



## Dispensing Electronic Prescriptions Factsheet for pharmacy staff

Electronic prescriptions can be downloaded onto your pharmacy system in the following ways:

- ◆ automatically overnight
- ◆ frequent manual requests throughout the day.  
You may choose to do this:
  - over lunch
  - every hour
  - every time you are using the terminal
  - during busy surgery hours when you know there will be a lot of prescriptions being signed
  - during quiet times throughout the day in the pharmacy.

Downloading prescriptions regularly will give you the opportunity to prepare the prescription in advance of the patient's arrival and order out of stock items where required. This will mean fewer owings.

Dispense notifications must be sent as soon as electronic prescription items have been collected by or delivered to the patient. The dispense notification message informs EPS which medication has/has not been supplied to the patient and also ensures the next repeat dispense issue comes down from EPS on time.

To help you identify electronic prescriptions from paper ones awaiting collection you could

Staple the dispensing token to the bag

Use different shelves to store bags for electronic prescriptions and paper prescriptions

Mark bags with an "E" or an EPS sticker (contact your pharmacy stationery supplier).

If the patient is non-age exempt then you are required to print a dispensing token for them to sign for payment/exemption declaration purposes.

For repeatable prescriptions the system will prompt the pharmacist on the last issue to inform the patient to contact the GP practice.

### Top tip...

Make sure you understand the terminology used in your system. When sending a message to EPS to say that items have been dispensed, the term used on the system you are using may say 'dispensed', 'collected' or 'complete'. This is often referred to as the 'dispense notification' in EPS guidance.

### Top tip...

Download prescriptions regularly throughout the day to help with planning and preparation. A good time to do this is before you send off your daily orders or prior to collecting paper prescriptions from the GP practice.

### Top tip...

Some systems allow you to scan the dispensing token. This automatically sends the dispense notification to EPS.

### Top tip...

Check how you filter and display prescriptions. Ensure that you can see if there are any prescriptions that need dispense notifications or claims to be sent.