

Set to <Y> to limit **Patient List** to Patients with an Account Number entered in **Patient Details – Extra Information**. Otherwise, leave as <N>.

From Account No

If **Only Patients with Accounts** is set to <Y>, User may limit report further by entering an **Account Number** to report from.

Only SN or CN Entitlement Nos?

Set to <Y> to limit **Patient List** to Patients with SN or CN numbers entered in **Patient Details**. Otherwise, leave as <N>.

Report Order S/N?

Patient List may be ordered by <S>urname or **Patient** <N>umber.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

The screenshot shows a "Report Viewer" window with a toolbar containing icons for search, print, and cancel. The main area displays a header with the organization's name and address, followed by a date, the title "PATIENT LIST A - B", and a page number. Below this is a table of patient data with columns for Number, Name, Address, Suburb, Type, and Number.

No.	Name	Address	Suburb	Type	Number
148504	A' COURT, BELINDA LEE	20 TRENNERY CRES	ABBOTSFORD	3067	G
177344	AAGAARD, COLIN	20 TRENNERY CRES	ABBOTSFORD	3067	G
130275	AARDENBURG, MR B	20 TRENNERY CRES	ABBOTSFORD	3067	G
172263	AARONS, DR IAN	20 TRENNERY CRES	ABBOTSFORD	3067	G
151186	AARTSEN, HERMANNUS	20 TRENNERY CRES	ABBOTSFORD	3067	C 503191612T
158255	AARTSEN, MRS MARTHA	20 TRENNERY CRES	ABBOTSFORD	3067	C 503191610B

PATIENT DETAILS REPORT

<ALT+R> then <P> then <P>

Patient Details Report displays details for the current patient selected.

The report includes all information in **Patient Details (F8)** for this patient, including Patient Notes, Allergies, and also Safety Net details for this person and their family members.

 Report Viewer |    

FRED HEALTH DEVELOPMENT, George Pavlidis
 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

12/08/08 **PATIENT DETAILS** Page: 1

MR FRED HEALTH Birth Date: 13/07/78
 20 TRENNERY CRESCENT
 ABBOTSFORD 3067
 (Patient No: 186885) Debtor Account: 1 (Prompt)
 Medicare: 2188-36855-71 to 08/2009

Concession: CN804555522 to 12/12/09
 Script PRF Cnt: 26 Outside PRF Cnt: 55 Total PRF Cnt: 81
 Amt: \$360.11 Amt: \$275.00

Number of Scripts Owed by Patient: 2

Patient Notes

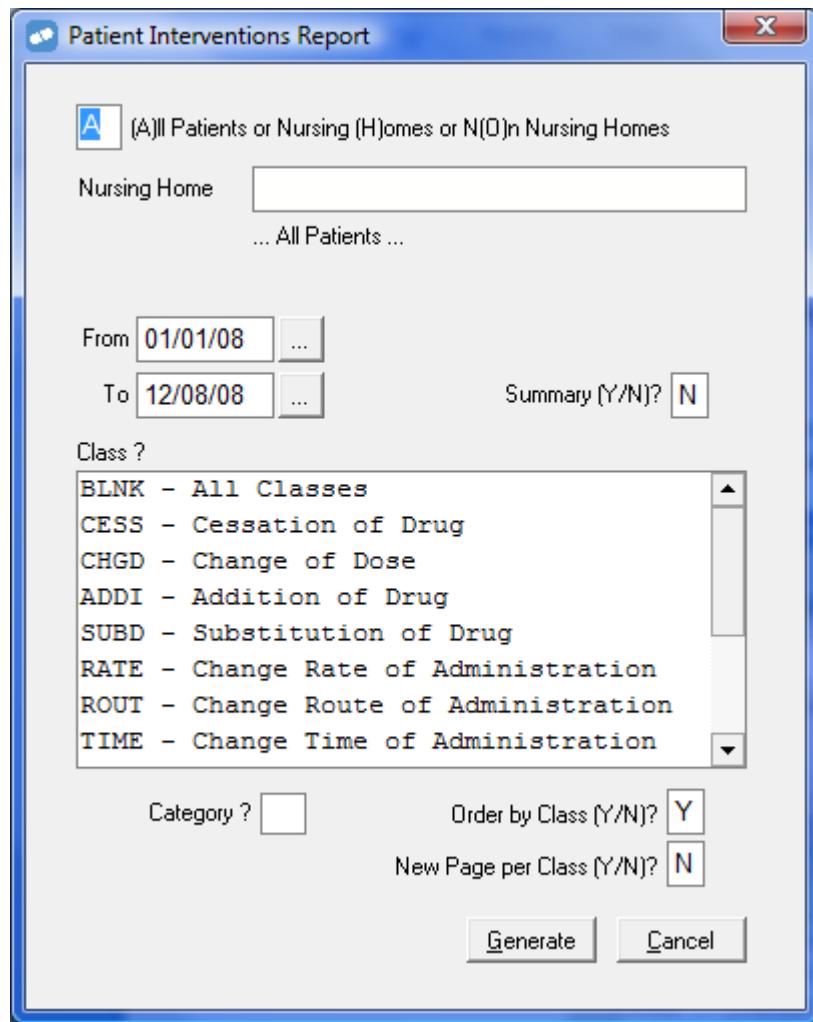
#5% discount on all S3 items#

*** End of Report ***

PATIENT INTERVENTIONS REPORT

<ALT+R> then <P> then <I>

Patient Interventions Report displays intervention details recorded in **Fred Dispense**. Report may be limited to Nursing Home Patients, and to a particular date range and Intervention Class.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by **<CTRL+L>** limits the report to a specific **Nursing Home**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Summary (Y/N)?

Set to **<Y>** to limit report to Summary Details for Interventions. For full details, leave as **<N>**.

Class?

To limit report to a particular Intervention Class, select required Class from the list. Otherwise, leave blank to report on all Classes.

Category?

Report may be limited to **Interventions** of a particular Significance **Category** ie 1-4. Enter the required **Category** or leave blank to report on all Categories.

Order by Class (Y/N)?

Set to <Y> to order report by **Class**. Set to <N> for report to be ordered in descending Date order.

New Page per Class (Y/N)?

Set to <Y> to start a new page for each new Class. Otherwise, leave as <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

The screenshot shows a Windows application window titled "Report Viewer". The menu bar has "File" and "Edit" options. Below the menu are five icons: a magnifying glass over a document, a document with an X, a document with a checkmark, a printer, and a red X. The main content area displays a report for "FRED HEALTH DEVELOPMENT, George Pavlidis" located at "20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800" on "12/08/08". The report title is "INTERVENTIONS for 'ALL' Patients" from "01/01/08 to 12/08/08". It lists interventions categorized by date:

- Therapeutic Consultation (CONS)**
 - 12/08/08 MR WILLIAM HEALTH (186888) Cat 4, 5 mins
Overuse of Ventolin, suggested consulting Dr regarding usage.
- Correction of Prescription Error (CORR)**
 - 12/08/08 MISS PATTY HEALTH (186890) Cat 4, 5 mins
Brufen dose changed to twice daily after consultation with Doctor
 - 11/08/08 MR FRED HEALTH (186885) Cat 4, 5 mins
Patient taken off Warfarin - KS - Consultated Dr who said do not supply.
- Change Time of Administration (TIME)**
 - 12/08/08 MR HOMER HEALTH (24616) Cat 4, 5 mins
Change of Dosage for Asprin to Morning Dose

Class Total - Cat 1> 0 2> 0 3> 0 4> 2 - 2 10 mins

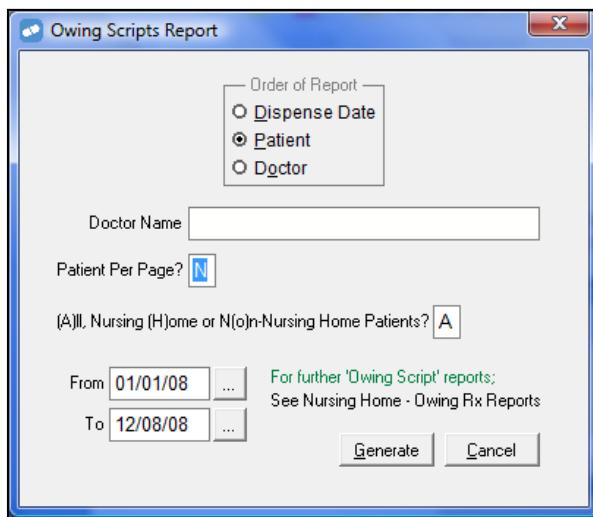
GRAND Total - Cat 1> 0 2> 0 3> 0 4> 4 - 4 20 mins

*** End of Report ***

PATIENT OWING SCRIPTS

<ALT+R> then <P> then <O>

Patient Owing Scripts Report displays a list of all **Owing Scripts** within a particular Date Range. It can be limited to a particular Doctor or Nursing Home.



Order of Report

Choose whether the report is ordered by **<D>ispense Date**, **<P>atient** or **D<O>ctor**. If **Doctor** order is chosen, User may search for a particular **Doctor** in field below or leave blank for all **Doctors**.

Doctor Name

If **Doctor** is chosen for **Order of Report**, search for and select required **Doctor** in this field.

Patient per Page?

Set to <Y> to start a new page for each **Patient**. Otherwise, leave as <N>.

<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

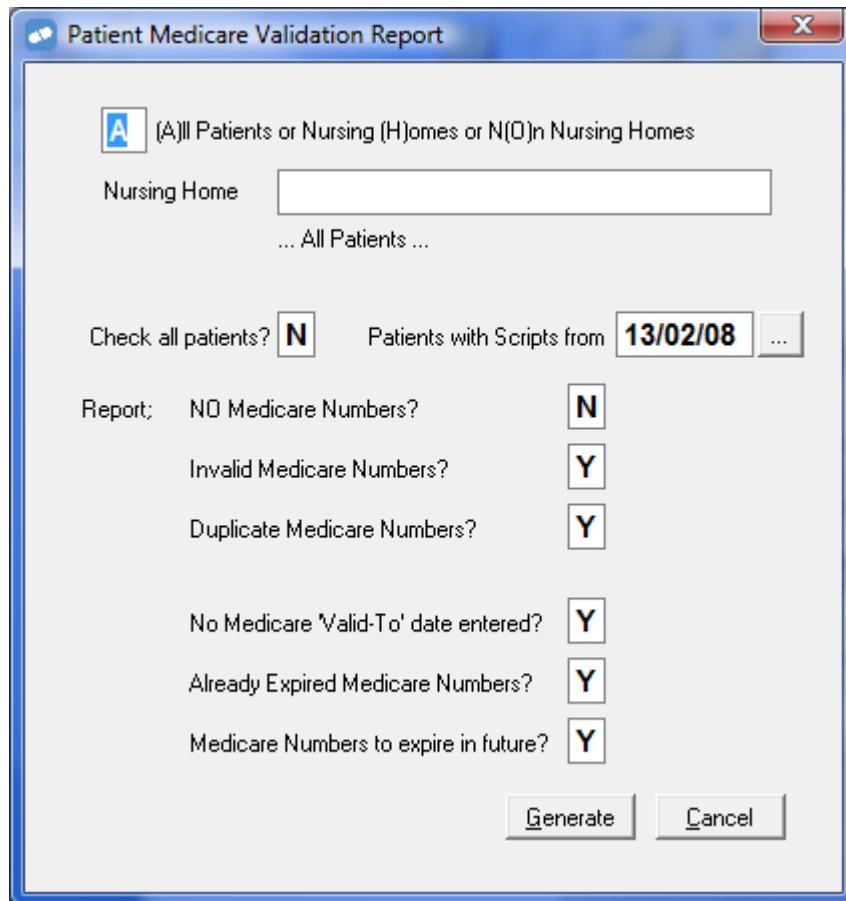
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

A screenshot of a "Report Viewer" window. The title bar says "Report Viewer". The main area shows a prescription report for "FRED HEALTH DEVELOPMENT, George Pavlidis, 20 TRENNERRY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". The date is "12/08/08" and the report title is "OWING PRESCRIPTIONS". The subtitle indicates the report is from "01/01/08 To 12/08/08". The table lists prescriptions with columns: Date, Drug Name, Doctor, Qty, Rp, Rx No. There are two entries for "HEALTH, MR HOMER": one for Stemzine TAB 5mg 25 (Dr William MCNEIL) and one for Aspirin (DBL) TAB 100mg (Dr William MCNEIL). There are also two entries for "HEALTH, MR FRED": one for Coumadin (GREEN) TAB 5mg (Dr A SMITH) and one for Coumadin (LIGHT TAN) TAB 1mg (Dr A SMITH).

MEDICARE VALIDATION REPORT

<ALT+R> then <P> then <M>

Medicare Validation Report displays a list of Patients whose Medicare Number details are invalid, missing or duplicated, expired or due to expire. Report can be limited to a particular Nursing Home if required.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - (A)ll or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

Check all Patients?

Set to <Y> to check Medicare details all Patients in **Fred Dispense**. Set to <N> to limit report to **Patients with Scripts from** date set.

Patients with Scripts from

Report may be limited to only check **Patients with Scripts from** a certain date. Enter or select Date to report from.

NO Medicare Numbers?

Set to <Y> to limit report to Patients without a Medicare Number. Otherwise, set to <N>.

Invalid Medicare Numbers?

Set to <Y> to limit report to Patients with **Invalid Medicare Numbers**. Otherwise, set to <N>.

Duplicate Medicare Numbers?

Set to <Y> to limit report to Patients with **Duplicate Medicare Numbers**. Otherwise, set to <N>.

No Medicare 'Valid-To' date entered?

Set to <Y> to limit report to Patients with **No Medicare 'Valid-To' date entered**. Otherwise, set to <N>.

Already Expired Medicare Numbers?

Set to <Y> to limit report to Patients whose **Medicare Number** has already expired. Otherwise, set to <N>.

Medicare Numbers to expire in future?

Set to <Y> to limit report to Patients whose Medicare Number will expire in the number of days specified in the **Forward Expiry Date Check** field in **Setup – Dispense Options – IME Options**. Otherwise, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

The screenshot shows a software interface titled "Report Viewer". The main area displays a validation report for patients. At the top, it shows the address: "FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". Below this, the report title is "Patient Medicare Details Validation Report (ALL Patients with Scripts from 13/02/08)". The report lists patients categorized by their Medicare status:

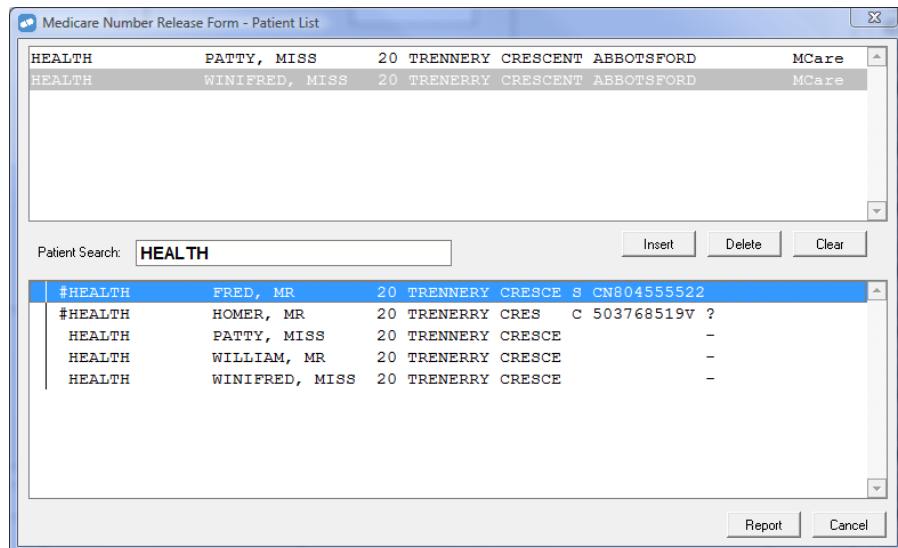
Pat No	Patient	Address	Medicare Details
Invalid Medicare Number			
2464	RAYNER, MRS RITA	20 TRENNERY CRES	5011316903 ?
Duplicate Medicare Number			
277	MCMAHON, MR ADRIAN	20 TRENNERY CRES	50007758061 05/2009
133060	MCMAHON, ADRIAN	20 TRENNERY CRES	50007758061 05/2009
No Medicare 'Valid-To' Date			
1510	TROPEANO, MR ROCCO	20 TRENNERY CRES	50636608031 ?
Expired Medicare Number			
5076	GALL, MISS PHYLLIS M	20 TRENNERY CRES	50076502741 05/2008
24535	HALL, MRS OLIVE BARBARA	20 TRENNERY CRES	50082140052 11/2003
24616	HEALTH, MR HOMER	20 TRENNERY CRES	50477700452 03/2007
178744	NEW, MS A HBF	20 TRENNERY CRES	50334644941 06/2007
1365	POTTER, MRS NELL R	20 TRENNERY CRES	50111164362 06/2003
159419	STANBURY, BETTY JOY	20 TRENNERY CRES	50493815341 12/2006

At the bottom, it shows "Total Patients Reported: 10" and "*** End of Report ***".

MEDICARE RELEASE FORM

<ALT+R> then <P> then <F>

Medicare Release Form is a pre-printed form allowing the Pharmacist to make a request to Medicare Australia to be supplied with the Patient's Medicare Number for the purposes of making a claim under the PBS.



Patient Search

Search for the required **Patient** and use the **<Up Arrow>** and **<Down Arrow>** to highlight the required **Patient** and press **<ENTER>** or click **<Insert>** to add that **Patient** to the **Patient List** (top section).

Up to 6 **Patients** may be included on each **Medicare Number Release Form**. To remove a **Patient** from the **Patient List**, use the **<Up Arrow>** and **<Down Arrow>** to highlight the required **Patient** and click **<Delete>**.

- Click **<Report>** to generate report. Press **<ESC>** or click **<Cancel>** to cancel.

Medic		Medicare	
Medicare Number Release Form			
This form enables up to six Medicare numbers (or Veteran's card numbers) to be released to a pharmacy at the same time. The numbers may be obtained by completing this form and faxing it to either: 02 9895 3470 (for NSW, VIC, ACT) 07 3004 5405 (for QLD, SA, TAS, NT, WA)		Pharmacy approval number 80400N Pharmacy Name FRED HEALTH DEVELOPMENT Pharmacy fax number 9418 1811 Pharmacy phone number 9418 1800	Medicar
Patient Medicare name WINIFRED HEALTH Patient address 20 TRENNERY CRESCENT ABBOTSFORD 3067 Patient date of birth / /		OFFICE USE ONLY Medicare/Veteran's card number <input type="text"/> Expiry date <input type="text"/> / 20 <input type="text"/>	
Patient Medicare name PATTY HEALTH Patient address 20 TRENNERY CRESCENT ABBOTSFORD 3067 Patient date of birth / /		Medicare/Veteran's card number <input type="text"/> Expiry date <input type="text"/> / 20 <input type="text"/>	

Applicant Certification

I certify that I have obtained the informed consent of the above listed patients in order to access their Medicare / Veteran's number(s) from HIC for the purpose of submitting a claim for payment for pharmaceutical benefits.

In obtaining their consent I have advised the patient:

- why the pharmacy requires their Medicare / Veteran's number
- how their Medicare / Veteran's number will be used
- of all the options available to them for obtaining their prescription under the Pharmaceutical Benefits Scheme / Repatriation Pharmaceutical Benefits Scheme

Signature

Name

Date

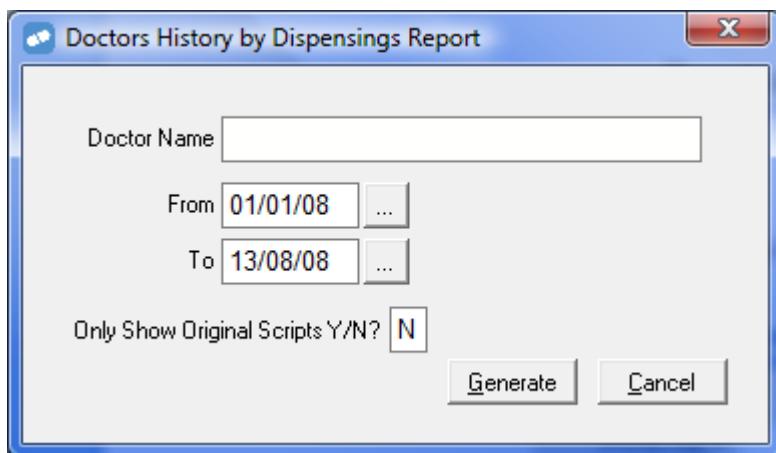
I acknowledge that Medicare / Veteran's numbers obtained from HIC cannot be stored in this pharmacy's computer system without informed consent of the patient. I recognise that the consent to store a person's Medicare / Veteran's number is separate from the consent of the patient in order to obtain their Medicare / Veteran's number from HIC.

Doctor Reports Outlined

DOCTOR HISTORY REPORT

<ALT+R> then <U> then <D>

Doctor History Report displays a list of all scripts dispensed by a particular Doctor within a specified Date Range.



Doctor Name

Search for and select required **Doctor**. User may search using **Dr Fast Code**, **Surname** or **Prescriber Number**.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Only Show Original Scripts Y/N?

Set to <Y> to limit report to **Original Scripts** only. Otherwise, set to <N> to display both Original Scripts and Repeats.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

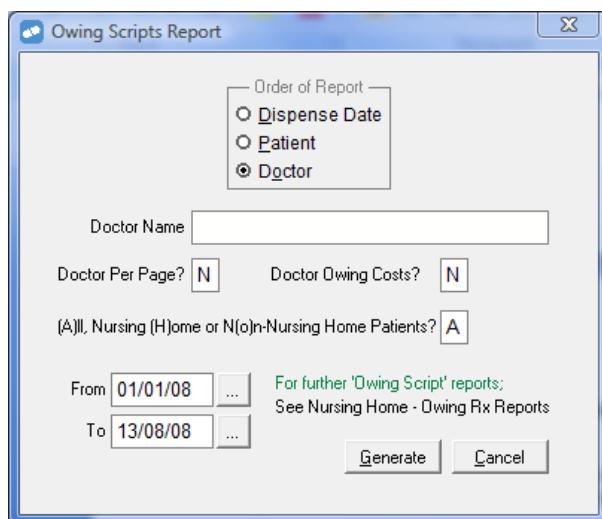
The screenshot shows a "Report Viewer" window with a toolbar at the top featuring icons for search, print, and exit. The main area displays a report for "Dr A SMITH (SMIA)" from "01/01/08 to 13/08/08". The report title is "History Report by Doctor". The data is presented in a table:

Disp.Date	NHS	Drug Name	Qty.	Rp	Dis	By Doc	RxNo	Price
12/08/08	1889K	AMOXIL CAP 500mg	140	1	1	KS	SMIA298477	\$10.60
12/08/08	6430K	TRACLEER TAB 125mg	60	0	1	KS	SMIA298476	\$5.00
12/08/08	8393R	CABASER TAB 1mg	30	5	1	KS	SMIA298475	\$5.00

DOCTOR OWING SCRIPTS REPORT

<ALT+R> then <D> then <O>

Doctor Owing Scripts Report displays a list of all **Owing Scripts** per Doctor within a particular Date Range. It can be limited to a particular Doctor or Nursing Home.



Order of Report

Choose whether the report is ordered by <D>ispense Date, <P>atient or D<O>ctor. If Doctor order is chosen, You may search for a particular Doctor in this field or leave blank for all Doctors.

Doctor Name

If Doctor is chosen for Order of Report, search for and select the required Doctor.

Doctor per Page?

Set to <Y> to start a new page for each Doctor. Otherwise, leave as <N>.

Doctor Owing Costs?

Set to <Y> to report the cost to if Owing Scripts are not received. Otherwise, set to <N>.

<A>ll Patients or Nursing <H>omes

Select the type of patients to be reported on - or N<O>n Nursing Homes(A)ll or Nursing (H)ome patients only or only N(o)n-Nursing Home Patients.

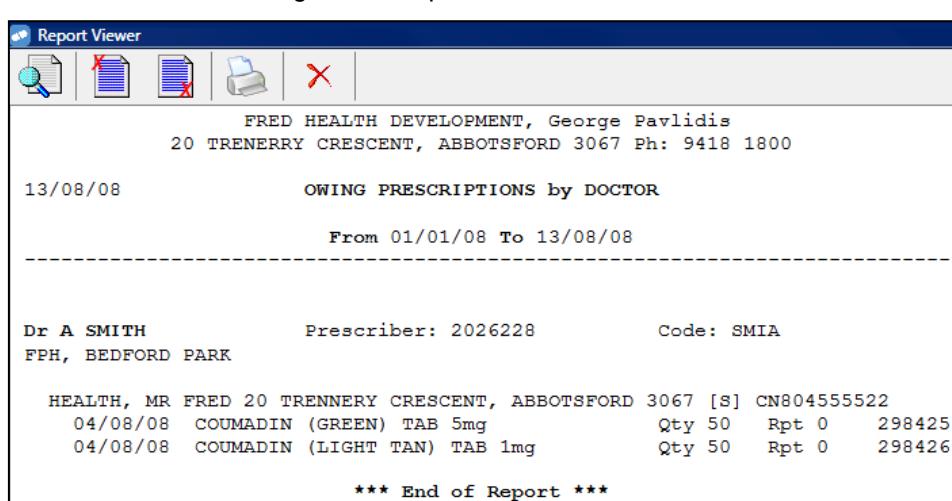
From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the From Date and To Date to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



DOCTOR RANKED REPORT

<ALT+R> then <D> then <R>

Doctor Ranked Report displays a list of Doctors ranked from the highest number of scripts to the lowest for the specified number of Doctors to be included in report and date range.



From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Ranking Range

Enter the number of **Doctors** to be included in report. eg <10> will display the top 10 **Doctors** based on script volume within the specified Date Range.

Owing Scripts Only

Set to <Y> to limit report to **Owing Scripts**. To include all scripts, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

A screenshot of the "Report Viewer" application window. At the top, there are icons for search, refresh, print, and exit. The main area displays the following text:

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

13/08/08 DOCTOR REPORT

RANKED FROM 1 TO 10
From 01/01/08 to 13/08/08

Rank	Code	Doctor Name	No. of Scripts	% of All Scripts
1	WMC	Dr William MCNEIL	349	15.8%
2	PBSO	Dr Helene LEICHHARDT	180	8.1%
3	NED1	Dr D NEWBERRY	164	7.4%
4	OPT	Dr New OPTOMETRIST	65	2.9%
5	APR	Dr Andrew PROTASSOW	64	2.9%
6	NEW1	Dr Jonathon NEWBERRY	52	2.3%
7	ADN	Dr A DOBSON	51	2.3%
8	SMIA	Dr A SMITH	44	1.9%
9	KSK	Dr K. SKILBECK	40	1.8%
10	HFA	Dr H. FACTOR	39	1.7%

Total Number of Scripts by these Doctors: 1048 47.5%

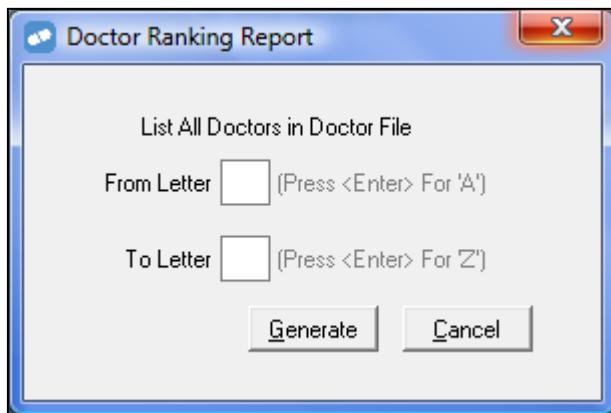
Total Number of all Scripts in the Period: 2205

*** End of Report ***

DOCTOR LIST REPORT

<ALT+R> then <D> then <L>

Doctor List Report displays a list of Doctors including Name, Prescriber Number, Dr Fast Code, Address and Phone Number.



From Letter

Enter the letter corresponding to the Doctor's surname from which to start the **Doctor List**. Pressing <ENTER> will automatically enter <A>.

To Letter

Enter the letter corresponding to the Doctor's surname at which to complete the **Doctor List**. Pressing <ENTER> will automatically enter <Z>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

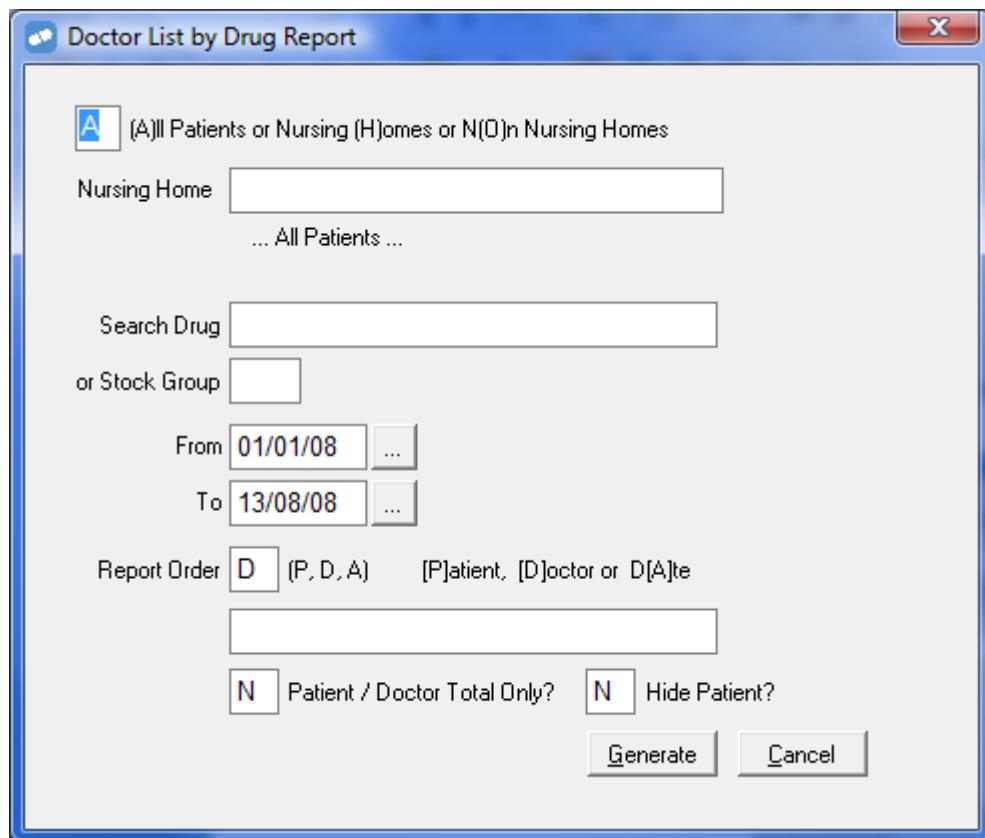
A screenshot of a software window titled "Report Viewer". The window contains a toolbar with icons for search, print, and cancel. Below the toolbar, the text "FRED HEALTH DEVELOPMENT, George Pavlidis" and "20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800" is displayed. The main area is titled "DOCTOR LIST" and shows a table of doctor information. The table has columns: Doctor Name, Pres No., Code, Address, Phone, and Dr Lab. The data is sorted by Doctor Name. The table starts with "ABADIA JOSE" and ends with "ADIE JOHN".

Doctor Name	Pres No.	Code	Address	Phone	Dr Lab
<hr/>					
ABADIA JOSE	689315	ABJ1	11 ASHBURTON AVE WEST LAKES	0402341992	YES
ABBOTT MR. MICH	689326	ABo2	PO BOX 270 KENT TOWN SA, 5	8364 6044	NO
ABBOTT R L	560335	ABR1	L1 46 DON BRADMAN DRIVE MIL		YES
ABD.AZIS RAMZAN	2181723	RAAA	10 SHORT STREET MILLIENT,	87332200	YES
ABEGUNAWARDENE	2177443	ABET	C/O MEMORIAL HOSPITAL NORTH		YES
ABEYWARDENA SAM	1008739	ABE5	BELLS ROAD SOMERTON PARK,	82944066	YES
ABOU-HAMDEN AMA	2063724	ABAM	C/O MEMORIAL HOSPITAL NORTH	0438799152	YES
ABRAHAM K	811755	ABK1	WESTFIELD SHOPPING CTRE KIL		YES
ACKERLEY	820894	ACK1	108 SEMAPHORE RD SEMAPHORE,		YES
ACTON SUE	2088563	ACSI	C/- FLINDERS MEICAL CTRE BE		YES
ADAMS A P S	595142	ADA1	80 BROUGHAM PLACE NORTH ADE	239 1580	YES
ADAMS L	2179672	ADA2	C/O MEMORIAL HOSPITAL NORTH		YES
ADAMS N H S	490842	ADA9	229 GREENHILL RD DULWICH,	83313440	YES
ADAMS D W	581140	ADD1	46 MURRAY ST ANGASTON,	536 85642266	YES
ADAMS M B S	567294	ADM1	16 MAIN ROAD BELAIR,	5052 8278 8311	YES
ADAMS ROBERT	822880	ADR1	2ND FL 57-59 ANZAC HWY ASHF	83713311	YES
ADEYEMI TIMMI	2186757	ADET	109 ELLIOTT ST WHYALLA,	56 86455677	YES
ADIE JOHN	2165392	ADI	THE PARADE NORWOOD,	5067 83633111	YES

DOCTOR LIST BY DRUG REPORT

<ALT+R> then <D> then <D>

Use this report to display a list of Doctors who have dispensed the same Drug in a specified date range.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by **<CTRL+L>** limits the report to a specific **Nursing Home**.

Search Drug

Report may be limited to a specific **Drug** if required. Search for the **Drug** in this field and select from list as normal.

Or Stock Group

Report may be limited to a **Stock Group**. A **Stock Group** is assigned to individual drugs via Lists – Drugs.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

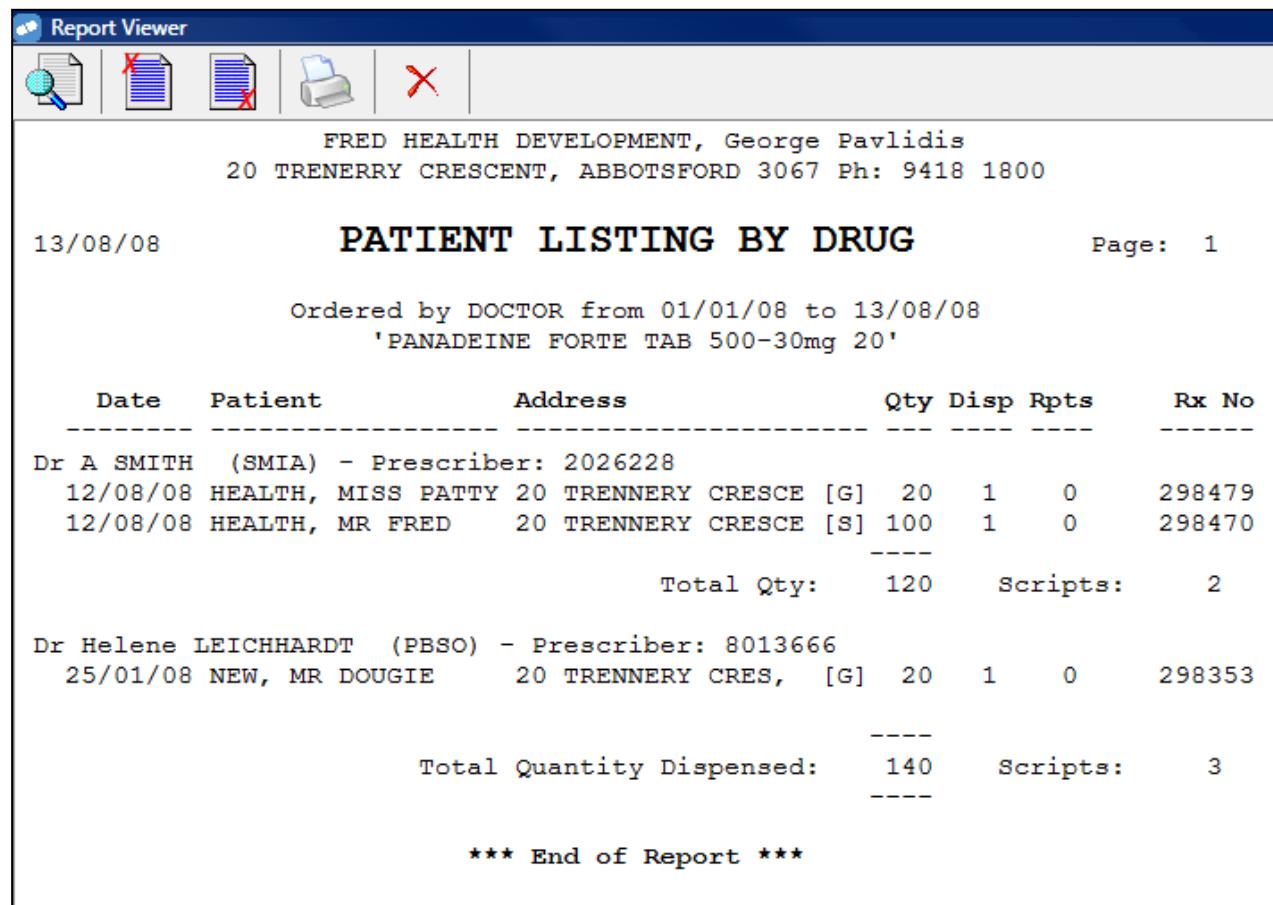
Report Order (P, D, A)

Choose whether the report is ordered by **<P>atient**, **<D>octor** or **D<A>te**. If **Doctor** order is chosen, User may search for a particular **Doctor** in field below or leave blank for all **Doctors**.

Patient/Doctor Total Only?

Set to <Y> to report totals for Patients or Doctors only, rather than individual script totals. Otherwise, leave as <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



The screenshot shows a Windows application window titled "Report Viewer". The window contains a report titled "PATIENT LISTING BY DRUG" dated 13/08/08, page 1. The report details prescription orders from a doctor named Dr A SMITH (SMIA) and Dr Helene LEICHHARDT (PBSO). The prescriptions are for "PANADEINE FORTE TAB 500-30mg 20". The data is presented in a table format with columns for Date, Patient, Address, Qty, Disp, Rpts, and Rx No.

Date	Patient	Address	Qty	Disp	Rpts	Rx No
12/08/08	HEALTH, MISS PATTY	20 TRENERRY CRESCE [G]	20	1	0	298479
12/08/08	HEALTH, MR FRED	20 TRENERRY CRESCE [S]	100	1	0	298470

		Total Qty:	120		Scripts:	2
25/01/08	NEW, MR DOUGIE	20 TRENERRY CRES, [G]	20	1	0	298353

		Total Quantity Dispensed:	140		Scripts:	3

		*** End of Report ***				

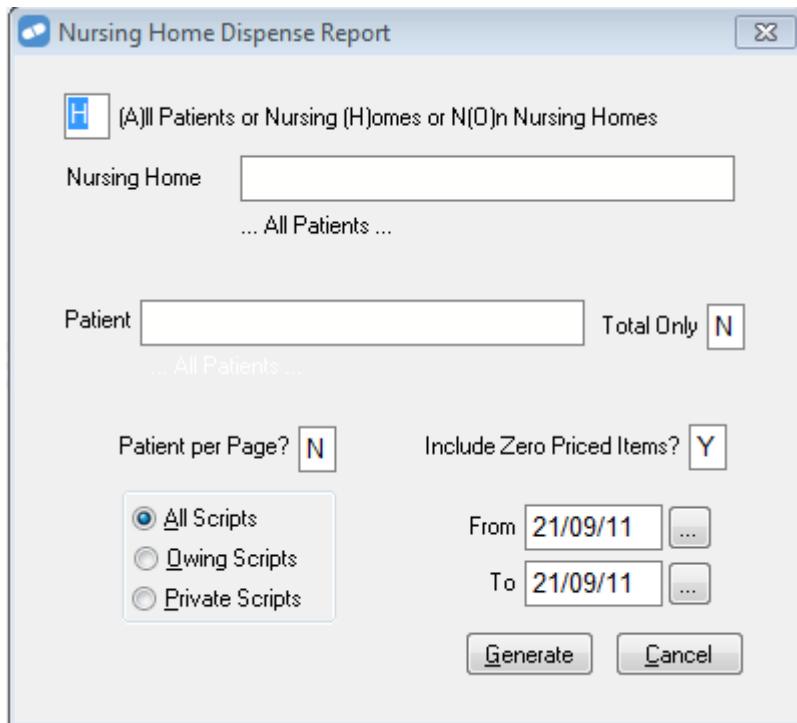
Nursing Home Reports Outlined

Although information reported in these reports was built with nursing home requirements in mind, they can also be used for non-Nursing Home Patients in **Fred Dispense**.

NURSING HOME DETAILED REPORT

<ALT+R> then <N> then <D>

Nursing Home Details Report provides full details of scripts dispensed within a specified Date Range. Report may be limited to a specific Nursing Home or Patient.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - (A)ll or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

Patient

Search may be limited to a single **Patient** by searching for **Patient** in this field.

Total Only?

Set to <Y> to print the Patient Total only. Set to <N> to print the price of each individual script.

Patient per Page?

Set to <Y> to start a new page for each Patient. Otherwise, leave as <N>.

Include Zero Priced Items?

Set to <Y> to include scripts with zero price in the report. Otherwise, set to <N>.

All Scripts, Owing Scripts or Private Scripts

Report may be limited to <O>wing Scripts and <P>rivate Scripts only by pressing <ALT+O> or <ALT+P> or by clicking on the button to select **Owing** or **Private**. . Otherwise, leave as <A>ll Scripts.

From Date

Select the date required to report from.

To Date

Select the date required to report to. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

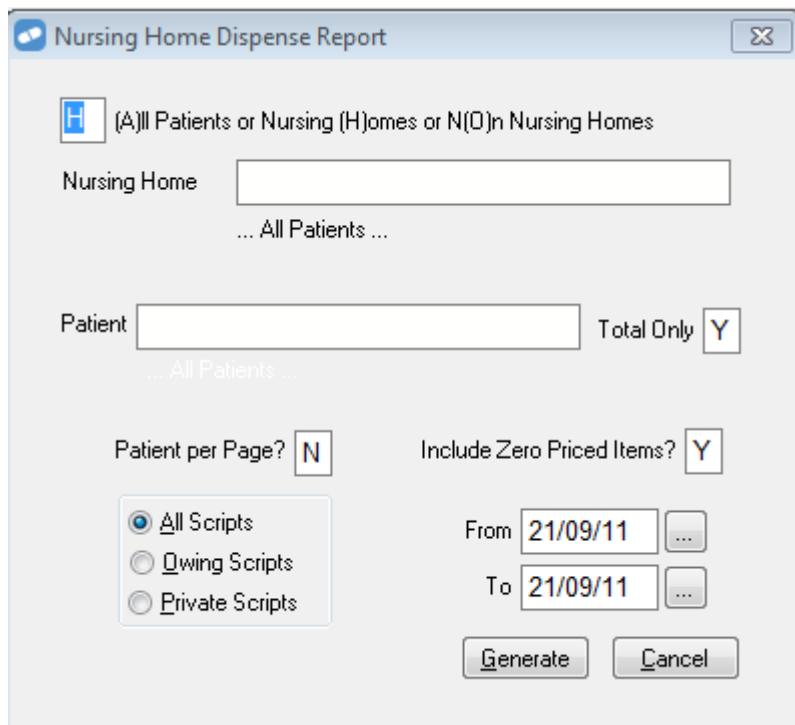
The screenshot shows a Windows application window titled "Report Viewer". The interface includes a toolbar with icons for search, print, and exit. The main content area displays a prescription dispense report. At the top, it shows the patient's name and address: "FRED HEALTH DEVELOPMENT, George Pavlidis" and "20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800". Below this, the report header reads "Dispense 'Tax Invoice' (ABN 99998897668) from 01/08/08 to 13/08/08". The report details the prescription for "Dr A SMITH (2026228)" at "20 TRENNERY CRESCENT, ABBOTSFORD 3067" with reference code "[S] CN804555522". The bottom section is a table of prescription items:

Supply Date	RxNo	Item & Qty	Price
04/08/08	298421	AMOX & CLAV AC GENRX TAB 875mg/125mg .. 10	N \$20.55
04/08/08	298422	LIPITOR TAB 20mg .. 30	N \$31.30
04/08/08	298423	BRUFEN TAB 400mg 30 .. 90	N \$19.00
04/08/08	298424	POLYGEL EYE-GEL 0.3%, 0.5g 30 .. 3	N \$31.30
* 04/08/08	298425	COUMADIN (GREEN) TAB 5mg .. 50	N \$18.30
* 04/08/08	298426	COUMADIN (LIGHT TAN) TAB 1mg .. 50	N \$16.65
05/08/08	298427	TRAMADOL (CHEM MART) CAP 50mg .. 20	N \$13.40
05/08/08	298428	FUCIDIN TAB 250mg .. 36	N \$31.30
05/08/08	298430	LOSEC TAB 10mg .. 90	N \$31.30
06/08/08	298431	GRISEOSTATIN TAB 330mg .. 28	P \$27.75
06/08/08	298432	LOPID TAB 600mg .. 60	N \$7.35
06/08/08	298433	URACOL SACH 4g .. 1	P \$17.60
06/08/08	298434	URACOL SACH 4g .. 1	P \$17.60
06/08/08	298435	LIPITOR TAB 10mg .. 30	N \$5.00
11/08/08	298439	GOPTEN CAP 1mg .. 28	N \$21.60

NURSING HOME SUMMARY REPORT

<ALT+R> then <N> then <S>

Nursing Home Summary Report provides a summarised version of the **Detailed Report**.



<A>ll Patients or Nursing <H>omes or

Select the type of patients to be reported on - **N<O>n Nursing Homes(A)ll or Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <**CTRL+L**> limits the report to a specific **Nursing Home**.

Patient

Search may be limited to a single **Patient** by searching for **Patient** in this field.

Total Only?

Summary Report will default to <**Y**> to print the Patient Total only.

Patient per Page?

Set to <**Y**> to start a new page for each Patient. Otherwise, leave as <**N**>.

Include Zero Priced Items?

Set to <**Y**> to include scripts with zero price in the report. Otherwise, set to <**N**>.

All Scripts, Owing Scripts or Private Scripts

Report may be limited to <**O**wing Scripts and <**P**rivate Scripts> only by pressing <**ALT+O**> or <**ALT+P**> or by clicking on the button to select **Owing** or **Private**. . Otherwise, leave as <**A**ll Scripts>.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

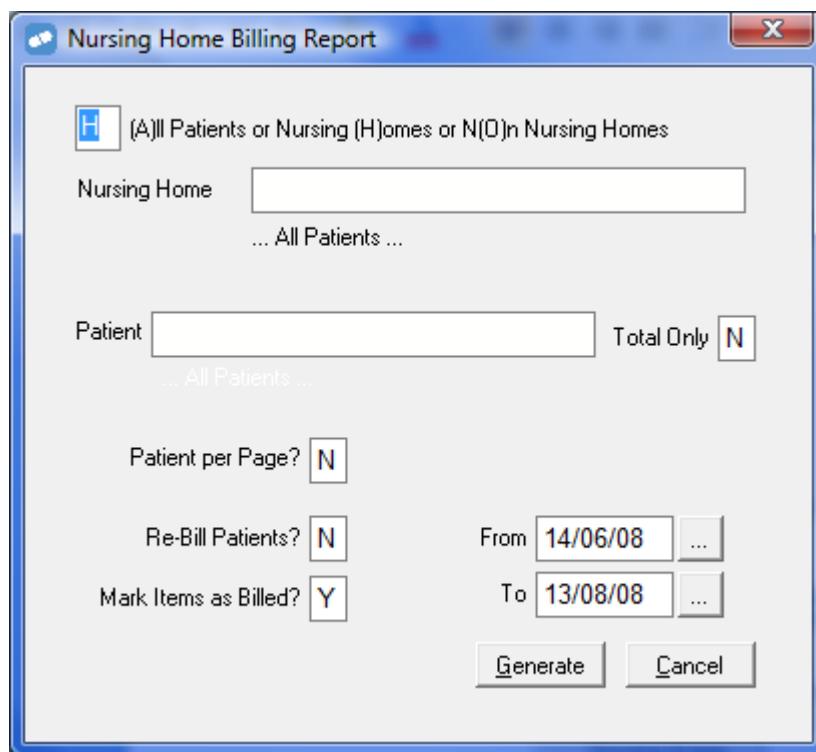
The screenshot shows a Windows application window titled "Report Viewer". The window contains a report for "FRED HEALTH DEVELOPMENT" located at "20 TRENNERY CRESCENT, ABBOTSFORD 3067". The report details a dispense from "01/08/08" to "13/08/08" for a "Tax Invoice" (ABN 99998897668). It lists two patients: "MR FRED" and "MISS PATTY", their addresses, and their respective amounts: \$894.15 and \$42.90. The total amount is \$937.05, with a note about GST. The report concludes with "*** End of Report ***".

Patient	Address	Amount
MR FRED	20 TRENNERY CRESCENT, ABBOTSFORD 3067	\$894.15
MISS PATTY	20 TRENNERY CRESCENT, ABBOTSFORD 3067	\$42.90
Nursing Home Total	(Total GST Amount \$5.04) (NHS: \$506.55 Private: \$430.50)	\$937.05

BILLING REPORTS

<ALT+R> then <N> then

Nursing Home Billing Report may be used to generate a Tax Invoice for a particular Nursing Home over a specified Date Range.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <**CTRL+L**> limits the report to a specific **Nursing Home**.

Patient

Search may be limited to a single **Patient** by searching for **Patient** in this field.

Total Only?

Summary Report will default to <**Y**> to print the Patient Total only.

Patient per Page?

Set to <**Y**> to start a new page for each Patient. Otherwise, leave as <**N**>.

Re-Bill Patients?

Set to <**Y**> to re-generate **Billing Report** for specified Date Range. Otherwise, leave as <**N**> to not include items previously billed for the Date Range.

Mark Items as Billed?

Set to <**Y**> to mark items included in report as Billed to the Patient. These items will not be included in subsequent reports for the same Date Range unless **Re-Bill Patients** is set to <**Y**>. Otherwise, leave as <**N**>

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

Billing 'Tax Invoice' (ABN 99998897668) from 14/06/08 to 13/08/08

FRED HEALTH NURSING HOME (FRED)
20 TRENNERY CRESCENT, ABBOTSFORD 3067

Ph: 1300730888
Fax: 1300731888

HEALTH, MR FRED
20 TRENNERY CRESCENT, ABBOTSFORD 3067

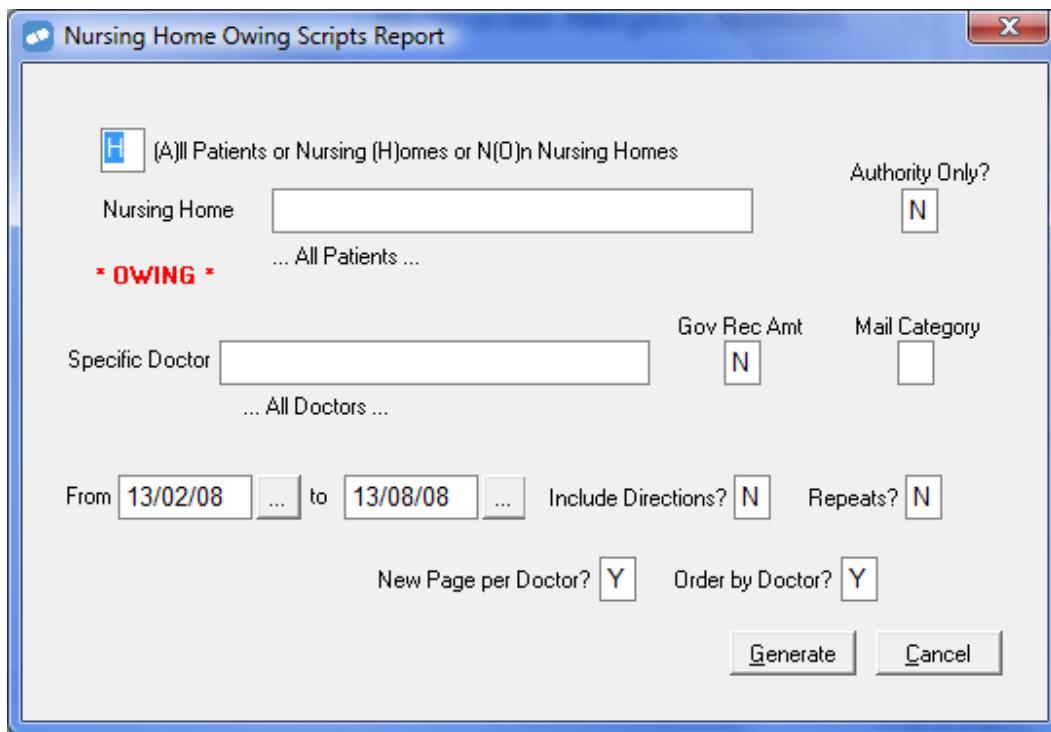
Dr A SMITH (2026228)
[S] CN804555522

Supply Date	RxNo	Item & Qty	Price
04/08/08	298421	AMOX & CLAV AC GENRX TAB 875mg/125mg .. 10	N \$20.55
04/08/08	298422	LIPITOR TAB 20mg .. 30	N \$31.30
04/08/08	298423	BRUFEN TAB 400mg 30 .. 90	N \$19.00
04/08/08	298424	POLYGEL EYE-GEL 0.3%, 0.5g 30 .. 3	N \$31.30
* 04/08/08	298425	COUMADIN (GREEN) TAB 5mg .. 50	N \$18.30
* 04/08/08	298426	COUMADIN (LIGHT TAN) TAB 1mg .. 50	N \$16.65
05/08/08	298427	TRAMADOL (CHEM MART) CAP 50mg .. 20	N \$13.40
05/08/08	298428	FUCIDIN TAB 250mg .. 36	N \$31.30
05/08/08	298430	LOSEC TAB 10mg .. 90	N \$31.30
06/08/08	298431	GRISEOSTATIN TAB 330mg .. 28	P \$27.75
06/08/08	298432	LOPID TAB 600mg .. 60	N \$7.35
06/08/08	298433	URACOL SACH 4g .. 1	P \$17.60
06/08/08	298434	URACOL SACH 4g .. 1	P \$17.60
06/08/08	298435	LIPITOR TAB 10mg .. 30	N \$5.00

NURSING HOME OWING SCRIPTS REPORT

<ALT+R> then <N> then <O>

Nursing Home Owing Script Report lists all Owing Scripts for a particular Nursing Home over a specified Date Range. It may also be used to report on Non Nursing Home Patients.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on – **(A)ll** or **Nursing Home Patients** only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

Authority Only?

Set to <Y> to limit report to **Authority Owing Scripts** only. Otherwise, set to <N>.

Specific Doctor

Search for and select required Doctor, or leave blank to include all Doctors in report.

Gov Rec Amt

Set to <Y> to include the **Government Recovery Amount** on the report. Otherwise, set to <N>.

Mail Category

Enter a **Mail Category** to limit report to only Patients within that **Mail Category**. Otherwise, leave blank.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Include Directions?

Set to <Y> to include **Directions** in report. Otherwise, set to <N>.

Repeats?

Set to <Y> to include number of **Repeats** on each Script in report. Otherwise, set to <N>.

New Page per Doctor?

Set to <Y> to start a new page for each **Doctor**. Otherwise, leave as <N> and report will print alphabetically by patient Surname.

Order by Doctor?

Set to <Y> to order report by **Doctor**. Otherwise, set to <N> to order report by **Patient**.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

The screenshot shows a Windows application window titled "Report Viewer". The interface includes a toolbar with icons for search, refresh, and print, followed by four red X buttons. The main content area displays a prescription list:

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

Owing Scripts from 13/02/08 to 13/08/08

FRED HEALTH NURSING HOME (FRED) Ph: 1300730888
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Fax: 1300731888

Dr A SMITH (2026228)
FPH, BEDFORD PARK

HEALTH, MR FRED [S] CN804555522
20 TRENNERY CRESCENT, ABBOTSFORD 3067 2188-36855-71

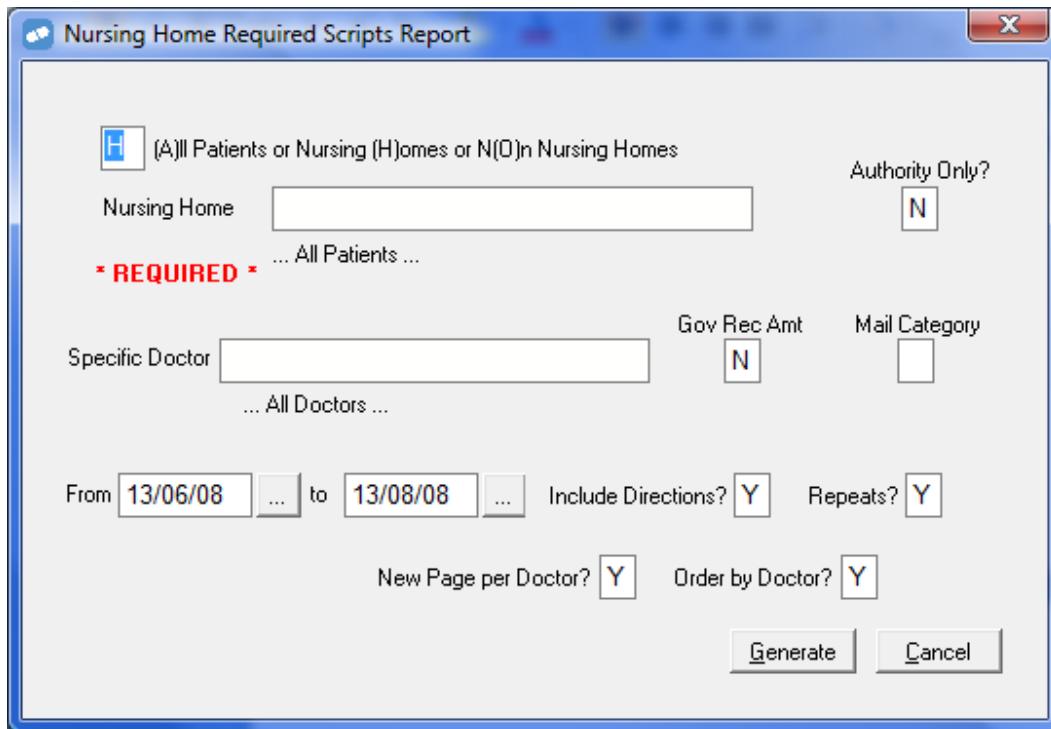
Supply Date	Item & Qty	Rx No
04/08/08	COUMADIN (GREEN) TAB 5mg x 50	298425
04/08/08	COUMADIN (LIGHT TAN) TAB 1mg x 50	298426

*** End of Report ***

NURSING HOME REQUIRED SCRIPTS REPORT

<ALT+R> then <N> then <R>

Nursing Home Required Scripts Report lists Patients that need new scripts, ie Patients that have 0 repeats or who are on their last repeat.



<A>ll Patients or Nursing <H>omes or N<O>n Nursing Homes

Select the type of patients to be reported on - **(A)ll** or **Nursing (H)ome** patients only or only **N(o)n-Nursing Home Patients**.

Nursing Home

If **Nursing (H)ome** patients are selected, leaving the **Nursing Home** area blank selects **All Nursing Homes** or entering **Fast code** or selecting from the list prompted by <CTRL+L> limits the report to a specific **Nursing Home**.

Authority Only?

Set to <Y> to limit report to **Required Authority Scripts** only. Otherwise, set to <N>.

Specific Doctor

Search for and select required Doctor, or leave blank to include all Doctors in report.

Gov Rec Amt

Set to <Y> to include the **Government Recovery Amount** on the report. Otherwise, set to <N>.

Mail Category

Enter a **Mail Category** to limit report to only Patients within that **Mail Category**. Otherwise, leave blank.

From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Include Directions?

Set to <Y> to include **Directions** in report. Otherwise, set to <N>.

Repeats?

Set to <Y> to include number of **Repeats** on each Script in report. Otherwise, set to <N>.

New Page per Doctor?

Set to <Y> to start a new page for each **Doctor**. Otherwise, set to <N>.

Order by Doctor?

Set to <Y> to print report in Doctor Surname Order. Otherwise, leave as <N> and report will print alphabetically by Patient Surname.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer

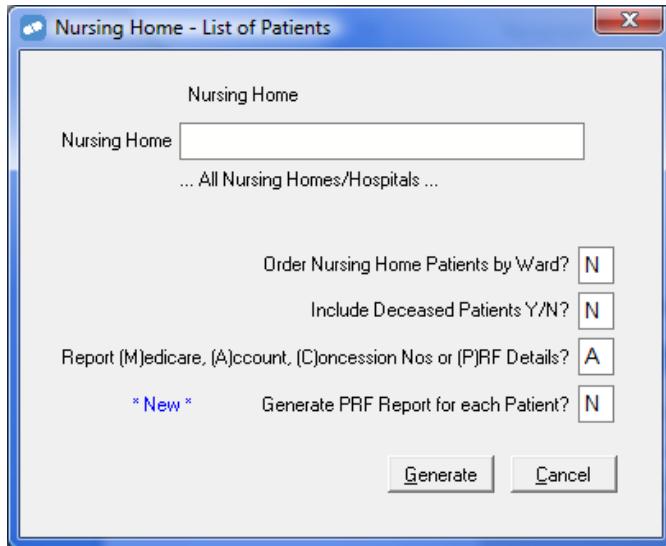
The screenshot shows a Windows application window titled "Report Viewer". The interface includes a toolbar with icons for search, refresh, print, and exit. The main content area displays a prescription list for a patient named FRED HEALTH DEVELOPMENT, George Pavlidis, located at 20 TRENNERY CRESCENT, ABBOTSFORD 3067, with a phone number of 9418 1800. The report is titled "Required Scripts from 13/06/08 to 13/08/08". Below this, the patient's details are listed: HEALTH, MR FRED, [S] CN804555522, address 20 TRENNERY CRESCENT, ABBOTSFORD 3067, and phone number 2188-36855-71. The prescription list is organized into columns: Supply Date, Item & Qty, Rpts, and Rx No. The items listed are MERSYNDOL CAPLET x 20, VENTOLIN CFC FREE MET-AERO 200 Dose x 1, VENTOLIN R-CAPS 200mcg x 100, and TAGAMET TAB 200mg x 28. Instructions like "Take" and "Shake well and inhale" are included in the item descriptions.

Supply Date	Item & Qty	Rpts	Rx No
12/08/08	MERSYNDOL CAPLET x 20 Take	0	298454
12/08/08	VENTOLIN CFC FREE MET-AERO 200 Dose x 1 Shake well and inhale	0	298455
12/08/08	VENTOLIN R-CAPS 200mcg x 100 Inhale the contents of	0	298456
12/08/08	TAGAMET TAB 200mg x 28 Take	0	298457

LIST OF PATIENTS REPORT

<ALT+R> then <N> then <L>

List of Patients Report prints a list of all Patients in a particular **Nursing Home**.



Nursing Home

If **Nursing Home** field is left blank, **All Nursing Homes** are included in report. Otherwise, enter **Fast code** or select from the list prompted by <CTRL+L> to limit the report to a specific **Nursing Home**.

Order Nursing Home Patients by Ward?

Set to <Y> to sort Nursing Home Patients by **Ward** in report. Otherwise, to sort by Patient Surname, set to <N>.

Include Deceased Patients Y/N?

Set to <Y> to include **Deceased Patients** in report. Otherwise, set to <N>.

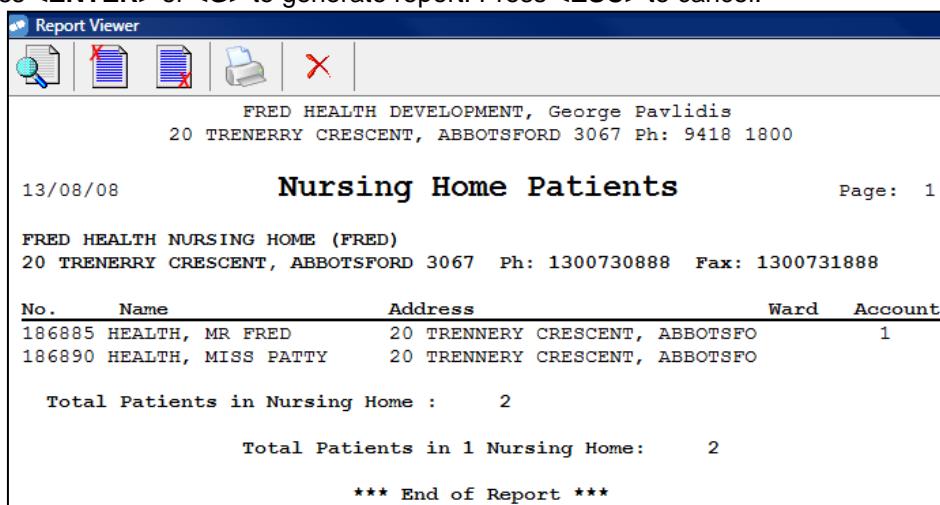
Report <M>edicare, <A>ccount, <C>oncession Nos or <P>RF Details for each Patient?

Option to report either **Medicare, Account, Concession or PRF** details for each patient.

Generate PRF Report for each Patient?

Set to <Y> to automatically generate a **PRF Report** for each Patient after Patient List report is generated. Otherwise, set to <N>.

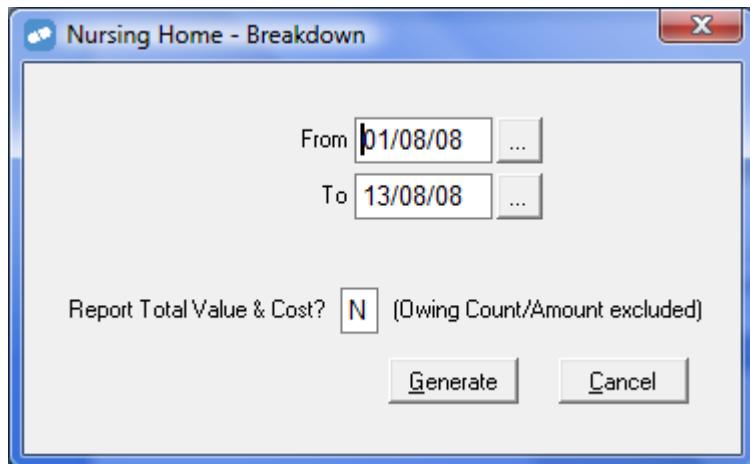
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.



NURSING HOME BREAKDOWN REPORT

<ALT+R> then <N> then <K>

The **Nursing Home Breakdown Report** is a very handy report for sites that have multiple **Nursing Homes**. This produces a report of script analysis for each **Nursing Home** in a single report.



From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Report Total Value & Cost?

Set to <Y> to include **Total Value** and **Cost Price** of Scripts on report. Otherwise, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

Nursing Home	RxCnt	Patient Contrib	Govt Rec.	Gross Profit	Owing Count	Owing Amount
FRED HEALTH NURSING H	50	932.01	4080.09	615.68	2	
ST. ANDREWS HOSPITAL	1	6.20	9.79	7.31	0	
[Non-Home/Hosp]	1	20.65	0.00	11.97	0	
Totals for 3 shown	52	958.86	4089.88	634.96	2	0.00

Note - GST collected on taxable sales NOT included above is: \$5.04

- Owing Amount is Total Government Recovery on Owing scripts.
(It is assumed that the Patient Contribution amounts for Owing scripts have been received !)

*** End of Report ***

Other Reports Menu Items

The **Aged Scripts Reports Menu** may only be used if the Pharmacy has archived old data. The reports in this menu are the same as the reports previously discussed, but use the archived script database rather than the current script database. See **Script Archive Section Page 257**

VIEW LAST REPORT

<CTRL+V>

View Last Report is used as a short-cut to re-display the last report generated. Press **<CTRL+V>** from anywhere during the dispensing process to automatically re-display the last report generated.

LAST REPORT TO ASCII

<ALT+R> then <L>

Last Report to ASCII writes the last generated report into a file that may be able to be exported into other programs such as Excel.

When the report is written to the ASCII file it will be called Fredrep.rep and will be located in the \Fred\Reps folder of the local computer

Pharmpay Claim

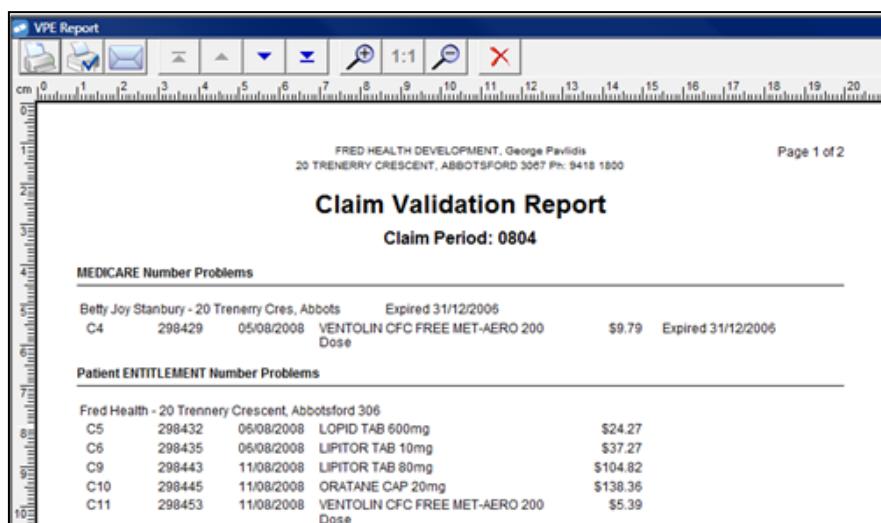
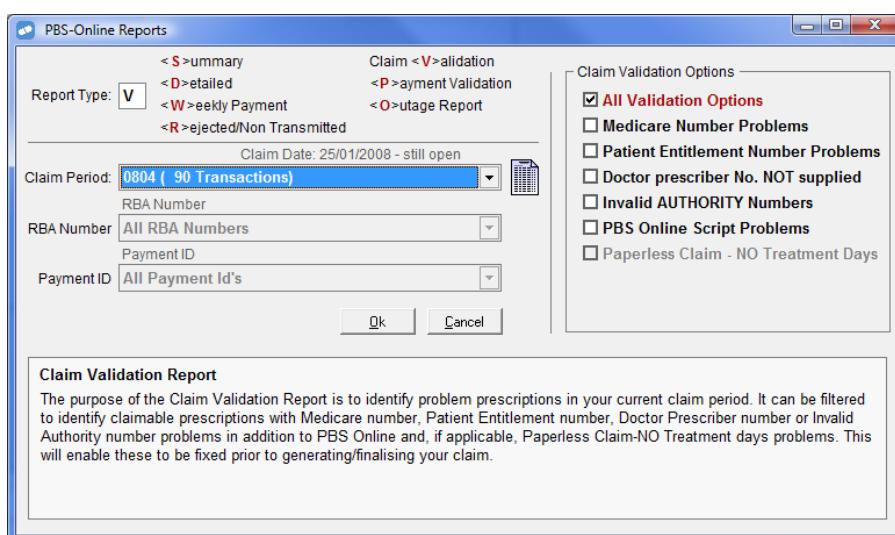
Pharmpay Claim is the claim a Pharmacy makes to Medicare Australia to receive payment for any PBS scripts dispensed where the cost of the drug was higher than the maximum PBS Patient Contribution.

Fred Dispense has a number of reports and checks that should be run before generating your Pharmpay Claim to ensure the information sent to Medicare Australia is as accurate and complete as possible.

RECOMMENDED PHARMPAY CLAIM STEPS

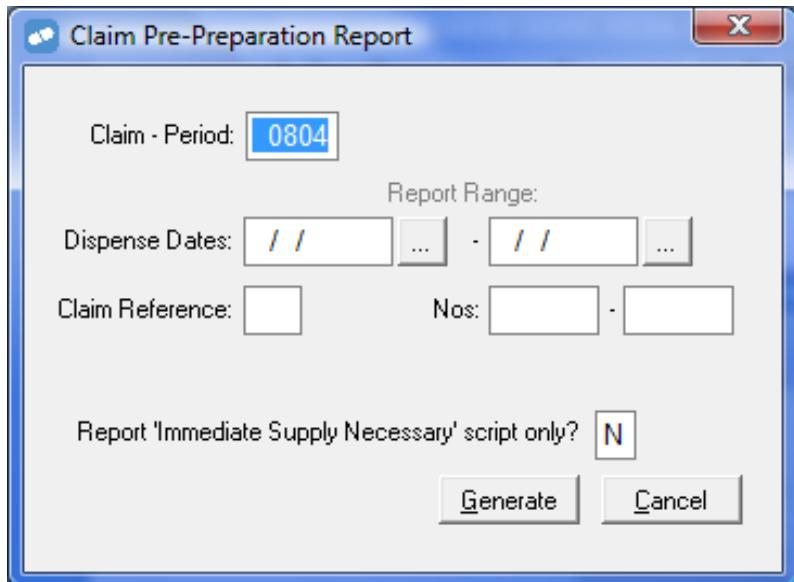
1. Claim Validation Report (<ALT+C> then)

- It is highly recommended that the **Claim Validation Report** is generated regularly throughout the month and immediately prior to finalising claims to highlight problem prescriptions and eliminate the possibility of prescriptions being rejected for payment by Medicare Australia.
- This is particularly important if dispensing numerous prescriptions with the **<D>ispense as NHS now, enter Medicare details later** option, where it would be very easy for prescriptions to be submitted for payment without Medicare Details.
- If the **Claim Validation Report** is run frequently, these prescriptions can be fixed as the claim is building rather than a bulk fix at the time of claim generation.
- Click <OK> or <ALT+O> to generate report. Press <ESC> to cancel.



2. Pre-Preparation Report (<ALT+C> then <P>)

The **Pre Preparation Report** prints a list of all scripts that are to be included in the current Claim. This report should be run regularly to check against the hard copy scripts to ensure all the required scripts are accounted for.



Claim Period

The **Claim Period** will default to the current period. To view a **Pre-Preparation Report** for a previous **Claim Period**, simply type in the required **Claim Period**.

Dispense Dates

Report may be limited to a **Dispense Date Range** less than the Claim Period so scripts can be checked frequently. Enter the Start Date and Finish Date or select Dates from the Calendar by clicking on the drop-down arrow on the Date fields. To report on the entire Claim Period, leave these dates blank.

Claim Reference

Report may be limited to scripts of a certain type being **Doctors ag, <C>oncession, <E>ntitlement, <G>eneral or <R>epat**. Enter the **Claim Reference** letter in this field to limit report to that Reference type. Otherwise, leave blank to list all scripts.

Nos

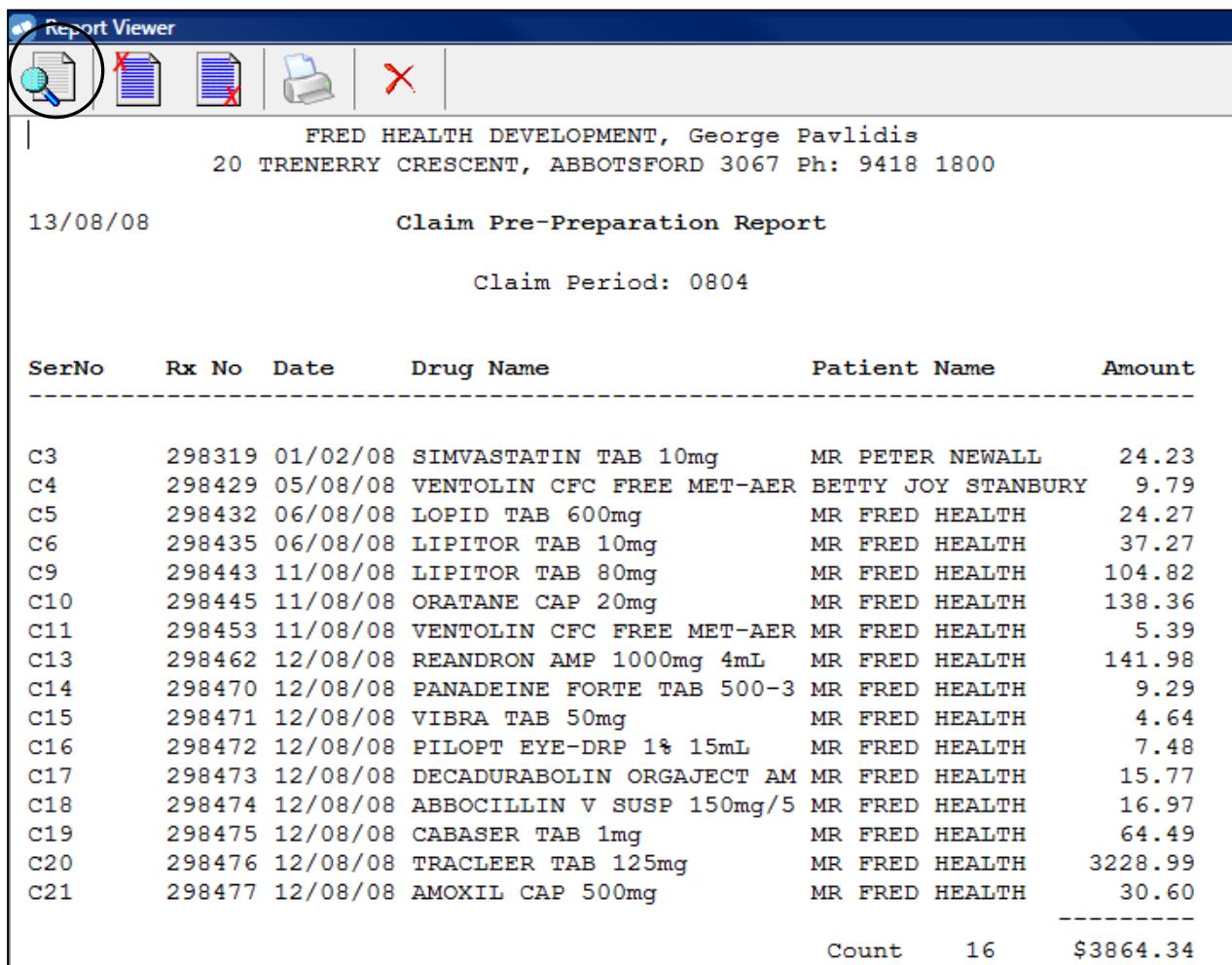
If a **Claim Reference** is entered, report may be further limited to a specified range of **Serial Numbers**. Enter the required Starting and Finishing **Serial Numbers**, or leave blank to report on all available **Numbers** for that **Claim Reference**.

Report 'Immediate Supply Necessary'

Set to <Y> to limit report to scripts dispensed as **script only?Reg24** only. Otherwise, set to <N>.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

- Once the report displays, to search for a **specific item** by using the **Find icon**.

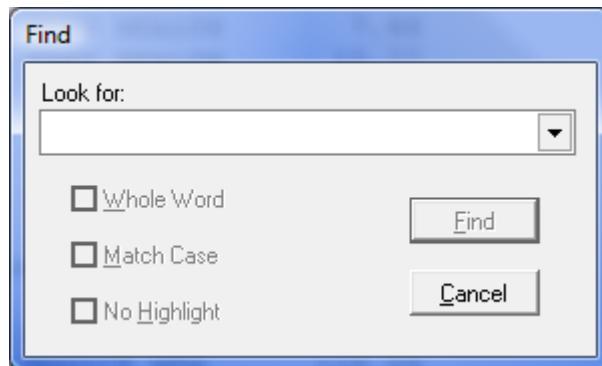


FRED HEALTH DEVELOPMENT, George Pavlidis
20 TRENERRY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

13/08/08 Claim Pre-Preparation Report

Claim Period: 0804

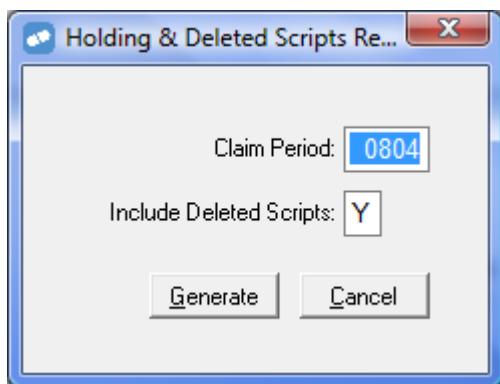
SerNo	Rx No	Date	Drug Name	Patient Name	Amount
C3	298319	01/02/08	SIMVASTATIN TAB 10mg	MR PETER NEWALL	24.23
C4	298429	05/08/08	VENTOLIN CFC FREE MET-AER	BETTY JOY STANBURY	9.79
C5	298432	06/08/08	LOPID TAB 600mg	MR FRED HEALTH	24.27
C6	298435	06/08/08	LIPITOR TAB 10mg	MR FRED HEALTH	37.27
C9	298443	11/08/08	LIPITOR TAB 80mg	MR FRED HEALTH	104.82
C10	298445	11/08/08	ORATANE CAP 20mg	MR FRED HEALTH	138.36
C11	298453	11/08/08	VENTOLIN CFC FREE MET-AER	MR FRED HEALTH	5.39
C13	298462	12/08/08	REANDRON AMP 1000mg 4mL	MR FRED HEALTH	141.98
C14	298470	12/08/08	PANADEINE FORTE TAB 500-3	MR FRED HEALTH	9.29
C15	298471	12/08/08	VIBRA TAB 50mg	MR FRED HEALTH	4.64
C16	298472	12/08/08	PILOPT EYE-DRP 1% 15mL	MR FRED HEALTH	7.48
C17	298473	12/08/08	DECADURABOLIN ORGAJECT AM	MR FRED HEALTH	15.77
C18	298474	12/08/08	ABBOCILLIN V SUSP 150mg/5	MR FRED HEALTH	16.97
C19	298475	12/08/08	CABASER TAB 1mg	MR FRED HEALTH	64.49
C20	298476	12/08/08	TRACLEER TAB 125mg	MR FRED HEALTH	3228.99
C21	298477	12/08/08	AMOXIL CAP 500mg	MR FRED HEALTH	30.60
					Count 16 \$3864.34



- Type in details of the script to be searched for (**e.g. <E7> or <Kalixocin>**), click on **<Find>** and press **<ENTER>**.
- There is no need to print a full **Pre-Preparation Report** as this report can be generated and viewed any time. Old reports are accessed quickly by using **<ALT+C>** then **<W>**.

3. Holding/Deleted Scripts Report (<ALT+C> then <H>)

The **Holding /Deleted Scripts Report** is used to check that scripts that are **On Hold** are accounted for.



Claim Period

The **Claim Period** will default to the current period. To search a previous **Claim Period**, simply type in the required **Claim Period**.

Include Deleted Scripts

Set to <Y> to include scripts that have been **Deleted**. Otherwise, set to <N>.

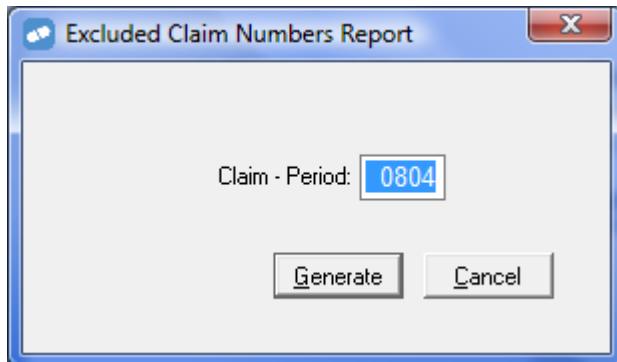
- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

Report Viewer					
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENNERY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800					
13/08/08		Holding & Deleted Scripts			
Claim Period: 0804					
SerNo	Rx No	Date	Drug Name	Patient Name	

X B1	298436	07/08/08	CILICAINE SYRNG 1.5g	DR D	FREDHEALTH
X B2	298437	07/08/08	BENPEN VL 600mg (Dr Bag)	1 DR D	FREDHEALTH
X B3	298451	11/08/08	VENTOLIN NEB 2.5mg 30	MR DEAN	DOCTOR
X C1	298321	25/01/08	DUROGESIC 100 PTCH 16.8mg	MR DOUGIE	NEW
X C2	298322	25/01/08	ABBOCILLIN V SYRP 125mg/5m	MR DOUGIE	NEW
X C7	298438	11/08/08	ZOTON CAP 15mg	MR FRED	HEALTH
X C8	298438	11/08/08	ZOTON CAP 15mg	MR FRED	HEALTH
X C12	298458	12/08/08	TILADE COMBI CFC FREE MET-	MR FRED	HEALTH
X G9	298344	25/01/08	LIPEX TAB 20mg	MR DOUGIE	NEW
X G11	298354	25/01/08	BUPROPION-RL SR-TAB 150mg,	MR DOUGIE	NEW
X G12	298395	05/05/08	ADALIMUMAB PFS 40mg/0.8mL	MR JUNE	PBS
X G13	298416	04/06/08	MESALAZINE EC-TABS 500mg	MR JULY	PBS
X G19	298448	11/08/08	REANDRON AMP 1000mg 4mL	MISS PATTY	HEALTH
Count 13					
*** End of Report ***					

4. Excluded Claim Numbers Report (<ALT+C> then <E>)

Similar to the **Holding/Deleted Scripts Report**, the **Excluded Claim Numbers Report** provides a summary of other scripts excluded from the claim.



Claim Period

The **Claim Period** will default to the current period. To search a previous **Claim Period**, simply type in the required **Claim Period**.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.

FRED HEALTH DEVELOPMENT, George Pavlidis
 20 TRENERRY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800

13/08/08 **Excluded Claim Numbers**

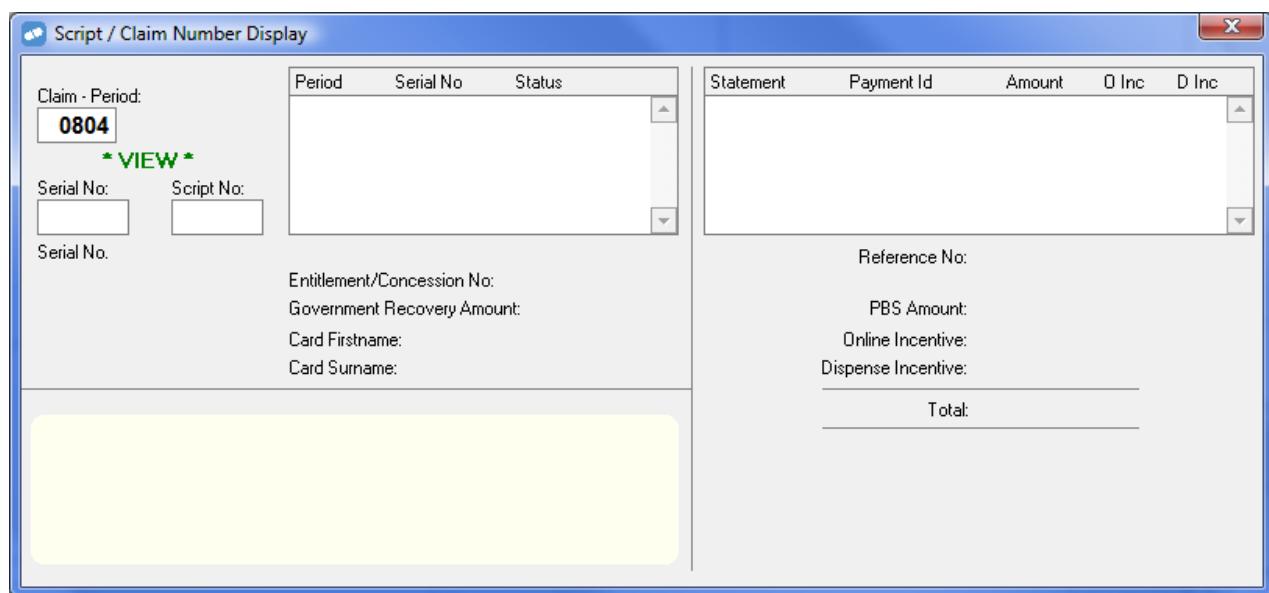
Claim Period: 0804

| Claim No |
|----------|----------|----------|----------|----------|----------|----------|----------|
| B1 | B2 | B3 | | | | | |
| G9 | G11 | G12 | G13 | G19 | | | |
| C1 | C2 | C7 | C8 | C12 | | | |

	Allocated	Omitted	Claimed
Claim Numbers - Doctors Bag	3	3	0
- General	23	5	18
- Concessional	21	5	16
- Entitlement	0	0	0
- Repat	0	0	0
Total Numbers in Claim 0804	47	13	34

5. Script/Claim Number Display (<ALT+C> then <S>)

Use **Script/Claim Number Display** to locate any lost scripts. This allows you to enter a script number or serial number and search for the required item. The script can then be cancelled or withheld from the claim.



Claim Period

The **Claim Period** will default to the current period. To search a previous **Claim Period**, simply type in the required **Claim Period**.

Serial No

Enter the missing **Serial Number** and press <ENTER>. Matching script details will be displayed in the bottom window.

Script No

Enter the missing **Script Number** and press <ENTER>. Matching script details will be displayed in the bottom window.

'**Holding**' or '**Cancelled**' will appear below the **Serial Number** field if applicable, otherwise the script will display as '**Active**'.

- If the item has been altered from a General to a Concession (or other such reclaim) the original serial number and the current number will display.
- The **Government Recovery** cost (the amount you will NOT be paid if the item is not claimed) displays as well.
- To **Edit, Cancel or Hold** the item, press <F4>. The **Wait** screen appears for that script. Press <H> to Hold or <C> to Cancel or <E> to Edit.

CANCEL CLAIM NUMBERS

<ALT+C> then <C>

Cancel Claim Numbers allows you to cancel items from the claim as a batch using serial numbers. (This does not cancel scripts, just claim numbers).

The screenshot shows the 'Cancel Claim Numbers' dialog box. On the left, there's a section for entering a 'Claim - Period' (set to '0804') and buttons for 'Serial No:' and 'Script No:', with a large yellow button labeled '* CANCEL *' above them. To the right are two scrollable lists: one for 'Period', 'Serial No', and 'Status', and another for 'Statement', 'Payment Id', 'Amount', 'O Inc', and 'D Inc'. Below these lists are several text input fields: 'Entitlement/Concession No:', 'Government Recovery Amount:', 'Card Firstname:', 'Card Surname:', 'Reference No:', 'PBS Amount:', 'Online Incentive:', 'Dispense Incentive:', and a 'Total:' field.

Claim Period

The **Claim Period** will default to the current period. To search a previous **Claim Period**, simply type in the required **Claim Period**.

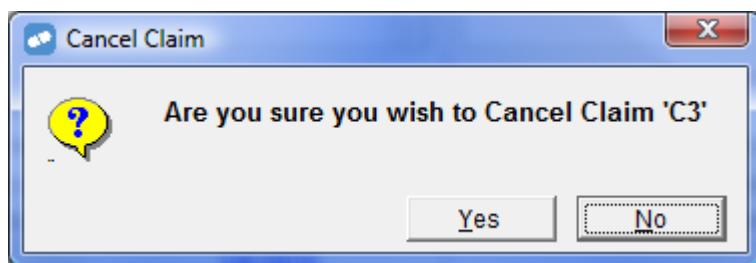
Serial No

Enter the **Serial Number** to be cancelled and press <ENTER>. Matching script details will be displayed in the bottom window.

Script No

Enter the **Script Number** to be cancelled and press <ENTER>. Matching script details will be displayed in the bottom window.

- **Fred Dispense** will then prompt to confirm the **Cancel Claim Number**.
- Press <ENTER> or click <Yes> to confirm.
- To cancel action, press <ESC> or click <No>.



The script's serial number is displayed to the RIGHT of the label. Usually it is something like R43, G512 or C91. Serial numbers will not display if the script is not claimable.

HOLD CLAIM NUMBERS

<ALT+C> then <O>

Fred Dispense will remove an item temporarily from claim by placing a Holding Indicator on it. The item will appear highlighted in a different colour in Patient History.

The screenshot shows the 'Hold Claim Numbers' window. On the left, there's a 'Claim - Period:' field containing '0804' with a green asterisked label '*** HOLD ***' above it. Below it are 'Serial No.' and 'Script No.' fields. To the right, there are two large tables. The top table has columns for 'Period', 'Serial No.', and 'Status'. The bottom table has columns for 'Statement', 'Payment Id', 'Amount', 'D Inc', and 'D Inc'. Between these tables are fields for 'Entitlement/Concession No.', 'Government Recovery Amount', 'Card Firstname', and 'Card Surname'. To the right of the tables are fields for 'Reference No.', 'PBS Amount', 'Online Incentive', 'Dispense Incentive', and a 'Total:' label with a blank line below it.

Claim Period

The **Claim Period** will default to the current period. To search a previous **Claim Period**, simply type in the required **Claim Period**.

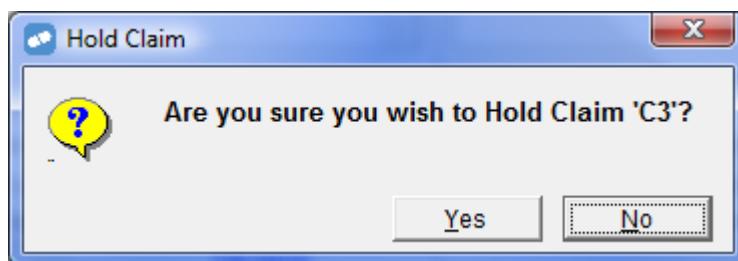
Serial No

Enter the **Serial Number** to be put **On Hold** and press <ENTER>. Matching script details will be displayed in the bottom window.

Script No

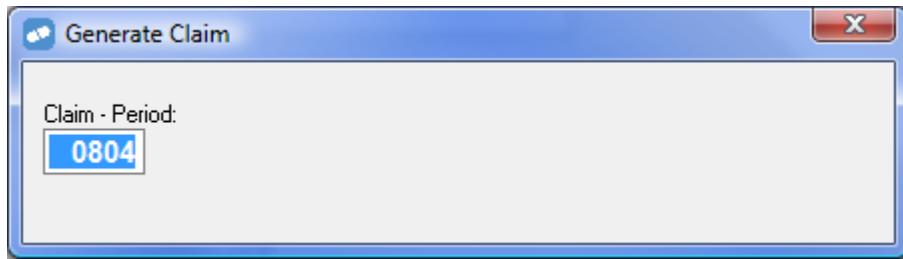
Enter the **Script Number** to be put **On Hold** and press <ENTER>. Matching script details will be displayed in the bottom window.

- **Fred Dispense** will then prompt to confirm the **Hold Claim Number**.
- Press <ENTER> or click <Yes> to confirm.
- To cancel action, press <ESC> or click <No>.



- When placing a claim number on Hold from a previous claim, you will need to **regenerate** that claim file (See Step No. 6) before resubmitting to Medicare Australia.

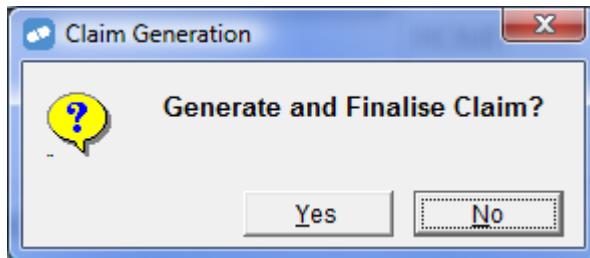
6. Claim file Generation (<ALT+C> then <G>)



Claim Period

The **Claim Period** will default to the current period. To re-generate a previous **Claim Period**, simply type in the required **Claim Period**. This is used when scripts details such as entitlement numbers are changed or scripts put on hold after claim file has been generated. Re-generating the claim will ensure that the new details will be saved on the claim file.

- Press <ENTER> to generate claim file. **Fred Dispense** will then prompt to confirm generation and finalisation of Claim File. Press <ENTER> or click <Yes> to confirm. To cancel generation of Claim File, press <ESC> or click <No>.



- Fred Dispense** will then automatically generate the **Pharmpay Claim Report** to the screen.

Report Viewer					
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENERRY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800					
13/08/08					
Pharmpay Claim Report					
Claim Period: 0804					
SerNo	Rx No	Date	Drug Name	Patient Name	Amount
<hr/>					
C3	298319	01/02/08	SIMVASTATIN TAB 10mg	MR PETER NEWALL	24.23
C4	298429	05/08/08	VENTOLIN CFC FREE MET-AER	BETTY JOY STANBURY	9.79
C5	298432	06/08/08	LOPID TAB 600mg	MR FRED HEALTH	24.27
C6	298435	06/08/08	LIPITOR TAB 10mg	MR FRED HEALTH	37.27
C9	298443	11/08/08	LIPITOR TAB 80mg	MR FRED HEALTH	104.82
C10	298445	11/08/08	ORATANE CAP 20mg	MR FRED HEALTH	138.36
C11	298453	11/08/08	VENTOLIN CFC FREE MET-AER	MR FRED HEALTH	5.39
C13	298462	12/08/08	REANDRON AMP 1000mg 4mL	MR FRED HEALTH	141.98
C14	298470	12/08/08	PANADEINE FORTE TAB 500-3	MR FRED HEALTH	9.29
C15	298471	12/08/08	VIBRA TAB 50mg	MR FRED HEALTH	4.64
C16	298472	12/08/08	PILOPT EYE-DRP 1% 15mL	MR FRED HEALTH	7.48
C17	298473	12/08/08	DECADURABOLIN ORGAJECT AM	MR FRED HEALTH	15.77
C18	298474	12/08/08	ABBECILLIN V SUSP 150mg/5	MR FRED HEALTH	16.97
C19	298475	12/08/08	CABASER TAB 1mg	MR FRED HEALTH	64.49
C20	298476	12/08/08	TRACLEER TAB 125mg	MR FRED HEALTH	3228.99
C21	298477	12/08/08	AMOXIL CAP 500mg	MR FRED HEALTH	30.60
<hr/>					
				Count	16
				\$3864.34	

7. Send supporting documents to Medicare Australia.

EXTRA STEPS WHICH MAY BE REQUIRED BEFORE CLAIM FILE GENERATION

RETURNED SCRIPTS FROM MEDICARE AUSTRALIA (NHS RETURN)

- If scripts are returned, take note of the errors specified for each script.
- Correct errors by editing the script: <F4> or <CTRL+E> followed by script number brings up the **Wait Screen**.
- Alternatively to search by **Serial Number**, press <ALT+C> then <S>.
- Change the **Claim Period** back to the correct claim, enter the serial number and press <ENTER>. <F4> then brings up the script at the **Wait Screen**.
- At **Wait Screen**, make correction as required and save Script.
- You will then be returned to the **Wait Screen** where you can choose <M> to reclaim and script will be added to current claim.
- A new label will print with coding sticker to stick onto the script. Add to script bundle.

RESUBMIT ITEM TO CLAIM

- <F4> or <CTRL+E> followed by script number brings up the **Wait Screen**.
- Alternatively to search by **Serial Number**, press <ALT+C> then <S>.
- Change the **Claim Period** back to the correct claim, enter the serial number and press <ENTER>. <F4> then brings up the script at the **Wait Screen**.
- At **Wait Screen**, choose <M> to reclaim and script will be added to current claim.
- A new label will print with coding sticker to stick onto the script. Add to script bundle.

RECLAIM ITEM WITH CHANGED ENTITLEMENT

- <F4> or <CTRL+E> followed by script number brings up the **Wait Screen**.
- Alternatively to search by **Serial Number**, press <ALT+C> then <S>.
- Change the **Claim Period** back to the correct claim, enter the serial number and press <ENTER>. <F4> then brings up the script at the **Wait Screen**.
- You will then be returned to the **Wait Screen** where you can choose <M> to reclaim and script will be added to current claim.
- If Patient's Entitlement Details have changed since Script was dispensed, a window will appear:

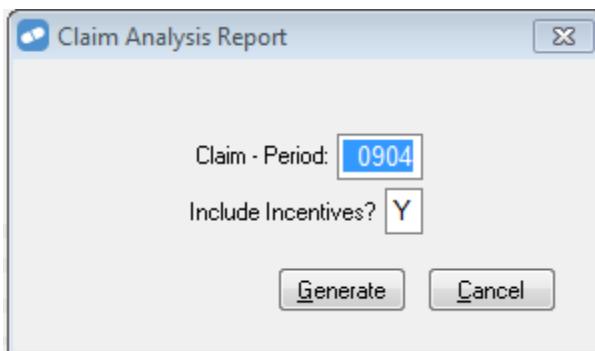


- If the item is to be reclaimed with the original status, click <No>.
- If it is to be reclaimed with the new status, press <ENTER> or click <Yes>.
- A new label will print with coding sticker to stick onto the script.
- Add to script bundle.

EXTRA STEPS WHICH MAY BE REQUIRED AFTER CLAIM FILE GENERATION

CLAIM ANALYSIS REPORT (<ALT+C> THEN <A>)

The **Claim Analysis Report** lists a summary of scripts claimed. It is not required for the claim but can be kept for reference.



Claim Period

The **Claim Period** will default to the current period. To search a previous **Claim Period**, simply type in the required **Claim Period**.

Include Incentives?

Set to <Y> to include the **Generic Dispense Incentives**.

- Press <ENTER> or <G> to generate report. Press <ESC> to cancel.
-

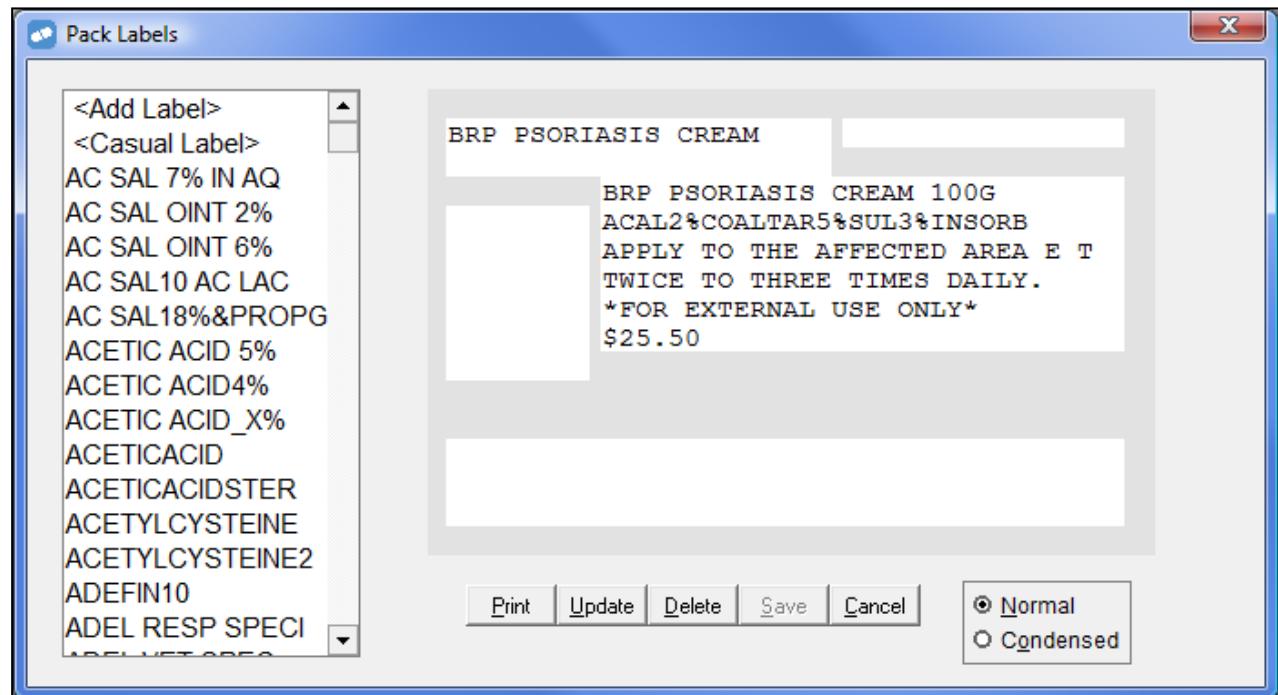
	Count	Amount	Incent	Total
Doctors Bag	0	0.00	0.00	0.00
General	8	2130.88	0.00	2130.88
Concession	9	185.46	0.00	185.46
Entitlement	4	134.82	0.00	134.82
Repatriation	3	183.31	0.00	183.31
CTG Under Co-pay Gen	0	0.00	0.00	0.00
CTG Under Co-pay Con	0	0.00	0.00	0.00
CTG Under Co-pay Rep	0	0.00	0.00	0.00
GST				0.00
Total	24	2634.47	0.00	2634.47

LABELS

PACK LABELS

<ALT+A> then <L>

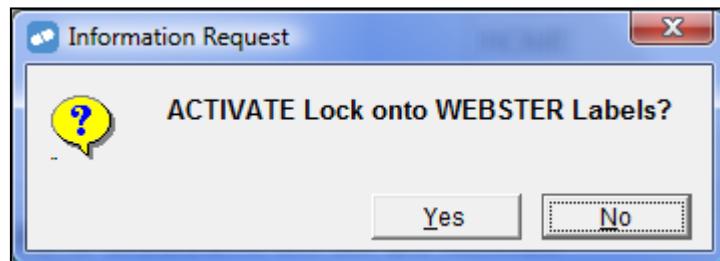
Pack labels are free-text labels that are used to label items that are not dispensed. Eg. An extemporaneous cream manufactured in the Pharmacy. These can be saved for future reprinting for regularly used items.



- To print **existing Pack Label**, use **<Down Arrow>** and **<Up Arrow>** or click mouse to select the required **Pack Label**.
- Press **<ALT+P>** or click **<Print>**.
- To **Add a new Pack Label**, use **<Down Arrow>** and **<Up Arrow>** or click mouse to select **<Add Label>**.
- A blank **Pack Labels** window will appear.
- Enter required details.
- You will notice the Pack Labels layout defaults to your specified Label Format in **Setup – Dispense Options**.
- Choose whether the print is to be **<N>ormal** or **C<O>ndensed**.
- Click **<Save>** or press **<ALT+S>** to save new **Pack Label**.
- Use the **<Casual label>** option when you want to print a label for a one-off item.
- This **Casual Label** will not be saved as a **Pack Label**.

WEBSTER SYSTEM LABELS

- To activate this feature, go to **Setup – Dispense Options – Label Printer** and set <Y> in the **Webster System Labels** option.
- Webster System Labels** are produced by pressing <**CTRL+B**>, which turns Webster System Labels on and off during dispensing.



- All other steps eg entering drug & directions remain the same.
- After entry of directions, **Fred Dispense** will display a box with dose times to enter for printing on label (as per figure below)

The screenshot shows the 'Fred Dispense' software interface. The main window displays a prescription for 'COUMADIN (GREEN) TAB 5MG' for 'MR FRED HEALTH' on '13/08/08'. The prescription details include '20 TRENNERY CRESCENT, ABBOTSFORD 3067', 'M T Nh FRED [H] SCN-804-555-522', 'Debt 1 Age 30 yrs 1 mth to 12/12/09', and 'MCare 2188-36855-71 to 08/2009'. The prescription shows 'Take 1 d ad' with 'Repeats 2' and 'Quantity 50'. To the right, 'Drug Details' for WARFARIN SODIUM (G) are listed, including its class (Anticoags Oral), manufacturer (Sigma Pharmaceuticals), and cost (\$6.62). A note indicates a different strength was dispensed on 04/08/08. The software also shows a history of prescriptions and a list of drugs. A circled area highlights the 'Time 1' through 'Time 6' fields where dose times are entered.

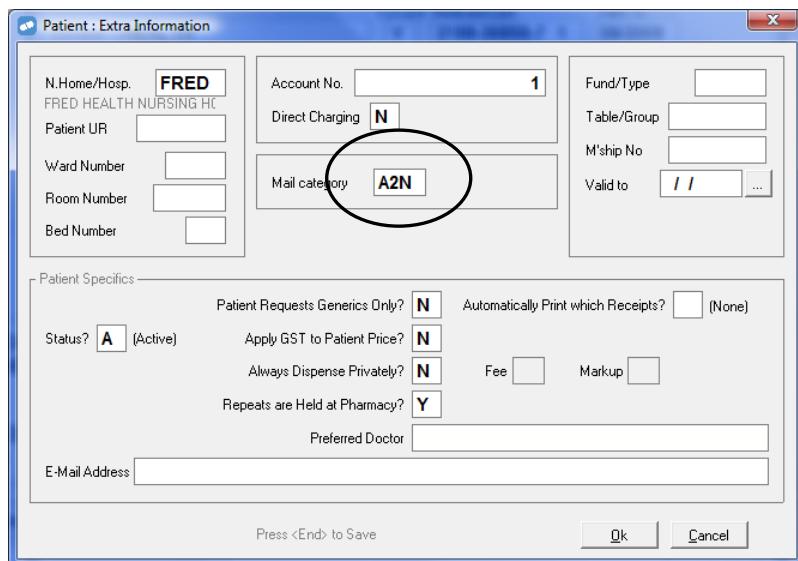
- Enter appropriate times and complete dispensing.
- Webster System Labels** are printed on the **Alternate Printer** as set under **Setup – System Configuration**. See [System Configuration](#) Page 48

MAILING LABELS

<ALT+A> then <A>

Fred Dispense has the ability to assign Patients to a particular **Mail Category** in order to produce a printout of address labels for all Patients within a particular **Mail Category**.

The **Mail Category** assigned may be 1 alphabetical or numerical digit and is entered into the individual patient record under the **Extra Information** area under **Mail Category** as shown in the figure below;



- Patients can have several mail codes.
- This can be done manually (<CTRL+I> at dispense and enter letter corresponding to **Mail Category**) or through search by drug and insert category (see below).
- The **Mailing Categories** a given person has allocated to them will appear as MXXXX (where XXXX represents the up to 4 categories each person can have) at the **top right** of the Dispensing screen as shown in the figure below;



- The **Mailing Labels** will always be printed on your **Report Printer**, and are set to the standard size 89mm x 23mm x 1 across.
- The **Mailing Labels** print name, address, suburb and postcode. (Available from Rossan Distributors Ph (03) 9563-9688 or 008 334612 Code=CS5042 in Qty of 2500 labels)



Insert Category by Drug

Mail Category can be assigned to Patients who have had a particular drug within a specified date range.



From Date

Select the date required to report **from**.

To Date

Select the date required to report **to**. To report on 1 day only, set the **From Date** and **To Date** to the same date.

Drug

Search for the required **Drug**.

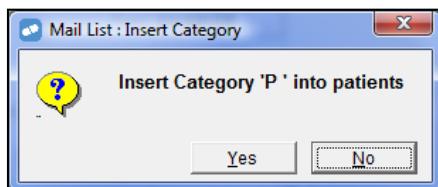
Search for Drug Usage by NHS Code

Set to <Y> to search for **Drug** based on its **NHS Code**. or, set to <N> to search by **Drug Name**.

Category to Insert

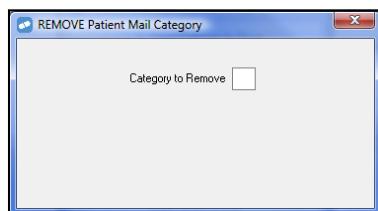
Enter **Mail Category** to be inserted into each Patient's Details.

- Press <ENTER> or <TAB> to assign **Mail Category**. Press <ESC> to cancel.
- Confirm the assignment of the **Mail Category** when prompted by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.



Remove Category

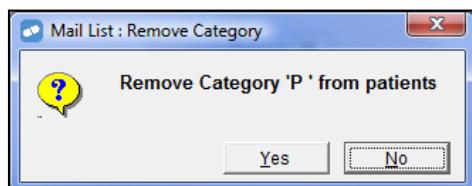
R<E>move Category Option may be used to bulk-delete a **Mail Category** from all Patients it is assigned to.



Category to Remove

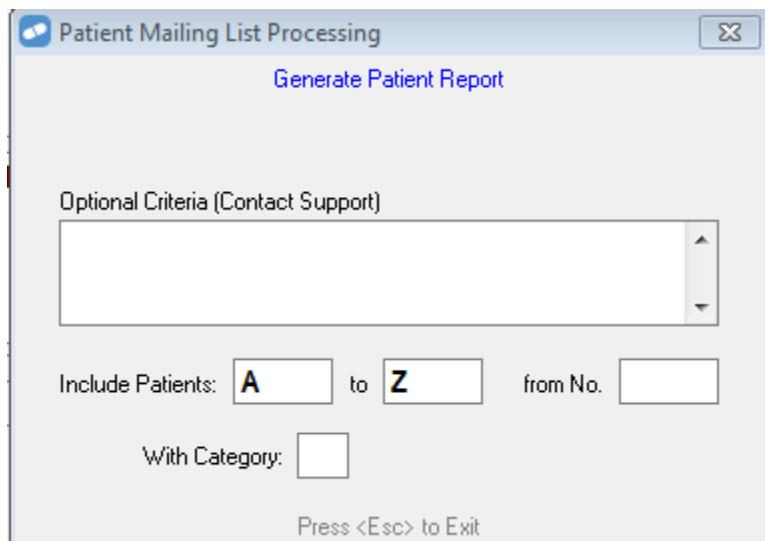
Enter **Mail Category** to be removed from each Patient's Details.

- Press <ENTER> or <TAB> to remove **Mail Category**. Press <ESC> to cancel.
- Confirm the removal of the **Mail Category** when prompted by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.



Report of Patients

<R>eport of Patients can be used to print a list of Patients within a particular **Mail Category** for checking before printing **Mailing Labels**.



Optional Criteria

Additional extra criteria may be included to further refine the **Report of Patients**. See **Optional Criteria next Page**.

Include Patients

Enter up to 5 letters for **From Name** and **To Name** depending on how specific you want the report to be eg <WOODS> to limit report to specific Patients with a surname starting with WOODS, or enter the letter range.

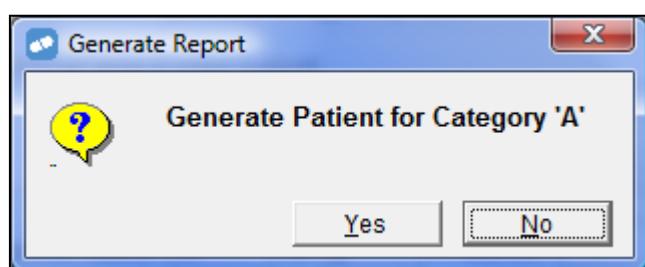
From No.

Enter a **Patient Number** to begin the report from to limit report to 'newer' Patients. Otherwise leave blank to report on all Patients.

With Category

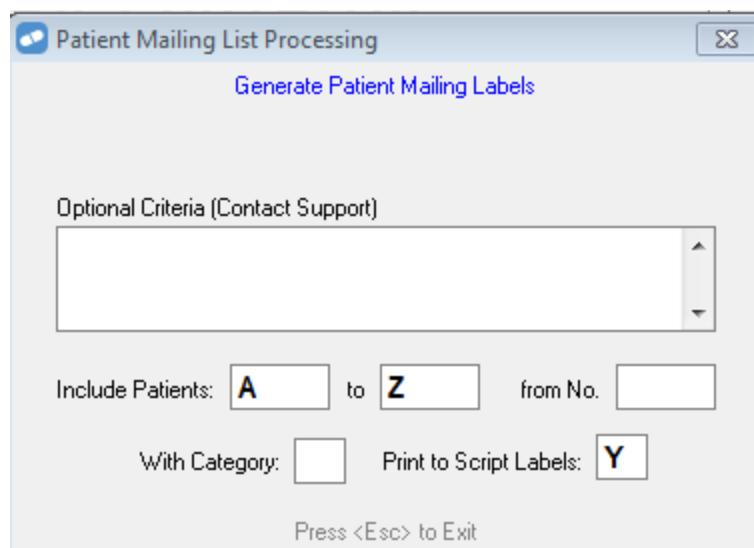
Enter a **Mail Category** to limit report to. Otherwise, leave blank.

- Press <ENTER> or <TAB> to generate report. Press <ESC> to cancel.
- Confirm the report generation when prompted by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.



Print Mailing Labels

Use <P>rint Mailing Labels when you are ready to print your labels.



Optional Criteria

Additional extra criteria may be included to further refine the **Report of Patients**. See **Optional Criteria next Page**.

Include Patients

Enter up to 5 letters for **From Name** and **To Name** depending on how specific you want the report to be eg <WOODS> to limit report to specific Patients with a surname starting with WOODS, or enter the letter range.

From No.

Enter a **Patient Number** to begin the report from to limit report to 'newer' Patients. Otherwise leave blank to report on all Patients.

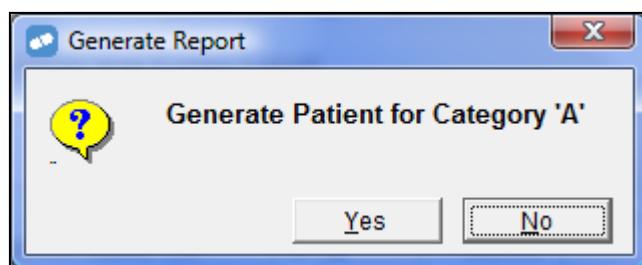
With Category

Enter a **Mail Category** to limit report to. Otherwise, leave blank.

Print to Script Labels

Set to <Y> to print labels to **Script Labels** printer instead of **Report Printer**. Otherwise, leave as <N>.

- Press <ENTER> or <TAB> to print **Mailing Labels**. Press <ESC> to cancel.
- Confirm the **Mailing Labels** print when prompted by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.

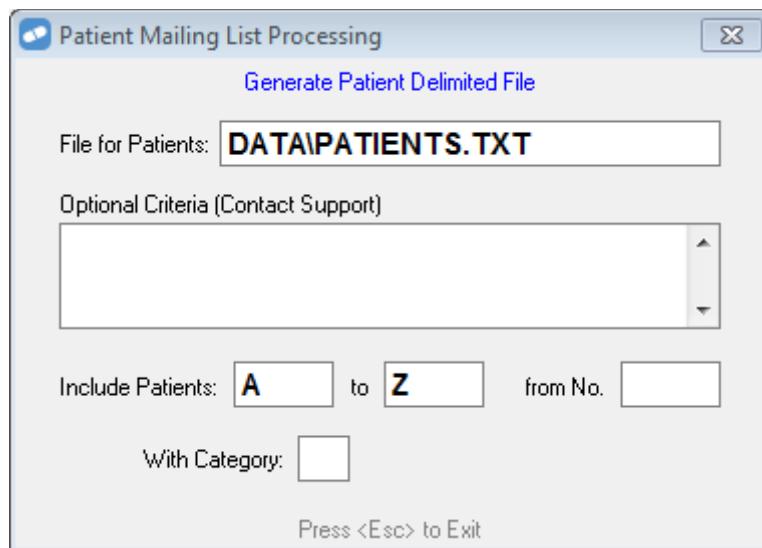


Test Label Print

Use <T>est Label Print to do a test run before printing **Mailing Labels**, to ensure the label print is aligned correctly on your printer. A label will automatically be printed to your **Reports Printer**.

Delimited Patient File

Delimited Patient <F>ile can be used to create a file of Patients within a particular **Mail Category** for mail merging or data manipulation by another software program eg Microsoft Excel.



File for Patients

Enter path to define where **Report of Patients** is to be saved, or leave as default
C:\FRED\DATA\PATIENT.TXT.

Optional Criteria

Additional extra criteria may be included to further refine the **Report of Patients**. See **Optional Criteria next Page**.

Include Patients

Enter up to 5 letters for **From Name** and **To Name** depending on how specific you want the report to be eg <WOODS> to limit report to specific Patients with a surname starting with WOODS, or enter letter range.

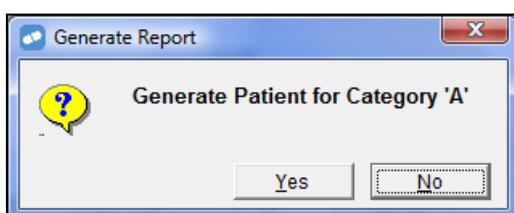
From No.

Enter a **Patient Number** to begin the report from to limit report to 'newer' Patients. Otherwise leave blank to report on all Patients.

With Category

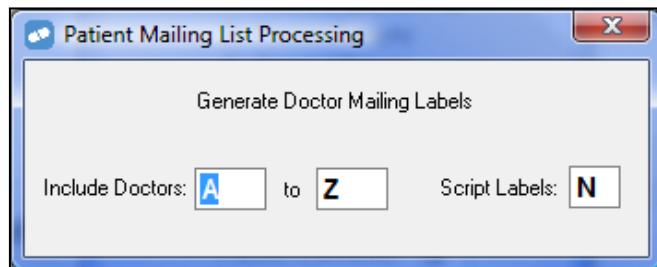
Enter a **Mail Category** to limit report to. Otherwise, leave blank.

- Press <ENTER> or <TAB> to generate report. Press <ESC> to cancel.
- Confirm the report generation when prompted by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.



Doctor Mailing Labels

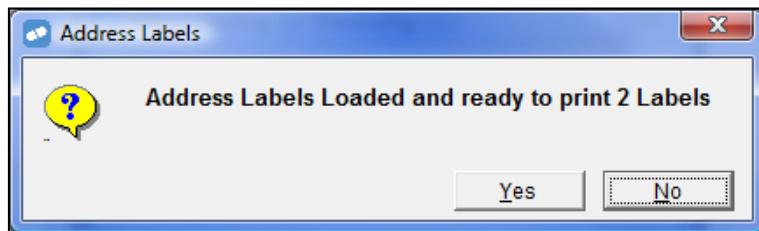
<D>octor Mailing Labels can also be generated and printed.



- **Include Doctors** Enter letter of **Doctor** Surname to begin and end Mailing Labels from.
- **Script Labels** Set to <Y> to print labels to **Script Labels** printer instead of **Report Printer**. Otherwise, leave as <N>.
- Press <ENTER> or <TAB> to generate report. Press <ESC> to cancel.
- **Fred Dispense** will prompt to count the **Doctor Mailing Labels** before printing. Confirm the count by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.



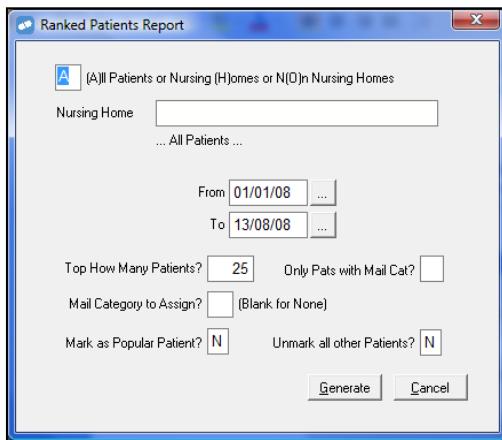
- **Fred Dispense** will then display the number of **Doctor Mailing Labels** to be printed. Confirm the **Doctor Mailing Labels** print by pressing <ENTER> or clicking <Yes>, or press <ESC> or click <No> to cancel.



MAIL CATEGORY FUNCTIONS

Top Customers

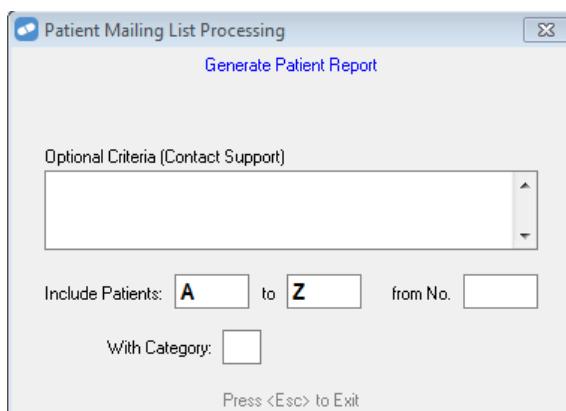
- There is a feature in the **Patient List Ranked Report** to assign your Top Customers a **Mail Category** that can then be used for marketing purposes.
- To access the report, press <ALT+R> then <P> then <R> for the **Patient List Ranked Report**. See [Patient List Ranked](#)



- Select the Patient Group, Date Range, the number of customers to include in report and the **Mail Category** to be assigned.
- When you generate the report it automatically places the **Mail Category** in the **Patient Details – Extra Information** screen so labels can then be printed using the **Mailing Labels** function.

Mailing Labels Optional Criteria

When generating **Mailing Labels**, **Report of Patients** or **Delimited Patient File**, **Optional Criteria** may be entered to further refine the report. e.g. **Birthdate**, **Suburb**, **Safety Net Numbers** etc.



- In the **Optional Criteria** section, type one of the commands listed below, and then continue to generate the report as normal.

1. To list Patients who have reached Safety Net Entitlement and Safety Net Concession:
(NOT EMPTY(PSAFENTNO)) OR (PICONCTYPE = "S")

2. To list Patients who have reached Safety Net Entitlement only:
NOT EMPTY(PSAFENTNO)

3. To list Patients who have reached Safety Net Concession only:
(PICONCTYPE = "S")

4. To list Patients by Postcode:
PPOSTCODE=XXXX where XXXX is the required postcode

5. To list Patients by Birth Date for a given month:
MONTH(PBIRTHDATE)=X will list all patients with a birth date in the month corresponding to the number
e.g. 1 = January, 2 = February etc

6. To list Patients by Birth Date who are of a certain age:
(DATE()-PBIRTHDATE)<XXXX will list all patients who have a birth date which is less than XXXX where
XXXX is the number of days e.g. 3650 corresponds with 10 years of age

Fred Dispense5 Style Labels

Fred Dispense5 labels were developed to enable the printing of directions on a thinner label to be put on eye drop bottles and other small bottles.

Another special function of the **Fred Dispense5** labels is that you can print a sticker saying '**Immediate Supply Necessary**' to place on scripts where the item has been supplied within the past 4 or 20 days.

Two Example Labels
are shown below:

1. Normal Label

Immediate Supply
Item
4 Lines Duplicate
"ON"
Concession
Number "ON"

Immediate Supply Necessary	987-987-748-6A MAFFRA AMCAL PHCY 20336H
S C30+ AMOXIL 500mg CAP 20 N 2977 RU 22/02 0 Rpts VIN NAIDU 20336H 110 JOHNSON ST. MAFFRA	AMOXIL CAPSULES 500mg Take ONE capsule THREE times a day until finished MR BRIAN SMITH Qty 20 Nil Rpts 22/02/96 Dr SMITHERS 2977 RU \$3.23* KEEP OUT OF REACH OF CHILDREN MAFFRA AMCAL PHARMACY Amcal Chemist 110 JOHNSON STREET, MAFFRA. Tel: 47 1504 MR BRIAN SMITH \$3.23 118 LANDELLS ST, BALLARAT 3350 AMOXIL CAPSULES 500mg Qty 20 2977 22/02/96 1889K RU Dr SMITHERS HD KEEP OUT OF REACH OF CHILDREN MAFFRA AMCAL PHARMACY V. NAIDU & ASS. 20336H 110 JOHNSON STREET, MAFFRA. Tel: 47 1504
22/02/96 1926J 9267R MR BRIAN SMITH 2975	22/02/96 2975 RU MAFFRA AMCAL PHCY 20336H

2. Small Bottle Item Drug Label.

S C28 TIMOPTOL XE 0.5% EYE-D RF 1 N 2975 RU 22/02 5 Rpts VIN NAIDU 20336H 110 JOHNSON ST. MAFFRA	TIMOPTOL XE EYE DROPS 0.5% Instil TWO drops into BOTH eyes FOUR times a day - Discard contents 1 month after opening MR BRIAN SMITH Qty 1 5 Rpts 22/02/96 Dr SMITHERS 2975 RU \$2.70* KEEP OUT OF REACH OF CHILDREN MAFFRA AMCAL PHARMACY Amcal Chemist 110 JOHNSON STREET, MAFFRA. Tel: 47 1504 TIMOPTOL XE EYE DROPS 0.5% Qty 1 \$2.70* Instil TWO drops into BOTH eyes FOUR times a day - Discard contents 1 month after opening MR BRIAN SMITH 22/02/96 RU 2975 Dr SMITHERS 5 Rpts KEEP OUT OF REACH OF CHILDREN MAFFRA AMCAL PHARMACY V. NAIDU & ASS. 20336H 110 JOHNSON STREET, MAFFRA. Tel: 47 1504
--	--

1. Main Label

- Standard size main dispensing label for the maximum amount of directions.
- This is the same size as Foundation 4, Chemdata 6 & 7 but the amount of copy (your Pharmacy Name details) is restricted.

2. Bottom Label

- This is usually the duplicate label for the repeat form.
- It is a larger size and can be set up to print 2 or 4 lines of duplicate details depending on your use.
- This label's major feature is to allow drugs with small bottles, E.g. Eye drops or Primolut N, which are flagged in the drug file to also print on the small label. This is why it has **Keep Out Of Reach Of Children** on it. This eliminates the need to chop the larger label for small items.
- The larger label also prints as usual and this can be placed on the outer box if desired. In this scenario the duplicate details are printed on the upper right label.

3. Top Left Label

- This is for the Safety Net Card details, but also when you override a 4/20 day warning, the label can be set to print '**Immediate Supply Necessary**' for you to attach to the script and sign.

4. Top Right Label

- This label normally prints the Patient's Entitlement/Concession number.
- This is fantastic to stick on the repeat forms or the original script especially at the change over safety net periods.
- This eliminates hand writing the Patient's Concession Number on scripts.
- This label has your name and NHS approval so it can be used for small bottle labels. E.g. Eye drops.
- One option for a small duplicate label is that you can use the top right label always for your repeats duplicate sticker if you don't like the larger duplicate label.
- The drug list has items that present in small containers e.g. Lasix, Primolut and many eye drops marked as such allowing **Fred Dispense** to automatically print the small label.
- If you want to add or change any of these settings, you can do so on each individual drug.

Potential Problem With Swapping To Fred Dispense 5 Label

- If you are currently using Foundation 4 or Chemdata 6 or 7 labels, the change to this label is not large for you.
- If you are using Scribe DDH labels, you may not like the larger label formats and may miss the advertising label you currently have at the top of the DDH label.
- If you tear off your labels after each script, you will need to be careful about what type of printer you have. C.Itoh and OKI 320's are fine.
- It is also advised that you have a good clear paper path and a free flowing label roller.
- If you currently have a border around your label or extra advertising on the label, this format will NOT cater for it.

The new **Fred Dispense5** label is currently available through Fildes nationally and Sterling Agencies. Contact your label representative for further details.

Nursing Homes Setup

Nursing Homes are useful for billing and reporting purposes.

ADD NEW NURSING HOME

<ALT+L then <N>

- Press <A> or click <Add> to create a new **Nursing Home**.
- A new **Nursing Home** window will appear.

The screenshot shows the 'Nursing Homes/Hospitals' configuration window. Key fields include:

- Fast Code:** FRED
- Name:** FRED HEALTH NURSING HOME
- Address:** 20 TRENNERY CRESCENT
- Suburb:** ABBOTSFORD
- Postcode:** 3067
- Phone:** 1300730888
- Fax:** 1300731888
- SNQ Exempt?**: N
- Alternate Addition Details:** (empty)
- Default RX Type:** (empty)
- Print 'New Script Reminder' Notice?**: N
- Item Invoice?**: N
- Add GST?**: N
- Default Private Fee?**: 0
- Markup?**: 0
- Add Safety Net to Repat Patients Totals?**: Y
- Debtor Accounts - Automatic Account Creation when**: (checkboxes for Patient Charges? (N), Hospital Charges? (N), Account Category?)
- PACKING System**:
 - Packing Cycle?: W Weekly
 - Start of Week?: 1 Monday
 - From: / / ... To: / / ...

At the bottom are standard window controls: Find, Previous, Next, Update, Add, Delete, Print, Save, and Cancel.

Fast Code

Fast Code is a unique 4 digit (alphanumeric) code used to identify each **Nursing Home**.

SNQ Exempt?

Set to <Y> if the **Nursing Home** is **SN Consequence Exempt**. Otherwise, set to <N>.

Name

Enter the **Name** of the **Nursing Home**.

Address

Enter the **Address** of the **Nursing Home**.

Suburb

Enter the **Suburb**.

Postcode

Enter the **Postcode**.

Phone

Enter the **Phone Number** of the **Nursing Home**.

Fax

Enter the **Fax Number** of the **Nursing Home**.

Alternate Address & Suburb

This field can be used to store the **Address** and **Suburb** to be used when adding Patients to this **Nursing Home**. When adding a Patient, simply typing the **Nursing Home Fast Code** into their address field will automatically populate it with details from these **Alternate Address** and **Suburb** fields.

Default Rx Type

Enter the **Default Script Type** in this field (eg **<R>epat**) and whenever a Patient from this **Nursing Home** is dispensed a new Script, the **Script Type** field will default to this **Script Type**.

Print 'New Script Reminder' Notice?

Set to **<Y>** to automatically print a **New Script Reminder Notice** whenever the last repeat of a script is dispensed for a Patient in that **Nursing Home**. Otherwise, set to **<N>**.

Item Invoice?

Set to **<Y>** to automatically print an invoice for each item dispensed to Patients within that **Nursing Home**. To only print an item invoice when the price is greater than zero, set to **<O>**. Otherwise, set to **<N>**.

Add GST?

Set to **<Y>** to automatically add **GST** to items dispensed to Patients in that **Nursing Home**. Otherwise, set to **<N>**.

Default Private Fee?

A **Private Fee** can be set which defaults for all Private dispensings for Patients in this **Nursing Home**. Enter the number that corresponds to the **Fee** from **Setup – Private Fees – Fee & Markup Override Table**. Otherwise, leave blank to select **Private Fee** each time an item is dispensed.

Markup?

A **Private Markup** Can be set which defaults for all Private dispensings for Patients in this **Nursing Home**. Enter the number that corresponds to the **Markup** from **Setup – Private Fees – Fee & Markup Override Table**.Otherwise, leave blank to select **Private Markup** each time an item is dispensed.

Add Safety Net to Repat Patients totals?

Set to **<Y>** to have **Safety Net** totals accrue for **Repat Patients** in this **Nursing Home**. Otherwise, set to **<N>**.

BILL Debtors**Automatic Account Creation When:****Patient Charges?**

Set to **<Y>** to automatically create an account in **Fred Debtors** whenever a new Patient is added to the **Nursing Home** and dispensed to for the first time. Otherwise, set to **<N>** to be prompted each time.

Account Category?

If you have **Account Categories** set up in **Fred Debtors** and **Patient Charges** is set to **<Y>**, you can automatically assign Patients in this **Nursing Home** to a particular **Account Category** by entering it in this field. Otherwise, leave blank.

PACKING System**Packing Cycle?**

If you use **Quickpak for Windows**, enter the **Packing Cycle** for this **Nursing Home** **<W>eekly**, **<F>ortnightly**, **<M>onthly**.

Start of week?

Enter the number corresponding to the day of the week that starts the **Packing Cycle <1> Monday through to <7> Sunday**.

From Date

Enter the Service **Start Date**.

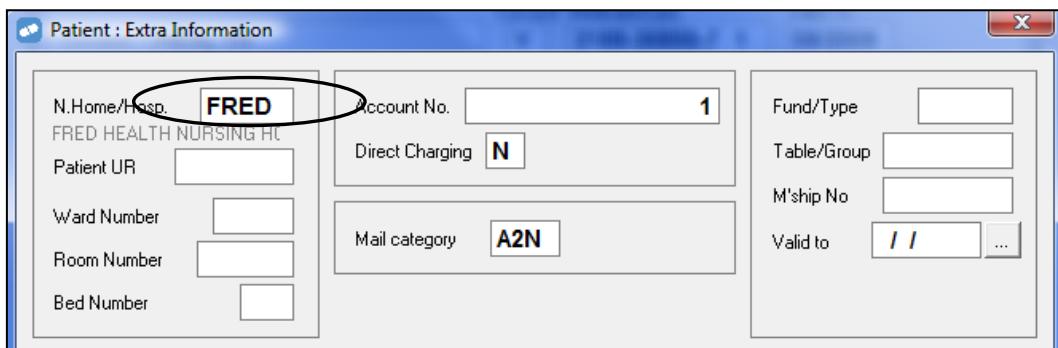
To Date

Enter the Service **End Date** (if applicable).

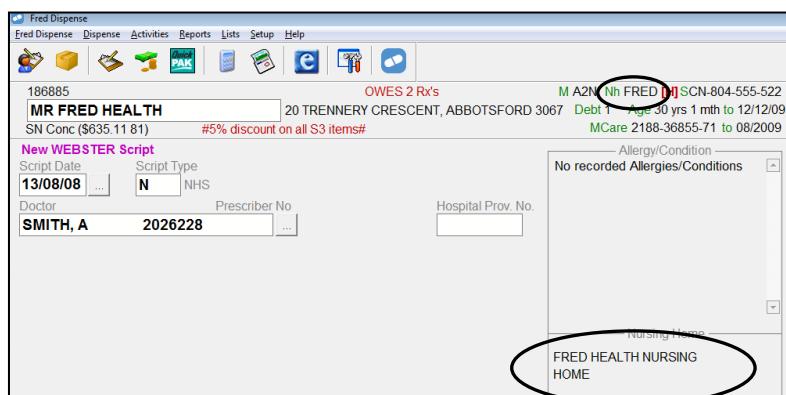
- Press **<END>** or click **<Save>** to save details.

ADD PATIENT TO NURSING HOME

- **<CTRL+I>** opens **Patient Details – Extra Information**.
- Enter **Nursing Home Fast Code** to **N.Home/Hospital** field.
- Press **<END>** or click **<OK>** to save.
- Items dispensed for this Patient from now on will be included in the **Nursing Home Billing Report**.



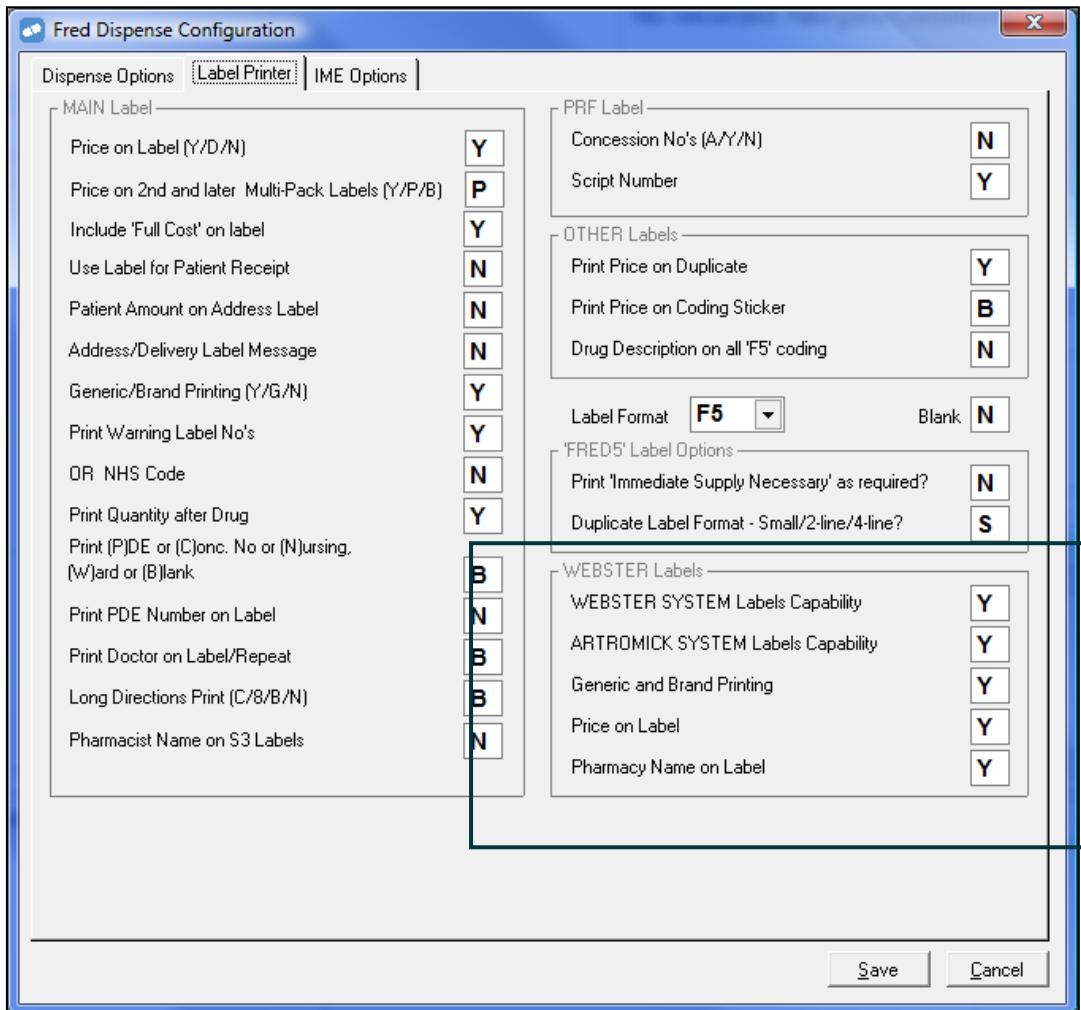
- If Patients are to use the **Nursing Home Address**, entering the **Nursing Home Fast Code** in the **Patient Address** field and this will copy the **Nursing Home 'Alternative Address'** into the **Patient Address** fields and place the **Nursing Home Fast Code** in the patient details.
- The **Nursing Home appears** at the top right of the screen during dispensing as well as to the Centre Right of the screen in fuller detail.



Webster System

SETTING UP WEBSTER SYSTEM

Webster System Labels are set up in Setup Menu – Dispense Options – Label Printer (<ALT+S> then <D>).



WEBSTER System Label Capability

Set to <Y> to turn on functionality to print Webster System Labels. User may also use <CTRL+B> at dispensing screen to change to Webster System Labels format. Webster Labels will print to the Alternate Printer (see Setup Menu – System Configuration)

ARTROMICK System Label Capability

Set to <Y> to turn on functionality to print Artromick Labels. User may also use <CTRL+A> at dispensing screen to change to Artromick Labels format. Artromick Labels will print to the Alternate Printer (see Setup Menu – System Configuration)

Generic and Brand Printing

Set to <Y> to have both generic and brand names always print on Webster System Label. To have the brand name only print when the drug is chosen generically set to <G>. Set to <N> to never print brand name on Webster System Label.

Price on Label

Set to <Y> to print patient price on Webster System Label. If User does not want patient price to print on Webster System Label, set to <N>.

Pharmacy name on label

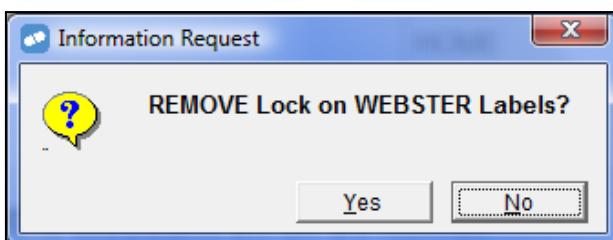
Set to <Y> to print Pharmacy name on **Webster System Label**. Set to <N> to not print Pharmacy Name to be printed on **Webster System Label**.

WEBSTER SYSTEM LABELS

To activate this feature, go to **Setup – Dispense Options** and set <Y> in the **Webster System Labels** option. **Webster System Labels** are produced by pressing <**CTRL+B**>, which turns Webster System Labels on during dispensing.



- Press <**CTRL+B**> again to turn **Webster Labels** off.



- All other steps eg entering drug & directions remain the same.
- After entry of directions, **Fred Dispense** will display a box with dose times to enter for printing on label.
- Enter appropriate times and complete dispensing.

Notification of WEBSTER script

Dose time boxes which appear after entry of directions

186885	MR FRED HEALTH	OWES 2 Rx's	M A2N Nh FRED [H] SCN-804-555-522		
SN Conc (\$640.11 82)	#5% discount on all S3 items#	Debit 1 Age 30 yrs 1 mth to 12/12/09	MCare 2188-36855-71 to 08/2009		
Script Date 13/08/08	Script Type N NHS	Immediate Supply N	Hospital Prov. No.		
Doctor SMITH, A	Prescriber No 2026228	Drug Details WARFARIN SODIUM (G) S4 NHS: 2211J COU5 Class: Anticoags Oral No Incentive F1 Sigma Pharmaceuticals (au) PDE No: 447 390 (API) Cost \$6.62 Retail \$13.60			
Drug or Repeat No COUMADIN (GREEN) TAB 5MG	Add GST? No <Alt+G>	Diff Strength had on 04/08/08 COUMADIN (LIGHT TAN) TAB 1mg Take HALF a tablet daily			
On Hand - Committed = Avail Stock		Repeats 2 Max 2	Quantity 50 50		
Directions Take 1 tab		Price 5.00	Pharmacist Initials KS		
Time 1 7AM	Time 2 11AM	Time 3 3PM	Time 4 7PM	Time 5	Time 6

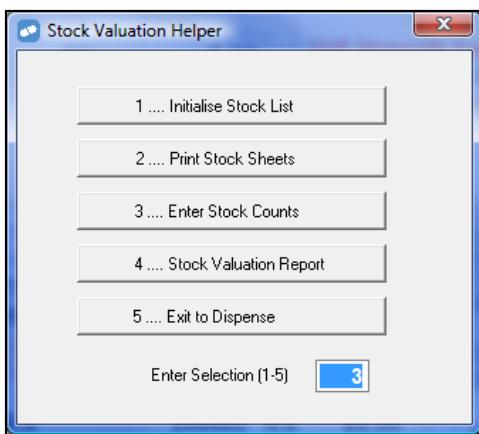
(Dr A SMITH)

- **Webster System Labels** are printed on the **Alternate Printer** as set under **Setup – System Configuration**

Stock Valuation Helper

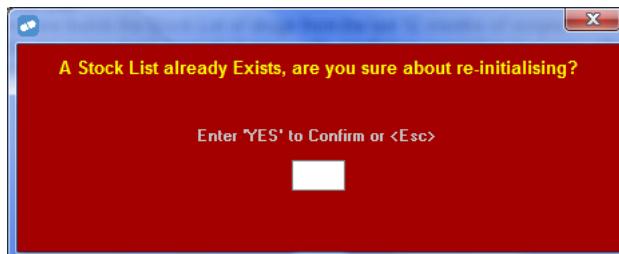
- **Stock Valuation Helper (<CTRL+S>)** is designed to complement the end of financial year stocktake of the dispensary.
- The dispensary stock on hand can be valued using the wholesale prices in the **Fred Dispense** program.
- It is intended for use by those who don't have a POS system or who stocktake their dispensary manually.
- The **Stock Valuation Helper** produces a print out of dispensary stock items used over the past 12 months.
- The items currently on hand are counted and quantities entered into **Fred Dispense**.
- A report is then printed which includes the item description, wholesale price, quantity, value and total value.

Note: This is **NOT** a stock control system but a program designed to help you quickly do stock valuations of the dispensary at the end of the financial year.



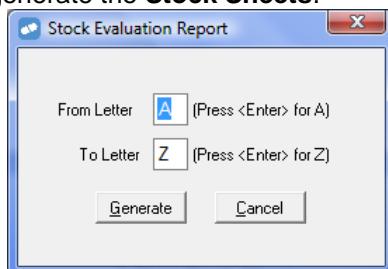
1. Initialise Stock List

- This process builds the Stock List of drugs from the last 12 months of scripts.
- If the Stock List has been generated previously, confirm re-generation by typing <Yes> when prompted.



2. Print Stock Sheets

- Stock Sheets for ranges of the alphabet are printed to help manually record the Item counts from the shelves.
- Enter letter to start **Stock Sheets** from and to, or press <Enter> to accept <A> and <Z> as the defaults.
- Press <G> or <ENTER> to generate the **Stock Sheets**.



3. Enter Stock Counts

- The cursor appears on the **Packs** column to enter the quantity counted and <ENTER> moves down to the next drug.
- If required, press <TAB> to modify the **Wholesale** price.
- Drugs can be Added or Deleted from the Stock List via <I>nsert and <D>elete.
- Items not found in the Drug file can be entered by using the Drug Code <Blank> which will allow the description and Wholesale price to be entered.
- To return to Dispense press <ESC> or E<X>it.
- The drug entry you were up to is remembered, so when returning to **Enter Stock Counts**, you are returned to exactly where you left off.

Drug Description	Packs	W/S Price	Value
BIO-ORGANICS CRANBERRY CAPS CAP 10,000MG .. 60	0	16.44	0.00
BION TEARS EYE-DRP 0.4mLx28 .. 1		8.42	0.00
BISOLVON TAB 8mg .. 100		19.38	0.00
BISOLVON TAB 8mg .. 50		11.62	0.00
BLEPH 10 EYE-DRP 10% .. 1		6.40	0.00
BONEFOS TAB 800mg .. 60		367.02	0.00
BRUFEN TAB 400mg .. 30		2.41	0.00
BUDAMAX AQ NAS-SPR 100mcg 200d .. 1		14.15	0.00
BUDAMAX AQ NAS-SPR 64mcg 120d .. 1		22.01	0.00
BURINEX TAB 1mg .. 100		19.42	0.00

4. Stock Valuation Report

This report only includes Items which have a 'Packs' amount entry

Report Viewer																																																				
   																																																				
FRED HEALTH DEVELOPMENT, George Pavlidis 20 TRENERRY CRESCENT, ABBOTSFORD 3067 Ph: 9418 1800																																																				
13/08/08				Stock Valuation																																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Drug Description</th> <th>WS Prc</th> <th>Packs</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>BIO-ORGANICS CRANBERRY CAPS CAP 10,000MG</td><td>16.44</td><td>1</td><td>16.44</td></tr> <tr><td>BION TEARS EYE-DRP 0.4mLx28 .. 1</td><td>8.42</td><td>2</td><td>16.84</td></tr> <tr><td>BISOLVON TAB 8mg .. 100</td><td>19.38</td><td>1</td><td>19.38</td></tr> <tr><td>BISOLVON TAB 8mg .. 50</td><td>11.62</td><td>1</td><td>11.62</td></tr> <tr><td>BLEPH 10 EYE-DRP 10% .. 1</td><td>6.40</td><td>1</td><td>6.40</td></tr> <tr><td>BONEFOS TAB 800mg .. 60</td><td>367.02</td><td>3</td><td>1101.06</td></tr> <tr><td>BRUFEN TAB 400mg .. 30</td><td>2.41</td><td>4</td><td>9.64</td></tr> <tr><td>BUDAMAX AQ NAS-SPR 100mcg 200d .. 1</td><td>14.15</td><td>1</td><td>14.15</td></tr> <tr><td>BUDAMAX AQ NAS-SPR 64mcg 120d .. 1</td><td>22.01</td><td>1</td><td>22.01</td></tr> <tr><td>BURINEX TAB 1mg .. 100</td><td>19.42</td><td>1</td><td>19.42</td></tr> <tr><td>BUSCOPAN TAB 10mg .. 20</td><td>7.28</td><td>5</td><td>36.40</td></tr> </tbody> </table>				Drug Description	WS Prc	Packs	Value	BIO-ORGANICS CRANBERRY CAPS CAP 10,000MG	16.44	1	16.44	BION TEARS EYE-DRP 0.4mLx28 .. 1	8.42	2	16.84	BISOLVON TAB 8mg .. 100	19.38	1	19.38	BISOLVON TAB 8mg .. 50	11.62	1	11.62	BLEPH 10 EYE-DRP 10% .. 1	6.40	1	6.40	BONEFOS TAB 800mg .. 60	367.02	3	1101.06	BRUFEN TAB 400mg .. 30	2.41	4	9.64	BUDAMAX AQ NAS-SPR 100mcg 200d .. 1	14.15	1	14.15	BUDAMAX AQ NAS-SPR 64mcg 120d .. 1	22.01	1	22.01	BURINEX TAB 1mg .. 100	19.42	1	19.42	BUSCOPAN TAB 10mg .. 20	7.28	5	36.40	
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Number of Drugs : 11				Total Value: \$1273.36																																																
=====																																																				
*** End of Valuation ***																																																				

5. Exit to Dispense

- <ESC> or E<X>it to return to Dispense.

Script File Archive

Aging Procedures

- The **Fred Dispense Aging Procedure** allows the **Script File** to be split into two parts - The **Active Script File** and the **Aged Script File**.
- The **Active Script File** will contain the last 12 months of active prescription data.
- A new **Aged Script File** is created as part of the **Aging Process** to hold the scripts older than 12 months.
- For more information on this procedure please contact our Support Team.

Backup

HOW TO BACKUP FRED DISPENSE

It is advisable that you backup all important business data (including Dispense) on a daily basis.

Talk to your trusted IT service provider for advice on the best options that suit your business.

It is important that the following directories are included in your daily backup;

1. C:\Fred
2. C:\Nusyslib
3. C:\Program Files\Comm Server
4. C:\Program Files\PBS Online

The following folders are not critical but are recommended.

1. C:\CPI
2. C:\Program Files\RX

- Please make sure all staff involved with the **Fred Dispense** system are aware of how to perform the **Daily** and **Monthly** backup procedures.

WAYS TO ENSURE YOUR BACKUP IS SUCCESSFUL

- A different set of backup media must be used every day, rotate 2 sets of backup medium as a minimum requirement. Media can be external Hard Drives, USB Memory Stick or re-writable DVDRWs.
- Do **NOT** reuse a set on successive days.
- Backups should be done every day as accurate data recovery is only possible from the backups. A backup several weeks old would necessitate re-entering weeks of data by hand if system failure occurred.
- Replace your backup media frequently to ensure they are in peak condition. There is nothing as useless as a faulty backup disk.
- Rotate backups, store them carefully and **NEVER** use the most recent backup to replace a Drive/USB Memory Stick or DVDRW you are having trouble with. Always replace faulty items with new.

MONTHLY BACKUP

- Once a month at update time, you must complete a **Monthly Backup**. This is a full backup of the entire **Fred Dispense** directory, not just your data. This should be done each month so you have a fully restorable program backup in the unfortunate event that your system fails completely (e.g. hard disk failure). You can restore these to a new Hard Drive and lose no work time.
- If you use USB Memory Stick or DVDRWs and have a scheduled backup, ensure you use the media labelled **Monthly** in place of a normal daily backup tape when your **Monthly Backup** is scheduled to run.
- The medium used should be kept as a separate set from your daily backup and preferable off site.

END OF DAY PROCEDURE

- Because **Fred Dispense** enables reports to be regenerated at any time for any date, there is no special reason for printing reports in an End of Day procedure unless you wish to.

1. Print a Script Analysis Report for the day (See Script Analysis Report Page xx)

2. Print a Script Certification Report for the day (See Script Certification Report Page XX)

- This is a report which shows which scripts have been dispensed by which Pharmacist and allows space for the Pharmacist to sign.
- It is recommended that this be printed each day, signed and retained.
- This is particularly relevant where there is any likelihood of dispute over who has dispensed items.

3. Backup Fred Dispense (See Backups Section above)

- Exit **Fred Dispense** on all screens (**<ALT+X>**) to quit dispensing.

Fred Dispense Monthly Updates Using Fred Connect

STEP 1

PERFORMING A BACKUP

A backup must be performed before running the Fred Dispense Monthly update. The pre-update backup takes a copy of the Fred Dispense data and programs before you upgrade to a later version. It is recommended that this backup is taken away from the pharmacy and stored off-site.

It is recommended that you perform the backup after receiving the update notification email or before running the program update.

STEP 2

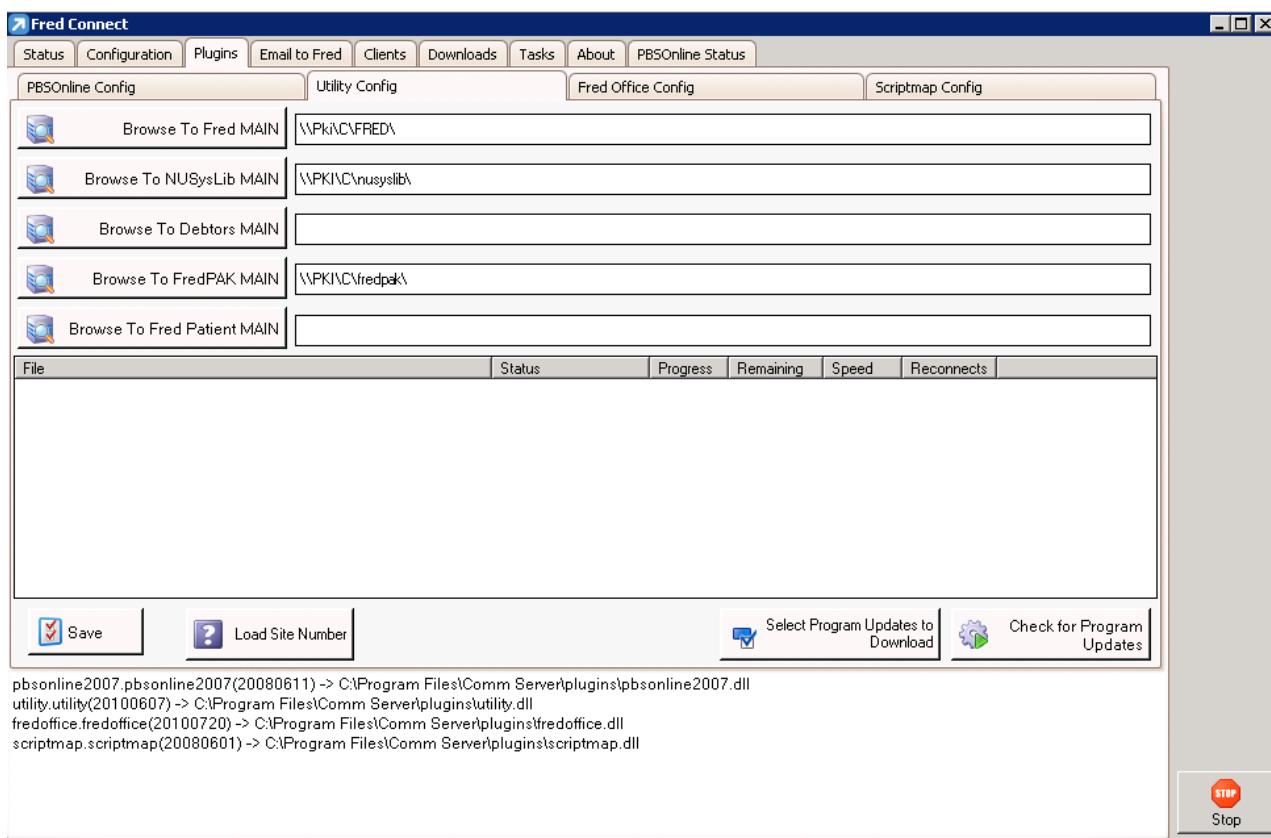
DOWNLOAD UPDATE USING FRED CONNECT (Comm Server)

Within 24 hours of receiving the Monthly Update Email Fred Connect (Comm Server) automatically downloads the Fred Dispense Update. Alternatively you can use Fred Connect (Comm Server) to download the update manually.

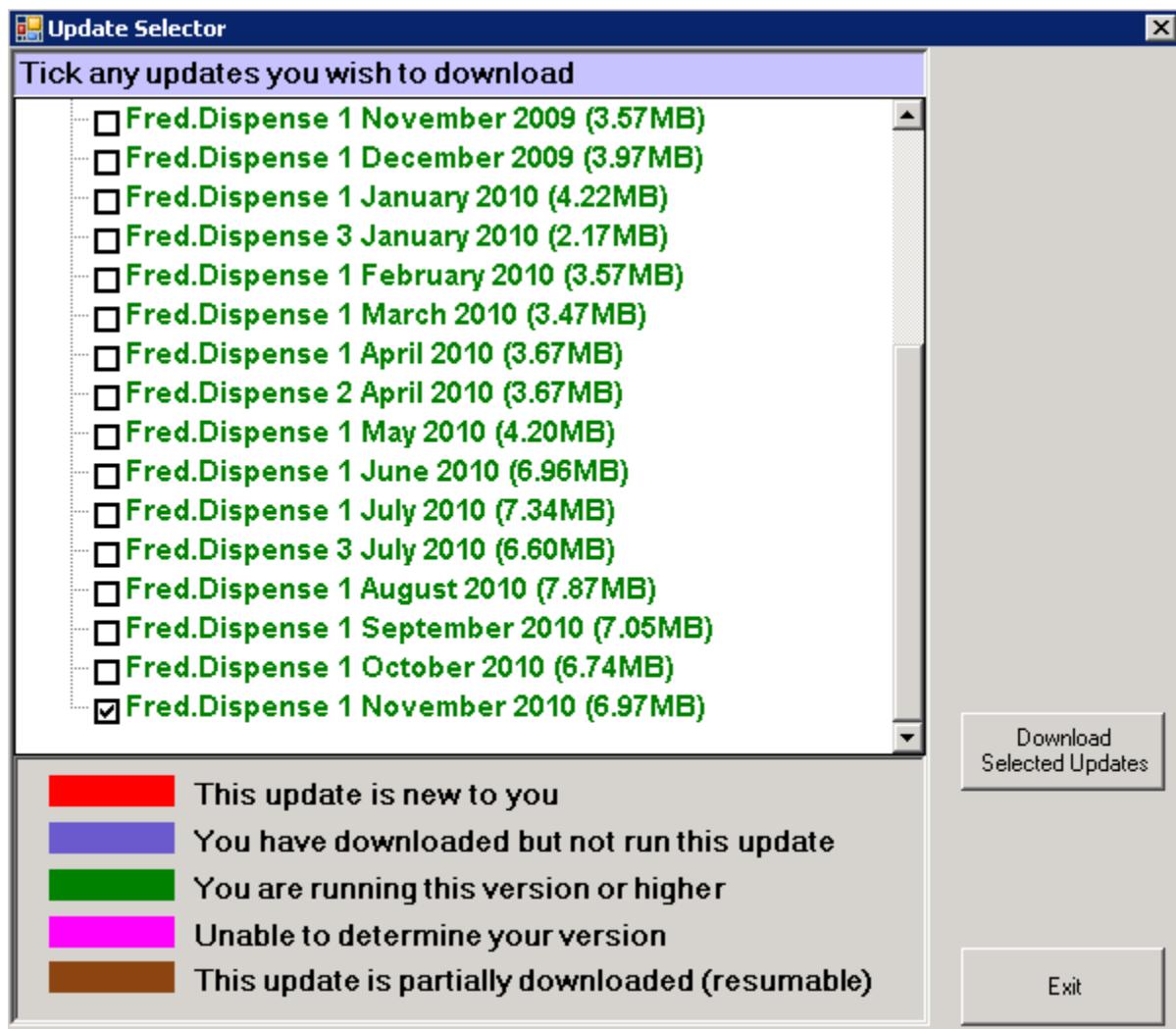
Right click on the Fred Connect icon found in the system tray and left click on Show 



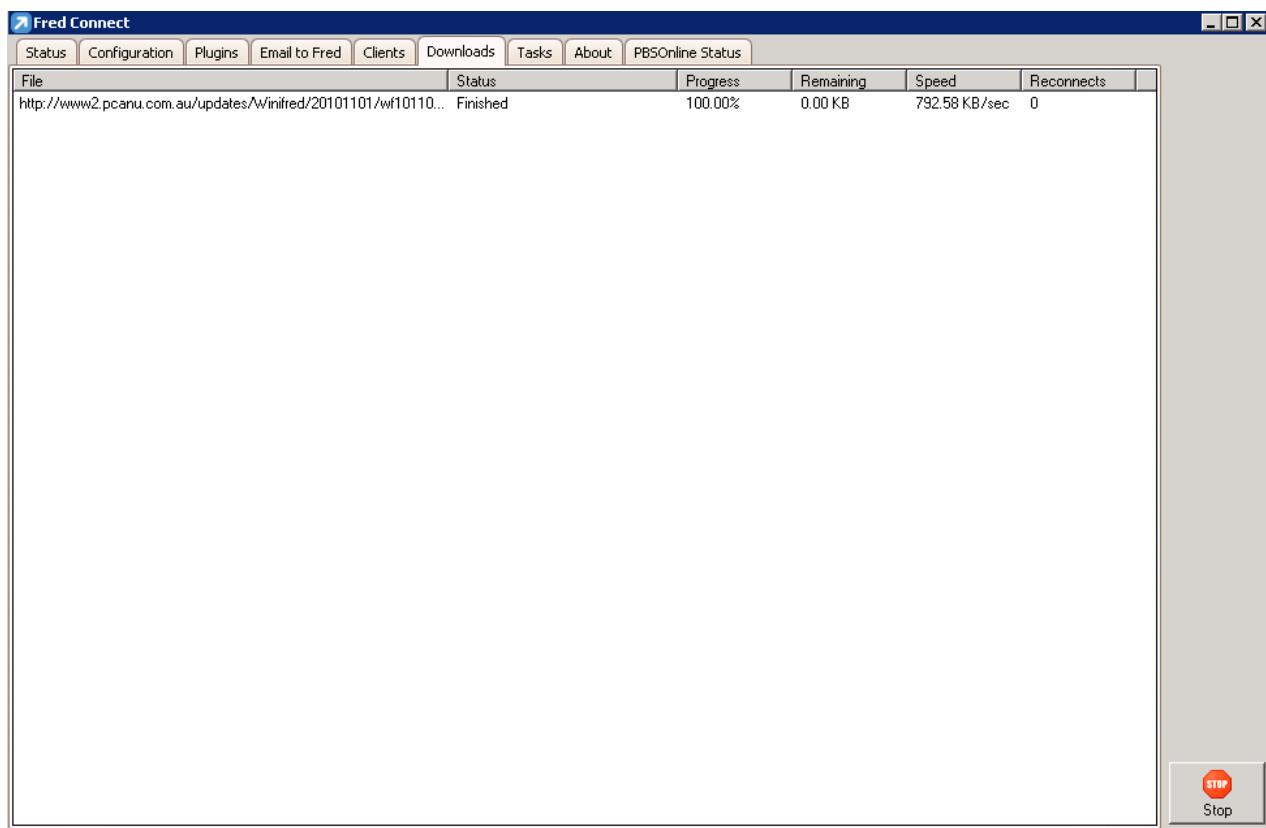
Left click on the Plugins Tab then left click on the Utility Configuration Tab



Left click on the Select Program Updates to Download button. A window will appear showing the list of updates available. Scroll to the bottom of the list and tick the box next to the update required. Left click the Download Selected Updates button to begin downloading the update.



The Fred Connect (Comm Server) program will switch to the Downloads tab where the update download progress is shown. At this time you may wish to wait until the download completes. Alternatively Fred Connect (Comm Server) can be sent back to the system tray by left clicking on the cross on the top right hand side of the window. The update will continue to download and dispensing can continue.



STEP 3

RUNNING THE PROGRAM UPDATE

The next time the Fred Dispense program is re-opened after the update has downloaded; a prompt will appear to run the program update. At this point Fred Dispense and Fred Connect (Comm Server) should be exited on all computers.

Close Fred Dispense on all computers using <ALT + X>

Close Fred Connect (Comm Server) by right clicking the Fred Connect icon in the system tray and choosing STOP.



You can then choose YES to the prompt to run the program update.
You DO NOT need to wait until the end of the month to run the Program Update step.



Once **Fred Dispense** is updated on the Fred Connect computer restart **Fred Dispense** on the remaining terminals and answer <Yes> when prompted to run the Terminal Update.

Conform the version date via Help – **About Fred Dispense** (<Alt+H> then <A>).

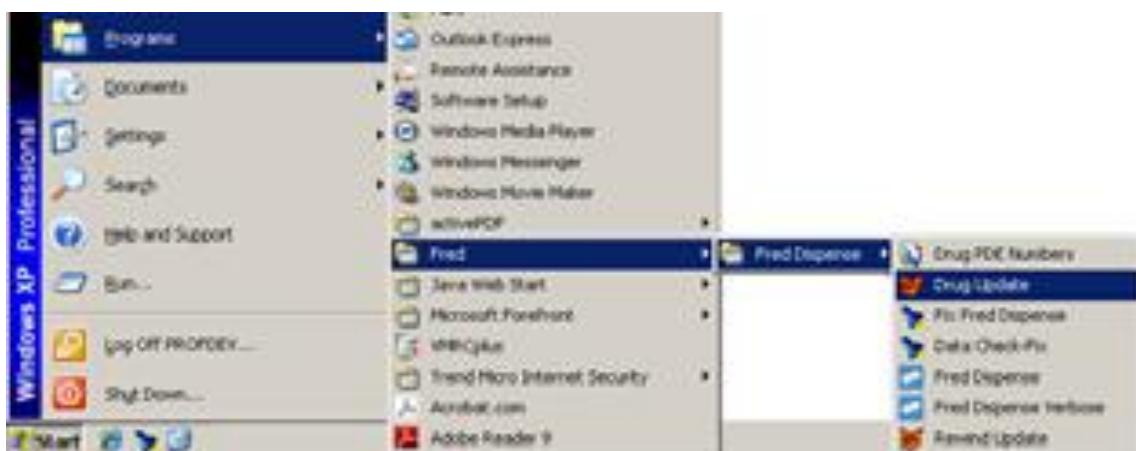
STEP 4

RUNNING THE DRUG UPDATE

This step is to be run after the close of trade on the last trading day of the month. If running the Drug Update on the first of the month, upon starting Fred Dispense you will receive a prompt to run the Drug Update therefore no need to manually run the Drug Update.

Exit Fred Dispense and Fred Connect (Comm Server) on all computers.

Left click on the Windows Start Menu and choose Programs, Fred, Fred Dispense, Drug Update.



After performing the drug update Fred Dispense will run with new Drug details and prices. This can be checked by pressing <F7> Quick Drug Price lookup from Fred Dispense and typing **TEST <ENTER>** to check if the current month's Test Drug is displayed at the top of the screen.

Drug Name	Qty	Rp	Drug Type	B Code	W/Cost	Ht
a TEST ENUX - OCTOBER 2008	1		PRIVATE		0.00	
b TERTAFFE PACK 4m	1		PRIVATE		8.40	LY
c TESTOGEL GEL 50mg/5g, 30	1	3	NHS Auth	8830R	80.64	SC
d TESTOSTERONE SC INH 100mg	6	0	NHS Auth	8098F	185.16	OR
e TESTOSTERONE SC INH 200mg	3	0	NHS Auth	8099G	185.13	OR
f TESTOSTERONE AMP 1000mg 4mL	1	1	NHS Gen Aut	9004Z	128.17	
g TESTOSTERONE CRM 1% 50g	1		Private Gen		31.35	
h TESTOSTERONE CRM 2% 50g	1		Private Gen		41.80	
i TESTOSTERONE CRM 5% 50g	1		Private Gen		55.35	
j TESTOSTERONE GEL 50mg/5g, 30	1	3	NHS Gen Aut	8830R	80.64	
k TESTOSTERONE INH 100mg	6	0	NHS Gen Aut	8098F	185.16	
l TESTOSTERONE INH 200mg	3	0	NHS Gen Aut	8099G	185.13	
m TESTOSTERONE INJ 250mg 1mL	1		Private Gen		7.95	
n TESTOSTERONE PTCH 12.2mg 2.5mg/24hr, 60	1	5	NHS Gen Aut	86409	81.29	
o TESTOSTERONE PTCH 24.3mg 5mg/24hr, 30	1	5	NHS Gen Aut	8619Z	81.29	
p TESTOSTERONE ENANTHATE AMP 250mg	3	3	NHS Gen Aut	21149	23.53	
q TESTOSTERONE EST AMP 100mg 1	3	3	NHS Gen Aut	2670H	12.39	
r TESTOSTERONE EST AMP 100mg 3	3	3	NHS Gen Aut	2670H	12.39	

If you are not receiving the monthly update notification email, make sure Fred Health has your current email address. To advise us of any change to your email address please call **Fred Help on 1300 731 888** or email help@fred.com.au

Hints and Tips

PATIENT SHORTCUTS

Fast Keys to update Patient Details

- <CTRL+T> to modify **Entitlement Details** e.g. Concession Numbers
- <CTRL+M> to modify **Safety Net** details
- <CTRL+N> to modify **Patient Notes**
- <CTRL+I> to modify **Extra Information** where you can add details about the Patient's Nursing Home, Accounts and Private Health Insurance Fund.
- <CTRL+R> to dispense a **Repeat** using the **Original Script Number**. This is useful in instances where the prescription was originally dispensed at your pharmacy but a repeat has been dispensed elsewhere and has a different fast code.
- <CTRL+P> to switch between printing PRF details or Entitlement numbers on the **PRF label**. This is not applicable to Fred5 labels.
- <CTRL+D> prints **Delivery label** for selected patient. Prompts for message to be added to label, and for the price if required.

Patient Search Tips

Search for another Patient at the same address:

- At **Patient Name or Repeat Number** field, <A> then <ENTER> will display all patients at the address of the original patient selected.

Select Another Patient from Same Family:

- At **Patient Name or Repeat Number** field, <F> then <ENTER> will display all patients linked in the same **Family** as the original patient selected.

DISPENSING SHORTCUTS

The <ALT> Key

- <ALT+A> [The Activities Menu](#)
- <ALT+C> [Pharmpay Claim](#)
- <ALT+D> [The Dispense Menu](#)
- <ALT+F> [The Fred Dispense Menu](#)
- <ALT+G> Switches between adding GST to item and not adding GST
- <ALT+L> [The Lists Menu](#)
- <ALT+N> Opens [Patient Notes](#)
- <ALT+R> [The Reports Menu](#)
- <ALT+S> [The Setup Menu](#)
- <ALT+U> Shows [Monthly Drug Usage Report](#)
- <ALT+X> Exits [Fred Dispense](#)

- <ALT+F2> Display **Alternate Patient History**
- <ALT+F3> Shows all **Owing Scripts** for selected patient

The <CTRL> Key

- <CTRL+A> Activates **Artromick Labels** if this system is used.
- <CTRL+B> Activates **Webster System Labels** if this system is used.
- <CTRL+C> Clears Screen in dispensing.
- <CTRL+D> Prints **Delivery label** for selected patient.
- <CTRL+E> Pops up a box for the script number to be typed for quick access to the **Wait Screen** or for editing, reprinting etc (same as **F4**)
- <CTRL+I> Accesses Patient **Extra Information** for the adding of **Nursing Home codes, Debtor details, Mailing categories** etc.
- <CTRL+J> Clears all directions from **Directions** field.
- <CTRL+K> Switches **Artromick** pack labels on and off.
- <CTRL+L> Shows details of **second label** if directions are long and overflows to second label. Also used to show lists of available options in other fields.
- <CTRL+M> Allows addition of **Outside Pharmacy** PRF totals.
- <CTRL+N> Opens the **Patient Notes** area on the dispensing screen.
- <CTRL+O> Switches **Script Owing** flag on and off by adding or removing the <O> added to the **Script Type** field to show an **Owing Script**.
- <CTRL+P> Switches the **PRF sticker** on the **Fred Dispense 5** label to print either PRF details or the Entitlement/Concession number.
- <CTRL+Q> Displays **dispensed items** in descending script number order.
- <CTRL+R> Pops up a box into which the **Repeat number** can be typed for fast dispensing of Repeats.
- <CTRL+S> At **Pharmacist Initials**, returns you to the **Directions** field, expands **Sigs** and allows full editing.
- <CTRL+T> Accesses the **Patient Details** at the **Concession Type** field for fast entry of Concession details.
- <CTRL+U> Accesses **Patient Details** at the **Surname**.
- <CTRL+V> Recalls the **last generated report**.
- <CTRL+X> Prints **Multi-item Receipts**
- <CTRL+Z> Prints **Multi-item Invoices**
- <CTRL+F2> Displays **All History** (Not just last 12 months)
- <CTRL+F3> Displays **All Repeats Remaining**

The Function Keys

- <F2> Displays **Patient History**
- <F3> Displays **Repeats Remaining**
- <F4> **Edit** key from most fields
- <F5> Displays **Drug Interactions**
- <F6> Access to **William Debtors**
- <F7> **Quick price** lookup feature
- <F8> Opens **Patient Details** window (same as <CTRL+U>)
- <F9> Accesses **old history** from converted systems.
- <F10> Alternative to <ALT> for activating **Pull Down Menus**
- <F11> Quick script copy feature. Quick Patient copy feature. Also used to search for generic forms of drug selected. **See Page 330**)
- <F12> Clears dispensing screen (same as <CTRL+C>)

FUNCTIONS OF THE <F11> KEY:

Generic Searching Made Easy

- <F11> can be used to help search for the **Generic** forms that are available for an item.
- To use this function, first search for a drug and highlight required drug in the **Drug Selection** screen.
- Press <F11> and you will get a display of all the available **Generics** for that item.
- Choose the required item and continue dispensing.

Quick Script Copy Feature

- To quickly copy a previous dispensing, highlight that item in the patient's history and press the function key <F11>.
- This copies the dispensing and allows you to change dates, quantities, directions etc as needed.
- This is not a repeat dispensing but a new dispensing.

Quick Copy of Patients Details

- Adding a different **Family Member** quickly can also be done using the function key <F11>.
- Search for one family member and highlight their name in the **Patient Selection** screen.
- Press the <F11> key to copy the address details for the new family member.

To access the Repeat Field Quickly

- When editing a prescription and needing only to change the values in the **Repeat Field** e.g. when marking off owing scripts, press the <F11> key when you are on the **Script Date** Field to move the cursor directly to the Repeat Field.

To turn the Brand Name or Generic Name on and off the label quickly

- If you don't wish the Brand or the Generic Name to appear on a Single Label, press the **<F11>** key at the pharmacist initials to turn off the second name.

To print Interaction Display

- Press **<F11>** to print the **Interaction Display** when it appears during dispensing.

DIRECTIONS FIELD SHORTCUTS

- **<Page Up>** to move quickly to the **start** of directions.
- **<Page Down>** to move quickly to the **end** of directions. This is handy to quickly add more directions.
- **</>** to turn off **Smart Sigs** and stop the automatic directions from being active.
- **<Z>** to **stop a label from printing** after completing a dispensing. Place the letter **<Z>** as the first character in the **Directions** field. The **Z** doesn't show in the directions and label will not print.
- **<CTRL+J>** **deletes all** directions.
- **<CTRL+S>**From **Pharmacists Initials** this expands all sigs and allows them to be edited.

TO BACKTRACK THROUGH DISPENSING SCREEN

- **<Up Arrow>** moves cursor back to the previous field.
- This allows you to retrace your steps to any point in dispensing without losing any data and without the need to re-enter any details.
- To return to **Pharmacist Initials** field, press **<END>**.
- Don't use **<Left Arrow>** to move back as this will only move one character at a time and take a very long time to get to where you want to be.
- **<Home>** moves back to the **PATIENT NAME** field.

FUNCTIONS FROM THE WAIT SCREEN

- **<S>** or **<ENTER>** Dispense another script to **Same Patient**.
- **<N>** Dispense for a **New patient**.
- **<P>** Dispense to the **Previously Selected Patient**.
- **<CTRL+R>** Fast selection of a **Repeat**.
- **<CTRL+E>** Fast selection of a Script for reprinting or editing.
- **<CTRL+C>** or **<F12>** Clears screen and returns cursor to **Patient Name**.

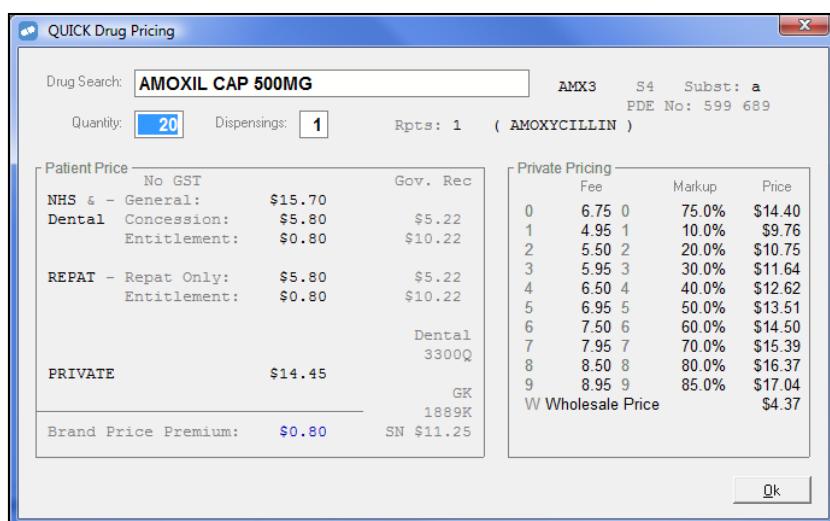
FAST KEYS IN THE SCRIPT DATE FIELD

- To quickly change the **Script Date** field, use the following keys when on the date field.
- <+> Move date forward **one** day
- <-> Move date back **one** day
- <T> Set date to **Today's** date
- <W> Start of week
- <K> end of week
- <Page Up> Forward **one** month
- **Page Down** Back **one** month
- <M> Goes to start of current month
- <H> Goes to end of current month
- <Y> Goes to start of current year
- <R> Goes to end of current year

DRUG TIPS

Quick Price Lookup Feature (<F7>)

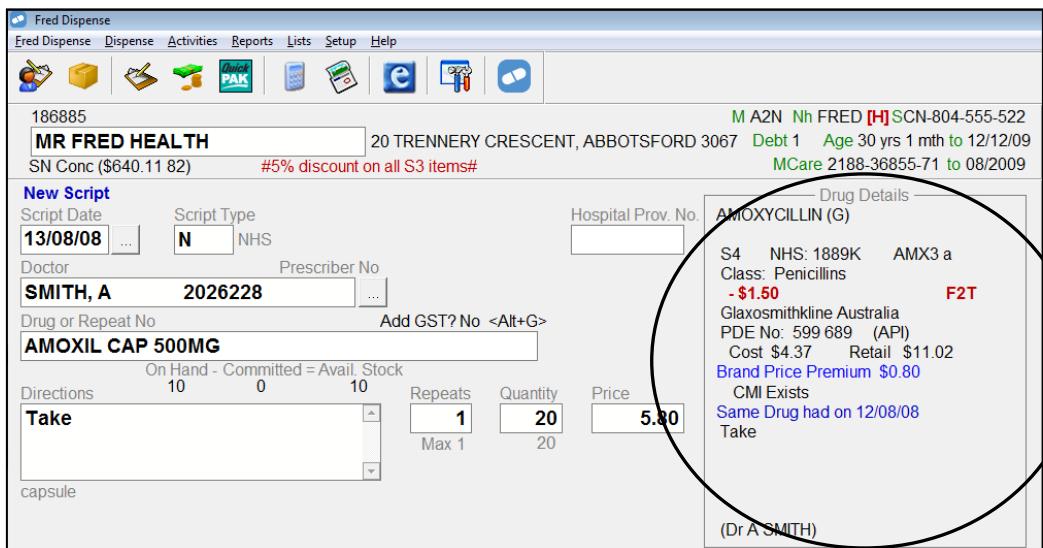
- A quick and accurate way to price Prescriptions without interrupting the script you are currently dispensing.



- While in the dispense screen press <F7>.
- Search for and select the drug from the selection list.
- The screen will show all the various prices for different patient categories. When you have finished, press <ESC> and continue dispensing.
- You can change quantities and number of dispensings for **Reg 24** pricing. E.g. If the script is for 5 repeats **Reg 24** enter the number of dispensing as 6 to give a correct patient price.
- The **Government Recovery Price** is also displayed, so you can quickly see what proportion of the cost the Government covers.

Fast Drug Codes

- The **Drug Details** screen shown to the right while dispensing shows many useful bits of information about the drug currently being dispensing, such as Generic Name if dispensing by brand (or vice versa) and the unique **Fast Drug Code**. Eg **VEN3** for Ventolin Met-Aerosol.
- The unique code is the quickest way to select a particular drug.



Fast User Drug Codes for easy selection of Drugs

- The **Fast User Drug Code** complements the **Fast Drug Code**, where Users may create their own
- Fast Drug Codes** for easy and fast selection from the **Drug Search** field.
- <ALT+L>then <D> Main Drug File
- <F> or click <Find> to search for the item you require.
- Select Drug from Drug Selection screen and press <U> or click <Update>.
- Move to the field marked **User Drug Code**, insert your preferred **Drug Code** (alphanumeric field up to 7 characters).
- Press <END> to save and you can now search for and automatically select the required Drug by entering a <;> follow by your **User Drug Code** in the **Drug Selection** field.

Generic Substitution Information

- The **Fred Dispense Drug File** contains information required to aid **Generic Substitution**.
- Generally, only items marked as 'a' or 'b' in the PBS Schedule may be substituted.
- Not all brands may be substituted.
- When a drug is chosen generically, **Fred Dispense** displays all available brands.
- In the **Drug Selection** list under the headings, 'a' or 'b' is displayed.
- Only 'a' items may be substituted with other 'a' items and 'b' items with other 'b' items.

- If you select an item with a **Brand Price Premium** and decide to substitute for the cheaper Generic brand:
- From the **Directions** field, <Arrow Up> to the **Drug or Repeat Number** field, type <G> and press <ENTER> to reselect generically the item you have chosen.
- If you have searched generically but wish to dispense the item by brand name type and <ENTER> to switch to brand name dispensing.
- If you wish to record that you have **substituted** a drug, use <ALT+N> and add a **History Note** to the **Patient History**.

Drug Selection – change Strength

- The quickest way to change the strength of a chosen drug, is to arrow back up to the **Drug** field and type <S> for same drug & form and show the different strength.
- Similarly, typing <D> will show the same drug (all strengths and forms) as previously selected.e.g. Amoxil Caps 250mg instead of 500mg.

Highlighting Drug Brand or Pack Size for Easier Dispensing

- When you have a choice of brands or pack sizes you can highlight the one you use most often so there is less error in dispensing.
- <ALT+L>then <D> **Main Drug File**
- <F> or click <Find> to search for the item you require.
- Select Drug from Drug Selection screen and press <U> or click <Update>.
- Move to the field marked **Drug Ranking**, insert the number **1** which corresponds to ‘Used most often’.
- Press <END> to save and this item will now be highlighted in a different colour and appear at the top of the list in the **Drug Selection** window

The screenshot shows the 'Main Drug File' window with the following details:

Drug Details:

- Name: AMOXIL
- Form: CAP CAPSULES
- Strength: 500mg
- Code: AMX3
- Pack: 20
- Generic: AMO8
- NHS Gen Link: Y
- Wholesale \$: 4.3739

Drug Ranking: A callout box highlights the 'Drug Ranking' field, which contains the value '1'. This indicates that the drug is ranked as the most frequently used.

Other Fields:

- Status: A (Active)
- Schedule: 4
- Extemp: N
- Manufacturer: GK (Glaxosmithkline Australia)
- Int Grp: 48 (Penicillins)
- Prof No:
- PDL Warn:
- Warnings: D PN NU6 GH6
- User Drug Code:
- Private Price \$:
- Fee Cat:
- Markup Cat:
- Schedule 3R \$:
- NHS Gen / OTC Price \$:
- Own Warnings:
- Label Size: L
- Add GST?: N
- Stock Group: 25
- APN: 9322147010270
- PDE No 2: SIG - 335489
- Aus Reg No.: 57574
- Drug Ranking: 1
- Notes: A button labeled 'Notes' is present.

Table:

Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts	Clear Days	SNO
AMO8	N	01/01/1992	1889K		20	1 04	N	
AMO8	D	01/01/1992	3300Q		20	0 04	N	

Buttons:

- Find, Previous, Next, Update, Add, Delete, Print, Save, Cancel.

Higher ranked drugs display first in the **Drug Selection** window

	Drug Name	Qty	Rp	Drug Type	S Code	WSCost	Mf
a	AMOXIL CAP 500mg	20	1	NHS	a 1889K	4.37	GK
b	AMOXIL CAP 250mg	20	1	NHS	a 1884E	2.54	GK
c	AMOXIL CHEW-TAB 250mg	20	1	NHS	1883D	2.44	GK
d	AMOXIL O-DRPS PAED 100mg/mL	1	1	NHS	1888J	4.21	GK
e	AMOXIL O-DRPS PAED 100mg/mL (SPX)	1	1	NHS Auth	9714G	4.21	GK
f	AMOXIL SACH 3g	1	0	NHS	1878W	2.34	GK
g	AMOXIL SYR-SACH 125mg	20		Private		7.00	GK
h	AMOXIL SYRP 125mg/5mL	1	1	NHS	a 1886G	2.48	GK
i	AMOXIL VL 1g	5		Private		13.28	GK
j	AMOXIL VL 500mg	5		Private		7.64	GK
k	AMOXIL DUO TAB 1g	14		Private		6.42	GK
l	AMOXIL FORTE SYR-SACH 250mg	20		Private		11.34	GK
m	AMOXIL FORTE SYRP 250mg/5mL	1	1	NHS	a 1887H	3.07	GK
n							
o							
p							
q							
r							

- There is also a report within **Fred Dispense** that will automatically apply a **Drug Ranking of 1** to your most commonly used drugs for better selection. See [Drug Usage Ranked Report](#)

PRIVATE DRUG PRICING

Set Drug Prices for Private and Schedule 3 Recordable Items

Users may set their own regular prices for **Private** and **Schedule 3 Recordable Items**.

<ALT+L>then <D> Main Drug File

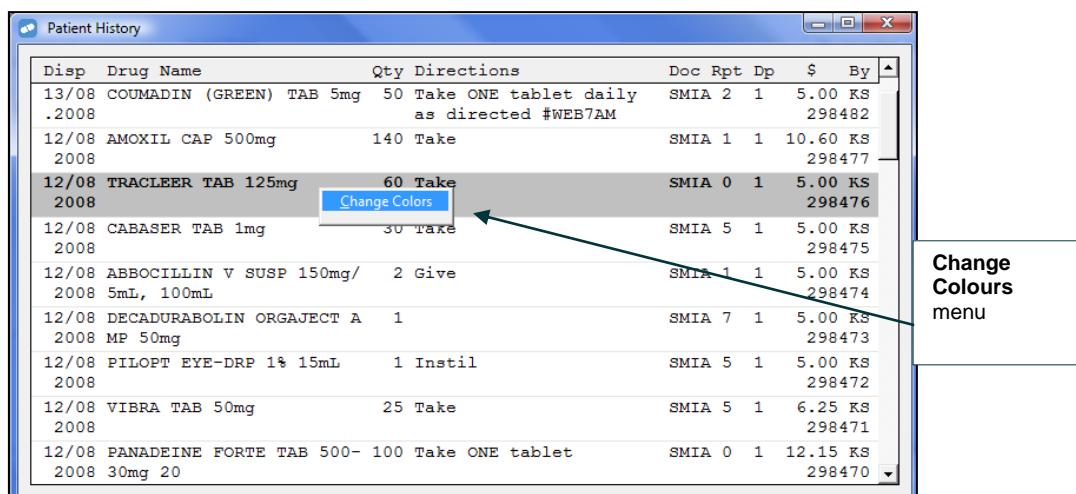
- Press <F> or click <Find> to search for the item you require.
- Select Drug from Drug Selection screen and press <U> or click <Update>.
- Move to the field marked **Private Price** or **Scheduled 3R Price** and enter your regular price.
- Press <END> to save and now each time that item is dispensed **Privately** or as a **Schedule 3R item**, this price will automatically default.

Name	ASPALGIN	Drug NHS:	Add	Delete				
Form	DISP-TAB	NHS Gen Link	Y	Diff				
Strength		Subst						
Code	ASPL1	Pack Size	50	Wholesale \$	6.2174			
CODEINE & ASPIRIN								
Status	A	User Drug Code		Supplier Code	API			
Schedule	3	Private Price \$	15.50	PDE Number	705567			
Extemp	N	Fee Cat		PDENo 2	SIG 133892			
Manufacturer	FM	Markup Cat		APN	0346626600328			
Int Grp	-1	Schedule 3R \$		Aus Reg No.				
Prof No		NHS Gen / DTC Price \$		Stock Group				
PDL Warn		Own Warnings		Drug Ranking	5			
Warnings	13 B M8 DR5 DR7 GH2 EN4 WO4	Label Size	L	Add GST?	N			
Formulary F2A Dispense Incentive \$ <input type="text"/> <input type="button" value="Notes"/>								
Drug Code	NHS Type	Date From	Drug NHS Code	Authority	Max Qty	Max Rpts	Clear Days	SNQ
CO53	R	01/01/1992	4061R		50	2 04	N	

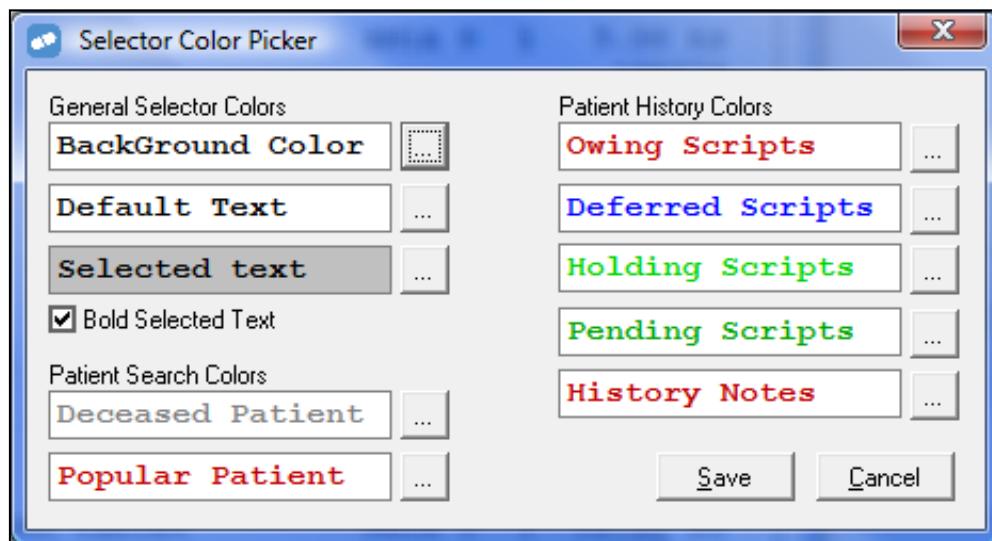
- Please note, this price will not be updated automatically as wholesale prices change, so it will need to be reviewed regularly.

CHANGING THE COLOURS OF THE SEARCH WINDOWS

- It is possible to change the colours of the different **Search Windows** in Fred Dispense.
- When you are in a particular Search window, such as **Patient History Display**, right-click anywhere in the white area and a menu will appear to **Change Colours**:



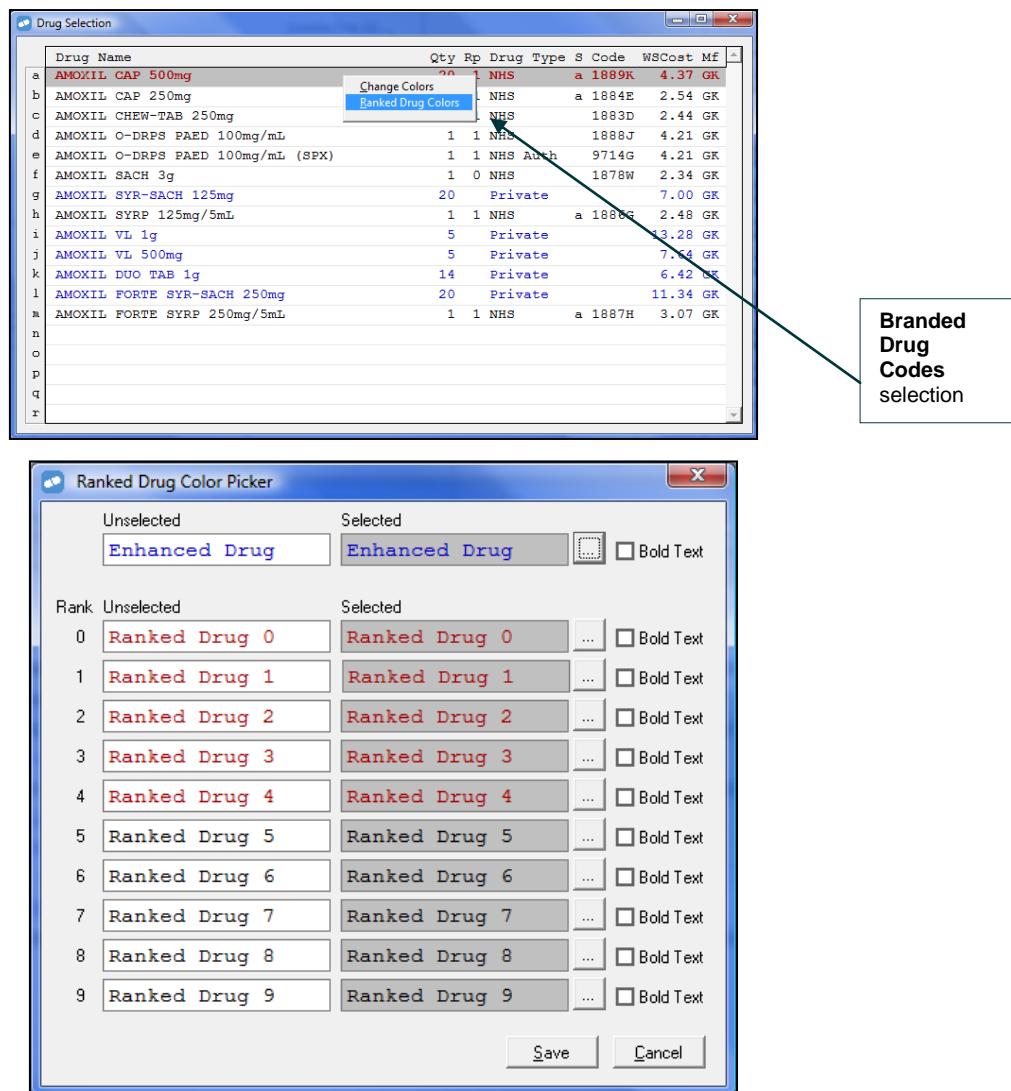
- Left-click on this menu and the **Selector Colour Picker** window will open:



- Click on each of the buttons to display a colour palette from which you can choose your preferred colours.
- Click on the desired colour, and the **Selector Colour Picker** will display a sample of how the window will look.
- These colours are specific to each **Fred Dispense** terminal.

Changing Ranked Drug Colours

- The colour of your Ranked Drugs in the **Drug Selection** screen can also be changed, in the same way as above, but must be done from the **Drug Selection** window by choosing **Ranked Drug Colours**.



- Click on each of the buttons to display a colour palette from which you can choose your preferred colours.
- Click on the desired colour, and the **Selector Colour Picker** will display a sample of how the window will look.
- These colours are specific to each **Fred Dispense** terminal.
- To display your Ranked Drugs in **Bold Text**, click on the tick-box to select this option.



Fred Dispense & PBS Online

Fred Connect supersedes Comm Server as the connector for Fred Dispense to communicate to external parties such as Online Claiming for PBS (PBS Online). The Icon in the System Tray has altered from the Green Dot to the blue Fred Connect Icon.



Fred Connect

For Fred Dispense to communicate with PBS Online, Fred Connect needs to be installed on one of the computers that is connected to the internet. The PC must have a minimum of Windows 2000 installed. Additionally Microsoft DOT NET framework v2 and JAVA must be installed. Fred Connect also requires InterCom Server service to be running for it to operate properly. Fred Connect can be also used for other projects that may require communications with Fred Dispense in the future in addition to its current use with Online Claiming for PBS. Currently, it supports communications with CONYSIS, RoboPharma and Gollman Drug Delivery Machines, ScriptMAP, FredOffice, eRx as well as Online Claiming for PBS.

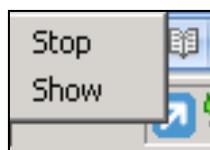
Fred Connect files are installed on the one computer and are installed in the C:\Program files\Comm Server folder. Fred Connect is started via a shortcut located on the desktop.



When Fred Connect is running it normally runs minimised in the System Tray as indicated by the Blue Icon with the White Arrow.



Maximising Fred Connect can be performed by RIGHT MOUSE CLICKING on the System Tray Icon and left clicking on Show or by double clicking on the Fred Connect System Tray Icon.

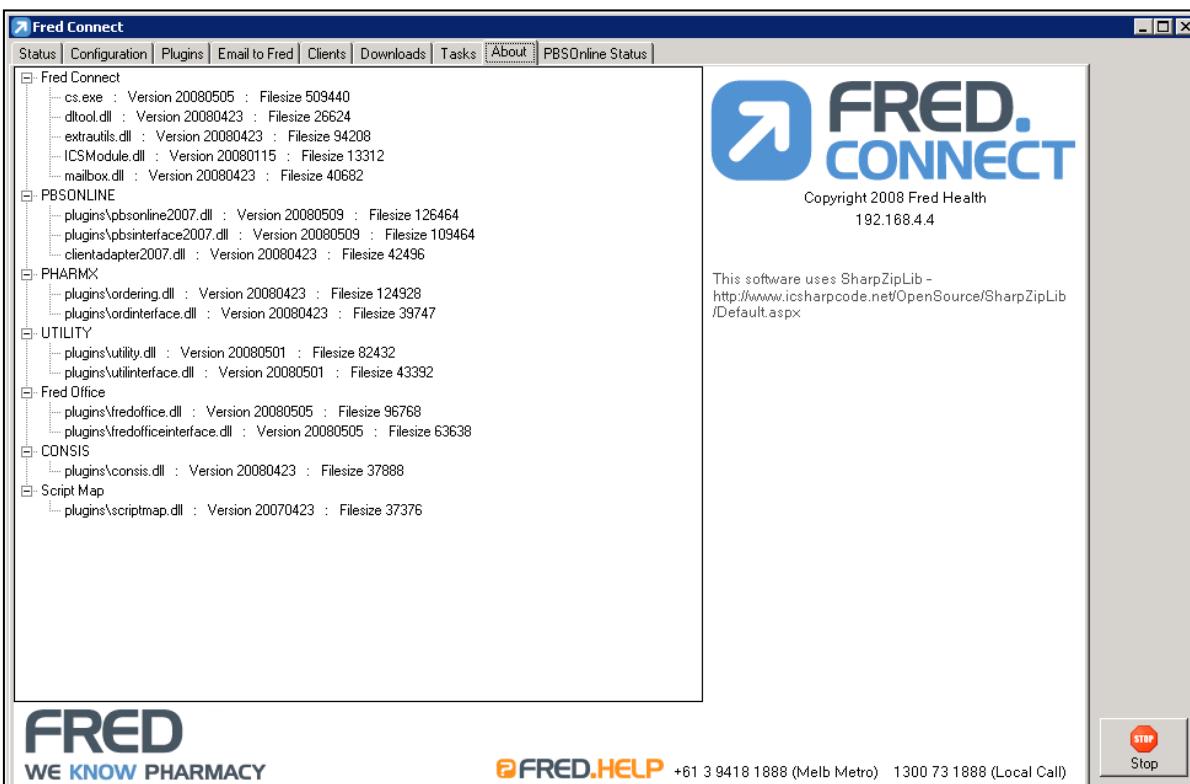


When minimised Fred Connect can be stopped by RIGHT MOUSE CLICKING on the system tray icon and clicking on STOP. When maximised Fred Connect can be closed by clicking on the stop button. A maximised Fred Connect displays with a series of TABS.

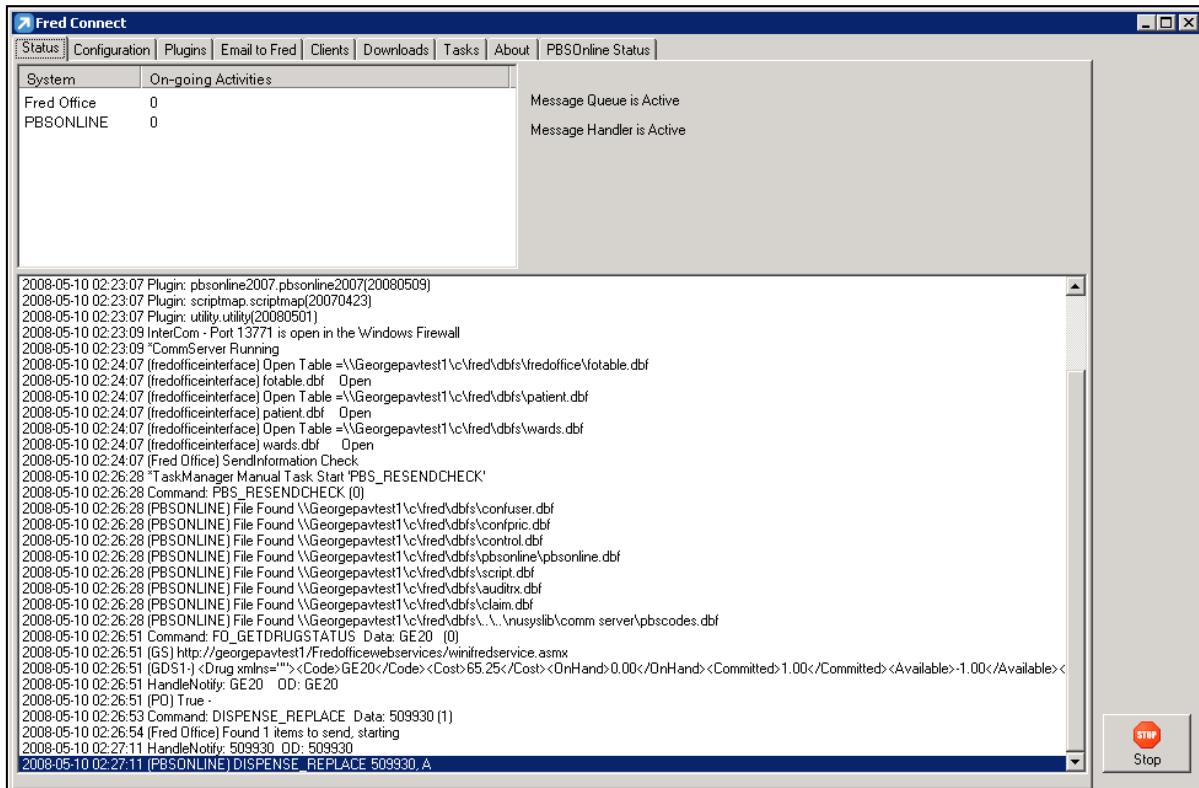
THE ABOUT TAB



The ABOUT TAB purpose is to display the versions of Fred Connect as well as other important files that Fred Connect requires. Clicking the plus icons expand to display relevant file versions, as seen in the next diagram.

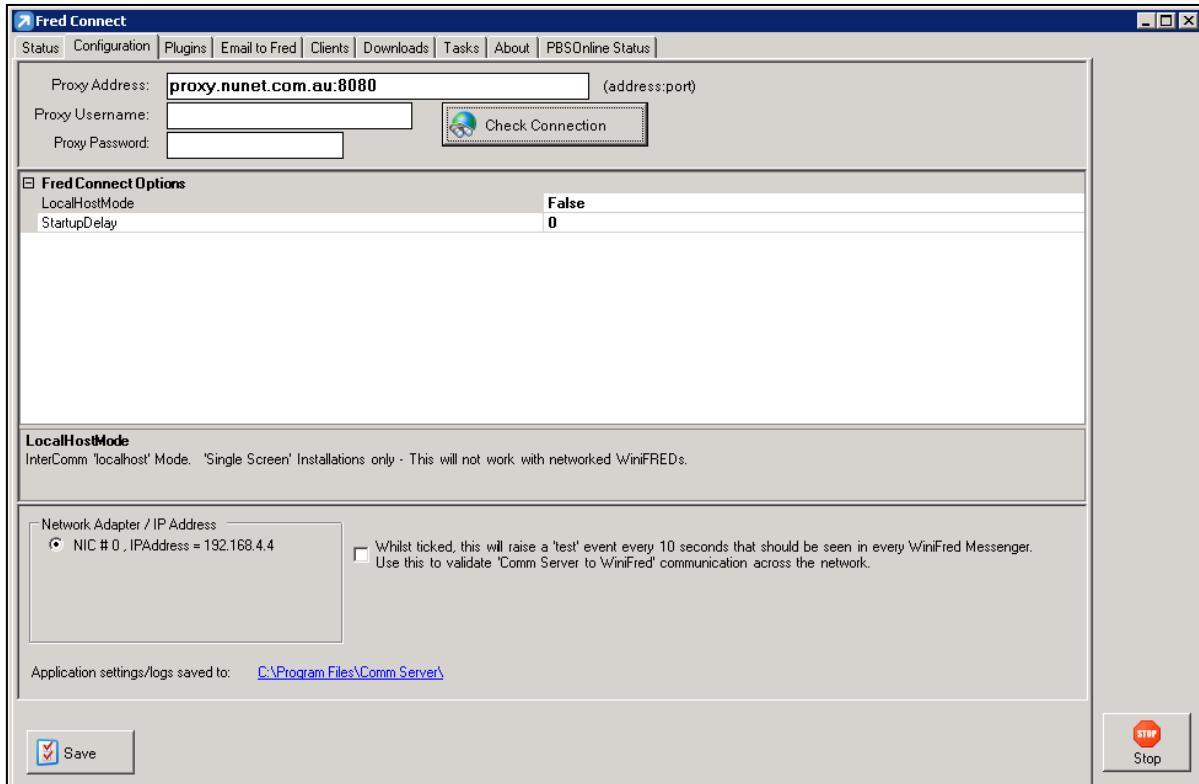


THE STATUS TAB

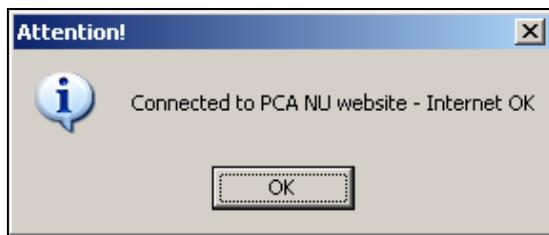


The STATUS TAB displays the tasks that Fred Connect is currently performing in the lower part of the STATUS TAB screen. (as seen above). The tasks performed are also written into a log file called CSLOG.LOG which resides in the C:\Program Files\Comm Server\LOGS folder.

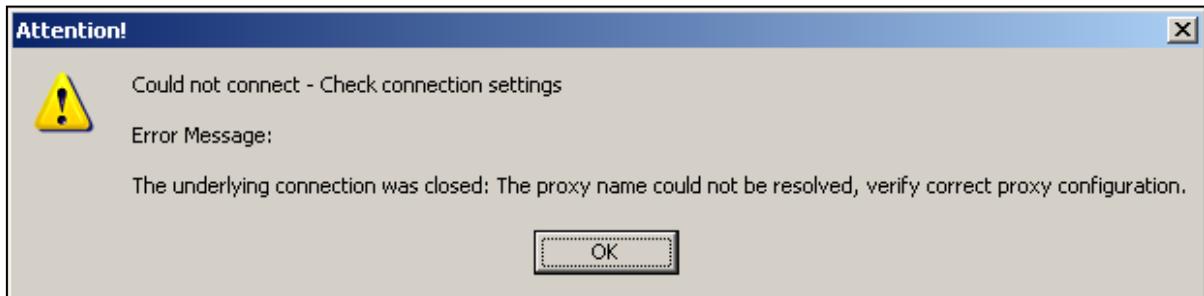
THE CONFIGURATION TAB



The Configuration Tab allows Fred Connect to be customised to suit individual sites Internet Settings, such as Proxy Settings. Clicking the Check Connection button will confirm that Fred Connect is successfully connected to the internet if the following message is received.



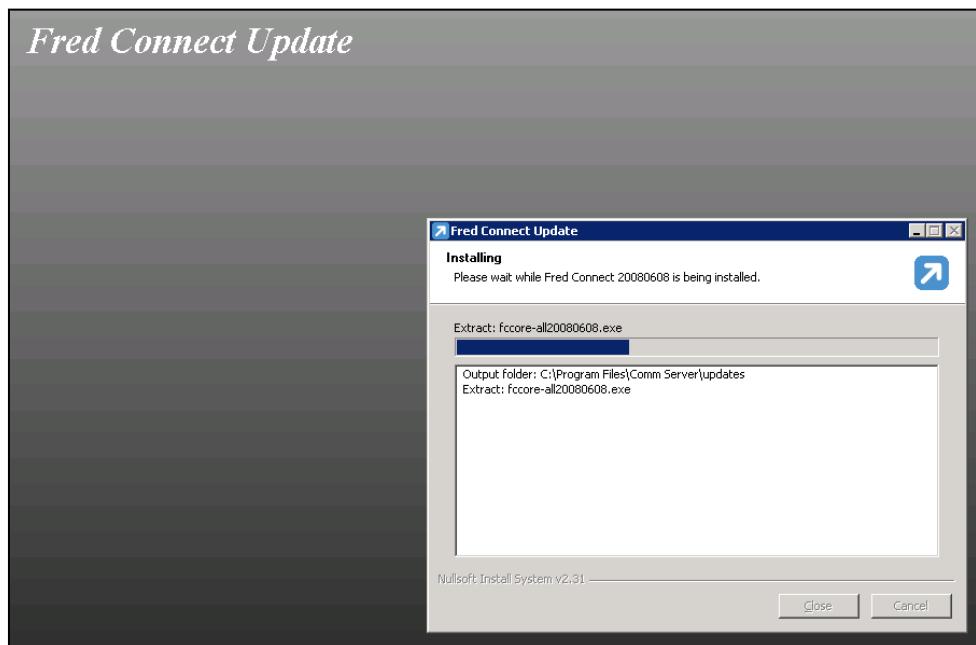
An example of the message that is displayed if Fred Connect is not configured correctly when clicking Check Connection button is displayed in the next diagram.



THE DOWNLOADS TAB

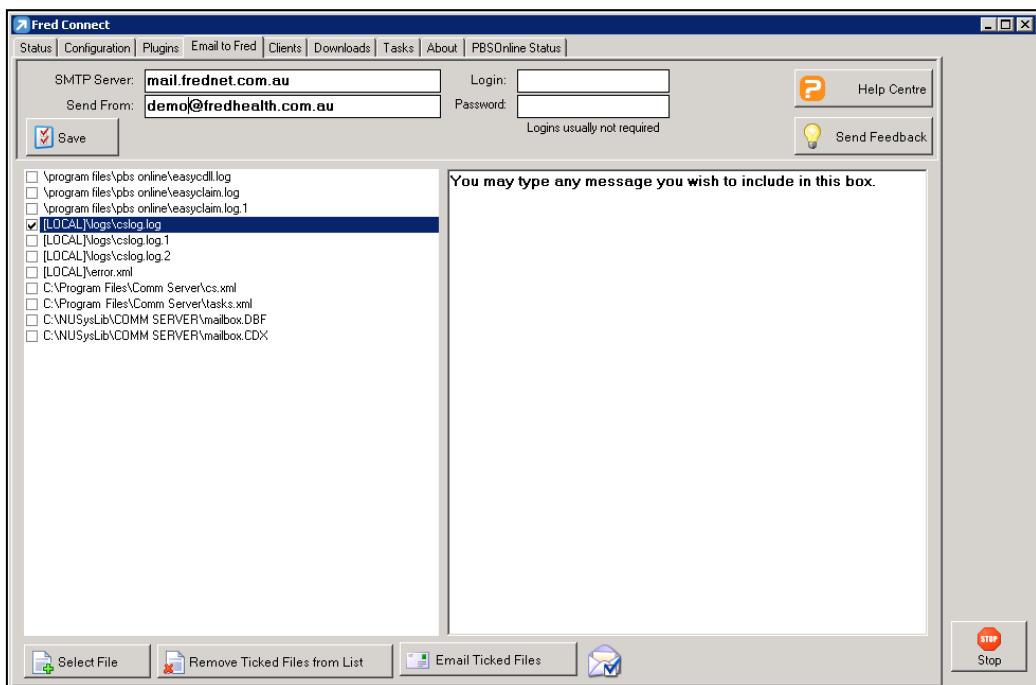
A screenshot of the Fred Connect software interface. The top menu bar includes Status, Configuration, Plugins, Email to Fred, Clients, Downloads (which is highlighted), Tasks, About, and PBSOnline Status. Below the menu is a table with one row showing a download from 'http://www.pcangu.com.au/uploads/winitred/20080602/wf080602.exe'. The status column shows 'Finished', progress is at 100.00%, remaining is 0.00 KB, speed is 2471.00..., and reconnections are 0.

Displays the download progress of any updates that Fred Connect is currently downloading. For Fred Connect Updates, once the download is complete the update files are copied to the appropriate locations and Fred Connect will close and update itself as seen next.



Fred Connect will restart automatically after the update is completed. No user intervention should be necessary.

THE EMAIL TO FRED TAB



The Email to Fred Tab enables any files that are required for diagnostic purposes to be sent back to Fred Health very easily. Standard PBS Online log files as seen on the left hand window are already listed which can be ticked and sent by clicking on the Email Ticked Files button.

Clicking the Select File button enables any file in the network to be added to the list of files that can be emailed back to Fred Health. Additionally, files can be deleted from the pick list by ticking and clicking the Remove File from List button.

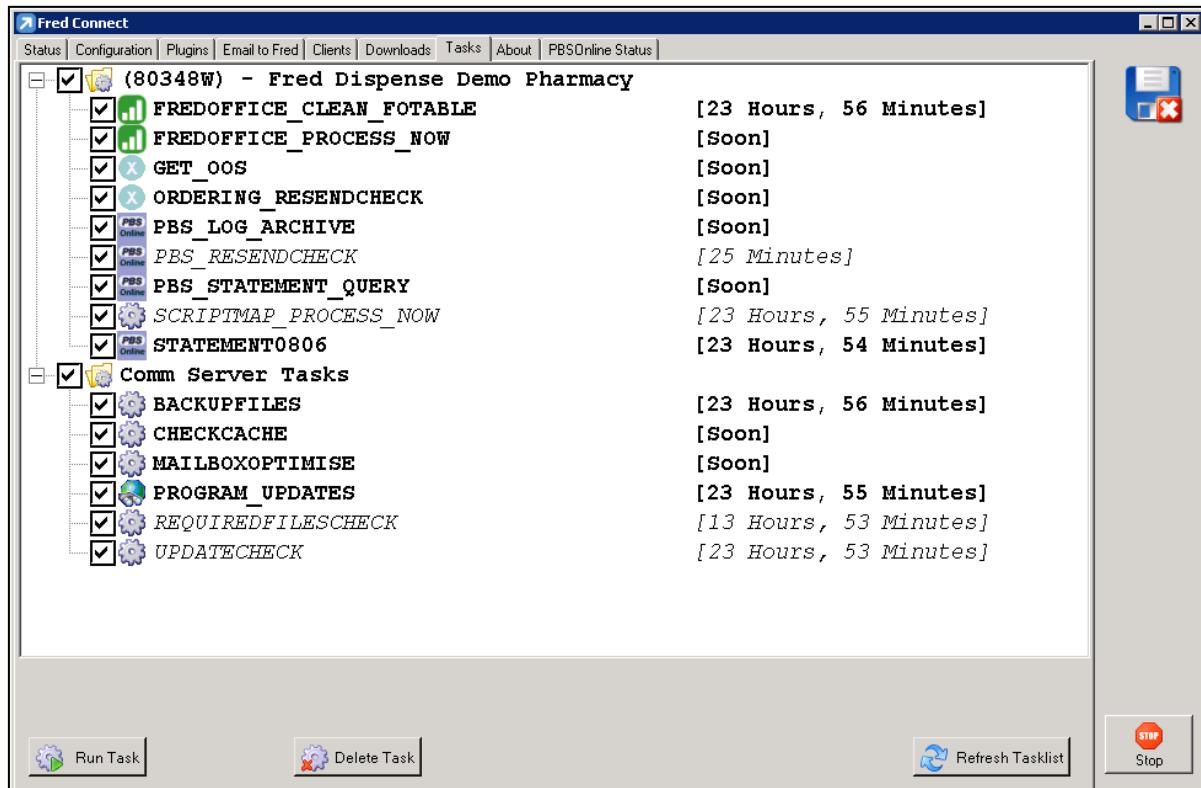
The right hand window allows for a message to be written to accompany the file/s sent to Fred Health.

The Fred Help Centre can be accessed directly by clicking the Help Centre button.

Pressing the Send Feedback button displays the following screen allowing users to submit feedback to Fred Health.

A screenshot of a feedback submission dialog box titled 'Fred Connect - Submit your Feedback'. It features a lightbulb icon and the heading 'Feedback Form - How you can help.' A text area explains that users can provide feedback for new features or enhancements, report bugs, or suggest other improvements. It states that user feedback will be forwarded to the Fred Connect team. There are four radio buttons for selecting the type of feedback: 'Bug', 'New Feature', 'Enhancement', and 'Other Suggestion'. A 'Related Feature/Product Section' input field is present. A large text area for 'Provide us with feedback to help improve Fred Connect in the future' contains placeholder text asking for a detailed description of the suggestion. A scrollable text area follows. Below it is a rating scale for the importance of the feedback, ranging from 'Minor' to 'Critical'. At the bottom are 'Submit Feedback' and 'Close' buttons.

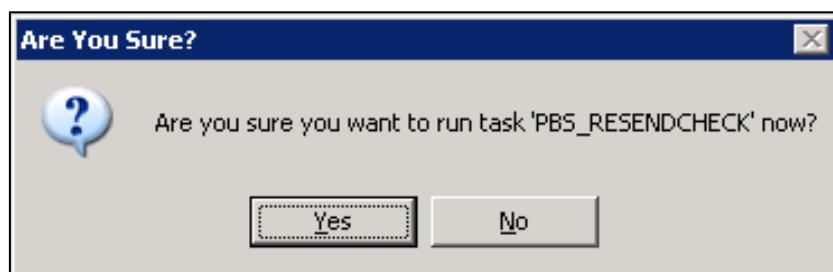
THE TASKS TAB



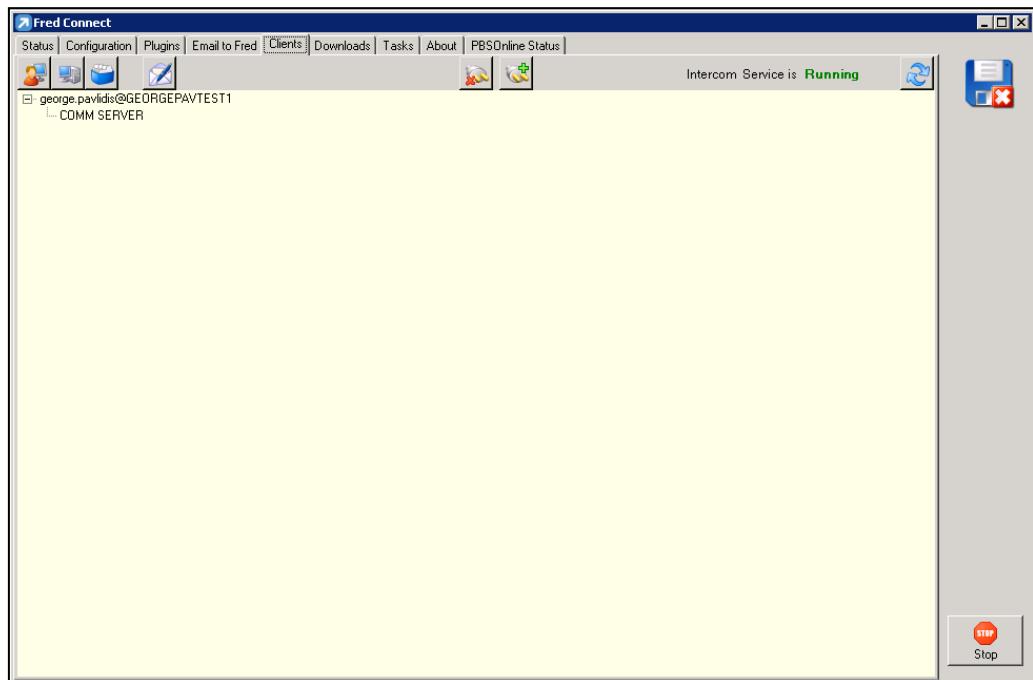
The TASKS TAB contains a list of tasks set aside for Fred Connect to perform automatically. The Right Hand Side displays when the task will be performed. If needing to stop a task untick it on the left hand side. The feint tasks cannot be stopped as they are critical tasks that need to be run always. Typical tasks that can be set for Fred Connect are

- Checking and automatically downloading various updates
- Resending Prescriptions that were not successfully sent previously
- Requests for PBS Online Claim Statements

Tasks can be run manually by double clicking and choosing YES to run the task now. For Example the PBS_RESENDCHECK Task can be run.

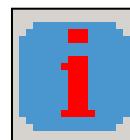


THE CLIENTS TAB



The Clients Tab advises that the InterCom Messaging Service is running and also displays all the terminals that are communicating with Fred Connect. At a Multi screen site all the Fred Dispense computers currently in Fred Dispense should be seen in this TAB

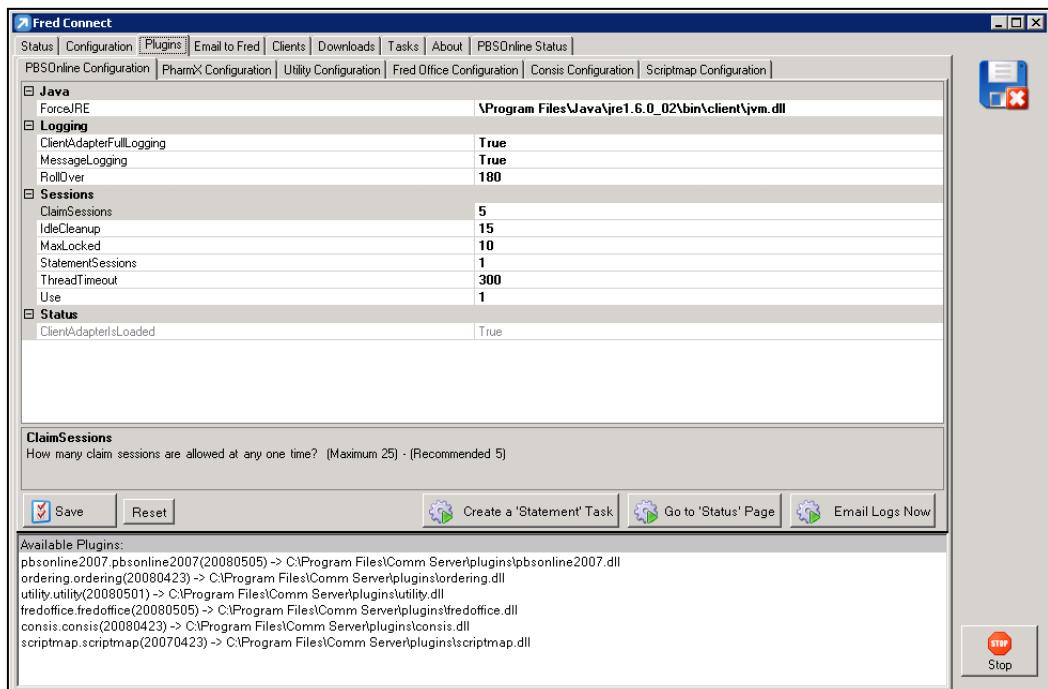
If for some reason the InterCom Messaging Service is NOT running the Fred Connect Icon will change in appearance and display in the system tray as seen below.



The Service status can be turned on by going to Computer Management, by RIGHT MOUSE clicking on the My Computer icon and left clicking on MANAGE to open the Computer Management Screen. Clicking on Services and Applications and then Services will display all the services on the computer, as seen below. Right mouse clicking on InterCom Server and clicking on start will restart the InterCom Server service. Once restarted the Fred Connect Icon would return back to its normal appearance.

Name	Description	Status	Startup Type	Log On As
IMAPI CD-Burning C...	Manages CD recording using Image Mastering Applications Programming In...	Manual	Local System	
Indexing Service	Indexes contents and properties of files on local and remote computers; pr...	Manual	Local System	
Infrared Monitor	Supports infrared devices installed on the computer and detects other devi...	Started	Automatic	Local System
InterCom Server	Manages event- and message-based communication between applications.	Automatic	Local System	
IPSEC Services	Manages IP security policy and starts the ISAKMP/Oakley (IKE) and the IP ...	Started	Automatic	Local System
Logical Disk Manager	Detects and monitors new hard disk drives and sends disk volume informati...	Manual	Local System	
Logical Disk Manage...	Configures hard disk drives and volumes. The service only runs for configu...	Manual	Local System	
Messenger	Transmits net send and Alert service messages between clients and serv...	Disabled	Local System	
MS Software Shado...	Manages software-based volume shadow copies taken by the Volume Shad...	Manual	Local System	
MSSQLSERVER		Started	Automatic	Local System
MSSQLServerADHel...		Manual	Local System	
Net Logon	Supports pass-through authentication of account logon events for comput...	Started	Automatic	Local System
NetMeeting Remote...	Enables an authorized user to access this computer remotely by using Net...	Manual	Local System	
Network Connections	Manages objects in the Network and Dial-Up Connections folder, in which y...	Started	Manual	Local System
Network DDE	Provides network transport and security for Dynamic Data Exchange (DDE)...	Disabled	Local System	
Network DDE DSDM	Manages Dynamic Data Exchange (DDE) network shares. If this service is s...	Disabled	Local System	
Network Location A...	Collects and stores network configuration and location information, and no...	Started	Manual	Local System
Network Provisionin...	Manages XML configuration files on a domain basis for automatic network n...	Manual	Local System	

THE PLUGINS TAB



The Plugins tab contains information on all the active plugins that are active in Fred Connect. This will vary from site to site based upon what they use ie do they use a CONYSIS Machine or are they an Online Claiming for PBS Site etc.

Each sub TAB within contains specific items relating to the functionality. Displayed above is the PLUGINS, PBSOnline Configuration Tab, in this tab there are three buttons.

1. The “Create a Statement Task” button that enables the creation of a PBS Online Statement retrieval task for whatever claim period is required.
2. The “Go to Status Page” button that enables the pharmacy to check the PBS Online Service Status. In particular Medicare Australia eBusiness Service Status.
3. The Email Logs Now button that will email logs back to Fred Health at the click of a single button.

Other settings can be altered to set different levels of logging as well as set particular Java settings to be used when transmitting to PBS Online.

Fred Dispense, Fred Connect and PBS Online

Upon start up, Fred Dispense checks whether Fred Connect is running.

Fred Dispense Startup when Fred Connect is NOT running.

When Fred Connect is **NOT** running, the Fred Dispense Startup pauses with the following “Fred Connect Connection” message. This message warns you that communications are not active.



Choosing <C>ontinue will start Fred Dispense without Fred Connect Messaging. The Fred Dispense toolbar will also display the following symbol over the Postbox to clearly indicate that communications is not established with Fred Connect and PBS-Online.



Upon choosing <R>echeck from the “Fred Connect connection” message, Fred Dispense will re-attempt to connect to Fred Connect. If Fred Connect is still NOT running the message will re-display again until after Fred Connect is started and Recheck is selected.

When Fred Connect is running the Postbox Icon in the toolbar of Fred Dispense will display with either a tick or a cross (as seen next) depending on the types of local messages stored in the mailbox.



If during dispensing, Fred Connect shuts down (ie while it is updating), the following message is displayed in Fred Dispense in the top right hand corner.



You can continue to dispense however, it is recommended if this connection is lost that you try to restart Fred Connect if its icon doesn't reappear in the system tray as per the start of this manual after a minute or two.

The Messaging for PBS Online appears in the Fred Dispense toolbar as seen in the following diagram.



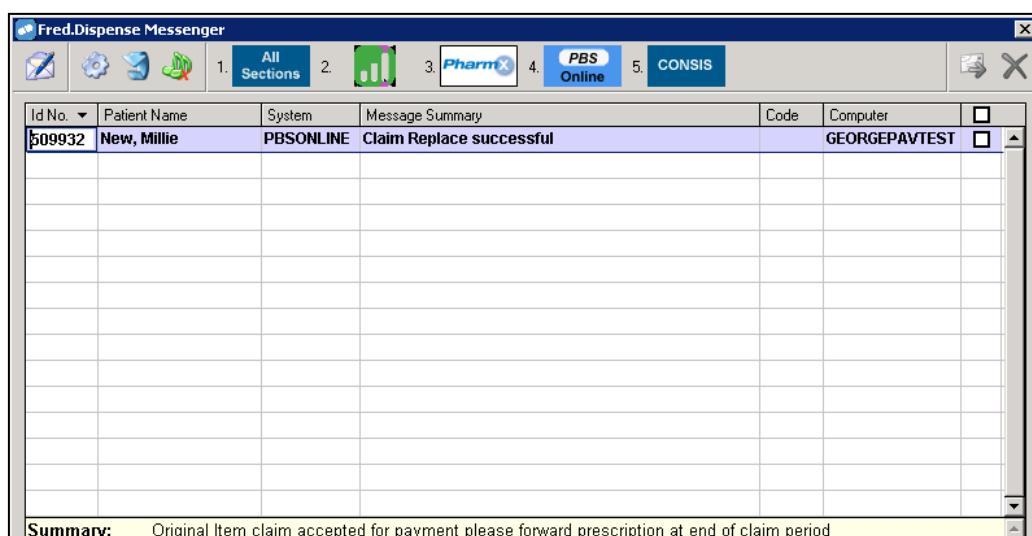
There are two types of messages, Local Messages and Other Messages.

Local Msg's are generated by dispensing or editing of claimable items from the local machine whereas Other Msg's are messages that are generated from dispensing or edits from other dispense stations in the network.

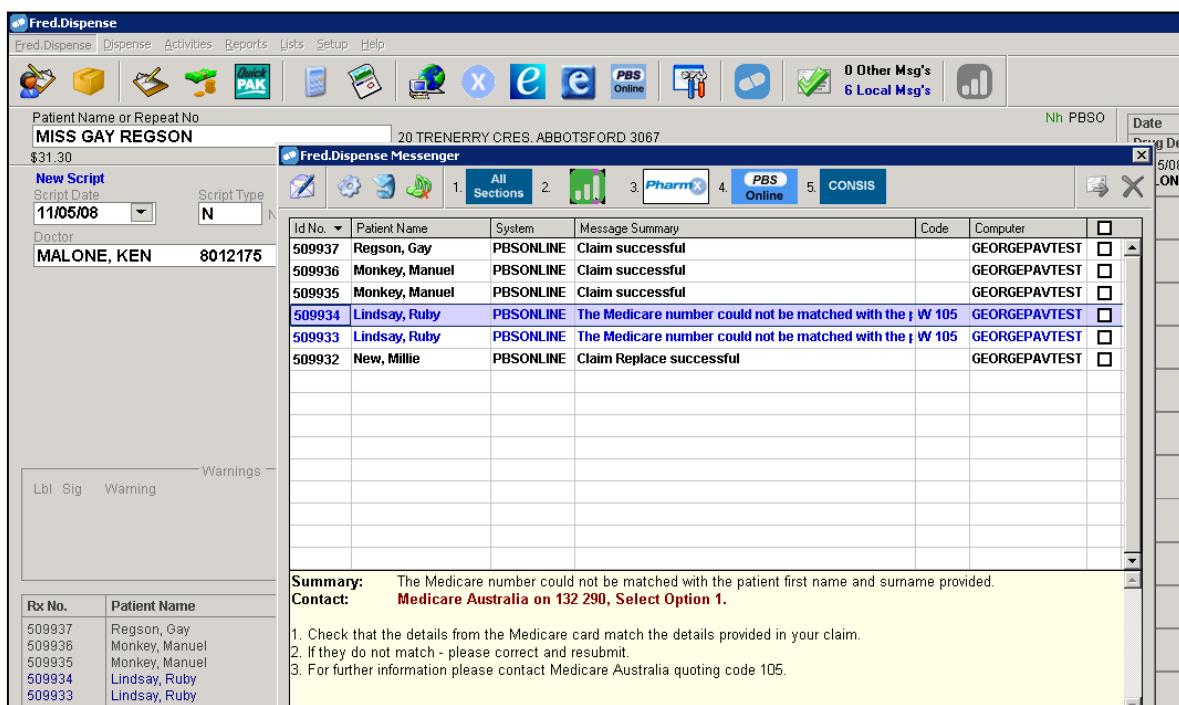
Dispensing a claimable prescription which has no problems will return a flashing green tick and has generated a local message as seen next.



Clicking on the envelope or pressing <ALT+P>ostbox Messages displays the Fred Dispense Messenger Screen. The Fred Dispense Messenger Screen displays important information from PBS Online. The example below displays that the dispensing of Rx Number 509932 was successful and accepted by PBS Online for payment. Prescriptions that are accepted for payment by PBS Online are displayed in Black coloured text. (Other Msg's and Local Msg's in the toolbar are black also)



The Fred Dispense Messenger Window

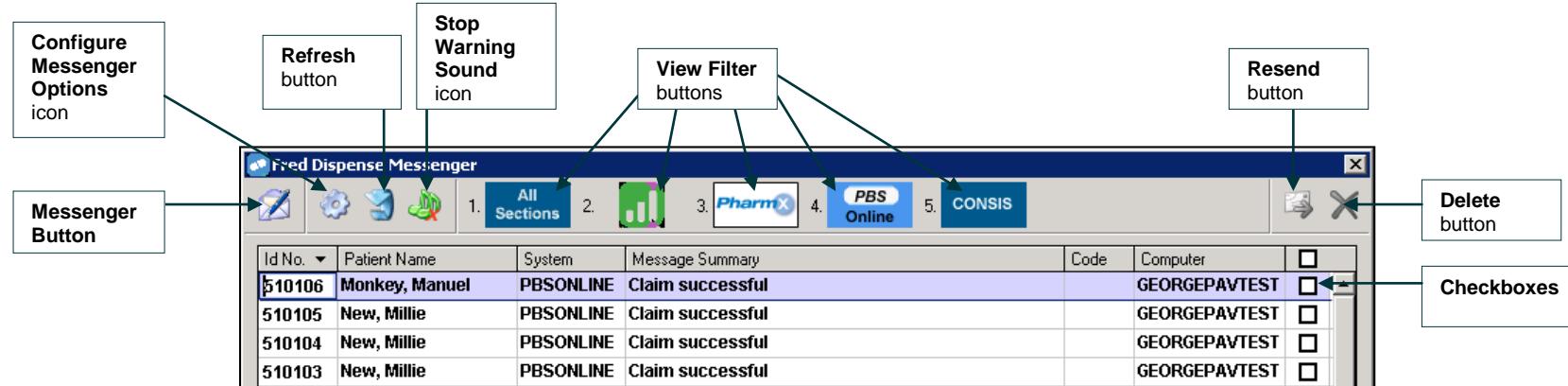


The Fred Dispense Messenger Screen displays ID No. ie the prescription number, patient's name, message summary, warning codes and computer name where item was dispensed.

By default the prescriptions are listed in reverse number order so that the most recent prescription is at the top. The order can be reversed by clicking on the Id No. heading.

When a Warning or Reject Message is returned from PBS Online, advisory information is seen in the Summary and Contact section at the bottom of the Fred Dispense Messenger Screen as seen in the previous diagram.

Fred Dispense Messenger Screen in detail



The Messenger Button

Enables messages to be sent back to Fred Health, for diagnostic purposes, in addition to messaging from one dispensing terminal to any other dispensing terminal as required.

The Configure Messenger Options Button

Opens up a configuration screen so that Fred Dispense Messenger can be customised to

- Display Local Messages Only or Messages from all Dispense Screens
- Display Information Messages or not
- Clear Information Messages on exit
- Pop up in front of the Fred Dispense Screen when a reject or error message is received from PBS Online
- Produce an audible warning when a reject or error message is received from PBS Online. Warning sound can be selected by users and can be optioned to repeatedly sound until acknowledged. (This feature is optional at each individual Dispense terminal)

The Refresh Button

Allows messages in Fred Dispense Messenger to be refreshed.

The Stop Warning Sound Button

Stops the audible warning sound from sounding when acknowledged by clicking on this button. The sound can also be stopped by pressing the <ESC> key

The View Filter Buttons

Allows messages viewed from Fred Dispense Messenger to be filtered based on viewing ALL, or Fred Office, PharmX, PBS Online or CONYSIS only messages.

The Resend and Delete Buttons

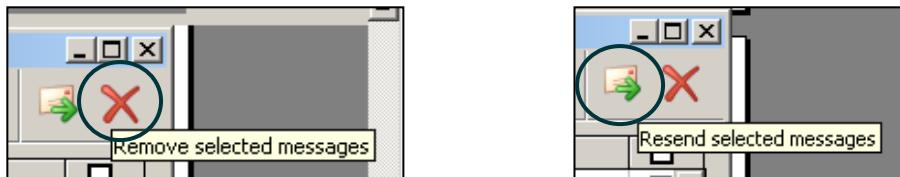
These are grey and inactive when no items are selected by the check boxes in the right hand column.

Checkboxes

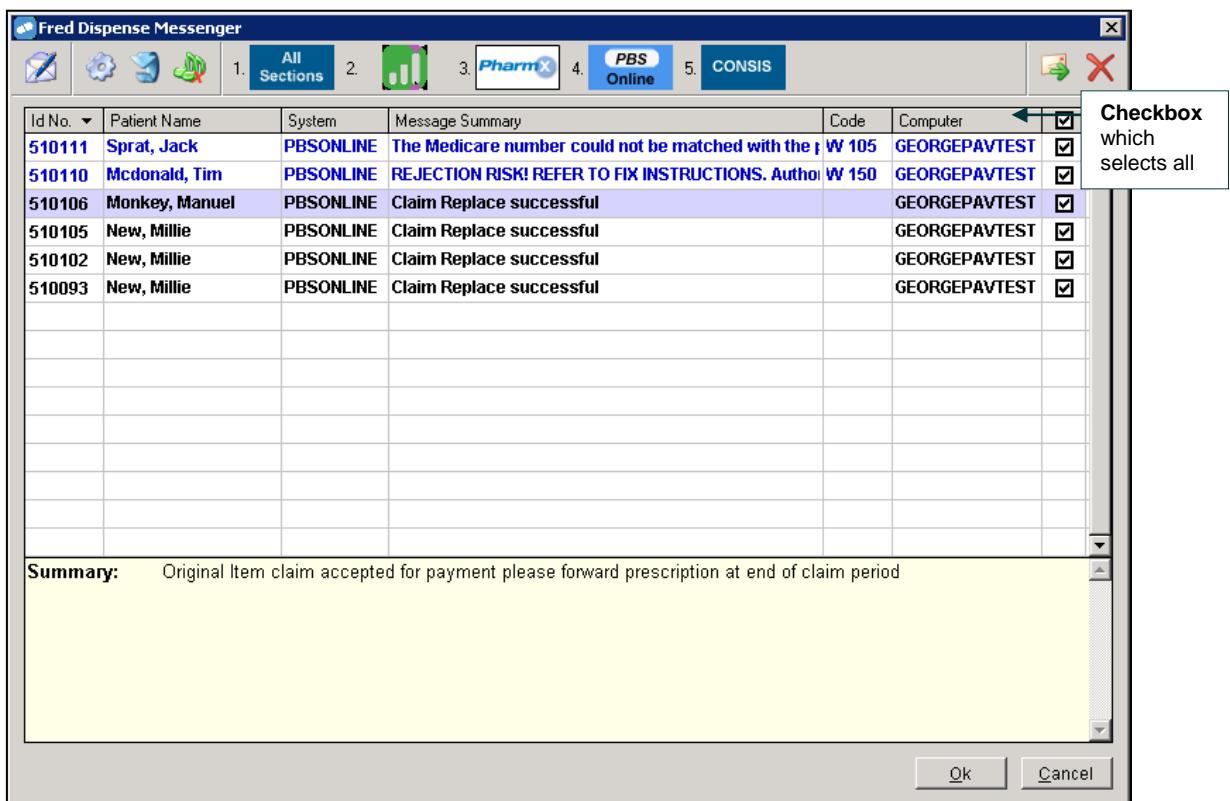
Allows individual messages to be marked for either resending or deletion based on which is clicked next. See next page in this manual for further details.

Activated Delete and Resend Button

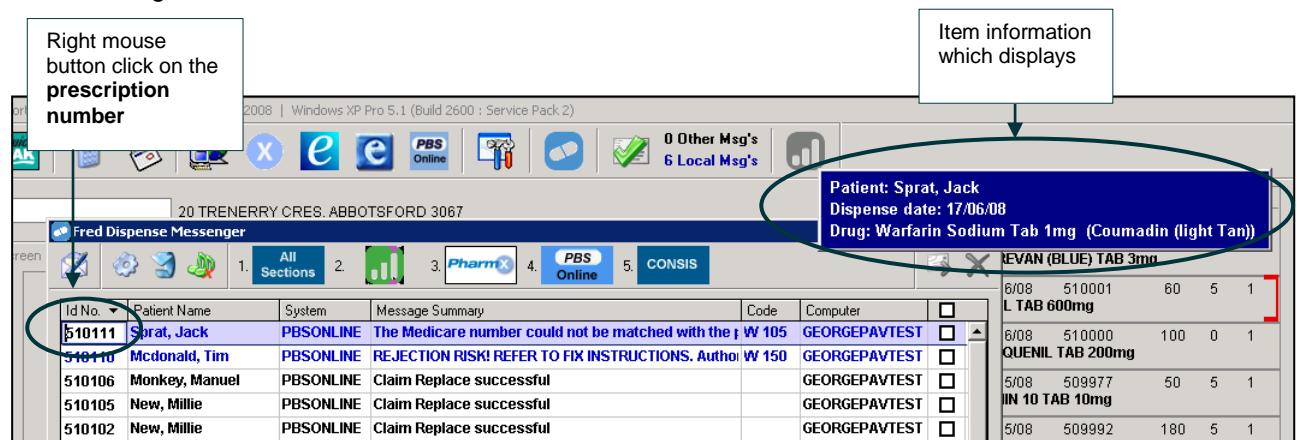
This will remove items that are ticked in the Fred ticked for resending next time Messenger List the Fred Connect - PBS_RESENDCHECK task will run.



Clicking on the tick box in the heading section marks all the message tick boxes with a single click ready for resending or deleting.



Single RIGHT MOUSE Button clicking on the prescription number displays what the item is as seen in the next two diagrams.



Blue Text Messages

When there are PBS Online messages that contain warnings they are displayed in Blue Text in the Fred Dispense Toolbar as well as in Fred Dispense Messenger. Refer to the next 2 diagrams.

The screenshot shows the Fred Dispense software interface. At the top, the toolbar includes icons for patient management, dispensing, activities, reports, lists, setup, help, and various system functions. A message box on the right side displays "Blue Text PBS Online Message display". The main window shows a patient record for "MR MANUEL MONKEY" with address "20 TRENERRY CRES, ABBOTSFORD 3067" and a balance of "\$0.00 blah". Below the toolbar, a status bar indicates "Wait Screen - Press <ESC> for New patient". A green arrow points from the message box to the toolbar icon where blue text is displayed.

ID No.	Patient Name	System	Message Summary	Code	Computer
510111	Sprat, Jack	PBSONLINE	The Medicare number could not be matched with the p	W 105	GEORGEPAVTEST
510110	Mcdonald, Tim	PBSONLINE	REJECTION RISK! REFER TO FIX INSTRUCTIONS. Author	W 150	GEORGEPAVTEST
510106	Monkey, Manuel	PBSONLINE	Claim Replace successful		GEORGEPAVTEST
510105	New, Millie	PBSONLINE	Claim Replace successful		Auto-Sender
510102	New, Millie	PBSONLINE	The prescriber number provided does not exist.	W 095	GEORGEPAVTEST
510093	New, Millie	PBSONLINE	Claim Replace successful		GEORGEPAVTEST

NOTE: Script Number 510102 has a problem with the prescriber number and upon double clicking on the prescription number from within Fred Dispense Messenger, the **Edit Script screen** automatically comes up to enable immediate editing of the prescription to fix the reported problem, as seen in the following image.

This screenshot shows the "Edit Script" screen within the Fred Dispense software. It displays a prescription for "PLAQUENIL TAB 200MG" with directions "Take ONE tablet TWICE a day". The prescription is dated "17/06/08" and is for "NHS". The prescriber number is listed as "N". On the right side, a message box shows "MCare 2293-58797-16 to 11/2011" and a list of medications: HALDOL AMP, LOSEC TAB 2, KINSON TAB, PLAQUENIL 1, LIPITOR TAB, and another LIPITOR TAB entry. A green arrow points from the message box to the toolbar icon where blue text is displayed.

After fixing the prescriber number and saving the edit, the script details are sent to PBS Online and returned with a "**Claim replace successful**" message as seen below. The message in Fred Dispense Messenger has now changed from blue to black.

This screenshot shows the "Fred Dispense Messenger" window. It displays a table of messages with columns for ID No., Patient Name, System, Message Summary, Code, and Computer. The "Message Summary" column contains blue text for some entries and black text for others. A green arrow points from the message box to the toolbar icon where blue text is displayed. A callout box on the right side highlights the message "Claim Replace successful message" in black text.

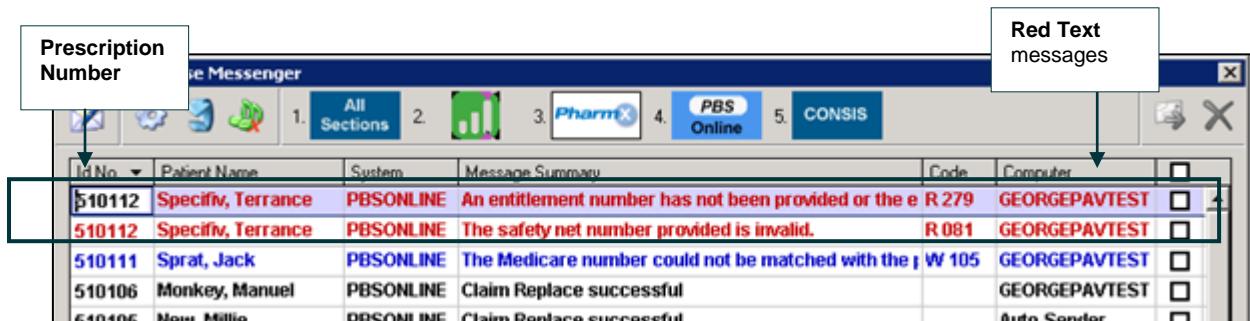
ID No.	Patient Name	System	Message Summary	Code	Computer
510111	Sprat, Jack	PBSONLINE	The Medicare number could not be matched with the p	W 105	GEORGEPAVTEST
510110	Mcdonald, Tim	PBSONLINE	REJECTION RISK! REFER TO FIX INSTRUCTIONS. Author	W 150	GEORGEPAVTEST
510106	Monkey, Manuel	PBSONLINE	Claim Replace successful		GEORGEPAVTEST
510105	New, Millie	PBSONLINE	Claim Replace successful		Auto-Sender
510102	New, Millie	PBSONLINE	Claim Replace successful		GEORGEPAVTEST
510093	New, Millie	PBSONLINE	Claim Replace successful		GEORGEPAVTEST

Red Text Messages

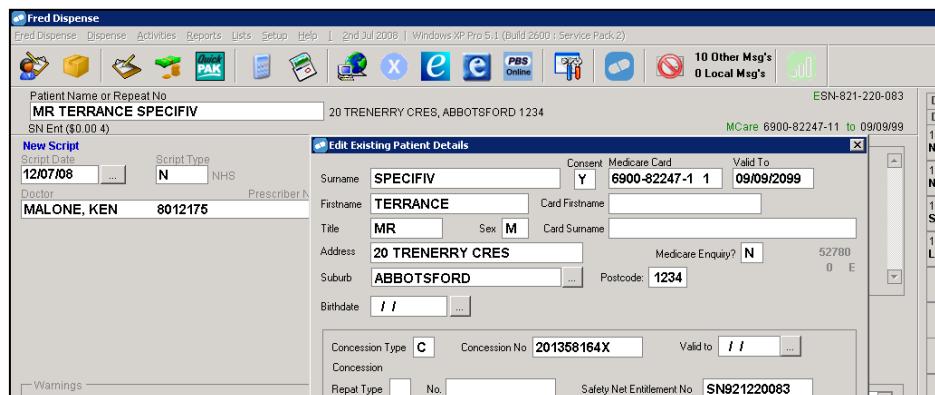
Red Text Messages in the Fred Dispense Toolbar and Fred Dispense Messenger indicate problems with prescriptions that may cause a rejection. Ideally these should be attended to immediately or as soon as possible. Refer to the next diagrams



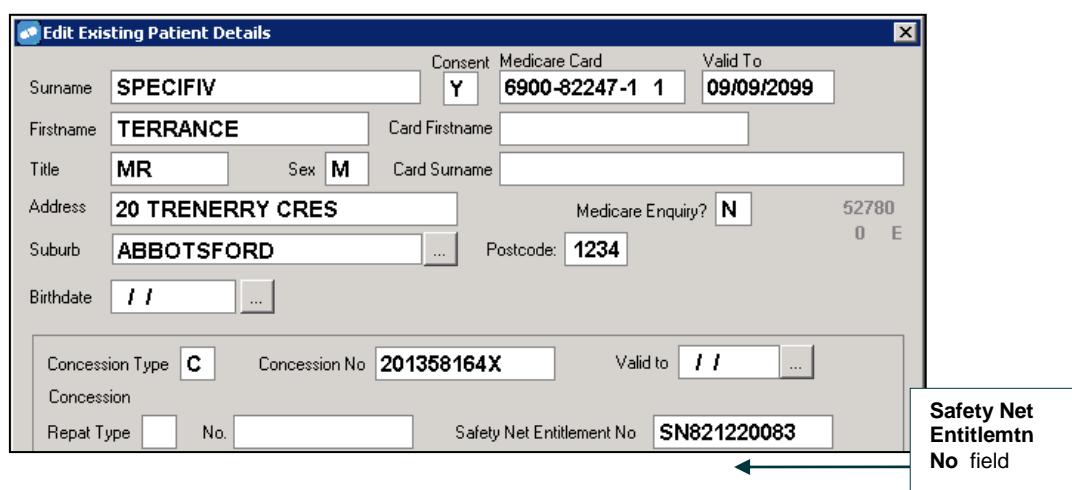
Pressing <ALT+P>ost Box Messages or clicking on the envelope displays Fred Dispense Messenger. This displays the details in RED and this script will be rejected if left like this.



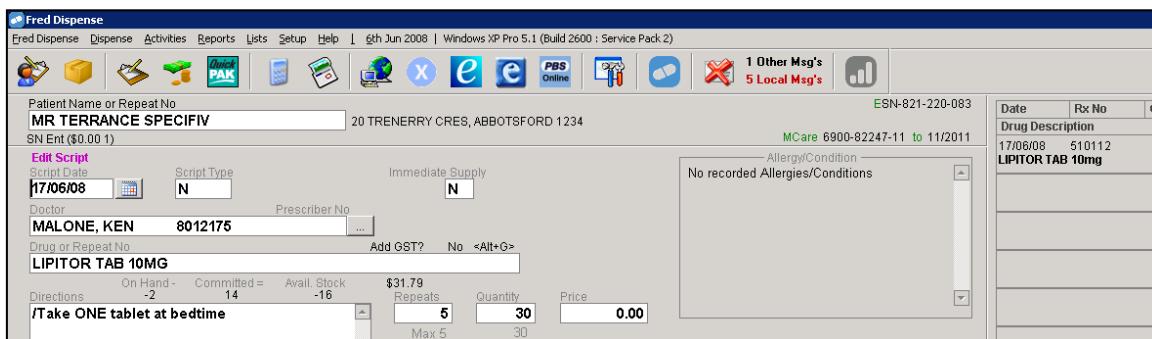
Double Clicking on the prescription number 510112 automatically goes to the "Patient Update" screen as seen below ie Fred Dispense knows there is a problem with the SN Card for Mr Terrance Specifiv.



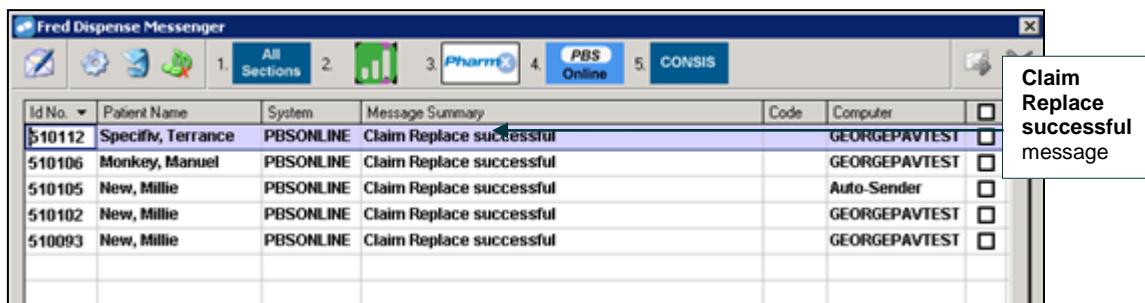
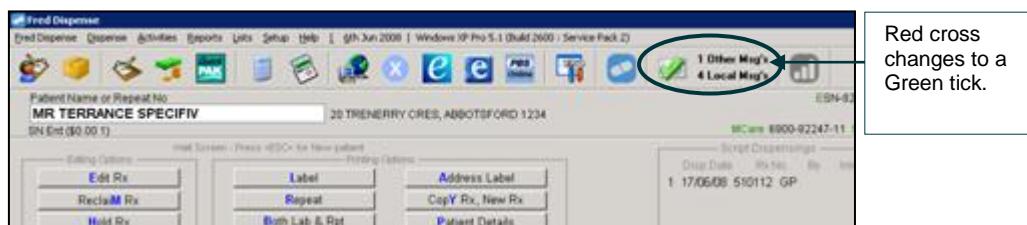
During the Patient Update process we update the SN Card number details.



Once the Patient Details are amended and saved Fred Dispense advances to edit the prescription. (as seen next)

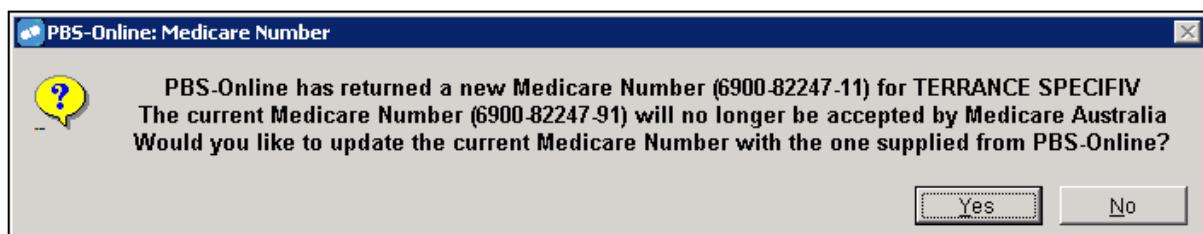


It is only a matter of pressing the <END> key to advance to the pharmacist's initials followed by <ENTER> and the prescription will be resubmitted. The Toolbar Local Msg's has turned from red to black (The RED Cross turns to a GREEN tick.) Additionally, Fred Dispense Messenger displays that the claim replacement was successful in black text.

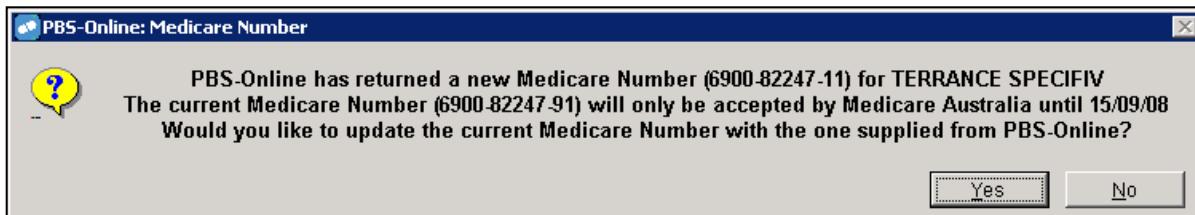


Updated Patient Medicare Number information returned from Medicare Australia- Online Claiming for PBS

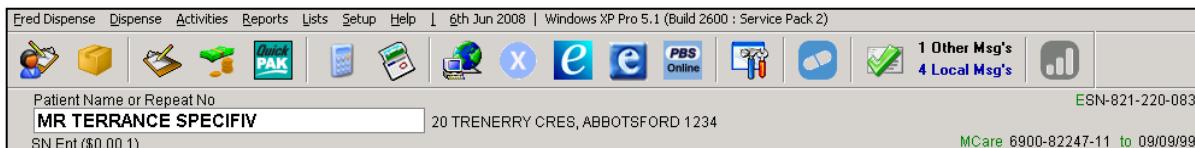
When claimable prescriptions are dispensed for patients that contain non-current Medicare number details, Medicare Australia's response will also contain details of the current Medicare number, its expiry date as well as the final date that Medicare Australia will accept the old number. When next selecting these patients, Fred Dispense will display a message advising that the Medicare number is not current and if the final date that Medicare Australia will accept the old number has passed. The following will be displayed.



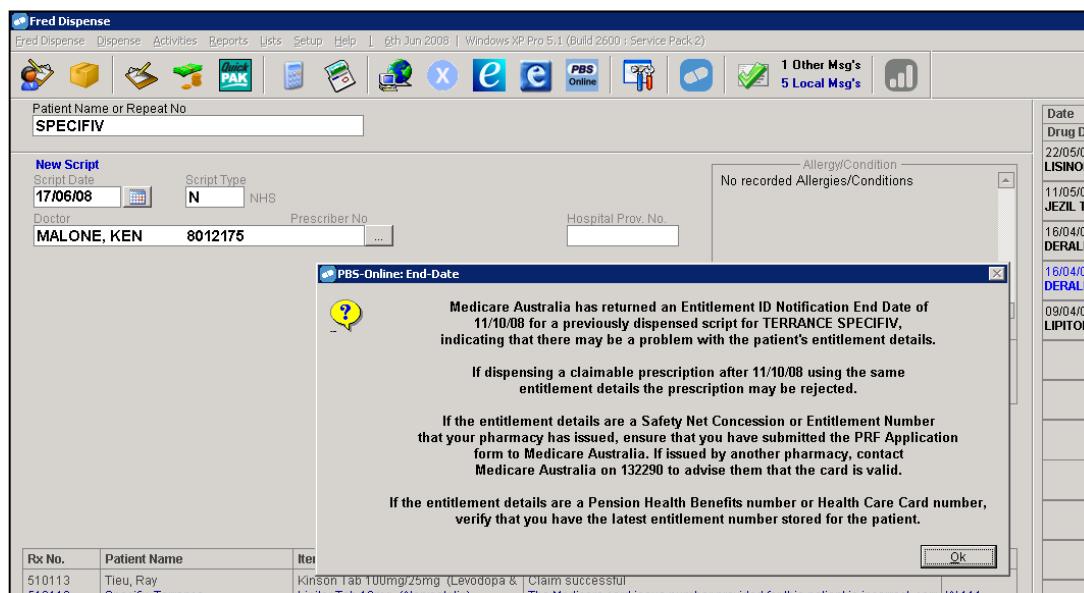
If the final date that Medicare Australia will accept the old number has not passed the message will be worded as per the next diagram.



So when prompted as such answering YES will automatically update the Patient details as seen in the following figure;



Similarly, the following message will display when next selecting a patient after previously dispensing a claimable prescription for them where their Safety Net Entitlement, Safety Net Concession, Health Care Card or Pension Health Benefits Card numbers did not exist in the Medicare Australia's PBS Online server database. The message returned from Medicare Australia is a timed warning and it is important that you ensure such patients entitlement details are corrected, if necessary, prior to the notification end date in order to prevent rejected prescriptions. Medicare Australia needs to be contacted on 132290 if any of these scripts need to be referred to processing staff.

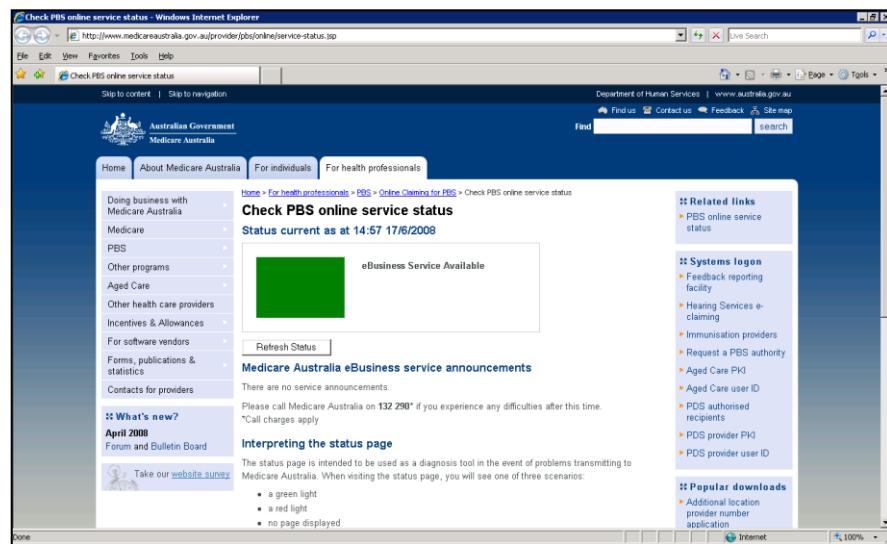


Checking the availability of PBS Online

Medicare Australia has a URL to a web page that enables pharmacists to check the status of Online Claiming for PBS- eBusiness Service, for quick diagnosis if they are having trouble accepting and/or returning claims online. This page can be accessed by clicking on the **Check Status Page** button located in the PLUGINS /PBS Online Configuration TAB in Fred Connect or via the following button in Fred Dispense.



After it is clicked the following page would be displayed on the computer if connected to the internet or the computer where Fred Connect is installed

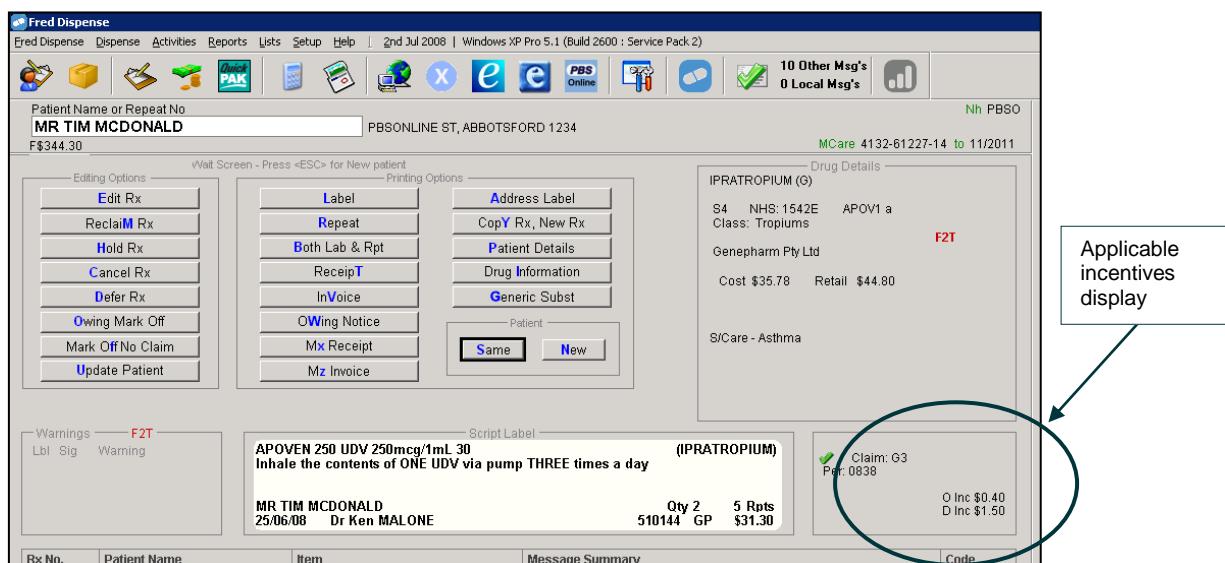


Other Processing Codes sent to Medicare Australia

If for some reason Internet Connectivity is down or there is an issue with transmitting prescriptions to Medicare Australia at the time of dispensing, Fred Connect will know that these items were not successfully sent and will automatically attempt to send these prescriptions every 30 minutes. When they eventually get sent they are transmitted to Medicare Australia with a **02 Processing Code** alerting Medicare Australia Claims Processing Staff that there was a communications problem at the time of dispensing the claimable prescription and that the pharmacist did not receive the response back from PBS Online in real time.

Online and Generic Dispensing Incentives

From August 1, 2008 Online incentives (O Inc) will be paid at the same time as the prescription is paid with online claiming. They will no longer be paid in batches (3 months in arrears). Additionally the PBS Reform changes come into effect where a Generic Dispensing Incentive (D Inc) will be paid when applicable at the same time that the prescription is paid with online claiming. These are additional payments above the normal PBS price payable for the item. If any of these incentives apply they will be displayed on the main dispense screen as well as the Script Claim Number Display Screen, accessed via <ALT+C>, <S>cript/Claim Number Display



Script / Claim Number Display

Claim - Period:	Period	Serial No.	Status
0838			

* VIEW *

Serial No:	Script No:
G3	510144

Serial No. 'Processed'

Entitlement/Concession No:
Government Recovery Amount: **\$13.50**
Card Firstname:
Card Surname:

**APOVEN 250 UDV 250mcg/1mL 30 (IPRATROPIUM)
Inhale the contents of ONE UDV via pump THREE times a day**

MR TIM McDONALD
25/06/08 Dr Ken MALONE Qty 2 5 Rpts
510144 GP \$31.30

Statement	Payment Id	Amount	O Inc	D Inc
0838	100000087868	13.38	0.40	1.50

Reference No: 100000869778
PBS Amount: **\$13.38**
Online Incentive: **\$0.40**
Dispense Incentive: **\$1.50**
Total: **\$15.28**

The Script/Claim Number Display screen is split into 2 halves the left hand side displays all the relevant details as well as the Fred Dispense estimated Government Recovery Amount, whereas the Right Hand side displays all the relevant amounts directly from the statements that are downloaded from PBS Online. This screen is useful as a quick check of whether a particular prescription has been paid by PBS Online.

Generating/Finalising Claims

PBS Online Claims are closed off in the normal manner, from the dispense screen via <ALT+C>claim, <G>enerate/Finalise Claim. Follow your normal claim procedures including your claim validation report with the exception of creating a claim disk, you **do not create a claim disk**. Please Note:- Medicare Australia no longer require you to place the orange PBS Online Claim Sticker on the outside of the box of prescriptions for easy identification of online claims. After the claim is generated/finalised a task is automatically created for Fred Connect to start attempting to retrieve the complete statement on a daily basis 10 days after claim generation. No user intervention is required.

Requesting a Duplicate Statement Manually.

This is done from the PBS Online Reports Parameter Screen, via <ALT+C>, B, and selecting the desired claim period and clicking the retrieve statement button shown below.

PBS-Online Reports

Report Type:	<input checked="" type="checkbox"/> S ummary <input type="checkbox"/> D etailed <input type="checkbox"/> W eekly Payment <input type="checkbox"/> R ejected/Non Transmitted	Claim <input type="checkbox"/> V alidation <input type="checkbox"/> P ayment Validation <input type="checkbox"/> O utage Report
--------------	--	--

Claim Date: 25/06/2008 - 26/06/2008

Claim Period: **0838 (29 Transactions)**

RBA Number

Filter Options

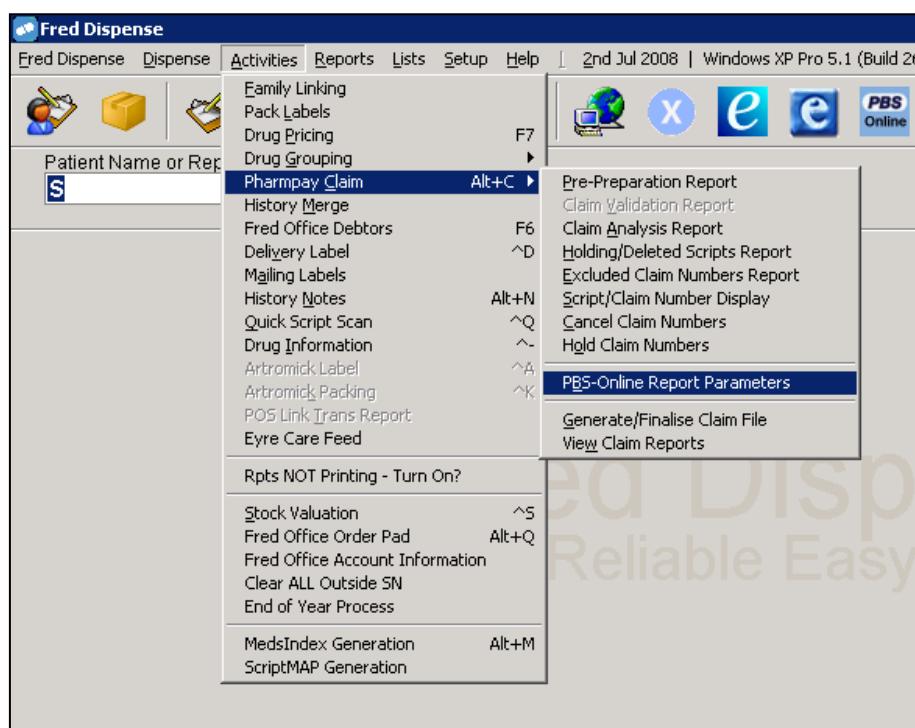
All General
 Concession Entitlement
 Repat Doctors Bag

Reject Options

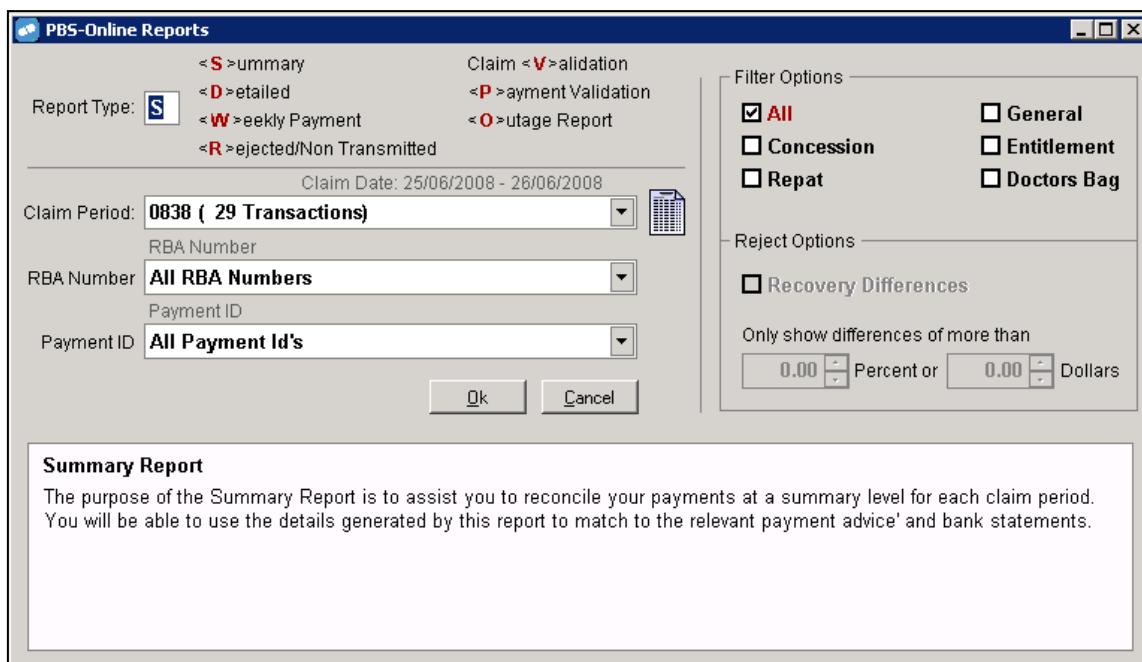
PBS Online Claim Reports in Fred Dispense

All PBS Online Related Claim Reports for the enhanced reconciliation are found in the Activities drop down menu as seen below.

<ALT+A>ctivities, Pharpay <C>laim, PS-Online Report Parameters.



Going to the Parameter Screen will provide access to all the reports that will assist with reconciliation, additionally the parameter screen provides advice as to the purpose of each report when they are selected.



THE SUMMARY REPORT

PBS-Online Reports

Report Type: **S**ummary **C**laim **V**alidation
 Detailed **P**ayment **V**alidation
 Weekly **P**ayment **O**utage **R**eport
 Rejected/**N**on Transmitted

Claim Date: 25/06/2008 - 26/06/2008

Claim Period: **0838 (29 Transactions)**

RBA Number: **All RBA Numbers**

Payment ID: **All Payment Id's**

Filter Options:

- All** **General**
- Concession** **Entitlement**
- Repat** **Doctors Bag**

Reject Options:

Recovery Differences

Only show differences of more than
 0.00 Percent or **0.00** Dollars

Summary Report

The purpose of the Summary Report is to assist you to reconcile your payments at a summary level for each claim period. You will be able to use the details generated by this report to match to the relevant payment advice and bank statements.

The purpose of the Summary Report can be seen in the diagram above. Firstly choose a particular Claim Period and then you can drill down to choose a particular RBA Number or a particular Payment ID if desired, additionally you can filter for claim types if desired. It also displays Online (40c) and Generic Dispensing (\$1.50) Incentive information separately. A sample of the report is seen next.

Summary Reconciliation Report								Page 1 of 2
Claim Period: 0838 Complete								
Bank Reference Number: 450000870857								
PBS Payment Id	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total
100000088113	Script Transactions	0	0	0	1	0	1	
	Rebates	0.00	0.00	0.00	-217.68	0.00	-217.68	0.00
	Online Incentives	0.00	0.00	0.00	0.00	0.00	0.00	
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	
	Amount Paid	0.00	0.00	0.00	-217.68	0.00	-217.68	0.00
Sub Total	Script Transactions	0	0	0	1	0		1
	Rebates	0.00	0.00	0.00	-217.68	0.00	-217.68	0.00
	Online Incentives	0.00	0.00	0.00	0.00	0.00	0.00	
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	
	Amount Paid	0.00	0.00	0.00	-217.68	0.00	-217.68	0.00
Bank Reference Number: 450000870846								
PBS Payment Id	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total
100000088090	Script Transactions	2	1	0	0	0	3	
	Rebates	153.78	14.93	0.00	0.00	0.00	168.71	0.00
	Online Incentives	0.80	0.40	0.00	0.00	0.00	1.20	
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	
	Amount Paid	154.58	15.33	0.00	0.00	0.00	169.91	0.00
Sub Total	Script Transactions	2	1	0	0	0		3
	Rebates	153.78	14.93	0.00	0.00	0.00	168.71	0.00
	Online Incentives	0.80	0.40	0.00	0.00	0.00	1.20	
	Prem/Fr Incentives	0.00	0.00	0.00	0.00	0.00	0.00	
	Amount Paid	154.58	15.33	0.00	0.00	0.00	169.91	0.00
Bank Reference Number: 450000870165								
PBS Payment Id	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total
100000088070	Script Transactions	4	1	0	0	0	5	
	Rebates	39.42	22.91	0.00	0.00	0.00	62.33	0.00
	Online Incentives	1.60	0.40	0.00	0.00	0.00	2.00	

THE DETAILED REPORT

PBS-Online Reports

Report Type: <input checked="" type="checkbox"/> D < S >ummary < D >etailed < W >eekly Payment < R >jected/Non Transmitted	Claim < V >alidation < P >ayment Validation < O >utage Report	Filter Options <input checked="" type="checkbox"/> All <input type="checkbox"/> General <input type="checkbox"/> Concession <input type="checkbox"/> Entitlement <input type="checkbox"/> Repat <input type="checkbox"/> Doctors Bag
Claim Date: 25/06/2008 - 26/06/2008		
Claim Period: 0838 (29 Transactions) <input type="button" value="Print"/>		
RBA Number <input type="button" value="Print"/>		
RBA Number: All RBA Numbers		
Payment ID <input type="button" value="Print"/>		
Payment ID: All Payment Id's		
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>		
Reject Options <input type="checkbox"/> Recovery Differences		
Only show differences of more than <input type="text" value="0.00"/> Percent or <input type="text" value="0.00"/> Dollars		

Detailed Report

The purpose of the Detailed Report is to assist in reconciling your claim period at a prescription detail level. It outlines all prescriptions for the claim period and their final result at the time the report is produced. Additionally it will identify all adjustments that may have occurred to a prescription throughout the claim period. You can also use this report to set parameters to only show prescriptions where the discrepancy is greater than a financial amount or greater than a certain %.

The purpose of the Detailed Report can be seen in the diagram above. Firstly choose a particular Claim Period and then you can drill down to choose a particular RBA Number or a particular Payment ID if desired, additionally you can filter for claim types or recovery differences greater than a nominated amount. A sample of the report is seen next.

Detailed Claim Report												
Claim Period: 0838												
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Difference	Reason Codes	PBS Payment Id	Bank Ref Number	Transaction Value	Reason Codes (old)
General												
G1	8215J PF	LIPITOR TAB 40mg	26/06/2008	510142	46.77 ¹	46.65 ³	-0.12		100000087868	450000870011		
G2	8238N GM	APOVEN 500 UDV 500mcg/1mL 30	26/06/2008	510143	20.68 ¹	20.56 ³	-0.12		100000087868	450000870011		
G3	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510144	13.50 ¹	13.38 ¹	-0.12		100000087868	450000870011		
G4	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510149	13.50 ¹	13.38 ¹	-0.12		100000087921	450000870044		
G6	8213G PF	LIPITOR TAB 10mg	26/06/2008	510151	9.10 ¹	8.98 ³	-0.12		100000087921	450000870044		
G7	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510152	13.50 ¹	13.38 ¹	-0.12		100000087921	450000870044		
G8	1512N SW	PLAQUENIL TAB 200mg	26/06/2008	510153	3.95 ¹	3.83 ³	-0.12		100000087921	450000870044		
G9	8141L GK	SEREVENT A-HALER 50mcg 60d	26/06/2008	510154	2.85 ¹	2.73 ³	-0.12		100000088070	450000870165		
G10	9023X LF	LIPIDIL TAB 145mg	26/06/2008	510155	8.05 ¹	7.93 ³	-0.12		100000088070	450000870165		
G11	1453L AF	JEZIL TAB 600mg	26/06/2008	510156	3.82 ¹	3.70 ³	-0.12		100000088070	450000870165		
G12	2967E BQ	QUESTRAN LITE 4.7G SACH equiv	26/06/2008	510157	25.18 ¹	25.06 ³	-0.12		100000088070	450000870165		
G13	8571D NO	INSULIN ASPART VL 10ml	26/06/2008	510160	126.99 ¹	126.87 ³	-0.12		100000088090	450000870846		
G14	8431R GK	SERETIDE 250/50 A-HALER 250mc	26/06/2008	510161	27.03 ¹	26.91 ³	-0.12		100000088090	450000870846		
Sub Total			13 Scripts		314.92	313.36	-1.56					
Online Incentives					313.36	5.20						
Premium Free Dispensing Incentives					313.36	4.50						
Sub Total Including Incentives					941.64	323.06	-618.58					
Entitlement												
E1	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510146	44.80 ¹	44.68 ¹	-0.12		100000087868	450000870011	44.68	
									100000087868	450000870011	-44.68	
									100000087868	450000870011	44.68	
¹ Both Incentives paid ² Premium free dispensing fee paid ³ Online incentive paid												

THE WEEKLY PAYMENT REPORT

PBS-Online Reports

Report Type: W <ul style="list-style-type: none"> <S>ummary <D>etailed <W>eekly Payment <R>ejected/Non Transmitted 	Claim <V>alidation <P>ayment Validation <O>utage Report		
Filter Options			
<input checked="" type="checkbox"/> All <input type="checkbox"/> General			
<input type="checkbox"/> Concession <input type="checkbox"/> Entitlement			
<input type="checkbox"/> Repat <input type="checkbox"/> Doctors Bag			
Reject Options			
<input type="checkbox"/> Recovery Differences			
Only show differences of more than			
0.00	Percent or	0.00	Dollars
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>			

Weekly Payment Report

The purpose of the Weekly Payment Report is to allow you to identify which prescriptions you were debited or credited for in each weekly payment. It will also report on which claim period the prescriptions relate to. (ie it identifies the prescriptions and claim period that are covered by a particular Bank Reference (RBA) Number as seen on your bank statements)

The purpose of the Weekly Payment report can be seen in the diagram above. Firstly choose a particular RBA Number and then you can drill down to choose a particular Payment ID if desired, additionally you can filter for claim types or recovery differences greater than a nominated amount. A sample of the report is seen next.

FRED DISPENSE DEMO PHARMACY, FRED HEALTH PTY. LTD. 20 TRENNERY CRES, ABBOTSFORD 3067 Ph: 03 9418 1888								Page 1 of 1
Weekly Payment Report								
Bank Reference Number: 450000870011								
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Difference	Reason Codes
PBS Payment Id: 100000087868								
Claim Period Number: 0838								
General								
G1	8215J PF	LIPITOR TAB 40mg	25/06/2008	510142	46.77 ³	46.65 ³	-0.12	
G2	8238N GM	APOVEN 500 UDV 500mcg/1mL 30	25/06/2008	510143	20.68 ³	20.56 ³	-0.12	
G3	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	25/06/2008	510144	13.50 ¹	13.38 ¹	-0.12	
Entitlement								
E1	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	25/06/2008	510146	44.80 ¹	44.68 ¹	-0.12	
Concession								
C1	1542E BY	IPRATROPIUM UDV 250mcg/1mL 3	25/06/2008	510145	39.80 ³	39.68 ³	-0.12	
RPBS								
R1	1542E PU	IPRAVENT UDV 250mcg/1mL 30	25/06/2008	510147	39.80 ¹	39.68 ¹	-0.12	W122
R2	1375J IT	EPIRUBICIN EBEWE VL 10mg/5mL	25/06/2008	510148	217.80	217.68 ¹	-0.12	
Sub Total			7 Scripts		423.15	422.31	-0.84	
Online Incentives					2.40	2.80		
Premium Free Dispensing Incentives					4.50	6.00		
Sub Total Including Incentives					430.05	431.11	1.06	
Grand Total			7 Scripts		423.15	422.31	-0.84	
Online Incentives					2.40	2.80		
Premium Free Dispensing Incentives					4.50	6.00		
Grand Total Including Incentives					430.05	431.11	1.06	

THE REJECTED/NON TRANSMITTED REPORT

The screenshot shows the PBS-Online Reports software interface. The title bar says "PBS-Online Reports". Under "Report Type", the radio button "R" is selected for "Rejected/Non Transmitted". To the right, there are four validation options: "Summary", "Detailed", "Weekly Payment", and "Rejected/Non Transmitted". Below these is the claim date range: "Claim Date: 25/06/2008 - 26/06/2008". The "Claim Period" dropdown is set to "0838 (29 Transactions)". There are dropdown menus for "RBA Number" (set to "All RBA Numbers") and "Payment ID" (set to "All Payment Id's"). On the right side, there are "Filter Options" with checkboxes for "All", "General", "Concession", "Repat", and "Doctors Bag". Under "Reject Options", there is a checkbox for "Recovery Differences". A section titled "Only show differences of more than" includes dropdowns for "Percent" (set to "0.00") and "Dollars" (set to "0.00"). At the bottom are "Ok" and "Cancel" buttons.

Rejected/Non-Transmitted Report

The purpose of the Rejected/Non Transmitted Report is to assist you in identifying which prescriptions are still at a rejected status or have not been successfully submitted to Medicare Australia in a claim period. This allows you to rectify any outstanding issues prior to closing a claim period.

The purpose of the Rejected/Non Transmitted report can be seen in the diagram above. Choose a particular Claim Period to display all the rejected/non transmitted prescriptions, you can filter for certain categories if desired. A sample of the report is displayed below. It is important to note that rejected scripts with processing codes will not be reported in the Rejected/Non-transmitted report.

FRED DISPENSE DEMO PHARMACY, FRED HEALTH PTY. LTD. 20 TRENNERY CRES, ABBOTSFORD 3067 Ph: 03 9418 1888							Page 1 of 1
Rejected Scripts Report							
Claim Period: 0838 Complete							
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Patient Name	Reason Codes
General							
G5	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510150	13.50	Aiden Smith	W095 R100
Sub Total				1 Script	13.50		
Online Incentives					0.00		
Premium Free Dispensing Incentives					0.00		
Sub Total Including Incentives					13.50		
RPBS							
R2	1375J IT	EPIRUBICIN EBEWE VL 10mg/5mL	25/06/2008	510148	217.80	Robert Lord	R233
Sub Total				1 Script	217.80		
Online Incentives					0.00		
Premium Free Dispensing Incentives					0.00		
Sub Total Including Incentives					217.80		
Grand Total				2 Scripts	231.30		
Online Incentives					0.00		
Premium Free Dispensing Incentives					0.00		
Grand Total Including Incentives					231.30		

CLAIM VALIDATION REPORT

The screenshot shows the PBS-Online Reports software interface. The main window title is "PBS-Online Reports". Under "Report Type:", the option "V" (Validation) is selected. To the right, there are four validation types: "Claim Validation", "Payment Validation", "Usage Report", and "Rejected/Non Transmitted". Below these is a date range: "Claim Date: 25/06/2008 - 26/06/2008". The "Claim Period" dropdown is set to "0838 (29 Transactions)". On the right, under "Claim Validation Options", the checkbox "All Validation Options" is checked. Other options like "Medicare Number Problems" and "Patient Entitlement Number Problems" are also listed. At the bottom are "Ok" and "Cancel" buttons.

Claim Validation Report

The purpose of the Claim Validation Report is to identify problem prescriptions in your current claim period. It can be filtered to identify claimable prescriptions with Medicare number, Patient Entitlement number, Doctor Prescriber number or Invalid Authority number problems in addition to PBS Online and, if applicable, Paperless Claim-NO Treatment days problems. This will enable these to be fixed prior to generating/finalising your claim.

The purpose of the Claim Validation report can be seen in the diagram above. Choose the current Claim Period to display all the problem prescriptions in the current claim period. You can filter the report to filter by specific types of problems. A sample of the report is displayed below. Please note Rejected scripts with processing codes will be displayed in this report, unlike the Non Transmitted/Rejected Script report.

FRED DISPENSE DBMO PHARMACY, FRED HEALTH PTY. LTD. 20 TRENNERY CRES, ABBOTSFORD 3067 Ph: 03 9418 1888	Page 1 of 1
Claim Validation Report	
Claim Period: 0838	
<hr/> Patient ENTITLEMENT Number Problems <hr/>	
Robert Lord - 12 Qwerty St, Abbotsford 1234 R2 510148 25/06/2008 EPIRUBICIN EBEWE VL 10mg/5mL \$217.80	
<hr/> PBS-Online Script Problems <hr/>	
Aiden Smith - 79 Twamley Ct, Hawthorn 3122 G5 510150 26/06/2008 APOVEN 250 UDV 250mcg/1mL 30 \$13.50 R100	
Robert Lord - 12 Qwerty St, Abbotsford 1234 R2 510148 25/06/2008 EPIRUBICIN EBEWE VL 10mg/5mL \$217.80 R233	
Count 2	Total \$231.30

PAYMENT VALIDATION REPORT

PBS-Online Reports

Report Type: <input checked="" type="checkbox"/> P < S >ummary < V >alidation < D >etailed < P >ayment Validation < W >eekly Payment < O >utage Report < R >jected/Non Transmited	Claim < V >alidation < P >ayment Validation < O >utage Report
Claim Date: 25/06/2008 - 26/06/2008	
Claim Period: 0838 (29 Transactions)	
RBA Number <input style="width: 20px; height: 15px; vertical-align: middle;" type="button" value="..."/>	
RBA Number <input style="width: 200px; height: 25px; border: 1px solid black; border-radius: 5px;" type="button" value="All RBA Numbers"/>	
Payment ID <input style="width: 20px; height: 15px; vertical-align: middle;" type="button" value="..."/>	
Payment ID <input style="width: 200px; height: 25px; border: 1px solid black; border-radius: 5px;" type="button" value="All Payment Id's"/>	
<input style="margin-right: 10px;" type="button" value="Ok"/> <input type="button" value="Cancel"/>	

Payment Validation Report

The purpose of the Payment Validation Report is to assist you in validating your Online Payments for any selected Claim Period. It will compare the Fred Dispense Claim Analysis estimate with payment amounts as reported in Statements that have been downloaded. It will also display scripts with discrepancies between estimated and actual rebates, as well as Non Transmitted Prescriptions, Rejected Prescriptions, Prescriptions in the claim but not in Statement and list of Prescriptions that have received responses of 'Hard Copy Required' from PBS Online.

The purpose of the Payment Validation Report can be seen in the diagram above. Select the relevant claim period and click the OK button to generate the report.

14/07/2008 11:21:17 AM		FRED DISPENSE DEMO PHARMACY, FRED HEALTH PTY. LTD. 20 TRENNERY CRES, ABBOTSFORD 3067 Ph: 03 9418 1888						Page 1 of 2																																														
Payment Validation Report																																																						
Claim Period: 0838 Complete																																																						
Claim Analysis Report (from Fred Dispense Claim)																																																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">708.70</th><th style="text-align: right;">Gen</th><th style="text-align: right;">Con</th><th style="text-align: right;">Ent</th><th style="text-align: right;">RPBS</th><th style="text-align: right;">DBOF</th><th style="text-align: right;">Sub Total</th><th style="text-align: right;">GST</th><th style="text-align: right;">Total</th></tr> </thead> <tbody> <tr> <td>Total Number of Scripts</td><td style="text-align: right;">14</td><td style="text-align: right;">3</td><td style="text-align: right;">1</td><td style="text-align: right;">2</td><td style="text-align: right;">0</td><td></td><td></td><td style="text-align: right;">20</td></tr> <tr> <td>Estimated Total</td><td style="text-align: right;">328.42</td><td style="text-align: right;">77.88</td><td style="text-align: right;">44.80</td><td style="text-align: right;">257.60</td><td style="text-align: right;">0.00</td><td style="text-align: right;">708.70</td><td style="text-align: right;">0.00</td><td style="text-align: right;">708.70</td></tr> </tbody> </table>										708.70	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total	Total Number of Scripts	14	3	1	2	0			20	Estimated Total	328.42	77.88	44.80	257.60	0.00	708.70	0.00	708.70																		
708.70	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total																																														
Total Number of Scripts	14	3	1	2	0			20																																														
Estimated Total	328.42	77.88	44.80	257.60	0.00	708.70	0.00	708.70																																														
Statement Analysis Report (from downloaded Statement Data)																																																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">475.24</th><th style="text-align: right;">Gen</th><th style="text-align: right;">Con</th><th style="text-align: right;">Ent</th><th style="text-align: right;">RPB</th><th style="text-align: right;">DBF</th><th style="text-align: right;">Sub Total</th><th style="text-align: right;">GST</th><th style="text-align: right;">Total</th></tr> </thead> <tbody> <tr> <td>Total Script Transactions</td><td style="text-align: right;">14</td><td style="text-align: right;">7</td><td style="text-align: right;">3</td><td style="text-align: right;">4</td><td style="text-align: right;">0</td><td></td><td></td><td style="text-align: right;">28</td></tr> <tr> <td>Total Scripts (Inc. Cancelled)</td><td style="text-align: right;">14</td><td style="text-align: right;">3</td><td style="text-align: right;">1</td><td style="text-align: right;">2</td><td style="text-align: right;">0</td><td></td><td></td><td style="text-align: right;">20</td></tr> <tr> <td>Total Number of Scripts</td><td style="text-align: right;">13</td><td style="text-align: right;">3</td><td style="text-align: right;">1</td><td style="text-align: right;">1</td><td style="text-align: right;">0</td><td></td><td></td><td style="text-align: right;">18</td></tr> <tr> <td>Total Amount Paid</td><td style="text-align: right;">313.36</td><td style="text-align: right;">77.52</td><td style="text-align: right;">44.68</td><td style="text-align: right;">39.68</td><td style="text-align: right;">0.00</td><td style="text-align: right;">475.24</td><td style="text-align: right;">0.00</td><td style="text-align: right;">475.24</td></tr> </tbody> </table>										475.24	Gen	Con	Ent	RPB	DBF	Sub Total	GST	Total	Total Script Transactions	14	7	3	4	0			28	Total Scripts (Inc. Cancelled)	14	3	1	2	0			20	Total Number of Scripts	13	3	1	1	0			18	Total Amount Paid	313.36	77.52	44.68	39.68	0.00	475.24	0.00	475.24
475.24	Gen	Con	Ent	RPB	DBF	Sub Total	GST	Total																																														
Total Script Transactions	14	7	3	4	0			28																																														
Total Scripts (Inc. Cancelled)	14	3	1	2	0			20																																														
Total Number of Scripts	13	3	1	1	0			18																																														
Total Amount Paid	313.36	77.52	44.68	39.68	0.00	475.24	0.00	475.24																																														
Discrepancy Report (comparing recovery differences from Fred Dispense claim to Statement data)																																																						
Serial	Item	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Difference																																															
Num	Brand																																																					
General																																																						
G1	8215J PF	LIPITOR TAB 40mg	25/06/2008	510142	46.77 ³	46.65 ³	-0.12																																															
G2	8238N GM	APOVEN 500 UDV 500mcg/1mL 30	25/06/2008	510143	20.68 ³	20.56 ³	-0.12																																															
G3	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	25/06/2008	510144	13.50 ¹	13.38 ¹	-0.12																																															
G4	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510149	13.50 ¹	13.38 ¹	-0.12																																															
G6	8213G PF	LIPITOR TAB 10mg	26/06/2008	510151	9.10 ³	8.98 ³	-0.12																																															
G7	1542E GM	APOVEN 250 UDV 250mcg/1mL 30	26/06/2008	510152	13.50 ¹	13.38 ¹	-0.12																																															
G8	1512N SW	PLAQUENIL TAB 200mg	26/06/2008	510153	3.95 ³	3.83 ³	-0.12																																															
G9	8141L GK	SEREVENT-A-HALER 50mcg 60d	26/06/2008	510154	2.85 ³	2.73 ³	-0.12																																															
G10	9023XLF	LIPIDIL TAB 145mg	26/06/2008	510155	8.05 ³	7.93 ³	-0.12																																															

OUTAGE REPORT

PBS-Online Reports

Report Type: **O** Claim Date: 02/07/2008 - still open

<S>ummary Claim <V>alidation
<D>etailed <P>ayment Validation
<W>eekly Payment <O>utage Report
<R>jected/Non Transmitted

Claim Period: **0840 (4 Transactions)**

RBA Number

Payment ID

Ok **Cancel**

Outage Report

The purpose of the Outage Report is to identify prescriptions that have a 02 processing code and reject reason codes of 115, 116, 117, 539 or 541. When submitting your paper prescriptions you may elect to bundle these separately at the front of your claim and attach this report to these scripts as per advice from Medicare Australia.

The purpose of the Outage Report is outlined in the above diagram. Choose the claim period and click OK to generate the report.

12/07/2008 02:10:55 AM FRED DISPENSE DEMO PHARMACY, FRED HEALTH PTY. LTD.
20 TRENERRY CRES, ABBOTSFORD 3067 Ph: 03 9418 1888 Page 1 of 1

Outage Report

Approval Number: 80348W - Claim Period: 0840

Concessional Entitlement Validation Prescriptions
Online Claiming for PBS Outage

Outage Date 07/07/2008

Serial Num	Item Brand	Description	Script No	Est Rebate	Patient Name
C4	2175L SI	OROXINE TAB 100mcg bottle	510193	19.02	G Pavexample
C2	9110L AP	LOSEC TAB 20mg	510194	30.04	G Pavexample

Please bundle these prescriptions separately in your claim and place this note on this bundle at the front of your claim:

If you require assistance with your online claiming for PBS please contact Medicare Australia on 132 290 and select:
Press 1 for Concession and Medicare Entitlement Enquiries
Press 2 for All Claim Payment, Safety Net, Stationery and General Enquiries
Press 3 for Technical Support for Online Claiming or Information About Online Claiming

About PBS Online Claims

PAYMENTS

PBS Online Sites receive payment for claimable prescriptions deposited directly in to their bank every Friday. The payment covers for all prescriptions that are claimable and have been messaged back as accepted for payment from PBS Online. The prescriptions that have been accepted for payment will have a time lag of 9 days. To clarify this further, we will use the payment that would be deposited on Friday the 17th of December 2006 as an example.

All claimable prescriptions that have been dispensed and accepted for payment prior to and including Thursday 9th of December 2006 will be paid on Friday the 17th of December. (ie counting from Thursday the 9th as day 1, Friday the 10th as day 2 through to Friday 17th December as day 9 .ie the 9 day time lag). This payment amount will NOT include any items that have been rejected nor items that are flagged as accepted for payment but will not be paid until the paperwork is received.

On a weekly basis, you will also receive a **Payment Advice** from Medicare Australia relating to the payment banked as seen next. It will contain a Bank Reference Number (RBA), Claim Period Number/s and PBS PaymentIDs as well as amounts paid. The RBA number will also be displayed on your bank statements.

Payment ID	Description	Amount	Totals
1183	General benefits	148.78	
	Concessional benefits	2,073.56	
	Entitlement (free) benefits	2,404.72	
	Total PBS payment		4,627.06
	Repatriation benefits	824.95	
	Total (PBS + RPBS)		5,452.01
	Grand total (all Payment IDs)		5,452.01

After the payment has been transferred into the pharmacy's nominated bank account on Friday, an **interim statement** will become available around the following Tuesday after the payment has been deposited. This interim statement is downloaded automatically by Fred Connect every week and contains details of Bank Reference (RBA) numbers, PBS PaymentIDs and the claimable prescriptions that are covered in that payment, for that current claim period. This enables timely reconciliation of payments without having to wait until the claim has been finalised. The interim statement is cumulative and the following week's retrieved interim statement will contain the previous week's interim statement details until the current claim is finalised. This cycle repeats itself each week until the point that the claim is generated/finalised and the paper prescriptions are bundled up and sent in to Medicare Australia. Once the claim is closed off and the prescriptions are received by Medicare Australia, they go through Medicare Australia's QAI (Quality Assurance Intervention) Process. Then a final payment is made for any outstanding prescriptions that need to be paid for in the closed claim period in addition to any adjustments for previously paid scripts. This can be up to 17 days after Medicare Australia has received the paper prescriptions. After this a **complete statement** can be downloaded to enable final reconciliation of the claim period. The complete statement will supersede all previous interim statement details for the claim period.

Reconciling PBS Online

The recommended method to reconcile PBS Online is to use the **Payment Validation Report** (see below) in Fred Dispense, but to make sense of this report it helps to understand what information is available and what it refers to.

Weekly payment cycle

- Under PBS Online, payments are made weekly, every Friday
- This payment cycle is irrespective of when a claim is closed and applies to every pharmacy
- It often makes it easier to reconcile if, when you close a claim you choose to close it on a Wednesday night so that the claim cycle and the payment cycle finish on the same day
- There is a 9 day minimum lag time on payment (between 9 and 15 days)
- Example of payment cycle:



- Scripts dispensed on 1st to 7th would be paid into the bank on Fri 16th
- A script dispensed on the 16th would be paid on 30th

Statement information available to help reconcile

1. Payment Advice (mailed)

- Every week, Medicare will send to the pharmacy a Payment Advice *through the mail*
- The Payment Advice will contain a summary of what has been paid
- At the end of the report, there will be a breakdown of what claim period(s) the weekly payment refers to

The diagram illustrates a Payment Advice document from Medicare Australia. At the top right, there is a 'Payment Advice' section with fields for 'Payment date', 'Telephone for payment enquiries' (132 290), 'Approved Supplier no.' (XXXXXX), and 'Bank Reference Number' (43000XXXXX). A callout box points to the 'Bank Reference Number' field with the text: "'RBA' number which matches to bank statement".

Below this is a detailed breakdown of payments by claim period:

Claim Period No	PBS Payment ID	Description	Amount	Total
		Repatiation benefits	158.62	
		Total (PBS + RPBS)	.	3,018.22
0613	10000486	Entitlement (free) benefits	262.73-	
0701	10000486	General benefits	2,234.67	
		Concessional benefits	5,159.09	
		Entitlement (free) benefits	262.73	
		Total PBS payment		7,656.49
		Repatiation benefits	304.88	
		Total (PBS + RPBS)		7,961.37
0701	10000487	General benefits	331.32	
		Concessional benefits	2,826.78	
		Total PBS payment		3,158.10
		Repatiation benefits	669.05	
		Total (PBS + RPBS)		3,827.15
CPN Subtotals Summary				
0701			22,336.79	
0613			457.02-	
Grand total (all CPN)				21,879.77

Annotations on the left side of the table highlight the 'Payment ID' (usually one per day of dispensing) and point to the 'Bank Reference Number' field. Annotations on the right side group the totals by claim period (0613 and 0701) and identify the 'Total Friday payment broken down per claim period'.

2. An electronic statement (automatically downloaded by Fred Connect to Fred Dispense)

Medicare Australia will provide an electronic statement once a week. Fred Connect automatically downloads this statement every Tuesday.

An electronic statement can also be requested manually in Fred Dispense. This is done by clicking on the statement icon in the PBS Online Report Parameters screen.

PBS-Online Reports

Report Type: S	< S >ummary < C >laim < V >alidation
	< D >etailed < P >ayment Validation
	< W >eekly Payment < O >utage Report
	< R >ejected/Non Transmitted

Claim Date: 11/12/2008 - 22/12/2008

Claim Period: 0806 (504 Transactions)



Click the icon manually to request an electronic statement.

This electronic statement contains information not only for the period that has been paid, but up to and including the Friday of the last payment.

As an example:

October 2009						
Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

The payment cycle is the 1st to the 7th
The prescriptions dispensed in this cycle are paid into the bank on Friday the 16th
An electronic statement is downloaded on the following Tuesday the 20th
This statement will contain information for prescriptions dispensed up to and including the Friday the 16th. (Even though these prescriptions may not have had corresponding payments into the bank yet)

Statement Status

A statement can be either:

- Interim
 - Contains information for only part of the claim
 - Each interim statement for a claim period supersedes the last interim statement
- Complete
 - Complete statement is issued once paper prescriptions have been received by Medicare Australia and the final payment for that claim period has been made.
 - The complete statement supersedes all interim statements.

The statement status is shown in Fred Dispense in each PBS Online Report.

Summary Reconciliation Report

Claim Period: 0806 Interim

Statement Status can be seen here.

FRED DISPENSE REPORTS TO HELP YOU RECONCILE

Fred Dispense has seven different reports in the PBS Online section.

You can access these reports under Activities > Pharmpay Claim > PBS Online Report Parameters

Report Type:	< S >ummary	Claim < V >alidation
	< D >etailed	< P >ayment Validation
	< W >eekly Payment	< O >utage Report
	< R >jected/Non Transmitted	

1) **< S >ummary** – Used to reconcile at a summary level. The Summary Report reports on statement data that has been downloaded.

2) **< D >etailed** – Used to reconcile at an individual script level. The Detailed Report reports on statement data that has been downloaded. The report allows you to filter by Claim Period, RBA Number and Payment ID

3) **< W >eekly Payment** – Identifies which scripts have been paid in a weekly payment. The Weekly payment Report reports on statement data that has been downloaded. The Weekly Payment Report reports on Fred Dispense claim data and downloaded statement data. The report allows you to filter by RBA Number and Payment ID.

4) **< R >jected/Non-transmitted** – Displays prescriptions that have either been rejected or have not been transmitted to Medicare Australia. This report MUST be run before closing the claim so that any problem prescription can be corrected or re-transmitted or failing that put on hold until the prescription is suitable for claiming. The Rejected/Non-transmitted Report reports on Fred Dispense claim data and downloaded statement data.

5) **Claim < V >alidation** – Identifies problem prescriptions in the current claim period. The Claim Validation Report enables problems to be corrected prior to generating/finalising the claim.

6) **< P >ayment Validation** – Displays claim analysis data from Fred Dispense, statement data from Medicare Australia and any other anomalies. This is the preferred report to use when reconciling your claim.

The Payment Validation Report compares Fred Dispense data with downloaded statement data.

The Payment Validation Report comprises of the following different sections –

- Claim Analysis Report – shows the Fred Dispense claim estimated payments
- Statement Analysis Report – shows all the statement information that has been downloaded.
- Discrepancy Report – shows the differences between the Fred Dispense data and the downloaded statement data from Medicare Australia.
- Non-transmitted prescriptions – shows any prescriptions that have not been transmitted to Medicare Australia.
- Rejected prescriptions – shows any prescriptions that have been rejected by Medicare Australia.
- Prescriptions in claim but not in statement – shows prescriptions that appear in the Fred Dispense Claim Analysis Report but have no corresponding electronic statement data downloaded. (Please note, this section may contain many prescriptions if the report is generated before any statement data is due to be downloaded)
- Hard Copy Required – shows the prescriptions which Medicare Australia need to sight before payment will be approved.

THE PAYMENT VALIDATION REPORT

Payment Validation Report																																																																																																	
Claim Period: 0702 Complete																																																																																																	
Claim Analysis Report (from WinFRED Claim) <table border="1"> <thead> <tr> <th>77754.16</th> <th>Gen</th> <th>Con</th> <th>Ent</th> <th>RPB</th> <th>DBF</th> <th>Sub Total</th> <th>GST</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Total Number of Scripts</td> <td>199</td> <td>1745</td> <td>2</td> <td>351</td> <td>7</td> <td></td> <td></td> <td>2304</td> </tr> <tr> <td>Estimated Total</td> <td>10598.92</td> <td>56125.96</td> <td>65.58</td> <td>10886.64</td> <td>98.23</td> <td>77744.33</td> <td>9.82</td> <td>77754.15</td> </tr> </tbody> </table>										77754.16	Gen	Con	Ent	RPB	DBF	Sub Total	GST	Total	Total Number of Scripts	199	1745	2	351	7			2304	Estimated Total	10598.92	56125.96	65.58	10886.64	98.23	77744.33	9.82	77754.15																																																													
77754.16	Gen	Con	Ent	RPB	DBF	Sub Total	GST	Total																																																																																									
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Estimated Total	10598.92	56125.96	65.58	10886.64	98.23	77744.33	9.82	77754.15																																																																																									
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1) **<O>utage** – Produces a report which shows prescriptions with specific processing codes that were received during a PBS Online outage. Separately bundle prescriptions in this report when organising prescriptions to be sent in the claim. These prescriptions have an “02” processing code and may have reject codes of the following –

- i. R115 The entitlement number provided does not exist
- ii. R116 The entitlement number provided is not current at date of supply
- iii. R117 The entitlement number provided is no longer current at date of supply
- iv. R359 Centrelink has advised that entitlement number provided is not current at date of supply
- v. Centrelink has advised the entitlement number provided is not current at date of supply

HOW TO RECONCILE

To reconcile your claim –

Use the Payment Validation Report

- To show what Fred Dispense estimates the payment for a claim period should be.
- To show what information has been downloaded in the electronic statement. (Has been paid or is due to be paid.)
- View the prescriptions in claim but not in statement to see what prescriptions are missing from the electronically downloaded Medicare Australia data when compared to the Fred Dispense claim database.
- Consider the payment cycle when interpreting this report. For what period has the information been downloaded? Is the statement Interim or Complete?

To see if a particular prescription has been approved for payment –

- If the statement data has been electronically downloaded from Medicare Australia for a specific prescription, this can be seen in the Detailed Report.
- If the prescription has been paid it will have an RBA (bank reference number) number.

To find out why you haven't been paid for a prescription –

- Run the Rejected/Non-transmitted report and the Claim Validation Report for the required claim period to see if the prescription was rejected or not transmitted.
- If the prescription returned a message from Medicare Australia that was [HardCopyRequired] then Medicare Australia will not approve payment for this item until they sight the paper prescription.
- If you are still unsure as to why you have not received payment, contact the Medicare Australia processing department.

You can also obtain further information about individual prescriptions by viewing the script in Script Claim number display.

Go to Activities > Pharmpay Claim > Script Claim number display. <ALT + C> <S>

In this example we can see that prescription G1 in claim period 806 was claimed and then placed on hold. Therefore the payment has been reversed by Medicare Australia.

The screenshot shows a software interface titled "Script / Claim Number Display". On the left, there's a search bar with "Claim - Period: 0806" and a "VIEW" button. Below it are fields for "Serial No: G1" and "Script No: 298808". A note says "Serial No. 'Holding'". To the right, a table lists "Period", "Serial No.", and "Status" for prescription G1. The status is "Holding". Another table shows "Statement", "Payment Id", "Amount", "D Inc", and "D Dec" for two transactions. The first transaction is for \$8.56 and the second is for -\$8.56. Below these tables, a "Reference No." is listed as 100000942860. Further down, breakdowns for PBS Amount (\$0.00), Online Incentive (\$0.00), and Dispense Incentive (\$0.00) are shown, along with a "Total" of \$0.00. At the bottom, the prescription details are summarized: "KINSON TAB 100mg/25mg (LEVODOPA & CARBIDOPA)" taken by "CATHERINE NEW" on "15/12/08" at "Dr Helene LEICHHARDT". The quantity is 100, and the cost is \$31.30.

Closing The Gap Functionality in Fred Dispense

Summary

Closing The Gap (CTG) is an initiative of Medicare Australia and the Department of Health and Ageing (DoHA) to provide eligible indigenous Australians with access to more affordable NHS medicines. The basic premise is that general indigenous patients are entitled to NHS scripts at the concession price of \$5.40, and indigenous patients with a pre-existing concession or repat status receive NHS scripts at the entitlement rate of \$0.00.

While scripts prices are reduced, the dollar value accrued towards CTG Patients' Safety Net totals remains at the general patient level. For example, a general CTG Patient will pay \$5.40 for a claimable NHS script, but the Safety Net value for this script will remain at the general price of \$33.30. And similarly, Concession and Repat CTG Patients will pay \$0.00 for a claimable NHS script, but the Safety Net value for this script will remain at the Concession/repat amount of \$5.40.

Pharmacies dispensing items that would normally be priced under the patient co-payment dollar value to CTG Patients are also eligible to claim the difference between the patient's payment under the CTG scheme and the actual price of the under co-payment script from Medicare Australia. The paperwork for these under co-payment items does not need to be sent to Medicare Australia.

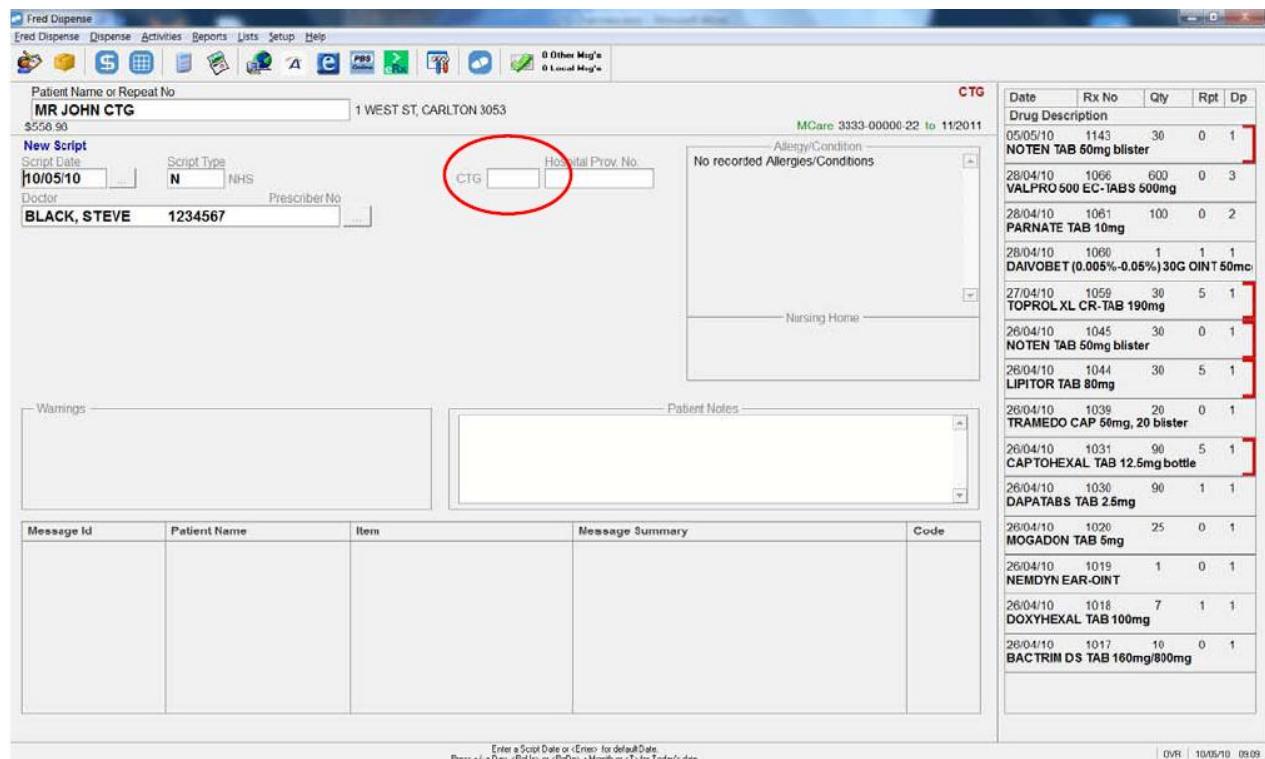
Setting up a CTG Patient

A Patient can be flagged as a CTG patient to activate CTG pricing and functionality in Fred Dispense. There are two ways you can flag a Patient as a CTG Patient.

The first is a manual activation in F8 – Patient details. Select the Patient, press F8 to open the Patient Details window and tick the 'CTG Registered' box. Click [Save] and the Patient is now flagged as a CTG Patient.

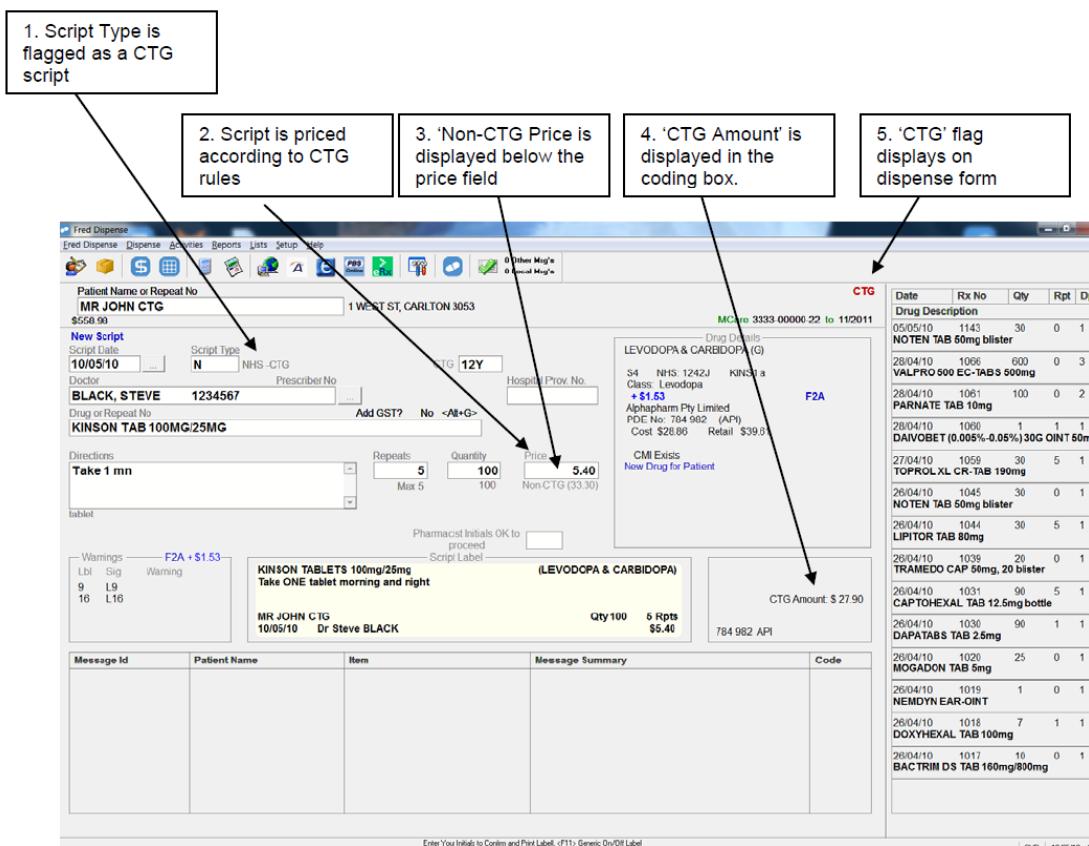
The screenshot shows the 'Edit Existing Patient Details' dialog box. The 'CTG Registered' checkbox is checked and highlighted with a red circle. Other fields include Surname (CTG), Firstname (JOHN), Title (MR), Address (1 WEST ST), Suburb (CARLTON), Birthdate (//), Concession Type (checkbox), Concession No (text box), Valid to (//), Repat Type (checkbox), No. (text box), Safety Net Entitlement No (text box), Phone No. (text box), Allergies (button), Extra Information (button), Family Maintenance (button), Family Ind. (checkbox), Modify Safety Net (button), Doctors Bag (checkbox), and Save/Cancel buttons.

The second way of flagging a CTG Patient, which is the recommended approach, is 'on the fly'. You will notice that there is now a 'CTG' field on the dispensing screen. This field is skipped during normal dispensing and must be tabbed to from the Script Type field. Once a valid CTG code is entered into this field, the tick box in F8 is automatically ticked and the Patient is automatically updated as 'CTG Registered'.



General Dispensing

There are a number of changes to the dispensing screen when dispensing a CTG script.



- When a CTG script is being dispensed, the script type is detailed next to the Script Type field.
- The dispense screen displays the CTG price to the Patient
- The Non-CTG price is displayed below the price field for information purposes
- The 'CTG Amount', which is the PBS co-payment relief amount for that particular CTG script is displayed in the coding box
- When a Patient has been flagged as a CTG registered Patient, the red 'CTG' text displays in the Patient Details area

CTG Scripts

There are a couple of general rules when dispensing a CTG script.

- The CTG Annotation code entered into the CTG field must be valid or dispensing cannot continue. CTG Annotation codes are automatically generated by participating Doctors' prescribing software.
- If a Doctor has supplied a handwritten script, they will annotate the script with the text 'CTG' followed by their initials. To dispense these scripts, 'H' is entered into the CTG field to identify it as a handwritten CTG script.
- General CTG Patients will pay the concession price of \$5.40 (plus any relevant BPPs or TGP) for all NHS scripts.
- Concession/Repat CTG Patients will pay the entitlement rate of \$0.00 (plus any relevant BPPs or TGP) for all NHS scripts.
- Entitlement CTG Patients remain unchanged and behave as per a non-CTG Entitlement Patient.

The CTG code is printed on computer-generated scripts and appears in the position below (sample courtesy of MSIA CTG Doc):

<p>Dr. Adonis Lanver 1 Best Avenue Practiceland 4001 SCRIBER: 07 7785 0777 FAX: 07 7820 9877 660952</p> <p>PATIENT'S MEDICARE no.: 2234567891-1</p> <p>Pharmaceutical Benefits Entitlement Number: 404-674-343X</p> <p>PATIENT'S NAME: Kenneth "Ken" Allen</p> <p>ADDRESS: 8 Grey St Fremantle 6160</p> <p>DATE: 18/02/2009 <input checked="" type="checkbox"/> BRAND SUBSTITUTION PERMITTED 05/07/2010 <input type="checkbox"/> Authority Form No.: 06609712</p> <p>Plavix 75mg Tablet 1 In the morning Quantity: 28, 5 repeats. 1 item printed</p> <p>DRUGIST: PATIENT: PD</p> <p>Please tick here for privacy note</p> <p>eRx:  211111837GFV8TH408</p> <p>Doctor's copy 18/02/2009 Authority Form No.: 06609712 Dr. Adonis Lanver 1 Best Avenue Practiceland 4001 Prescriber No.: 660952 Phone: 07 7785 0777 Mr. Kenneth Allen 8 Grey St Fremantle 6160 Plavix 75mg Tablet 1 In the morning Quantity: 28, 5 repeats. Phone Approval No.: 1723 Previous Authority: No Indication for Authority: Prevention of recurrence of myocardial infarction or unstable angina in patients where low-dose aspirin poses an unacceptable risk of gastrointestinal bleeding</p>	<p>Dr. Adonis Lanver 1 Best Avenue Practiceland 4001 PRESCRIBER: 07 7785 0777 FAX: 07 7820 9877 660952</p> <p>PATIENT'S MEDICARE no.: 2234567891-1</p> <p>Pharmaceutical Benefits Entitlement Number: 404-674-343X</p> <p>PATIENT'S NAME: Kenneth "Ken" Allen</p> <p>ADDRESS: 8 Grey St Fremantle 6160</p> <p>DATE: 18/02/2009 <input checked="" type="checkbox"/> BRAND SUBSTITUTION PERMITTED 05/07/2010 <input type="checkbox"/> Authority Form No.: 06609712</p> <p>Plavix 75mg Tablet 1 In the morning Quantity: 28, 5 repeats. 1 item printed</p> <p>DRUGIST: PATIENT: PD</p> <p>Please tick here for privacy note</p> <p>HIC copy 18/02/2009 Authority Form No.: 06609712 Dr. Adonis Lanver 1 Best Avenue Practiceland 4001 Prescriber No.: 660952 Phone: 07 7785 0777 Mr. Kenneth Allen 8 Grey St Fremantle 6160 Plavix 75mg Tablet 1 In the morning Quantity: 28, 5 repeats. Phone Approval No.: 1723 Previous Authority: No Indication for Authority: Prevention of recurrence of myocardial infarction or unstable angina in patients where low-dose aspirin poses an unacceptable risk of gastrointestinal bleeding</p>
--	---

The CTG annotation code also prints on repeats for future dispensing, as seen below:

1234567 

4201-83583-99 to 12/2012

MR GENERAL CTG	(10
1 GENERAL ST	
BARCALDINE	4725

SIMVAR TABLETS 80mg Qty 30
Take

5 Rpts Left Dr Steve BLACK Rpt No **12R**
*** If needed before 24-May-10 consult pharmacist (SN20DR) ***

03/05/10	80400N	
1130	5	1

Valid to 03/05/11

CTG 22M

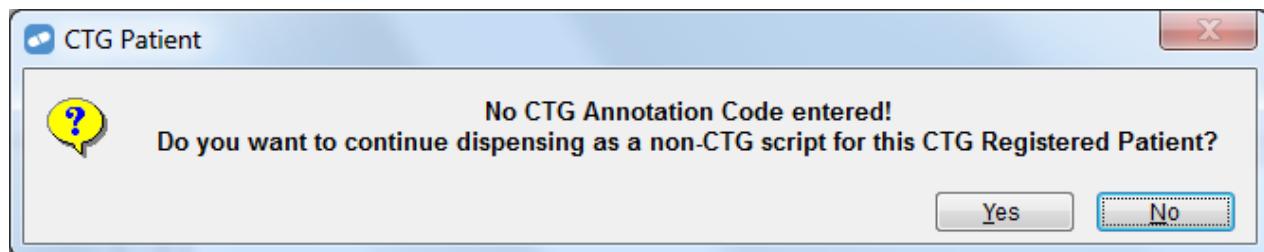
FRED HEALTH PTY LTD

Reg25: 2405 Ph:
03/05/10 KW 80400N

If the prescription is handwritten, the prescriber is to annotate the script with 'CTG' and initial this. A handwritten prescription's annotation code is entered as 'H' in the CTG field during dispensing. This is coded as a CTG annotation code of 'CTG00B' in the database which indicates a handwritten script.

'No CTG Annotation Code entered' warning

If no CTG Annotation Code is entered when dispensing to a CTG Registered Patient, once the user moves past the CTG Annotation Code field during dispensing, the following warning message will appear:



Press [Enter] or click 'No' to return to the CTG field to enter the correct CTG Annotation Code, or click 'Yes' to continue dispensing a non-CTG script.

Labels

The following label formats will correctly display CTG information:

F5
L4
C7
7B
AQ
TA
WB
PD

An example of the Fred5 label displaying CTG information is below:



CTG Pricing

CTG scripts are priced as follows:

General CTG Patient moves from General NHS pricing of \$33.30 to concession pricing of \$5.40

Concession CTG Patient moves from concession NHS pricing of \$5.40 to entitlement pricing of \$0.00

Repat CTG Patient moves from repat NHS pricing of \$5.40 to entitlement pricing of \$0.00

Entitlement CTG Patient remains at entitlement pricing of \$0.00

CTG patients are still responsible for paying any applicable BPPs or TPGs.

CTG patients are still bound by the SN 20 day rule and scripts falling into this category are repriced as per non-CTG patients.

CTG patients are bound by all other applicable dispensing rules under the NHS. The only change is to their script pricing.

CTG Patients and Safety Net

Although CTG patients pay a concessional or entitlement rate for their NHS scripts, the amount these scripts contribute to a CTG patient's safety net remains as if the patient was not a CTG patient.

Patient History Display (F2)

CTG scripts are indicated in a patient's F2 History Display by a carat '^' in between the price and the Pharmacist Initials. The script price displayed in Patient History Display screen is the CTG Patient price.

Disp	Drug Name	Qty	Directions	Doc	Rpt	Dp	\$	By Scan
22/05	CILAMOX CAP 250mg 2010	20	Take	BLAS	1	1	5.40^KW 1252	
22/05	TEGRETOL CR-TAB 400mg 2010	200	Swallow whole	BLAS	2	1	5.40^KW 1251	
13/05	TERIL TAB 200mg 2010	200	Take	BLAS	2	1	5.40^KW 1206	
13/05	AMOXYCILLIN GENRX CAP 25 2010 0mg	20	Take	BLAS	1	1	5.40^KW 1205	
13/05	PERINDO COMBI TAB 4mg/1. 2010 25mg	30	Take	BLAS	5	1	5.40^KW 1204	
12/05	TOPROL XL CR-TAB 47.5mg 2010	30	Swallow whole	BLAS	5	1	5.40^KW 1194	
12/05	WARFARIN SODIUM TAB 1mg 2010 (Coumadin (light Tan))	50	Take	BLAS	2	1	5.40^KW 1193	
12/05	SIMVAR TAB 80mg 2010	30	Take	BLAS	5	1	5.40^KW 1192	
10/05	ENDEP TAB 10mg 2010	150	Take	BLAS	0	3	15.97 KW 1183	

Alternate Patient History Display (Alt+F2)

The Alternate Patient History Display (Alt+F2) also indicates that a script is a CTG script by listing the script type as 'NHS CTG' for example. The price displayed is the CTG price.

Disp	Drug Name	Rx No	Price	Directions
22/05	CILAMOX CAP 250mg 2010 (*NHS CTG)	1252 22/05 KW	5.40	Take
22/05	TEGRETOL CR-TAB 400mg 2010 (*NHS CTG)	1251 22/05 KW	5.40	Swallow whole
13/05	TERIL TAB 200mg 2010 (*NHS CTG)	1206 13/05 KW	5.40	Take
13/05	AMOXYCYLLIN GENRX CAP 25 2010 (*NHS CTG)	1205 13/05 KW	5.40	Take
13/05	PERINDO COMBI TAB 4mg/1. 2010 (*NHS CTG)	1204 13/05 KW	5.40	Take
12/05	TOPROL XL CR-TAB 47.5mg 2010 (*NHS CTG)	1194 12/05 KW	5.40	Swallow whole
12/05	WARFARIN SODIUM TAB 1mg 2010 (*NHS CTG)	1193 12/05 KW	5.40	Take
12/05	SIMVAR TAB 80mg 2010 (*NHS CTG)	1192 12/05 KW	5.40	Take
10/05	ENDEP TAB 10mg 2010 (*Private P00)	1183 10/05 KW	15.97	Take

Script Analysis Report

The Script Analysis Report no lists the Under Co-Payment scripts separately for easy identification. The first line on the report 'Gen UnderCo-pay' lists the non-CTG scripts that aren't claimable. The CTG UnderCo-pay scripts are listed separately under the CTG section.

SCRIPT ANALYSIS REPORT						
for 'ALL' Patients from 01/06/10 to 25/06/10						
	Rx Cnt	Patient Contribution	Govt Rec	Total Value	Cost Price	Gross Profit
Gen UnderCo-pay	21	509.71		509.71	267.76	241.95
General	17	263.27	1845.40	2108.67	1815.62	293.05
Concession	42	234.73	1928.29	2163.02	1686.71	476.31
Entitlement	8	4.40	250.01	254.41	181.07	73.34
Repatriation	24	101.37	1819.90	1921.27	1585.00	336.27
Doctors Bag	0		0.00	0.00	0.00	0.00
CTG						
Gen UnderCo-pay	36	394.98	387.93	782.91	434.65	348.26
Con UnderCo-pay	12	32.40	134.86	167.26	62.86	104.40
Rep UnderCo-Pay	11	20.22	133.70	153.92	59.08	94.84
Sub Total	171	1561.08	6500.09	8061.17	6092.75	1968.42
Private	18	606.43	0.00	606.43	355.18	251.25
S3 Recordable	5	123.64	(HBF)	123.64	51.36	72.28
Total	194	2291.15	6500.09	8791.24	6499.29	2291.95
#						
S C R I P T			B R E A K D O W N			
	% Markup	% Gross Profit	Category		Count	Value
Gen UnderCo-pay	90.3%	47.4%	Number of Customers		18	
General	16.1%	13.8%	Drugs Of Addiction		3	56.75
Concession	28.2%	22.0%	Cancelled Items		8	319.97
Entitlement	40.5%	28.8%	Deferred Items		2	56.74
Repatriation	21.2%	17.5%	Owing Items		2	132.18
Doctors Bag	0.0%	0.0%				
CTG						
Gen UnderCo-pay	80.1%	44.4%	Total Taxable Sales			19.74
Con UnderCo-pay	166.0%	62.4%	Total GST Collected (1/11)			1.79
Rep UnderCo-Pay	160.5%	61.6%	#Total Sales (excl GST) +			2291.15
Sub Total	32.3%	24.4%				
Private	70.7%	41.4%	Total Sales (inc GST)			2292.94
S3 Recordable	140.7%	58.4%	Total Doctor Bag GST			0.00
Total	35.2%	26.0%	Total PBSOL Incent(0.40c)			0.00
			Total Generic Incent(1.53)			53.55

Pharmacy Claim

CTG scripts are indicated by a 'c' on CTS Claim reports so they are easily identifiable. For claimable scripts, the claim amount = standard govt recovery amount + CTG PBS co-payment relief amount.

Eg in the example below, script number 1192 is priced as follows:

$$\text{Standard Govt Recovery} + \text{CTG PBS co-payment relief} = 26.12 + (33.30 - 5.40) = 54.02$$

Please also note script numbers 1194 and 1197 for Toprol XL CR-Tab 47.5mg where 1194 is dispensed to a non-CTG Patient and 1197 is dispensed to a CTG General patient. Note the price difference between these 2 amounts is the CTG Amount of \$27.90 which is the difference between what a non-CTG Patient would pay \$33.30 and what a general CTG patient pays \$5.40 = \$27.90. This is the CTG PBS co-payment relief Amount which will be reimbursed to the Pharmacy.

SerNo	Rx No	Date	Drug Name	Patient Name	Amount
G5	c 1192	12/05/10	SIMVAR TAB 80mg	MR JOHN CTG	54.02
G6	c 1194	12/05/10	TOPROL XL CR-TAB 47.5mg	MR JOHN CTG	67.06
G7	1197	12/05/10	TOPROL XL CR-TAB 47.5mg	MISS C WINMILL	39.16
				Count	3
					\$160.24
E1	c 1198	12/05/10	DAPATABS TAB 2.5mg	MRS E CTG	17.48
E2	c 1199	12/05/10	KINSON TAB 100mg/25mg	MRS E CTG	39.61
				Count	2
					\$57.09
C2	1195	12/05/10	DIAZEPAM TAB 2mg	MR RYAN GUETTLER	2.39
C3	1196	12/05/10	KINSON TAB 100mg/25mg	MR RYAN GUETTLER	34.21
C4	c 1200	12/05/10	DAPATABS TAB 2.5mg	MRS CONC CTG	17.48
C5	* c 1201	12/05/10	NOTEN TAB 50mg blister	MRS CONC CTG	10.27
C6	c 1202	12/05/10	WARFARIN SODIUM TAB 1mg	MRS CONC CTG	12.42
				Count	5
					\$76.77

Claiming under co-payment CTG Scripts

Under the CTG scheme, scripts that would normally not be claimable under general NHS pricing structures (ie drugs that are priced under the PBS co-payment amount) are classified as 'under co-payment' CTG scripts and are claimable from Medicare Australia.

These under co-payment scripts are separated out from other claim categories on the relevant claim reports and are assigned a claim category of UG (under co-payment general), UC (under co-payment concession) and UR (under co-payment repeat).

CTG and Pharmpay Claim tools

Script/Claim Number Display

CTG scripts can be searched for in Alt+C – Pharmpay Claim – Script/Claim Number Display. When a CTG script is searched for, the CTG payment information also displays in this window.

Under co-payment CTG scripts can also be searched for in this window.

Script / Claim Number Display

Claim - Period:	Period	Serial No	Status
1011	G2	Active	
* VIEW *			
Serial No:	Script No:		
G2	405836		
Serial No. Active'			
Entitlement/Concession No:			
CTG Recovery Amount: \$27.90			
Government Recovery Amount: \$26.12			
Card Firstname:			
Card Surname:			
SN20DR *SNQ*			
SIMVAR TAB 80mg		(SIMVASTATIN)	
Take			
MRS SHELLEY BUSEY		Qty 30	5 Rpts
19/05/10 Dr Harry WILLIS		405836 KW	\$5.40

Statement	Payment Id	Amount	D Inc	D Inc
1011	100000144293	54.02	0.40	1.53
Reference No: 100001194734				
CTG Amount: \$27.90				
PBS Amount: \$26.12				
Online Incentive: \$0.40				
Dispense Incentive: \$1.53				
Total:				\$55.95

Cancel Claim Numbers

CTG Script Claim Numbers can be cancelled from this window. Both claimable and under co-payment CTG scripts can be searched for and selected for claim number cancellation in this window. The CTG payment information displays in this window as well.

Cancel Claim Numbers

Claim - Period:	Period	Serial No	Status
1011	G2	Active	
* CANCEL *			
Serial No:	Script No:		
G2	405836		
Entitlement/Concession No:			
CTG Recovery Amount: \$27.90			
Government Recovery Amount: \$26.12			
Card Firstname:			
Card Surname:			
SN20DR *SNQ*			
SIMVAR TAB 80mg		(SIMVASTATIN)	
Take			
MRS SHELLEY BUSEY		Qty 30	5 Rpts
19/05/10 Dr Harry WILLIS		405836 KW	\$5.40

Statement	Payment Id	Amount	D Inc	D Inc
1011	100000144293	54.02	0.40	1.53
Reference No: 100001194734				
CTG Amount: \$27.90				
PBS Amount: \$26.12				
Online Incentive: \$0.40				
Dispense Incentive: \$1.53				
Total:				\$55.95

Hold Claim Numbers

CTG Script Claim Numbers can be placed on Hold from this window. Both claimable and under co-payment CTG scripts can be searched for and selected for Holding in this window. The CTG payment information displays in this window as well.

Hold Claim Numbers			
Claim - Period:	Period	Serial No	Status
1011	1011	UG1	Active
* HOLD *			
Serial No:	Script No:	UG1	405841
Serial No. 'Active'			
Entitlement/Concession No:			
CTG Recovery Amount: \$3.77			
Government Recovery Amount: \$0.00			
Card Firstname:			
Card Surname:			
ASPIRIN (DBL) TAB 100mg		(ASPIRIN)	
Take			
MRS SHELLEY BUSEY 19/05/10 Dr Harry WILLIS		Qty 112	1 Rpt 405841 KW \$5.40

Statement	Payment Id	Amount	O Inc	D Inc
1011	100000144293	2.70	0.00	0.00
Reference No: 100001194789				
CTG Amount: \$2.70				
PBS Amount: \$0.00				
Online Incentive: \$0.00				
Dispense Incentive: \$0.00				
Total: \$2.70				

Example CTS Claim Report

Note in the example report below the following:

1. CTG Scripts are identified by the 'c' to the left of the script number
2. An explanation of the 'c' can be found in the legend at the bottom of the report
3. The Amount includes the CTG Amount

PharmPay Claim Report					
20/05/10					
Claim Period: 1011					
<hr/>					
SerNo	Rx No	Date	Drug Name	Patient Name	Amount
G1	*	405835	19/05/10 SIMVAR TAB 80mg	MISS C BUSEY	26.12
G2	*	c405836	19/05/10 SIMVAR TAB 80mg	MRS SHELLEY BUSEY	54.02
				Count	2 \$80.14
C1	*	c405837	19/05/10 SIMVAR TAB 80mg	MRS UGANA WILLYSOP	59.42
				Count	1 \$59.42
R1	*	c405838	19/05/10 SIMVAR TAB 80mg	MR HARRISON HOBBS	59.42
				Count	1 \$59.42
UG1	*	c405841	19/05/10 ASPIRIN (DBL) TAB 100mg	MRS SHELLEY BUSEY	3.77
				Count	1 \$3.77
UC1	*	c405840	19/05/10 ASPIRIN (DBL) TAB 100mg	MRS UGANA WILLYSOP	10.80
				Count	1 \$10.80
UR2	*	c405839	19/05/10 ASPIRIN (DBL) TAB 100mg	MR HARRISON HOBBS	10.80
				Count	1 \$10.80
<hr/>				CLAIM GRAND TOTAL	7 \$224.35
<hr/>					
*** = Immediate Supply Necessary (Reg25) endorsement required					
'c' = Close The Gap Prescription					

Closing The Gap (CTG) and PBS Online

CTG annotated scripts are sent to Medicare Australia via PBS Online for claiming of the CTG co-payment relief applied to CTG scripts.

CTG scripts are identified on the PBS Online reports by a superscript c 'c' next to the script number in the claim record.

See appendix A for a sample of each of the PBS Online reports.

Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Patient Name	Reason Codes
Concession							
C1	8313M SI	SIMVAR TAB 80mg	5/14/2010	405763 ^c	54.02	Concession Ctg	W100 R115
C2	2444P GH	PARNATE TAB 10mg	5/14/2010	405764 ^c	28.15	Concession Ctg	W100 R115

CTG scripts that would normally be classified as not claimable by Medicare Australia because they are under the PBS co-payment amount are sent to Medicare Australia as part of the pharmacy claim for reimbursement of the CTG co-payment relief.

These under co-payment script totals are reported separately in the claim reports for easy identification. Please note: although only the Weekly Payment Report is shown below, CTG scripts are identified with a superscript 'c' on all the PBS Online Reports. Under co-payment CTG scripts are also listed separately on all the PBS Online Reports for easy identification.

Weekly Payment Report							
Bank Reference Number: 450001183303							
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Difference
PBS Payment Id: 100000135833							
Claim Period Number: 1013							
General							
G9	9231W PF	LIPITOR TAB 20mg	12/05/2010	225398 ^c	0.00	0.00	I015
G9	1512N SW	PLAQUENIL TAB 200mg	12/05/2010	225359	4.29	4.29 ³	
G10	1242J AF	KINSON TAB 100mg/25mg	12/05/2010	225405 ^c	6.31	34.21 ¹	27.90
CTG Under Co-pay General							
UG1	9302N SE	DIAMICRON MR-TAB 60mg	12/05/2010	225393 ^c	0.00	9.78	9.78
UG2	1325R NV	LOPRESOR 100 TAB 100mg	12/05/2010	225397 ^c	0.00	6.63	6.63
CTG Under Co-pay Concession							
UC1	2417F AF	ENDEP TAB 10mg	12/05/2010	225394 ^c	0.00	12.48	12.48
CTG Under Co-pay RPBS							
UR1	2418G AF	ENDEP TAB 25mg	12/05/2010	225396 ^c	0.00	12.84	12.84
Sub Total			47 Scripts		2263.23	2399.28	136.05
Online Incentives					0.00	12.80	
Premium Free Dispensing Incentives					0.00	16.83	
Sub Total Including Incentives					2263.23	2428.91	165.68
Grand Total			47 Scripts		2263.23	2399.28	136.05
Online Incentives					0.00	12.80	
Premium Free Dispensing Incentives					0.00	16.83	
Grand Total Including Incentives					2263.23	2428.91	165.68

They can also be reported on separately using the PBS Online Reports Filter Options.



So, you can filter your PBS Online Reports to report on either (A)ll Claimable Scripts, (C)TG Only or N(O)n CTG Scripts.

Further to this, if you filter for (C)TG Scripts only, you can also use the tick boxes to filter further by ticking one of the Under Co-Pay Gen, Under Co-Pay Conc and Under Co-Pay Repat tick boxes if desired.

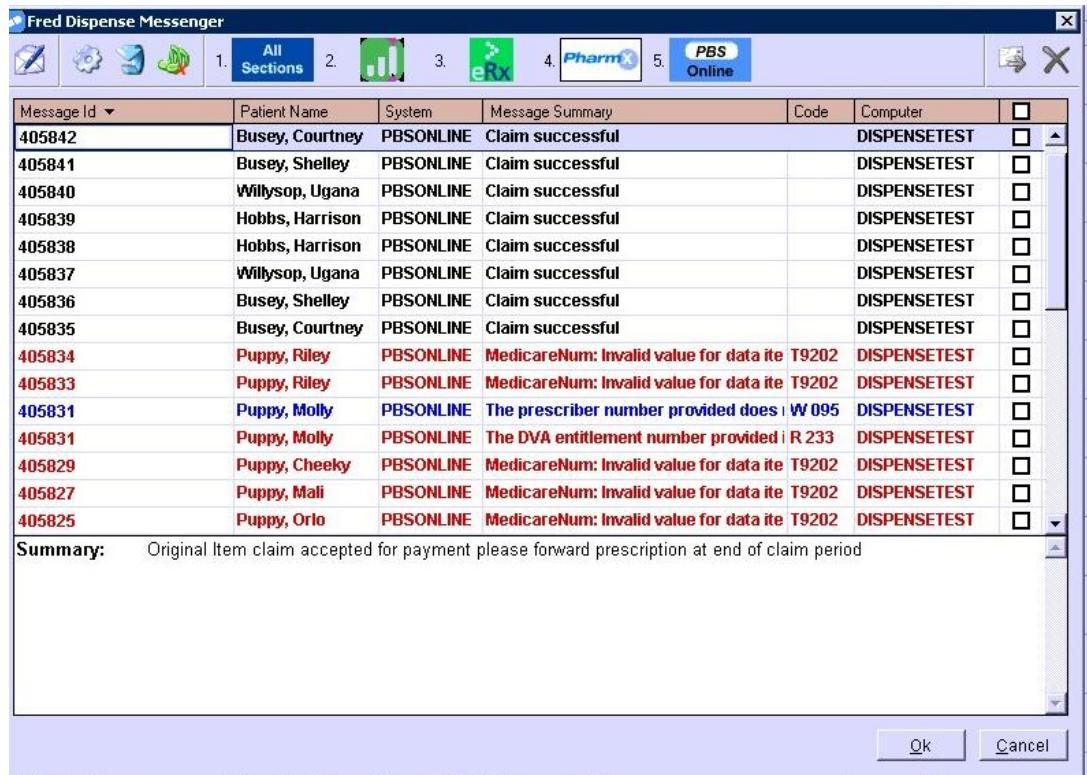
The CTG under co-pay scripts are retrieved in a separate under co-payment statement to the general statement for claimable scripts. These statements are in the same format so the information can still be included on the one statement and are stored in the same directory of \Fred\DBFS\pbsonline.

A list of the statement files is below where 1004 is the claim period:

```
statement1004_header.DBF
statement1004_payment.CDX
statement1004_payment.DBF
statement1004_trailer.DBF
undercostatement1004_header.DBF
undercostatement1004_trailer.DBF
_statement1004.CDX
_statement1004.DBF
_undercostatement1004.CDX
_undercostatement1004.DBF
```

Fred Messenger

Under co-payment CTG scripts are displayed in Fred Messenger so that Pharmacies can verify the claim record has been sent successfully.



The CTG Annotation Code is also listed in the Detailed Report, as seen in the Annotation Code column below:

CTG Claim Analysis									
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Usual Patient Payment	CTG Patient Payment	CTG Co-Payment Relief Amount	Adjustment	Annotation Code
General									
G1	8735R AP	TOPROL XL CR-TAB 190mg	17/05/2010	405774 ^c	33.30	5.40	27.90	0.00	12E
G3	8213G PF	LIPITOR TAB 10mg	17/05/2010	405781 ^c	33.30	5.40	27.90	0.00	12E
G4	8521L PF	LIPITOR TAB 80mg	17/05/2010	405793 ^c	33.30	5.40	27.90	0.00	13R
G7	8215J PF	LIPITOR TAB 40mg	17/05/2010	405799 ^c	33.30	5.40	27.90	0.00	00B
Sub Total			4 Scripts		133.20	21.60	111.60	0.00	
Entitlement									
E1	8213G PF	LIPITOR TAB 10mg	17/05/2010	405794 ^c	0.00	0.00	0.00	0.00	13R
Sub Total			1 Script		0.00	0.00	0.00	0.00	
RPBS									
R1	2431Y NV	TEGRETOL CR-TAB 400mg	17/05/2010	405778 ^c	5.40	0.00	5.40	0.00	12E
R2	8213G PF	LIPITOR TAB 10mg	17/05/2010	405798 ^c	5.40	0.00	5.40	0.00	13R
Sub Total			2 Scripts		10.80	0.00	10.80	0.00	
CTG Under Co-pay General									
UG1	1453L SZ	GEMHEXAL TAB 600mg bottle	17/05/2010	405773 ^c	33.30	5.40	24.07	0.00	12E
UG2	1081XAF	NOTEN TAB 50mg blister	17/05/2010	405783 ^c	15.15	5.40	5.92	0.00	12E
Sub Total			2 Scripts		48.45	10.80	29.99	0.00	
CTG Under Co-pay Concession									
UC4	5355W AF	DIAZEPAM TAB 2mg	17/05/2010	405785 ^c	16.80	0.00	12.97	0.00	12E
UC5	8202Q YT	ASPIRIN (DBL) TAB 100mg	17/05/2010	405786 ^c	10.80	0.00	6.97	0.00	12E
Sub Total			2 Scripts		27.60	0.00	19.94	0.00	

CTG Annotation on Medicare S87a Receipt

The CTG code is recorded on receipts printed from Fred Dispense so that a CTG Patient can use their receipt to claim a refund from Medicare Australia if they forget to bring their concession, repat or entitlement cards into the pharmacy and the pharmacy does not have a record of their number. If the script is handwritten, and annotated as 'CTG' with the Doctor's initials, the code CTG00B will be printed on this receipt which indicates this was a handwritten script.

Official Pharmacy Receipt

(TAX INVOICE)

Approval No: 80400N Supply Date: 03/05/10

Name: MR GENERAL CTG
Address: 1 GENERAL ST
BARCALDINE 4725

Doctor: Dr Steve BLACK
Pres. No: 1234567
Script No: 1105 (S4)
NHS Code: 8313M

Item: SIMVAR TAB 80mg

Quantity: 30

GST: \$0.00

Amount Paid: \$5.40 (NHS-G CTG11E)
(SN20DR-SNQ: NO)

Pharmacist's signature _____

[] Prescription attached
[] Prescription held by Pharmacist

Appendix A: PBS Online Reports

THE SUMMARY REPORT

The CTG Under Co-payment section is separate to allow Pharmacies to easily identify these scripts.

Summary Reconciliation Report									
Claim Period: 1011 Interim									
Bank Reference Number: 450001204974									
PBS Payment Id:	100000144293	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total
Claimable	Script Transactions	2	1	0	1	0	4		
	Rebates	80.14	59.42	0.00	59.42	0.00	198.98	0.00	
	Online Incentives	0.80	0.40	0.00	0.40	0.00	1.60		
	Prem/Fr Incentives	3.06	1.53	0.00	1.53	0.00	6.12		
	Amount Paid	84.00	61.35	0.00	61.35	0.00	206.70	0.00	206.70
PBS Payment Id:	100000144293	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total
CTG Under Co-pay	Script Transactions	1	1	0	1		3		
	Rebates	2.70	9.78	0.00	9.78		22.26		
	Online Incentives	0.00	0.00	0.00	0.00		0.00		
	Prem/Fr Incentives	0.00	0.00	0.00	0.00		0.00		
	Amount Paid	2.70	9.78	0.00	9.78		22.26		22.26
Sub Total	Script Transactions	3	2	0	2	0	7		
	Rebates	82.84	69.20	0.00	69.20	0.00	221.24	0.00	
	Online Incentives	0.80	0.40	0.00	0.40	0.00	1.60		
	Prem/Fr Incentives	3.06	1.53	0.00	1.53	0.00	6.12		
	Amount Paid	86.70	71.13	0.00	71.13	0.00	228.96	0.00	228.96
Grand Total	Total Script Transactions	3	2	0	2	0	7		
	Total Number of Scripts	3	2	0	2	0	7		
	Total Rebates	82.84	69.20	0.00	69.20	0.00	221.24	0.00	
	Total Online Incentives	0.80	0.40	0.00	0.40	0.00	1.60		
	Total Prem/Fr Incentives	3.06	1.53	0.00	1.53	0.00	6.12		
	Total Amount Paid	86.70	71.13	0.00	71.13	0.00	228.96	0.00	228.96

THE DETAILED REPORT

The Detailed Claim Report now includes a separate section for CTG Under Co-payment scripts, split into the Under Co-pay General, Under Co-pay Concession and Under Co-pay Repat sub-sections. Currently, the Actual Rebate excludes the Safety Net Standard Surcharge because the rulings regarding this will change in the future so that this SNSS is never included in the rebate.

The last page of the Detailed Claim Report is now a CTG Claim Analysis Section to allow Pharmacies to see detailed information regarding their CTG claims.

Detailed Claim Report											
Claim Period: 1011											
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Difference	Reason Codes	PBS Payment Id	Bank Ref Number	Transac Value
General											
G1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405835	26.12 ¹	26.12 ¹			100000144293	450001204974	
G2	8313M SI	SIMVAR TAB 80mg	19/05/2010	405836 ^C	54.02 ¹	54.02 ¹			100000144293	450001204974	
Sub Total			2 Scripts		80.14	80.14	0.00				
Online Incentives					0.80	0.80					
Premium Free Dispensing Incentives					3.06	3.06					
Sub Total Including Incentives					84.00	84.00	0.00				
Concession											
C1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405837 ^C	59.42 ¹	59.42 ¹			100000144293	450001204974	
Sub Total			1 Script		59.42	59.42	0.00				
Online Incentives					0.40	0.40					
Premium Free Dispensing Incentives					1.53	1.53					
Sub Total Including Incentives					61.35	61.35	0.00				
RPBS											
R1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405838 ^C	59.42 ¹	59.42 ¹			100000144293	450001204974	
Sub Total			1 Script		59.42	59.42	0.00				
Online Incentives					0.40	0.40					
Premium Free Dispensing Incentives					1.53	1.53					
Sub Total Including Incentives					61.35	61.35	0.00				
CTG Under Co-pay General - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part thereof)											
UG1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405841 ^C	3.77	2.70	-1.07		100000144293	450001204974	
Sub Total											
Online Incentives			1 Script		3.77	2.70	-1.07				
Premium Free Dispensing Incentives					0.00	0.00					
Sub Total Including Incentives					3.77	2.70	-1.07				
CTG Under Co-pay Concession - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part thereof)											
UC1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405840 ^C	10.80	9.78	-1.02		100000144293	450001204974	
Sub Total											
Online Incentives			1 Script		10.80	9.78	-1.02				
Premium Free Dispensing Incentives					0.00	0.00					
Sub Total Including Incentives					10.80	9.78	-1.02				
CTG Under Co-pay RPBS - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part thereof)											
UR2	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405849 ^C	10.80	9.78	-1.02		100000144293	450001204974	
Sub Total											
Online Incentives			1 Script		10.80	9.78	-1.02				
Premium Free Dispensing Incentives					0.00	0.00					
Sub Total Including Incentives					10.80	9.78	-1.02				
Grand Total											
Online Incentives			7 Scripts		224.35	221.24	-3.11				
Premium Free Dispensing Incentives					1.60	1.60					
Grand Total Including Incentives					232.07	228.96	-3.11				

CTG Claim Analysis									
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Usual Patient Payment	CTG Patient Payment	CTG Co-payment Relief Amount	Adjustment	Annotation Code
G2	8313M SI	SIMVAR TAB 80mg	19/05/2010	405836 ^C	33.30	5.40	27.90		11F
Sub Total									
Concession									
C1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405837 ^C	5.40	0.00	5.40		22N
Sub Total									
RPBS									
R1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405838 ^C	5.40	0.00	5.40		01K
Sub Total									
CTG Under Co-pay General									
UG1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405841 ^C	13.00	5.40	3.77		00B
Sub Total									
CTG Under Co-pay Concession									
UC1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405840 ^C	10.80	0.00	10.80		01K
Sub Total									
CTG Under Co-pay RPBS									
UR2	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405839 ^C	10.80	0.00	10.80		01K
Sub Total									
Grand Total									
6 Scripts									
78.70									
10.80									
64.07									
0.00									

THE WEEKLY PAYMENT REPORT

The Weekly Payment Report now includes a separate section for each of the CTG Under Co-pay categories (General, Concession and Repat).

Weekly Payment Report							
Bank Reference Number: 450001204974							
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Reason Codes
PBS Payment Id: 100000144293							
Claim Period Number: 1011							
General							
G1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405835	26.12 ¹	26.12 ¹	
G2	8313M SI	SIMVAR TAB 80mg	19/05/2010	405836 ^C	26.12 ¹	54.02 ¹	27.90
Concession							
C1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405837 ^C	54.02 ¹	59.42 ¹	5.40
RPBS							
R1	8313M SI	SIMVAR TAB 80mg	19/05/2010	405838 ^C	54.02 ¹	59.42 ¹	5.40
CTG Under Co-pay General - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part thereof)							
UG1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405841 ^C	3.77	2.70	-1.07
CTG Under Co-pay Concession - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part thereof)							
UC1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405840 ^C	10.80	9.78	-1.02
CTG Under Co-pay RPBS - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part thereof)							
UR2	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405839 ^C	10.80	9.78	-1.02
Sub Total							
7 Scripts							
185.65							
221.24							
35.59							
Online Incentives							
Premium Free Dispensing Incentives							
Sub Total Including Incentives							
193.37							
228.96							
35.59							
Grand Total							
7 Scripts							
185.65							
221.24							
35.59							
Online Incentives							
Premium Free Dispensing Incentives							
Grand Total Including Incentives							
193.37							
228.96							
35.59							

¹ Both Incentives paid ² Premium free dispensing incentive paid ³ Online incentive paid ^C Close The Gap Prescription

THE REJECTED/NON TRANSMITTED REPORT

The Rejected/Non Transmitted report now includes any CTG Under Co-pay scripts that have been rejected or not transmitted so Pharmacies can rectify any problems associated with these scripts.

Rejected Scripts Report

Claim Period: 1013 Interim

Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Patient Name	Reason Codes
Concession							
C8	2436F AF	DAPATABS TAB 2.5mg	5/27/2010	405869	12.08	Charli Winmill	T9202
Sub Total							
Online Incentives							
Premium Free Dispensing Incentives							
Sub Total Including Incentives							
General							
G9	8173E FR	LIPEX TAB 40mg	5/31/2010	405943	11.15	Adriana A Smith	R100
G11	6497Y RO	HERCEPTIN VL 150mg	5/31/2010	405948	1043.33	Adriana A Smith	R100
G16	5006L GX	AMOX & CLAV AC GENRX TAB 875	5/24/2010	405859 ^c	14.02	Shelley Busey	I073 R144
G17	1242J AF	KINSON TAB 100mg/25mg	6/3/2010	405976	6.31	Adriana A Smith	R100
G19	6416Q OA	FERRIPROXTAB 500mg	6/3/2010	405986	441.70	Adriana A Smith	R100 W151
Sub Total							
Online Incentives							
Premium Free Dispensing Incentives							
Sub Total Including Incentives							
Concession							
C5	8313M SI	SIMVAR TAB 80mg	5/27/2010	405864	54.02	Charli Winmill	W100 R115
C9	9216C IQ	POLYTEARS EYE-DRP 15mL	5/27/2010	405878 ^c	2.91	Concession Ctg	W100 R115
C11	9248R PF	LOPID TAB 600mg	6/3/2010	405967	24.30	Tamara Newbold	W095 R100 R115

Sub Total	3 Scripts	81.23					
Online Incentives							
Premium Free Dispensing Incentives							
Sub Total Including Incentives							
CTG Under Co-pay Concession							
UC3	2417F AF	ENDEP TAB 10mg	5/27/2010	405866 ^c	13.53	Ugana Willysop	R234 W111 R279
UC25	5355W AF	DIAZEPAM TAB 2mg	5/28/2010	405936 ^c	12.97	Concession Ctg	W100 R115 W151
UC26	2418G AF	ENDEP TAB 25mg	5/28/2010	405938 ^c	13.89	Conc Ctg	R234 W100 R279
UC27	2417F AF	ENDEP TAB 10mg	5/28/2010	405939 ^c	13.53	Conc Ctg	R234 W100 R279
UC28	5355W AF	DIAZEPAM TAB 2mg	5/28/2010	405940 ^c	12.97	Conc Ctg	R234 W100 R279 W151
UC29	8202Q YT	ASPIRIN (DBL) TAB 100mg	6/1/2010	405963 ^c	10.80	Conc Ctg	R234 W100 R279

¹ Both Incentives paid ² Premium free dispensing incentive paid ³ Online incentive paid ^c Close The Gap Prescription

Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Patient Name	Reason Codes
Sub Total							
Online Incentives							
Premium Free Dispensing Incentives							
Sub Total Including Incentives							
Grand Total							
Online Incentives							
Premium Free Dispensing Incentives							
Grand Total Including Incentives							

CLAIM VALIDATION REPORT

The Claim Validation Report also now includes CTG Under Co-pay script problems.

Claim Validation Report											
Claim Period: 1013											
MEDICARE Number Problems											
Charli Winmill - 11 Emeron Court, Bargara 4670 NO Medicare No. C8 405869 27/05/2010 DAPATABS TAB 2.5mg \$12.08 NO Medicare No. Tamara Newbold - 153/120 Racecourse Rd, Flemington Expired 31/01/2010 C10 405956 01/06/2010 LIPEX TAB 10mg \$19.64 Expired 31/01/2010 C11 405967 03/06/2010 LOPID TAB 600mg \$24.30 Expired 31/01/2010											
Count 3		Total \$56.02									
Patient ENTITLEMENT Number Problems											
Conc Ctg - 1 West St, Bargara 4670 UC26 405938 C 28/05/2010 ENDEP TAB 25mg \$13.89 UC27 405939 C 28/05/2010 ENDEP TAB 10mg \$13.53 UC28 405940 C 28/05/2010 DIAZEPAM TAB 2mg \$12.97 UC29 405963 C 01/06/2010 ASPIRIN (DBL) TAB 100mg \$10.80 Ugana Willysoop - 6 Test St, Parramatta 1740 UC3 405866 C 27/05/2010 ENDEP TAB 10mg \$13.53											
Count 5		Total \$64.72									
PBS-Online Script Problems											
Adriana A Smith - 2/121 Albany Creek Rd, Aspley 4034 G9 405943 31/05/2010 LIPEX TAB 40mg \$11.15 R100 G11 405948 31/05/2010 HERCEPTIN VL 150mg \$1043.33 R100 G17 405976 03/06/2010 KINSON TAB 100mg/25mg \$6.31 R100 G18 405985 03/06/2010 METALYSE INJ 50mg + solvent \$2023.76 02 R100 G19 405986 03/06/2010 FERRIPROX TAB 500mg \$441.70 R100											
Charli Winmill - 11 Emeron Court, Bargara 4670 C5 405864 27/05/2010 SIMVAR TAB 80mg \$54.02 R115 C8 405869 27/05/2010 DAPATABS TAB 2.5mg \$12.08 02 T9202											
Conc Ctg - 1 West St, Bargara 4670 UC26 405938 C 28/05/2010 ENDEP TAB 25mg \$13.89 R234 R279 UC27 405939 C 28/05/2010 ENDEP TAB 10mg \$13.53 R234 R279 UC28 405940 C 28/05/2010 DIAZEPAM TAB 2mg \$12.97 R234 R279 UC29 405963 C 01/06/2010 ASPIRIN (DBL) TAB 100mg \$10.80 R234 R279											
Concession Ctg - 1 Concession St, Bargara 4670 C9 405876 C 27/05/2010 POLYTEARS EYE-DRP 15mL \$19.11 R115 UC11 405902 C 27/05/2010 ENDEP TAB 10mg \$13.53 02 R115 UC12 405903 C 27/05/2010 ENDEP TAB 10mg \$13.53 02 R115 UC21 405912 C 27/05/2010 ENDEP TAB 10mg \$13.53 02 R115 UC22 405913 C 27/05/2010 ENDEP TAB 10mg \$13.53 02 R115 UC24 405915 C 27/05/2010 ENDEP TAB 10mg \$13.53 02 R115 UC25 405936 C 28/05/2010 DIAZEPAM TAB 2mg \$12.97 R115											
Shelley Busey - 1 Test St, Parramatta 2123 G16 405859 C 24/05/2010 AMOX & CLAVAC GENRX TAB 875mg/125mg \$41.92 R144											
© Close The Gap Prescription											
Page 2 of 2											
Tamara Newbold - 153/120 Racecourse Rd, Flemington C10 405956 01/06/2010 LIPEX TAB 10mg \$19.64 02 R100 R115 C11 405967 03/06/2010 LOPID TAB 600mg \$24.30 R100 R115											
Ugana Willysoop - 6 Test St, Parramatta 1740 UC3 405866 C 27/05/2010 ENDEP TAB 10mg \$13.53 R234 R279											
Count 22		Total \$3842.66									

PAYMENT VALIDATION REPORT

The Payment Validation Report now includes CTG Under Co-pay scripts as well and reports on each of the three categories separately (General, Concession and Repat).

Payment Validation Report										
Claim Period: 1011 Interim										
Claim Analysis Report (from Fred Dispense Claim) Incl. Incentives										
232.07	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total		
Total Number of Claimable Scripts	2	1	0	1	0			4		
Total Number of Under Co-pay Scripts	1	1	0	1	0			3		
Estimated Total	87.77	70.22	1.93	72.15	0.00	232.07	0.00	232.07		
Statement Analysis Report (from downloaded Statement Data) Incl. Incentives										
228.96	Gen	Con	Ent	RPBS	DBOF	Sub Total	GST	Total		
Claimable Script Transactions	2	1	0	1	0			4		
Claimable Scripts (Inc. Cancelled)	2	1	0	1	0			4		
Total Number of Claimable Scripts	2	1	0	1	0			4		
Under Co-pay Script Transactions	1	1	0	1				3		
Under Co-pay Scripts (Inc. Cancelled)	1	1	0	1				3		
Total Number of Under Co-pay Scripts	1	1	0	1				3		
Total Amount Paid	86.70	71.13	0.00	71.13	0.00	228.96	0.00	228.96		
Bank Deposit Summary Report (from downloaded Statement Data) Incl. Incentives										
No information to report.										
Discrepancy Report (comparing recovery differences from Fred Dispense claim to Statement data)										
Serial Num	Item Brand	Description	Date Dispensed	Script Num	Estimated Rebate	Actual Rebate	Difference			
CTG Under Co-pay General - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part there-of)										
UG1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405841 ^c	3.77	2.70	-1.07			
Sub Total										
Online Incentives										
Premium Free Dispensing Incentives										
Sub Total Including Incentives										
CTG Under Co-pay Concession - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part there-of)										
UC1	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405840 ^c	10.80	9.78	-1.02			
Sub Total										
Online Incentives										
Premium Free Dispensing Incentives										
Sub Total Including Incentives										
CTG Under Co-pay RPBS - Actual Rebate excludes Safety Net Standard Surcharge (1.05 or part there-of)										
UR2	8202Q YT	ASPIRIN (DBL) TAB 100mg	19/05/2010	405839 ^c	10.80	9.78	-1.02			
Sub Total										
Online Incentives										
Premium Free Dispensing Incentives										
Sub Total Including Incentives										
¹ Both Incentives paid ² Premium free dispensing incentive paid ³ Online incentive paid ^c Close The Gap Prescription										

OUTAGE REPORT

The Outage report now also includes CTG Under Co-pay scripts where applicable.

04/06/2010 10:27:36 AM	FRED HEALTH, KAREN STANCLIFFE - TEST SITE www.fred.com.au, ABBOTSFORD 3007 Ph: 9391-3954	Page 1 of 1			
Outage Report					
Approval Number: 80449E - Claim Period: 1013					
Concessional Entitlement Validation Prescriptions					
Online Claiming for PBS Outage					
Outage Date 27/05/2010					
Serial Num	Item Brand	Description	Script No	Est Rebate	Patient Name
UC24	2417F AF	ENDEP TAB 10mg	405915	0.00	Concession Ctg
UC21	2417F AF	ENDEP TAB 10mg	405912	0.00	Concession Ctg
UC22	2417F AF	ENDEP TAB 10mg	405913	0.00	Concession Ctg
UC11	2417F AF	ENDEP TAB 10mg	405902	0.00	Concession Ctg
UC12	2417F AF	ENDEP TAB 10mg	405903	0.00	Concession Ctg
Outage Date 01/06/2010					
Serial Num	Item Brand	Description	Script No	Est Rebate	Patient Name
C10	9242K FR	LIPEXTAB 10mg	405956	19.64	Tamara Newbold

Please bundle these prescriptions separately in your claim and place this note on this bundle at the front of your claim:

If you require assistance with your online claiming for PBS please contact Medicare Australia on 132 290 and select:
Press 1 for Concession and Medicare Entitlement Enquiries
Press 2 for All Claim Payment, Safety Net, Stationery and General Enquiries
Press 3 for Technical Support for Online Claiming or Information About Online Claiming

Appendix B: CTS Claim Reports

CTG scripts are identified on reports by an indicator 'c' to the left of the script number.

PRE-PREPARATION REPORT

04/06/10	Claim Pre-Preparation Report				
	Claim Period: 1021				
SerNo	Rx No	Date	Drug Name	Patient Name	Amount
G1	c 1260	31/05/10	SIMVAR TAB 80mg	MR JOHN CTG	26.12
G2	c 1273	31/05/10	TOPROL XL CR-TAB 190mg	MR JOHN CTG	76.30
G3	c 1273	31/05/10	TOPROL XL CR-TAB 190mg	MR JOHN CTG	76.30
				Count	3
					\$178.72
E1	c 1266	31/05/10	AMOX & CLAV AC GENRX TAB	MR ENT CTG	14.60
				Count	1
					\$14.60
C1	c 1178	10/05/10	PERINDO COMBI TAB 4mg/1.2	MRS CONC CTG	23.72
C2	c 1263	31/05/10	SIMVAR TAB 80mg	MRS CONC CTG	54.02
C3	c 1274	31/05/10	TOPROL XL CR-TAB 190mg	MRS CONC CTG	104.20
C4	c 1274	31/05/10	TOPROL XL CR-TAB 190mg	MRS CONC CTG	104.20
				Count	4
					\$286.14
R1	c 1265	31/05/10	SIMVAR TAB 80mg	MR REPAT CTG	54.02
R2	c 1275	31/05/10	TOPROL XL CR-TAB 190mg	MR REPAT CTG	104.20
R3	c 1275	31/05/10	TOPROL XL CR-TAB 190mg	MR REPAT CTG	104.20
				Count	3
					\$262.42
B1	1267	31/05/10	ADRENALINE (ASTRA ZENECA)	DR DOCTOR BAG	22.37+
				Count	1
					\$22.37
UG1	c 1261	31/05/10	NOTEN TAB 50mg blister	MR JOHN CTG	0.00
UG2	c 1272	31/05/10	AMOX & CLAV AC GENRX TAB	MR JOHN CTG	0.00
UG3	c 1277	31/05/10	MORPHINE SULFATE (HOSPIRA	MR JOHN CTG	0.00
				Count	3
					\$0.00
UC1	c 1262	31/05/10	ENDEP TAB 25mg	MRS CONC CTG	0.00
				Count	1
					\$0.00
UR1	c 1264	31/05/10	ANTENEX TAB 2mg	MR REPAT CTG	0.00
				Count	1
					\$0.00
	CLAIM GRAND TOTAL (includes \$2.03 GST)			17	\$764.25

** = Immediate Supply Necessary (Reg25) endorsement required

'c' = Close The Gap Prescription

*** End of Report ***

CLAIM VALIDATION REPORT

04/06/10

CLAIM VALIDATION REPORT

Page: 1

Claim Period: 1021

PBS-Online Claims not Transmitted

BAG, DR DOCTOR - 1 DOCTOR ST, WEST END 4101
B1 1267 31/05/10 ADRENALINE (ASTRA ZENECA \$22.37 Claim not Transmit

CTG, MR ENT - 2 ENT ST, WESBURN 3799
E1 c 1266 31/05/10 AMOX & CLAV AC GENRX TAB \$14.60 Claim not Transmit

CTG, MR CONN - 1 WEST ST, CARLTON 3053
G1 c 1260 31/05/10 SIMVAR TAB 80mg \$54.02 Claim not Transmit
G2 c 1273 31/05/10 TOPROL XL CR-TAB 190mg \$104.20 Claim not Transmit
G2 c 1273 31/05/10 TOPROL XL CR-TAB 190mg \$104.20 Claim not Transmit
G3 c 1273 31/05/10 TOPROL XL CR-TAB 190mg \$104.20 Claim not Transmit
G3 c 1273 31/05/10 TOPROL XL CR-TAB 190mg \$104.20 Claim not Transmit
UG1 c 1261 31/05/10 NOTEN TAB 50mg blister \$5.92 Claim not Transmit
UG2 c 1272 31/05/10 AMOX & CLAV AC GENRX TAB \$10.25 Claim not Transmit
UG3 c 1277 31/05/10 MORPHINE SULFATE (HOSPIR \$9.85 Claim not Transmit

CTG, MR REPAT - 1 REPAT ST, MACLEOD 3085
R1 c 1265 31/05/10 SIMVAR TAB 80mg \$59.42 Claim not Transmit
R2 c 1275 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
R2 c 1275 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
R3 c 1275 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
R3 c 1275 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
UR1 c 1264 31/05/10 ANTENEX TAB 2mg \$12.95 Claim not Transmit

CTG, MRS CONC - 1 CONC RD, BARGARA 4670
C1 c 1178 10/05/10 PERINDO COMBI TAB 4mg/1. \$29.12 Claim not Transmit
C1 c 1178 10/05/10 PERINDO COMBI TAB 4mg/1. \$29.12 Claim not Transmit
C2 c 1263 31/05/10 SIMVAR TAB 80mg \$59.42 Claim not Transmit
C3 c 1274 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
C3 c 1274 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
C4 c 1274 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
C4 c 1274 31/05/10 TOPROL XL CR-TAB 190mg \$109.60 Claim not Transmit
UC1 c 1178 10/05/10 PERINDO COMBI TAB 4mg/1. \$29.12 Claim not Transmit
UC1 c 1178 10/05/10 PERINDO COMBI TAB 4mg/1. \$29.12 Claim not Transmit
UC1 c 1262 31/05/10 ENDEP TAB 25mg \$13.89 Claim not Transmit

Count 26 Total \$1672.77

'c' = Close The Gap Prescription

*** End of Report ***

CLAIM ANALYSIS REPORT

The Claim Analysis Report lists the CTG Under Co-pay category totals separately.

04/06/10

Claim Analysis Report

(Incl. CTG Amounts & Incentives)

Claim Period: 1021

	Count	Amount	Incent	Total
	-----	-----	-----	-----
Doctors Bag	1	20.34	0.00	20.34
General	3	262.42	0.00	262.42
Concession	4	307.74	0.00	307.74
Entitlement	1	14.60	0.00	14.60
Repatriation	3	278.62	0.00	278.62
CTG Under Co-pay Gen	3	26.02	0.00	26.02
CTG Under Co-pay Con	1	13.89	0.00	13.89
CTG Under Co-pay Rep	1	12.95	0.00	12.95
GST	-----	-----	-----	2.03
Total	17	936.58	0.00	938.61
	=====	=====	=====	=====

*** End of Report ***

HOLDING/DELETED SCRIPTS REPORT

Under co-payment CTG scripts are listed separately on the Holding/Deleted Scripts Report.

07/06/10

Holding & Deleted Scripts

Claim Period: 1020

SerNo	Rx No	Date	Drug Name	Patient Name	Amount

H G2	1251	22/05/10	TEGRETOL CR-TAB 400mg	MR JOHN CTG	45.62
X G1	1251	22/05/10	TEGRETOL CR-TAB 400mg	MR JOHN CTG	
X E2	1257	22/05/10	FRUSEHEXAL AMP 20mg 2mL	MR ENT CTG	
X C1	1254	22/05/10	WARFARIN SODIUM TAB 5mg	MS CONCESSION CTG	
X UG1	1252	22/05/10	CILAMOX CAP 250mg	MR JOHN CTG	
X UC1	1253	22/05/10	ASPIRIN (DBL) TAB 100mg	MS CONCESSION CTG	
X UR1	1164	05/05/10	DIAZEPAM TAB 2mg	MR REPAT CTG	
X UR3	1164	05/05/10	DIAZEPAM TAB 2mg	MR REPAT CTG	
				Count	8

*** End of Report ***

EXCLUDED CLAIM NUMBERS REPORT

Under co-payment CTG scripts are listed separately on the Excluded Claim Numbers report.

Claim No	Claim No	Claim No	Claim No	Claim No	Claim No	Claim No	Claim No

R1							
UG19		UG20					
UC1							

				Allocated	Omitted	Claimed	
				-----	-----	=====	
Claim Numbers - Doctors Bag				0	0	0	
- General				3	0	3	
- Concessional				4	0	4	
- Entitlement				2	0	2	
- Repat				2	1	1	
- CTG Under Co-Pay Gen				23	2	21	
- CTG Under Co-Pay Con				2	1	1	
- CTG Under Co-Pay Rep				4	0	4	
Total Numbers in Claim 1026				40	4	36	
				-----	-----	=====	

*** End of Report ***

VIEW CLAIM REPORT

The View Claim Report lists the Under co-payment CTG categories separately.

Pharmpay Claim Report					
22/05/10 Claim Period: 1020					
SerNo	Rx No	Date	Drug Name	Patient Name	Amount
G2	c 1251	22/05/10	TEGRETOL CR-TAB 400mg	MR JOHN CTG	45.62
				Count 1	\$45.62
E1	c 1222	17/05/10	GEMHEXAL TAB 600mg bottle	MR ENT CTG	146.10
				Count 1	\$146.10
C2	c 1254	22/05/10	WARFARIN SODIUM TAB 5mg	MS CONCESSION CTG	14.03
				Count 1	\$14.03
R1	c 1256	22/05/10	TEGRETOL CR-TAB 400mg	MRS REPAT2 CTG	51.02
				Count 1	\$51.02
UG2	c 1252	22/05/10	CILAMOX CAP 250mg	MR JOHN CTG	4.20
				Count 1	\$4.20
UC2	c 1253	22/05/10	ASPIRIN (DBL) TAB 100mg	MS CONCESSION CTG	10.80
				Count 1	\$10.80
UR2	c 1255	22/05/10	RANZEPAM TAB 5mg	MRS REPAT2 CTG	13.51
				Count 1	\$13.51
CLAIM GRAND TOTAL				7	\$285.28
<hr/> <hr/>					
'*' = Immediate Supply Necessary (Reg25) endorsement required					
'c' = Close The Gap Prescription					
*** End of Report ***					

eRx Script Exchange

For information on eRx please contact the eRx team via email on support@erx.com.au or visit <http://www.erx.com.au/>