Webstercare MedsPro®

THE SMART MEDICATION MANAGER

An Overview of MedsPro® 7

A revolution in the design and development of medication management systems

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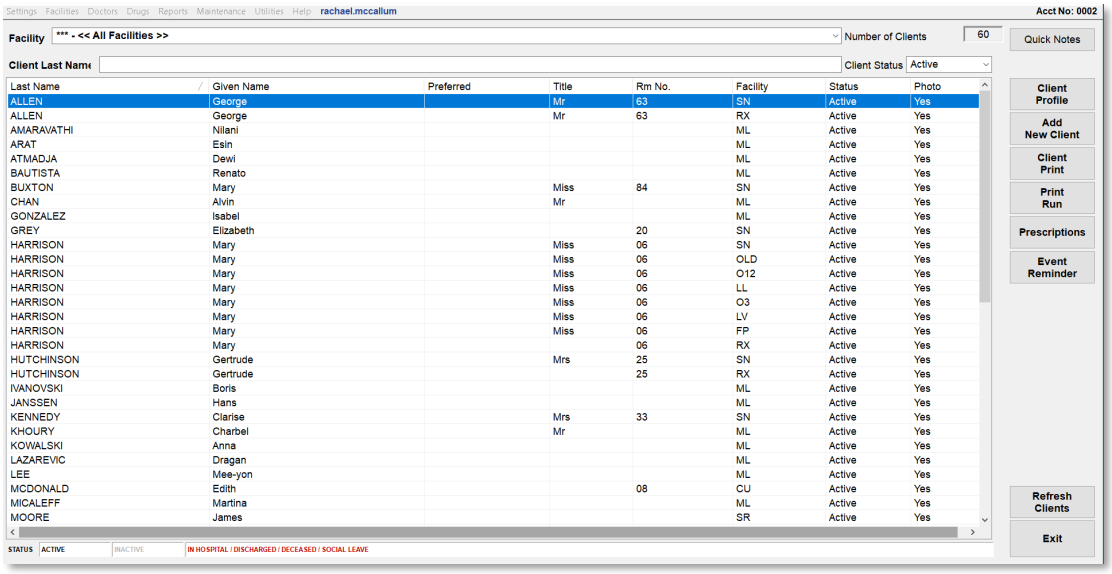

Figure 1: MMS Main screen

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The MedsPro® System

Webstercare Medication Management Software (MMS)

The Patient Medication Profile within MMS is the central source of truth.

This means MMS is the core application, providing the base data for MedsPro.

The medication profile for every patient/resident (verified by the pharmacist) is entered into MMS.

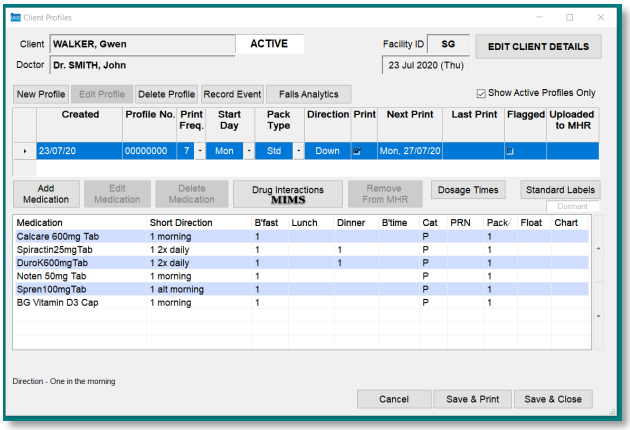

Figure 2: An Example Patient Medication Profile in MMS

- **Webstercare MMS** is a centralised software program which has been designed by Pharmacists to maintain all client and resident information within the pharmacy.
- The **MedsPro System** and the **MedsPro Robot** are tools that have been designed to call upon information from Webstercare MMS to assist with medication packing.
- Webstercare MMS is easy to use and enables you to print comprehensive header cards and labels for a more professional finish to each Webster-pak®.
- It ensures a more efficient and secure process for Pharmacy, giving you peace of mind with medication.
- Customer and resident information are continuously maintained and updated after receiving orders from Doctors.
- We continuously innovate our products to maintain our position as market leaders in Medication Management.
- This assists Pharmacies to increase and improve their efficiencies and streamline all processes and procedures thus increasing profitability.

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Getting started with MMS

To ensure you have maximum efficiency when packing, there are a few steps to follow prior to the first print run.

Barcodes on header cards

A barcode is generated and printed on each header card. The unique barcode will be used throughout the packing process to confirm patient and medication details.

1. From the MMS Main Screen select **Settings** in the top left corner
2. Select **Standard Print Options**
3. Select the tab for the header card required
4. Place a tick next to **Barcode**
5. Select **Save for All Facilities**

SUGGESTION: Print a sample patient to ensure the barcode prints on the header card

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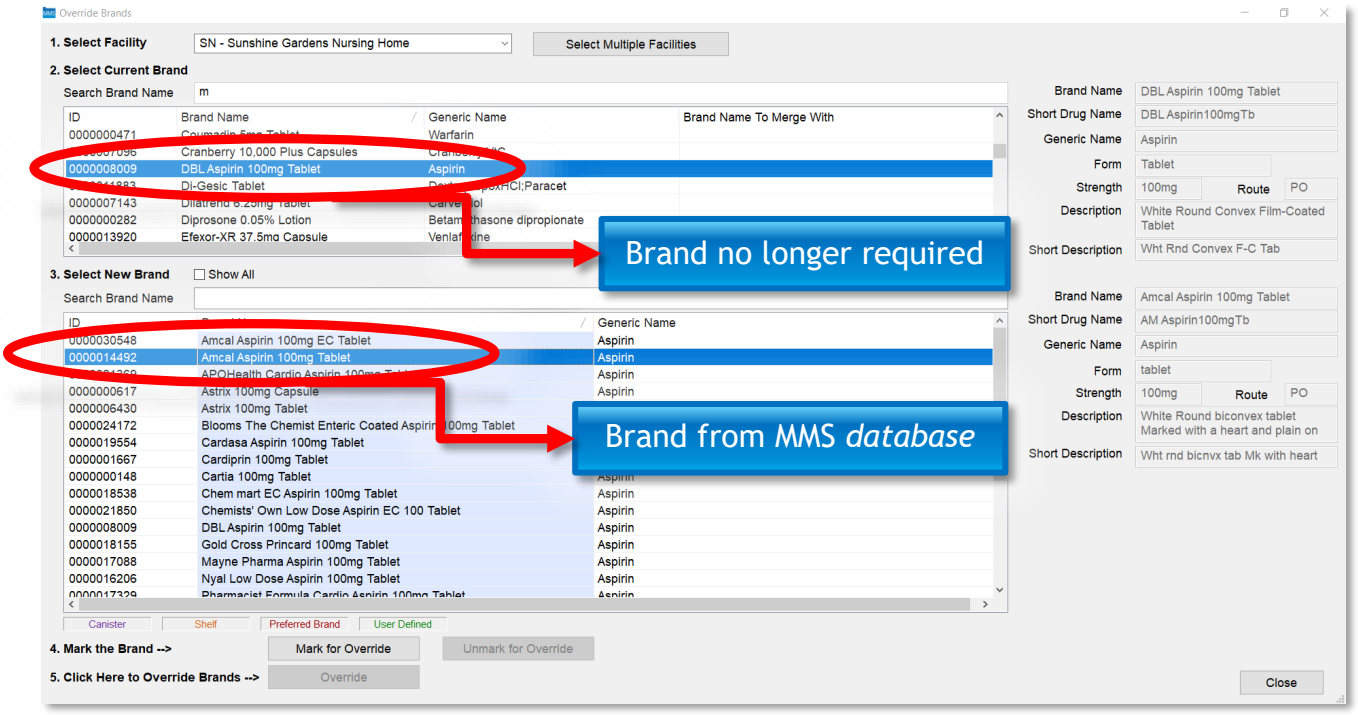
Consolidate medication brands

Brand override allows you to replace and consolidate multiple brands with one brand. Brand override will automatically create a new active profile and archive the previous profile for each patient.

Consolidating brands means fewer medications in your "mini dispensary" allowing for greater efficiencies in locating the correct medication on the shelf and allowing more room for other medications *(e.g. Paralgin 500mg, Febridol 500mg and Panadol 500mg may be consolidated to Panamax 500mg).*

MMS
Webstercare MMS

1. From the MMS main screen, select **Drugs**
2. Select **Brand Override**
3. Select the facility
4. On the left, select current brand to be replaced
5. On the right, select the new brand
6. In the bottom left, select **Mark for Override**
7. Continue to mark any other brands for consolidation
8. Select **Override**
9. Select **OK to confirm** and proceed with the change of brand



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The MedsPro® System Setup

Your Project Lead will recommend the most suitable setup according to the space available in your pharmacy.

- **The MedsPro Workstation is setup like a "mini dispensary".**
- **The most frequently used medications are located closest to the terminal and packing area (Figure 3) and the least used medications are furthest away from the packing technician (Figure 4).**
- **This set up is used to increase packing efficiency and minimise disruptions.**

Figure 3: Top 100 medications directly in front of the packing technician

Figure 4: Coloured shelf labels to assist with locating medication

The MedsPro system provides a solution to space issues, streamlining procedures and promotes accuracy and accountability within the pharmacy.

An analysis is run against your database to determine medication usage. Medications with the highest usage will be closest to the terminal and the lowest being the furthest away. Medications that are only prescribed for one patient, can be stored in baskets to help further save space.

As your business grows, those extra medications can be stored in existing positions on the shelf.

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Shelf labelling

Labels are applied to the shelves to assist in selecting the correct medication. Shelf labels are generated with the medication name and a unique number. Each shelving bay of medications will be allocated a different colour to assist with efficient selection. You will require shelf stripping to place the labels on the shelves. A colour printer is used to generate the required shelf labels including the colour and number allocation for your pharmacy.

The unique number identifies the location of the medications on the shelf. Each medication and brand of medication will have its own unique colour and number with no two medications sharing a common space on the shelf.

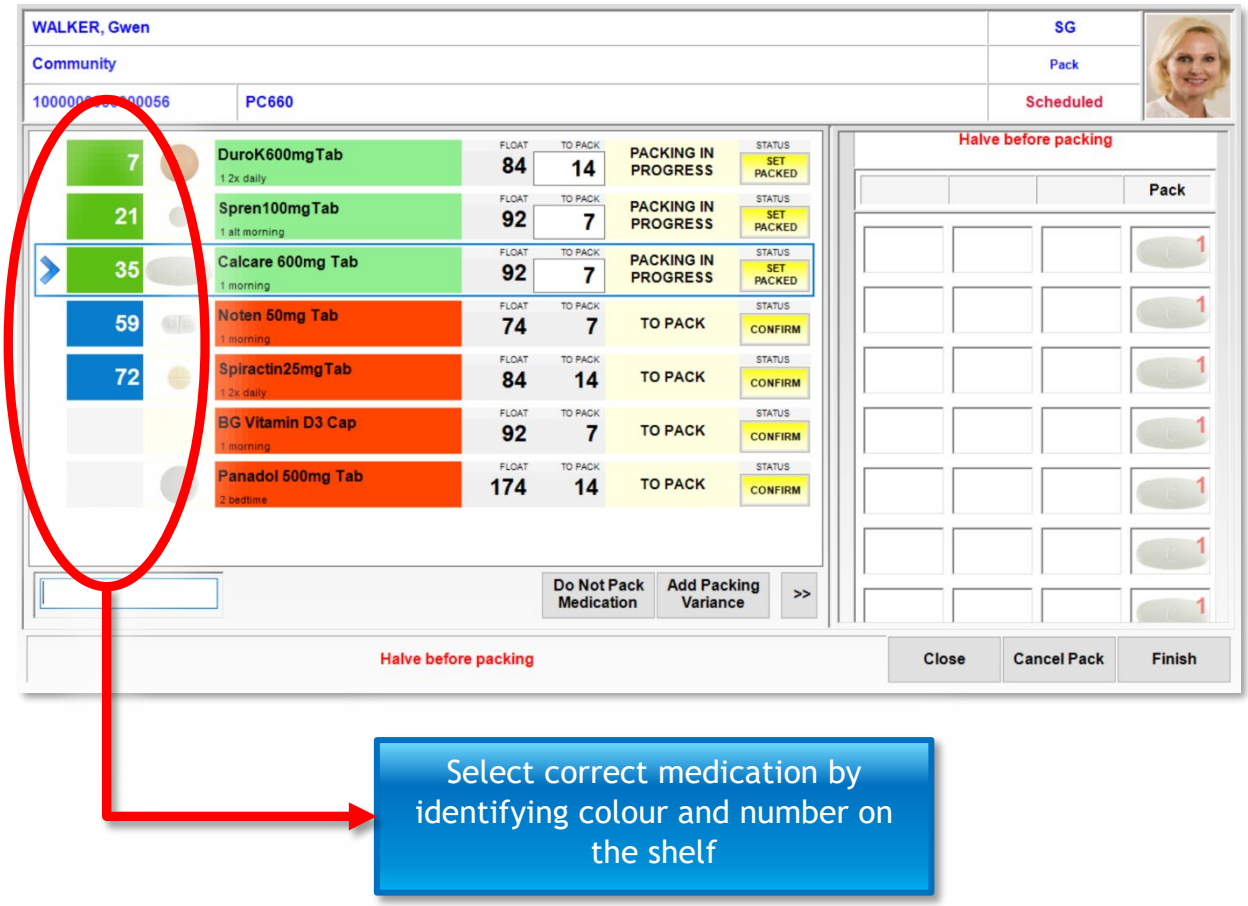

Figure 5: Packing Coordinator: this is what the Packing Technician will see when Packing to identify shelf location of medication

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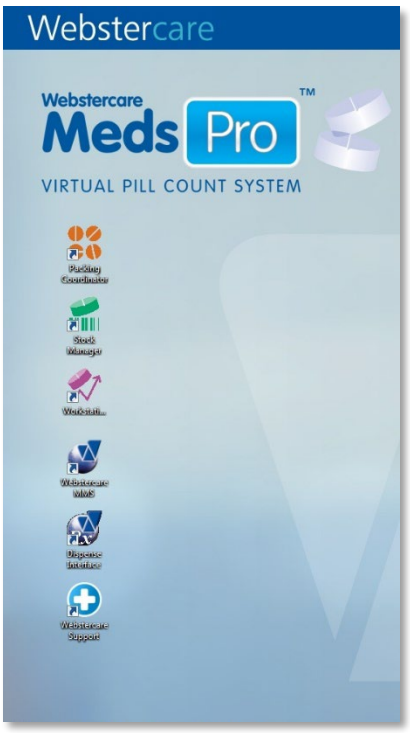
How does MedsPro® work?

MedsPro consists of three components:



1. Workstation Manager:

- Used to generate shelf labels and maintain shelves. Required at setup and occasionally thereafter.

2. Stock Manager:

- Used to manage and maintain patient floats.
- This is where initial floats will be entered (full training and support given during set-up).
- Reporting of stock counts

3. Packing Coordinator:

- Used during packing to display profile details.
- Uses the barcode on the header card to identify the patient to pack.

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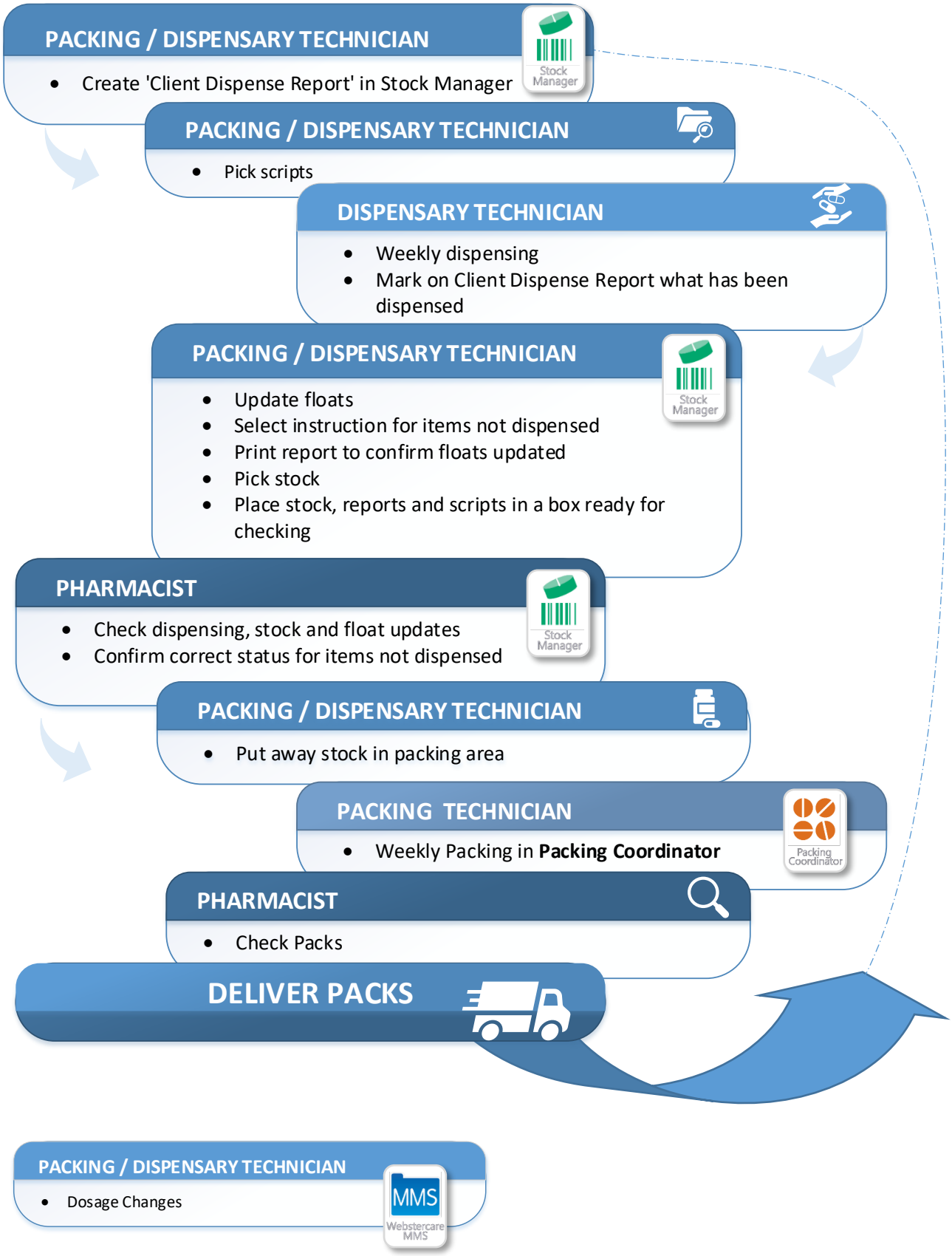
The MedsPro® System Cycle



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The MedsPro® System
Workstation Manager

Workstation Manager – Shelf Maintenance

- **Workstation Manager is used to set-up and manage your shelving area**
- **Medications are numbered by frequency of use and colour coded into bays**
- **Most commonly used medications will be closest to the MedsPro terminal and packing technician**

The MedsPro Workstation will be initially set up by your MedsPro Project Lead according to the space available for packing in your pharmacy.

- Different coloured shelf "Bays" are set-up according to your own Pharmacy's packing area where medications are assigned their own unique number and colour.

- The coloured shelf "Bays" will contain the most frequently used medications and the remaining will be placed in "Baskets". "Basket Medications" are not numbered and it is recommended that medications are placed in alphabetically labelled baskets.

- Both **S8 medication** and **Fridge medications** are not stored on your MedsPro shelves.
  - S8 Medications should be placed in a box or basket and stored in the safe when not in use. S8 Medication should be labelled with the pharmacy dispense label and the specific boxed used for the patient when packing.

- Fridge Medications should be stored in the dispensary fridge and only taken out when they are ready to be packed.

You may wish to schedule a time once every few weeks to review your workstation to see which locations should be adjusted.

All new, changed, and unused medication should be regularly updated in Workstation Manager to minimize the interruptions to the packer.

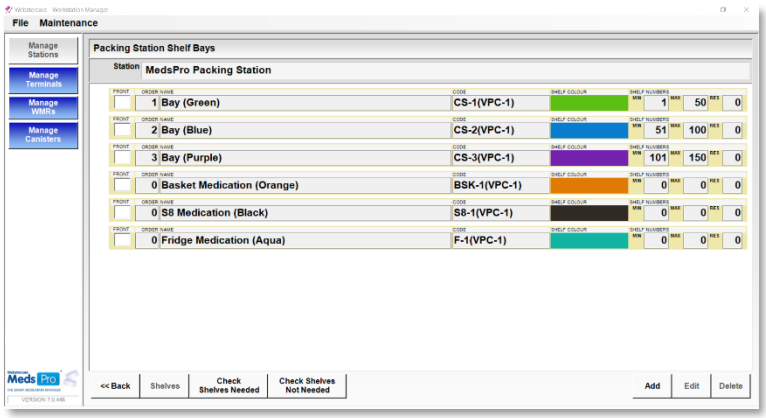

Figure 6: Workstation Manager Shelf Bays Screen

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How to add, change and delete a shelf label

Add - If a patient is placed on a new medication not currently in the shelf configuration.

Change – If a medication brand is changed (e.g. originator to generic or vice versa). Use brand override function in MMS first – *see page 10*.

Delete – If a medication is no longer used/required.

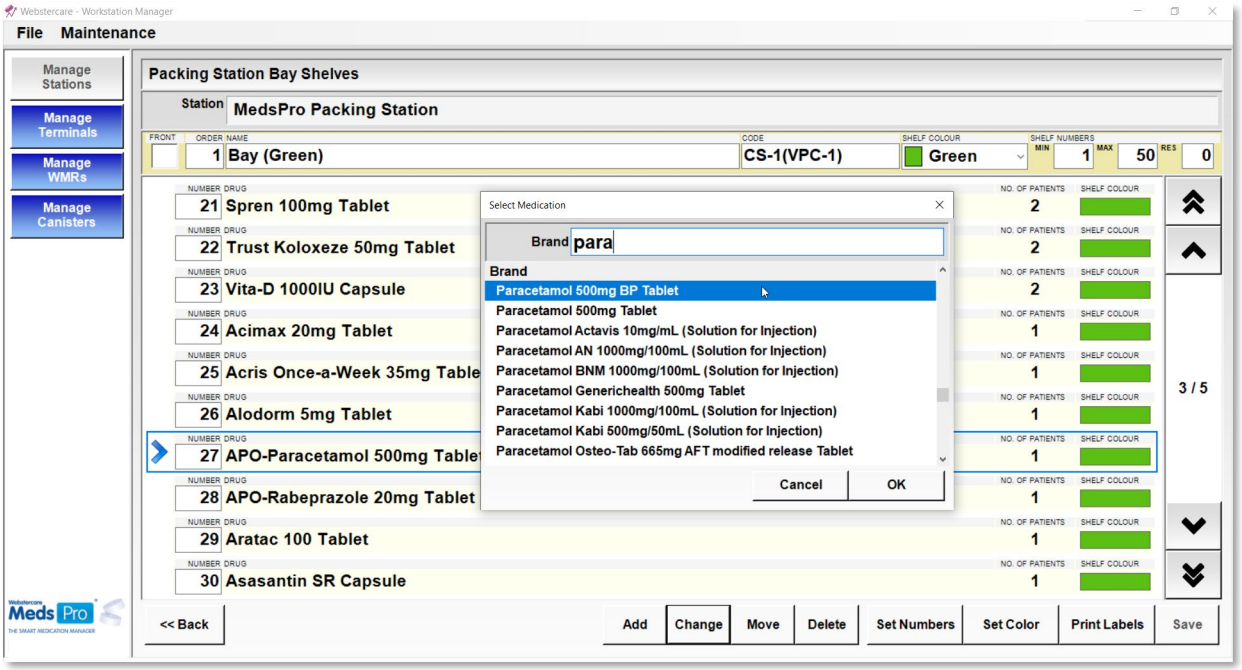

Figure 7: Process of Changing Shelf Label

NOTE: When a menu item is selected, the button will become grey as you use that function

Adding Shelf Labels

1. Open Workstation Manager
2. On the left side, select **Manage Stations**
3. Select from the list **MedsPro Packing Station**
4. Click on **Shelf Bays**
5. Select one of the bays,
6. Select **Shelves**
7. Search for the drug brand you want to change
8. Select **Add**
9. The **Select Medication** window will pop-up
10. Type the name of the medication you want and click on **Search**
11. Select the medication and click **Ok**

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Changing Shelf Labels

1. Open Workstation Manager
2. On the left side, select **Manage Station**
3. On the left side select **MedsPro Packing Station**
4. Click on **Shelf Bays**
5. Select one of the bays
6. Search for the drug brand you want to change
7. Click on **Change**
8. The **Select Medication** window will pop-up
9. Type the name of the medication you want and click on **Search**
10. Select the medication and click **Ok**

Deleting Shelf Labels

1. Open Workstation Manager
2. On the left side, select **Manage Station**
3. On the left side select **MedsPro Packing Station**
4. Click on **Shelf Bays**
5. Select one of the bays
6. Search for the drug brand you want to change
7. Click on **Delete**
8. The **Select Medication** window will pop-up
9. Select the medication and click **Ok**

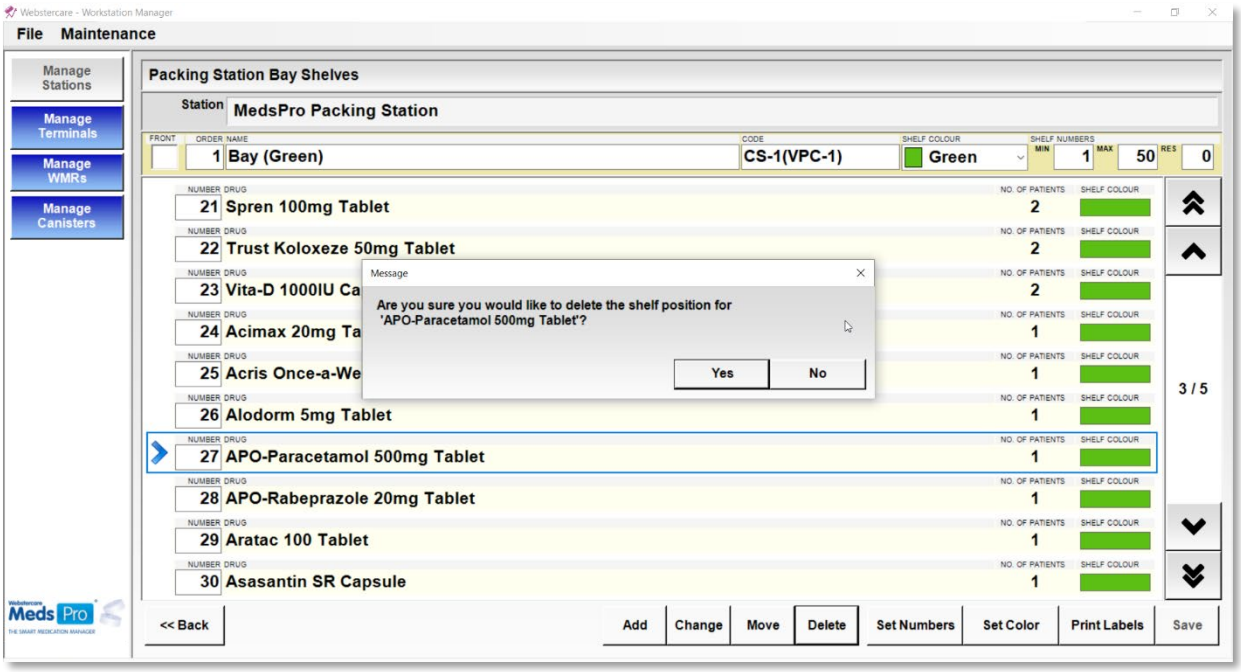

Figure 8: Process of Deleting Shelf Label

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How to add a new Shelving Bay

A new shelving bay can be added to your workstation to cater for the pharmacy's growing business.

1. Open Workstation Manager
2. On the left side select **Manage Station**
3. On the left side select **MedsPro Packing Station**
4. Select **Add**
5. A pop up box will appear allowing you to add the Name, Code, Shelf Colour and Shelf Number range to be added onto the shelf.
6. Press **Save**

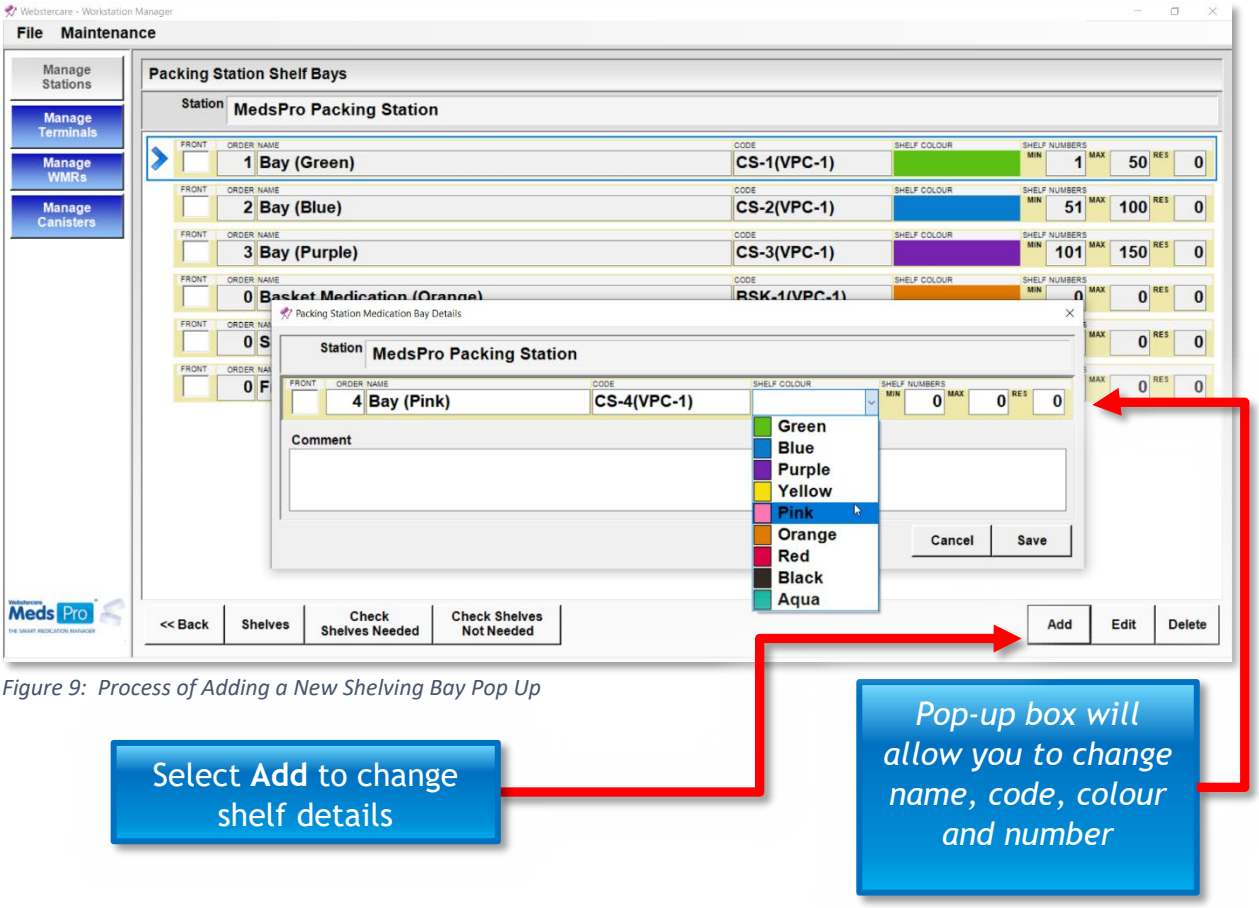

Figure 9: Process of Adding a New Shelving Bay Pop Up

Select **Add** to change shelf details

Pop-up box will allow you to change name, code, colour and number

NOTE: When creating the code to enter in the Code field; it is important that the existing code is referenced and only adjusted by ascending the NUMERICAL VALUE and not change the combination of letters. This code relates to data allocations that only a trained Webstercare Team Member can support. i.e. CS-1(VPC-1)
CS-2(VPC-1)
CS-3(VPC-1), etc

NOTE: As each Bay listed represents physical shelving space, in order for the newly created Pink Bay to sit below the Purple Bay, all bays listed after Purple, must be adjusted in order by one to create space for the Pink Bay, i.e. edit the Orange Basket Bay and change the Order from 4 to 5.

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How to change Shelf Positions

There are two simple options available in the MedsPro Workstation Manager that can be used to manage your shelving.

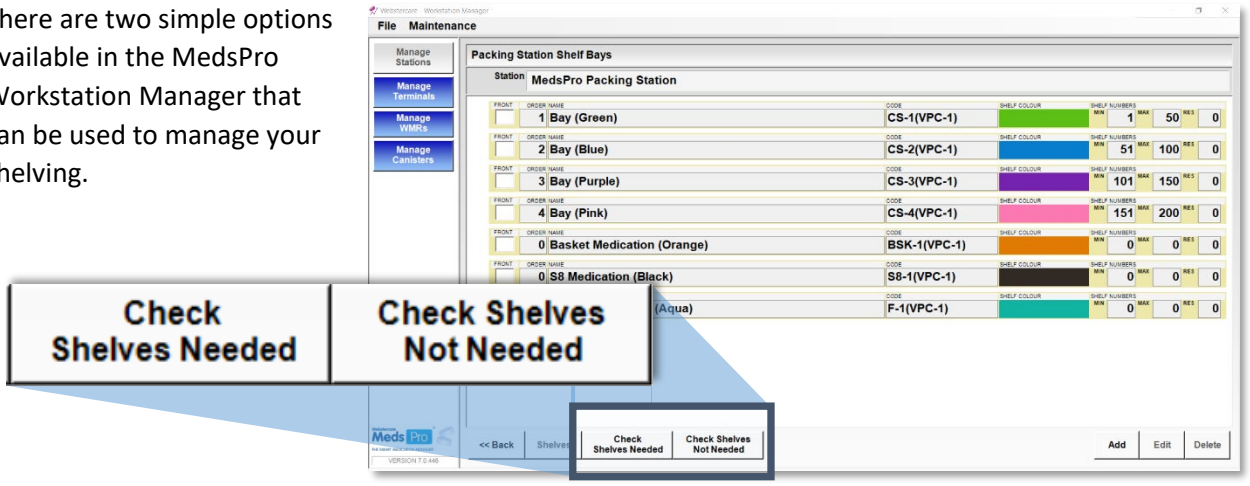

Figure 10: Workstation Manager looking at current Shelf Bays

Check Shelves Not Needed

Check Shelves Not Needed is used to view a list of any medication shelf spaces that are recorded *as no longer taken by any patients in your MMS*. You would use this function to review and delete any medications listed.

1. Open **Workstation Manager**
2. Select **Manage Stations** on the left side
3. Select the required workstation
4. Select **Shelf Bays**
5. Select **Check Shelves Not Needed**. A list of medications will be displayed. This list indicates the medications that are no longer required in your workstation based on the active medications for your patients.
6. Select the medications you wish to remove

Note: A report of the medications removed from the shelves will generate. We recommend that you print this for reference when removing the medications physically from the MedsPro shelves).

7. Select **Remove Selected Shelves**. This shelf position is now available for other medications.

Check Shelves Needed

Check Shelves Needed is used to view a list of any medication shelf spaces that are *now required* for your Patient Profiles as recorded in your MMS. You would use this function to review and allocate spaces for these medications.

1. Open **Workstation Manager**
2. Select **Manage Stations** on the left side
3. Select the required workstation
4. Select **Shelf Bays**
5. Select **Check Shelves Needed**. A list of medications will be displayed. This list indicates the medications that are required to be placed on your workstation based on the active medications for your patients.
6. Select the medication bay for each medication you wish to add to the workstation. Alter the shelf number as required.
7. Select **OK**

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"Set Numbers" function

The 'Set Numbers' function allows the pharmacy to re-set their shelf numbers into the correct chronological order once a shelf number has been deleted from that bay.

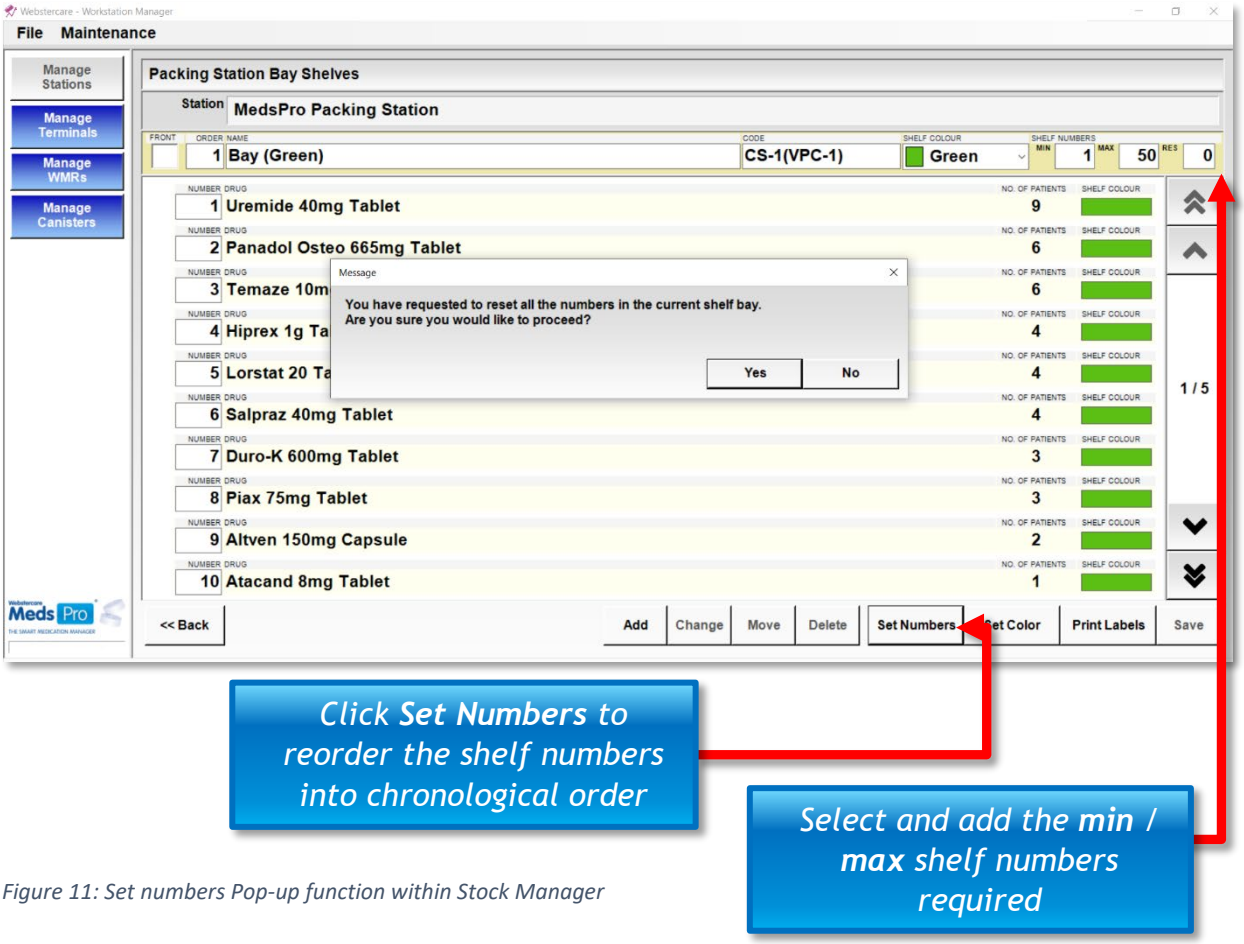

Figure 11: Set numbers Pop-up function within Stock Manager

1. Open Workstation Manager
2. On the left side select **Manage Station**
3. On the left side select **MedsPro Packing Station**
4. Select **Shelf bays**
5. Select bay and press **Shelves**
6. **Select Set Numbers** to reorder the Shelf Numbers into chronological order
7. **Select Yes** on the pop-up window

NOTE: Once you 'Set Numbers' in a Bay to shuffle all the medications into chronological order and to remove empty shelf positions, you will need to re-print all the shelf labels and physically move the medications on your MedsPro shelves to match the software.

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How to Print Shelf Labels

1. Open Workstation Manager
2. On the left side select **Manage Station**
3. On the left side select **MedsPro Packing Station**
4. Select **Shelf bays**
5. Select bay and press **Shelves**
6. Select **Print labels**
7. Select medication you want to print
8. Press **OK** then click on **Print**

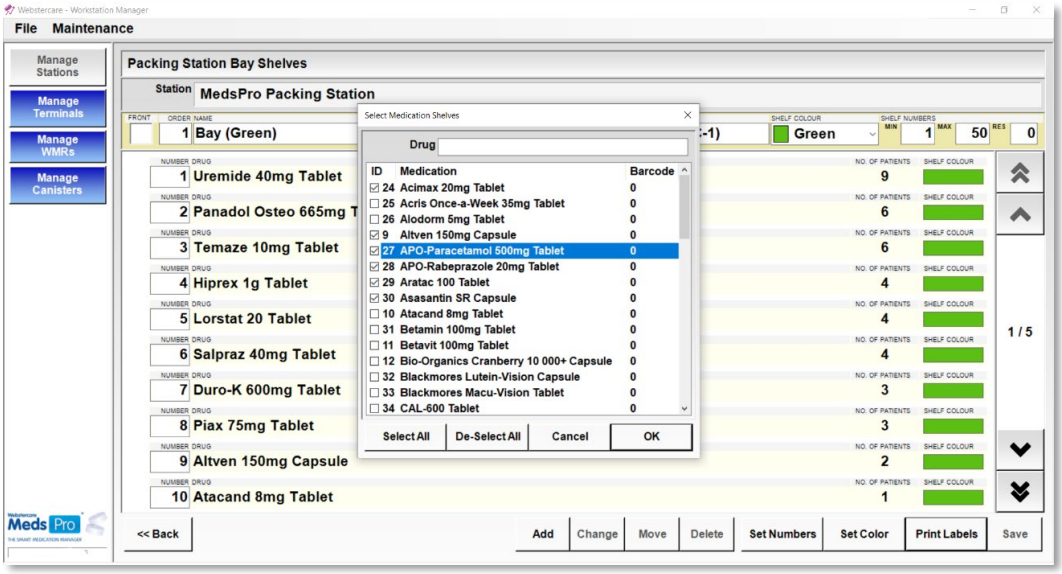

Figure 13: Once Print Labels is selected, select the medication Shelf Labels you wish to print in the pop-up window. This can be individually or by selecting the Select-All button.

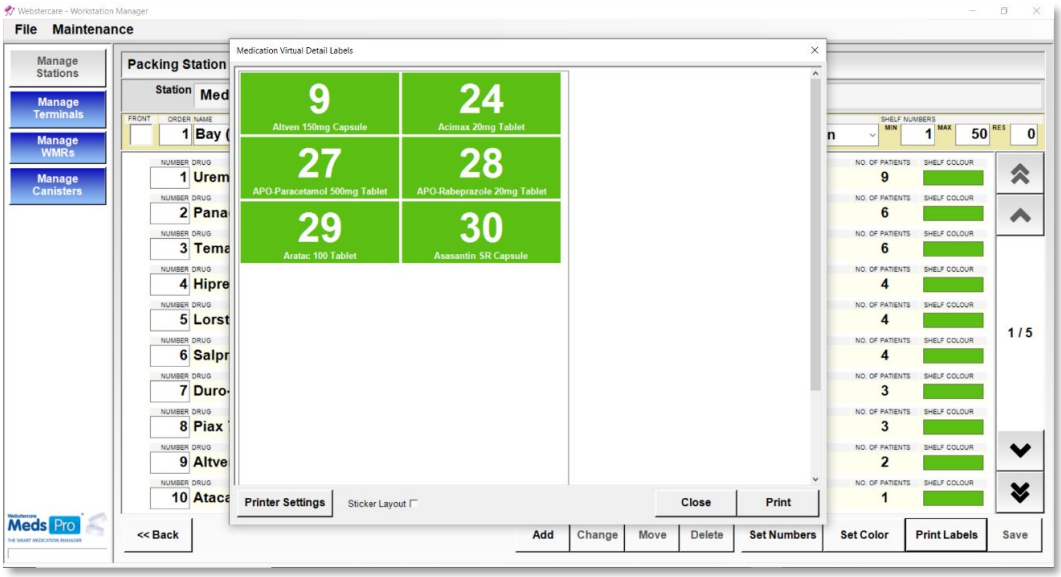

Figure 12; Once OK is selected, a pop-up box will display a preview list of shelf labels you have selected to print. Check printer settings before printing.

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Adding or Removing a Facility to the workstation

When a new facility is added to MMS, this information will **not** automatically transfer into the MedsPro database, it must be coordinate. The below process will need to be followed once the pharmacy is ready to pack for the new facility.

1. Open Workstation Manager
2. On the left side select **Manage Station**
3. On the left side select **MedsPro Packing Station**
4. Select **Facilities**
5. Select **Add**
6. Select Facility Name and press **OK**

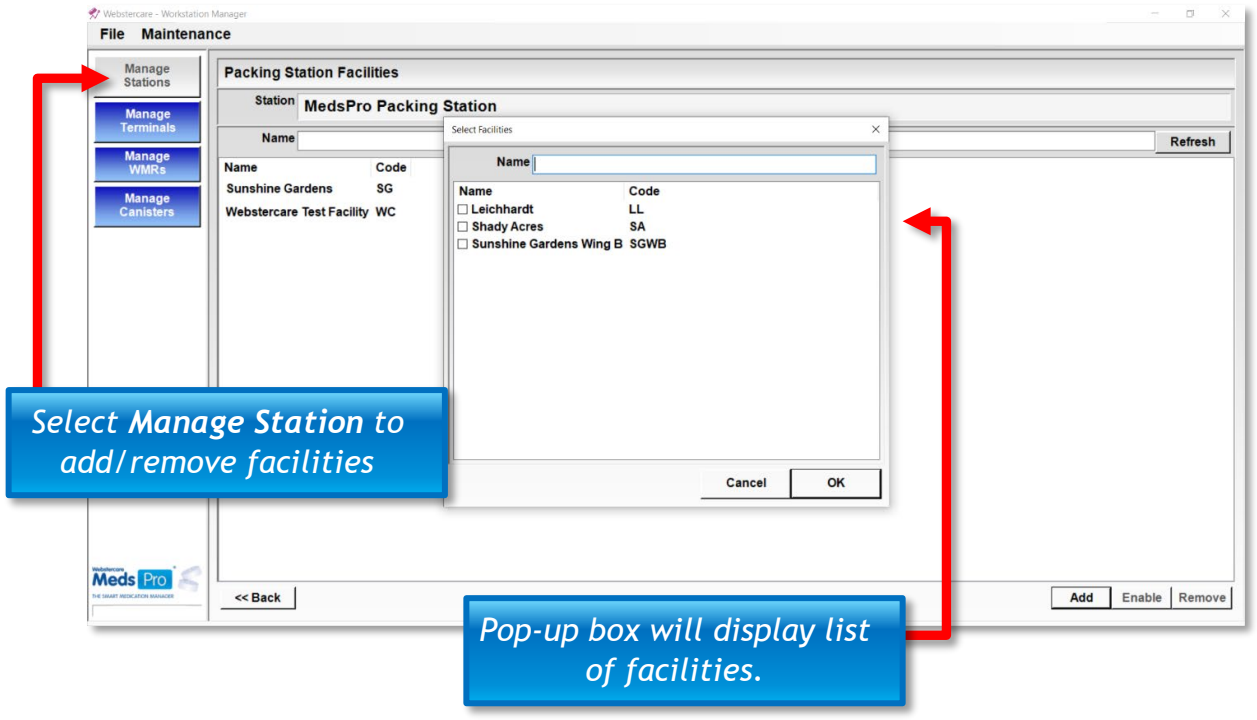

Figure 14: Workstation Manager Packing Station Facilities Screen process of adding a Facility

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The MedsPro® System
Stock Manager

- All patients' floats are entered and managed by Stock Manager.
- Floats are electronically tracked through the system, allowing medication to be packed from a communal source.
- This results in a streamlined process that minimises disruptions to the packing workflow (e.g. when insufficient stock is on hand and dispensing is required).

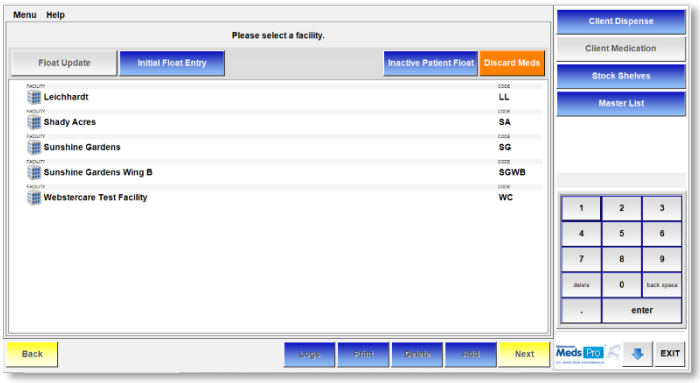

Figure 15: Stock Manager Main Screen

Client Medication

Initial patient floats

A medication float is a virtual count of medications for a patient. The medication float is adjusted each time a pack is completed, or a medication is dispensed. A log file keeps track of all activities associated with each patient and each medication.

To ensure you have an accurate record of the dispensed medications, you will firstly need to count the remaining medications for each patient and enter the balance into MedsPro Stock Manager as the initial float

NOTE: The Initial Patient Floats process need only be followed during the preparation of the MedsPro system, each time a new patient is entered into MMS, or when an existing patient has a new medication added to their profile. If instruction to Add a Client or Add a Drug into MMS is needed; please see the MMS User Guide.

1. Open MedsPro Stock Manager
2. Select **Client Medication**
3. Ensure the MODE is set to **Initial Float Entry** or select **Initial Float Entry** (button will become grey when selected)
4. Select the **Facility**
5. **Select Next**
6. Select Drug Category (ensure all drug categories that you wish to pack with are ticked)
7. Select **Refresh**

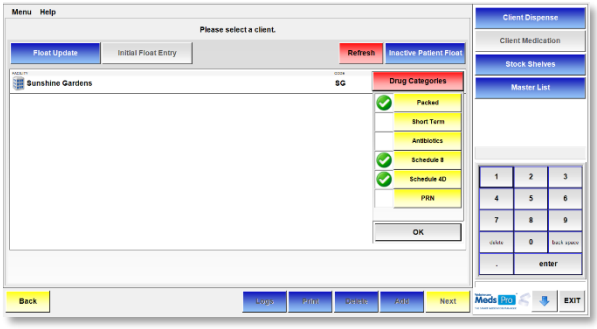

Figure 16: Initial Patient Floats Process; step 6

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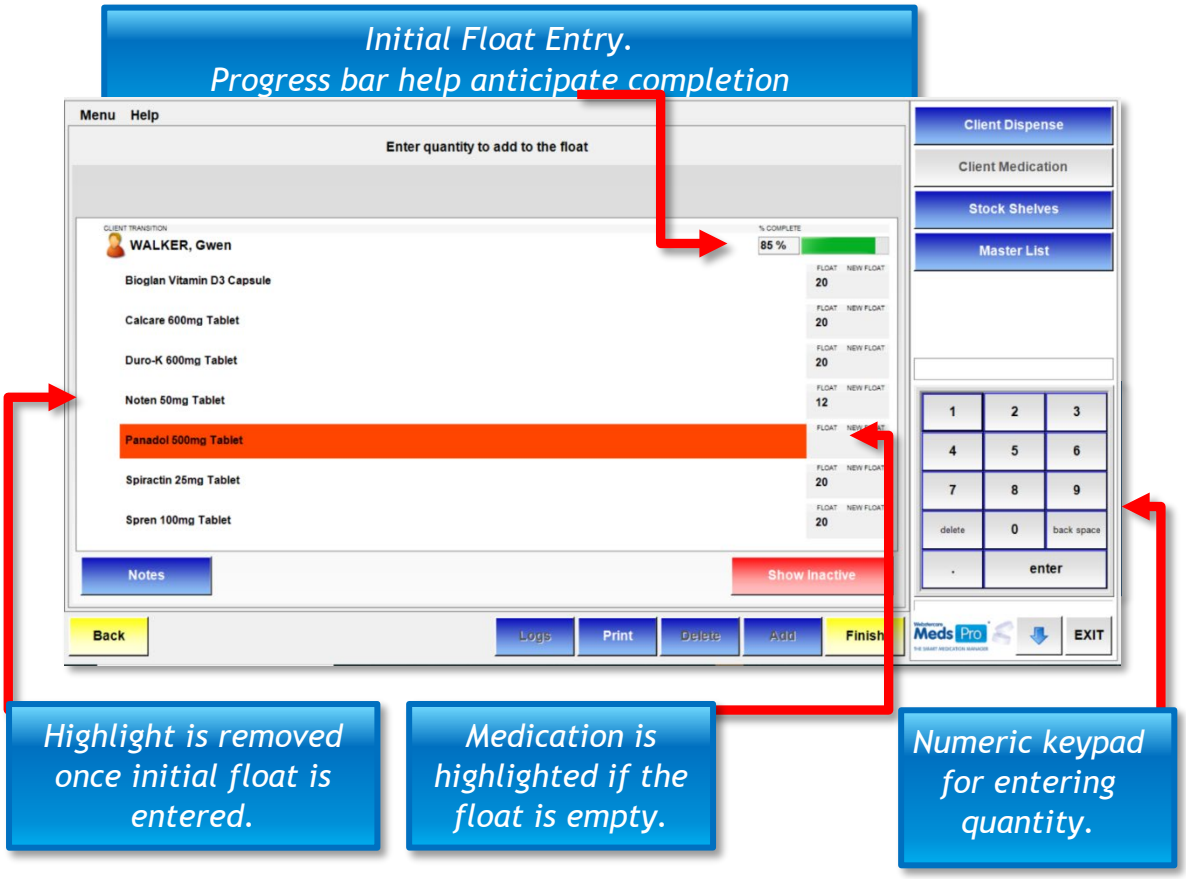
8. Select **Next**
9. Select a patient (or all patients)
10. Select **Next** to display the medication list
11. Select a medication highlighted **RED**
12. Enter float using keyboard or numeric keypad on the touch screen
13. Continue process for all medications
14. Select **Save**
15. Enter in your **user initials** when prompted
16. Select **Finish**



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Manual float adjustment

A patient's float can be manually adjusted at any time. This can be used if the float requires updating outside the normal dispensing or packing cycle. A comment or reason can be entered at the time of the manual float adjustment. This comment is placed in the log file for future reference.

NOTE: The new float amount will override the existing float. If you are adding to the patient's float, you will need to enter the two amounts as a total number e.g. Current float = 35, adding 100, new float entered would be 135.

1. Open MedsPro Stock Manager
2. On the right side, select **Client Medication**
3. Select **Float Update**
4. Select **Facility**
5. Select **Next**
6. Select Drug Category (ensure all drug categories that you wish to pack with are ticked)
7. Select **Refresh**
8. Select patient
9. Select **Next** to display the medication list
10. Select the medication to amend the float
11. Adjust float using keyboard or numeric keypad on the touch screen
12. Enter reason for manual float adjustment, if required
13. Continue process for required medications
14. Select **Save**
15. Select **Back** to continue the next patient

Figure 17: Workstation Manager process; Manual Float Adjustment step 11 -12

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Float Logs

Each time a medication float is altered in any way; an entry is added to the database log. This includes:

- Packing
- Dispensing
- Manual float adjustment

The log is accessed through MedsPro Stock Manager from Client Medication.

1. Open MedsPro Stock Manager
2. On the right side, select **Client Medication**
3. Select **Facility**
4. Select **Next**
5. Select **Patient**
6. Select **Next** to display the medication list
7. Select the required medication
8. Select **Logs**

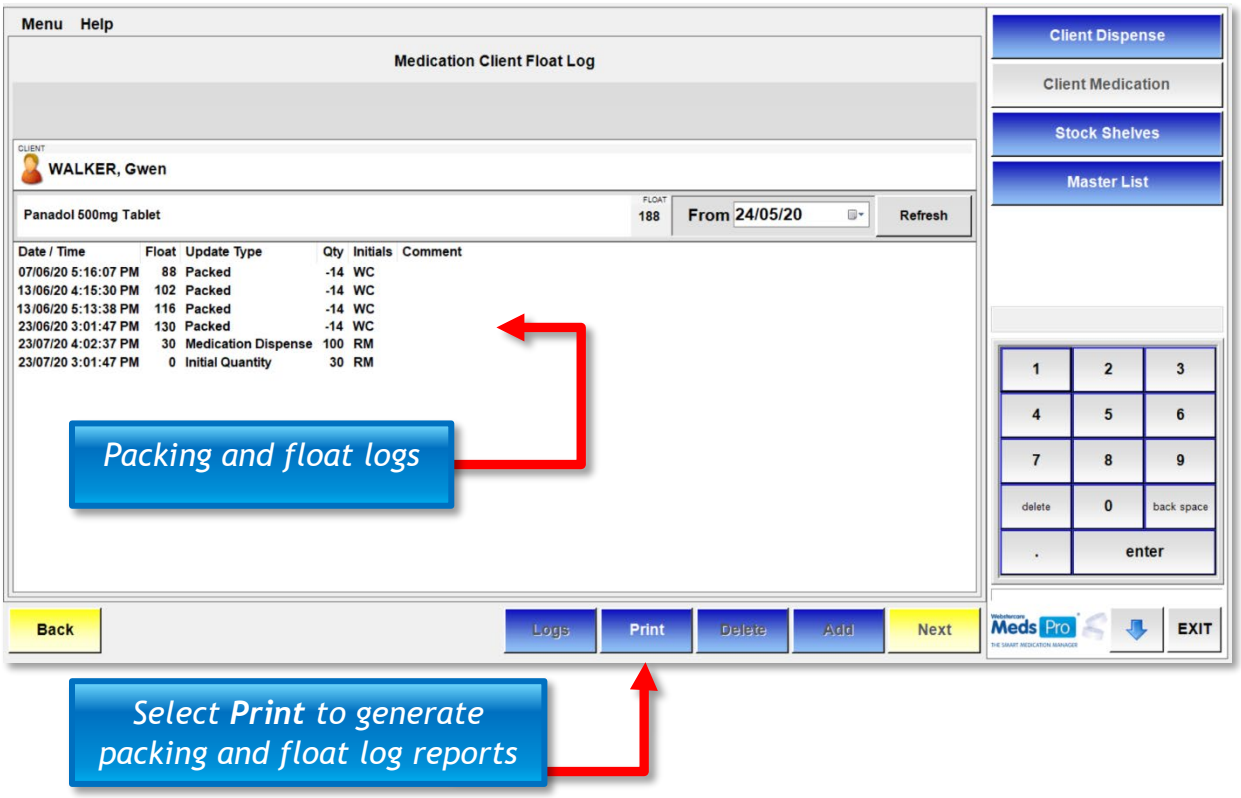

Figure 18: Client Medication Log example within MedsPro Stock Manager

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Patient Notes During Packing

A medication note is designed to provide more information to the packing technician whilst packing. This relates to specific instructions about a medication. For example, *pack as two halves*, *leave in original packaging, cytotoxic (handle with care).*

The medication note is entered through Stock Manager on the Client Medication screen. Once the note is entered for the patient it will be displayed during the packing process once the medication has been scanned. The note is also displayed in the client dispense screen when updating the client medication.

To enter the Note:

1. Open the Stock Manager
2. On the right side select **Client Medication**
3. Select the required Facility then **Next**
4. Select the required Patient then **Next**
5. Select **Notes** in the bottom left corner
6. Select the medication from the drop-down box
7. A keyboard will appear. Type the note
8. Select **Save**

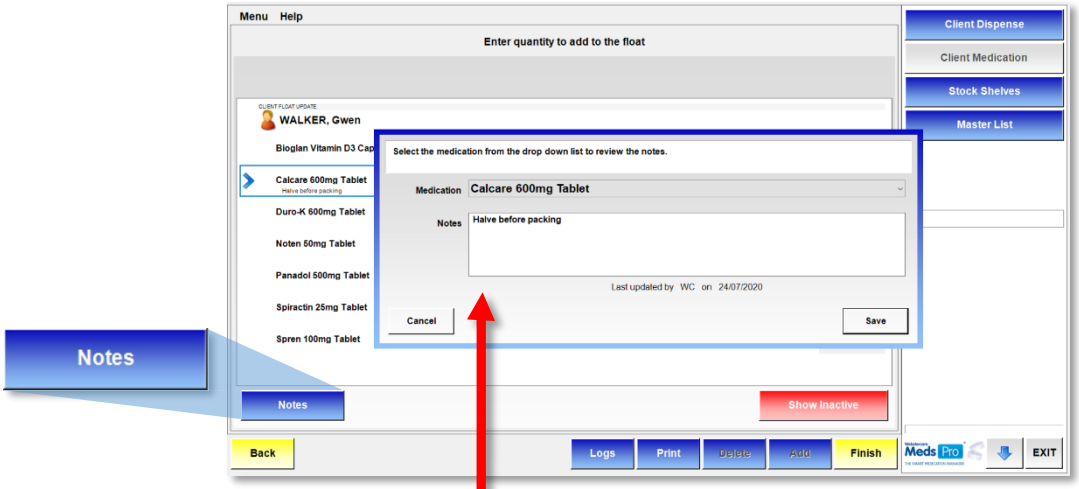

Figure 19: Adding a Note In Workstation Manager

Figure 20: Note Showing during Packing in Packing Coordinator

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Discard Meds

Discard Meds allows Client floats to be discarded more efficiently and accurately, once recorded in MMS. Common reasons to use the Discard Meds option is if a patient has been discharged or deceased. Discard Meds can be found under *Client Medication*.

- If the patient is being discharged and requires their medications, then all active patients can be filtered, and the patient can be selected on the right.

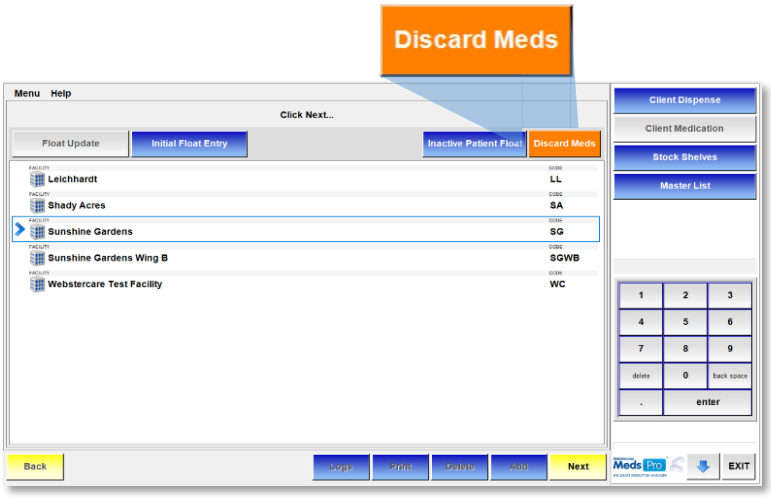

Figure 21: Stock Manager open on the main screen

- All Active and Inactive Patient medication are displayed as well as their float and the medication shelf position. The discard reason needs to be selected, and this is what will show up in the patient logs for the medications being discarded.

1. Open Workstation Manager
2. Select the **Discard Meds**
3. Select **MedsPro Packing Station**
4. Select **Next**
5. Select the appropriate filters at the bottom of the screen (Date / Active patients)
6. Select the checkbox for each patient required
7. Select **Next**
8. Select the Discard button for each medication float to adjust
9. Confirm appropriate action in pop-up (Give Back / Discard / Set for All checkbox)
10. Once Complete, select **Next**
11. Confirm changes by selecting **Yes**
12. Review the report
13. Select **Back** to make changes or **Save** or **Print** as needed.
14. Pop-up: Agree you are SURE changes are correct.
15. Medications have now been updated

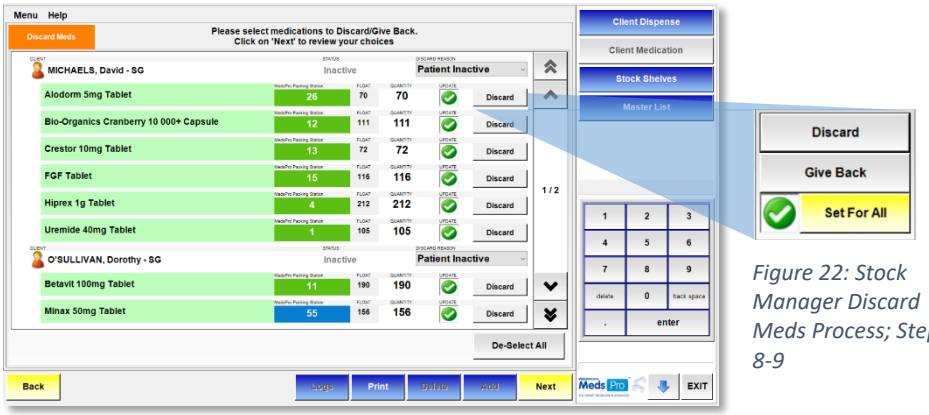

Figure 22: Stock Manager Discard Meds Process; Steps 8-9

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Medications Given Back Report

- Once the floats have been zeroed and the medications taken from the MedsPro shelves, a "Medication Given Back" report can be generated for the patient to sign to confirm the correct quantities of medications have been back.

NOTE: The "Medications Given Back" Report is only available if you chose to "Give Back" medications and will not be available if selecting "Discard"

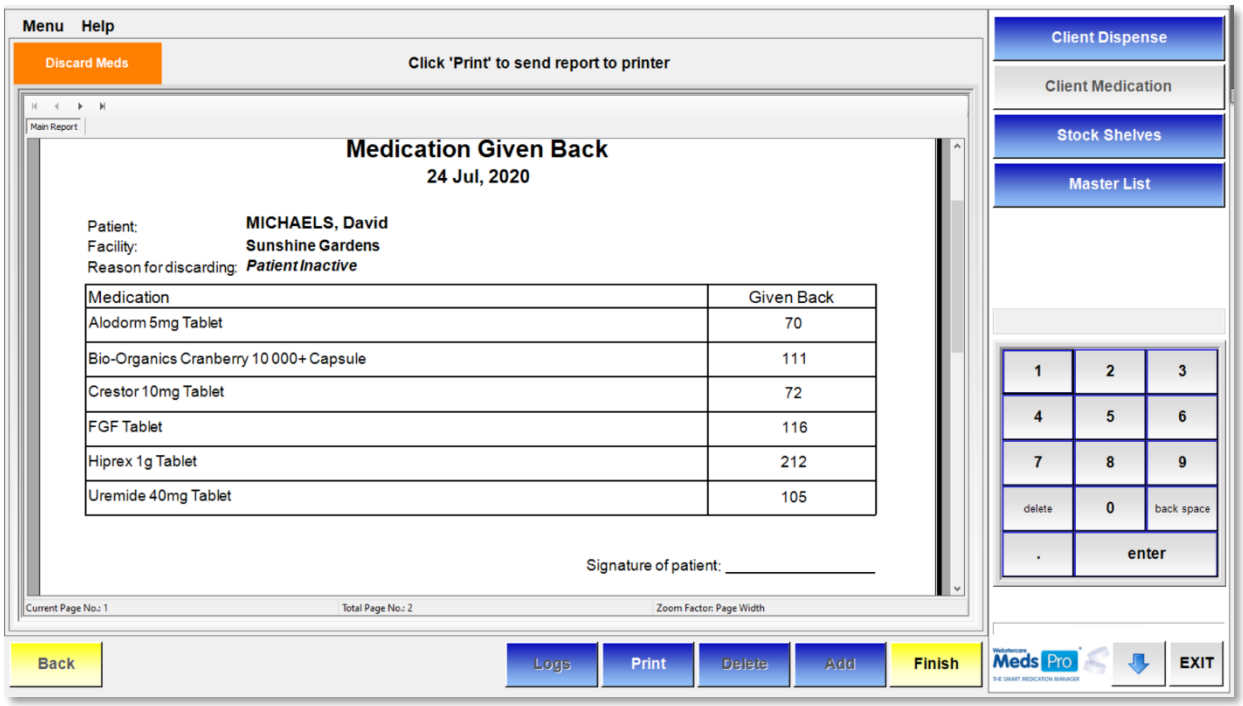

Figure 23: Medication Given Back Report print preview in Stock Manager

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Client Dispense

Dispensing Medications

The MedsPro system uses a **virtual float** to determine the medications that require dispensing. This report is designed to guide your current dispensing process using your existing software. It is important that a pharmacist checks:

- the **scripts** that are dispensed
- the **stock selected** from the dispensary
- that the float balances are updated

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Dispensing for Your Next Packing Cycle

Generating the Dispense Report

The **Dispense Report** outlines the medications required to be dispensed for the next packing cycle and therefore should be completed before starting to pack. The MedsPro system will **automatically identify** what **medications** need dispensing according to the patient's float and what is required for the next packing cycle. This **report** will then be used to **assist** with your dispensing through your dispense software.

1. Open MedsPro Stock Manager.
2. Select **Client Dispense.**
3. Select **Facility**.
4. Select **Next.**
5. Select **Start Date** and **Number of weeks to pack.**
6. Select **Query.** A list of patients will be displayed.
7. Select **Print** to display a preview of the dispense report.
8. Select **Print** to send to printer.
9. Proceed with the dispensing of the prescriptions using your dispense software.

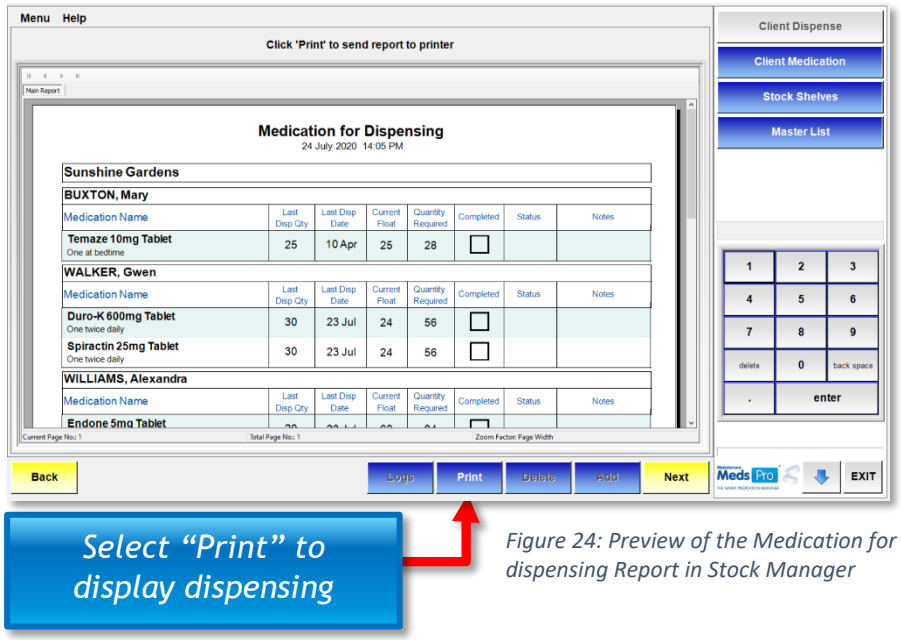

Figure 24: Preview of the Medication for dispensing Report in Stock Manager

Using the Dispense Report

Using the printed report as a guide, select the prescriptions and process in your existing dispense system. It is recommended that the Dispensary Technician ticks the completed column on the printed report to confirm the prescriptions that have been processed. The Notes column can be used to notate any extra information. E.g. 20-day rule, no script etc. This report should be included with the stock for the pharmacist to check.

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Updating float after dispensing

Once you have dispensed through your dispense software, patient floats in the MedsPro system will need to be updated. This ensures that the floats are accurate and up to date.

1. Open MedsPro Stock Manager.
2. Select **Client Dispense.**
3. Select **Facility.**
4. Select **Next.**
5. Select the **Start Date** and **Number of weeks to pack.** (Note: These should be the same as the details used to generate the Dispense Report)
6. Select **Query.** A list of patients will be displayed.
7. Select **Next.**
8. Place a tick in the **Update** box to confirm the addition to the patients' float. Ensure that the quantity matches the prescription dispensed. If the quantity dispensed is different from what was last dispensed, select the **Quantity Dispensed** and override the quantity to what was dispensed.

NOTE: The quantity will be generated automatically and is remembered from your last entry. If this is the first time you are updating the float, you will need to enter a quantity based on the prescription dispensed.

9. Select **Next.**
10. Select **Next** to confirm the patient floats.
11. A report is displayed as a confirmation of the updated floats. This report should be printed as part of the pharmacist checking documentation. The second page of this report is the picking list which tells you the dispensary stock to pick and where this will go on your MedsPro Shelves.

NOTE: If you want to use the Picking List report, you will need to select "Print" here. If you do not print this report and select Finish, you will not be able to get this report back.

12. Select **Finish**

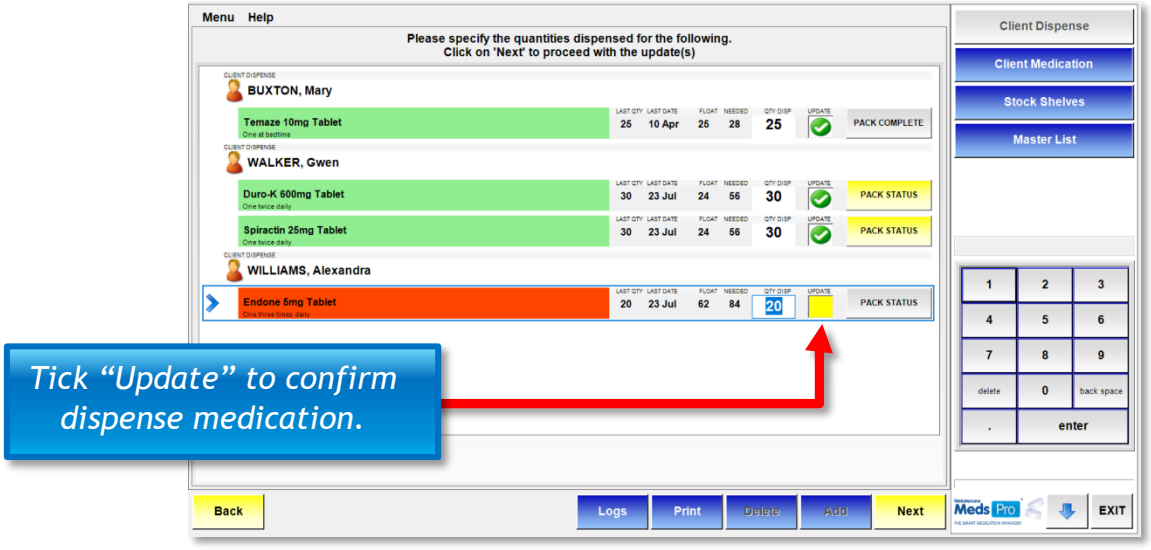

Figure 25: Stock Manager dispensing process; Step 8

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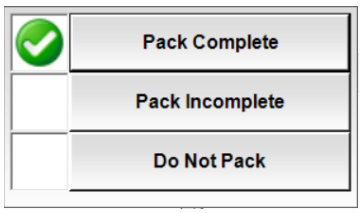
Managing medications not dispensed

If medications are not dispensed, there is an option to alert the packing technician what is required for that medication. You will need to consider all factors when selecting a status including the medication, script type, doctor, patient etc. Choose from three options:



a) **Pack Complete** - The packing technician will be able to complete packing regardless of patient float.
b) **Pack Incomplete** - Packing technician will only be able to pack what is remaining in the patient's float at the time of packing.
c) **Do not pack** - Packing technician will be unable to pack any of that medication.

1. Follow the process on the previous page to update the floats
2. Select **Pack Status** button next to the medication that was not dispensed
3. From the drop-down box, select either
    a. Pack Complete
    b. Pack Incomplete
    c. Do Not Pack
4. Continue with the process of updating floats as above
5. The medications that have been marked with a pack status will remain on the Client Dispense screen as an alert to outstanding scripts.

The Packing Technician receives an alert at the time of packing to highlight the quantity of the medication to pack. The instruction cannot be overridden until the script has been received, processed and the balance has been updated accordingly. The pharmacy will need to implement a procedure for incomplete packs (packs where not enough medication could be included). These can be rescanned in MedsPro to complete the pack once the prescription has been received.

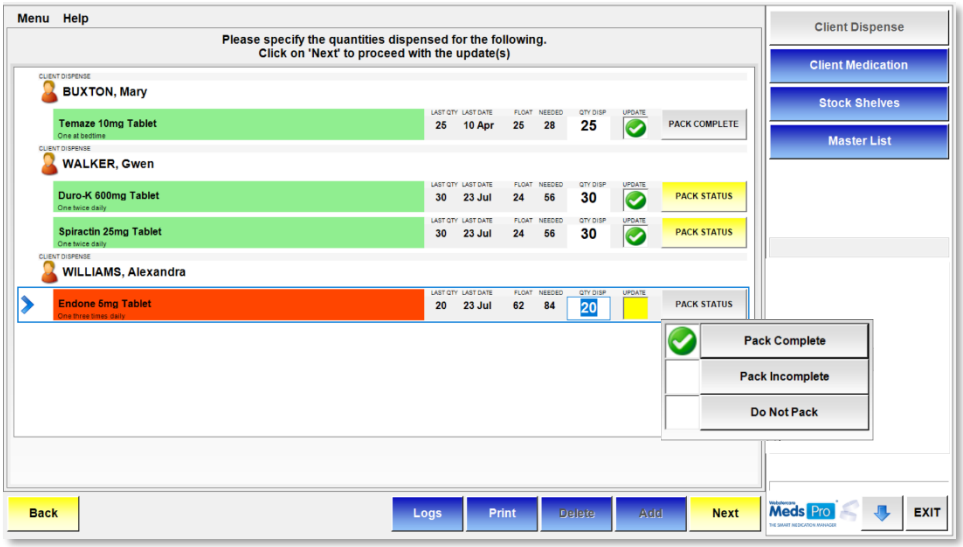


Figure 26: Stock Manager Client Dispense Process; Step 3

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Picking stock from the dispensary

At the completion of the float updates, a Picking List report is generated. This report is sorted by medication and displays the quantity that should be selected from the dispensary.

The aim of the picking list is to provide you with guidance on the quantity of each medication to select from your dispensary. The quantity will reflect the medication that was updated during the Client Dispense process (**as above**). The list will be sorted alphabetically and includes the following details:

1. Brand Name
2. Generic Drug Name
3. Total quantity dispensed, for all patients
4. Shelf Locations within the MedsPro Packing area
5. Completed check box

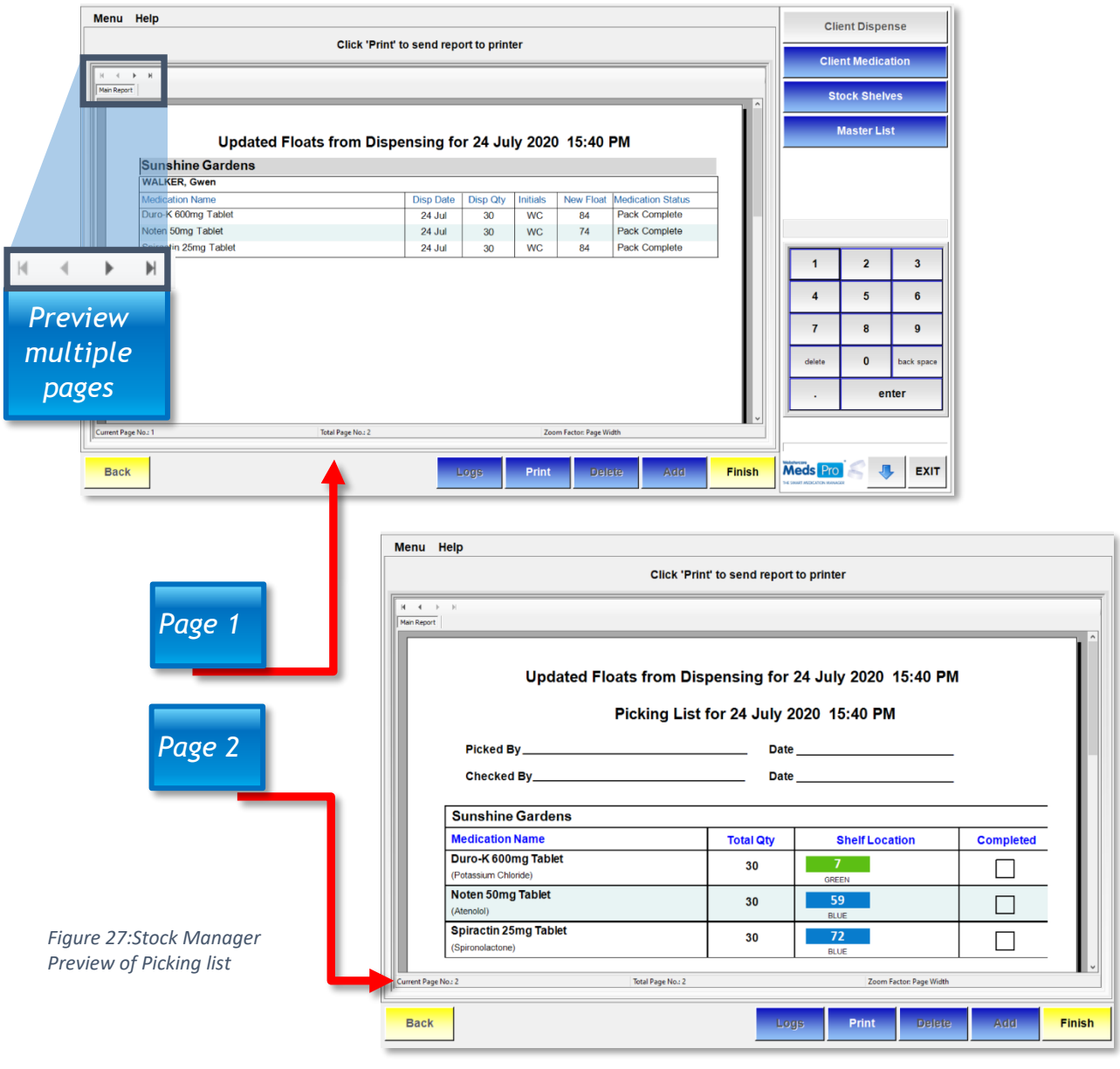

Figure 27:Stock Manager Preview of Picking list

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Pharmacist Checking Procedure

A pharmacist must provide the final check before the packs are produced for the following week. The following items must be checked:

1. Items dispensed based on original ***Client Dispense Report***
    a. Dispensary Technician will have notated any special comments on the report
2. Prescriptions
3. Updating Floats Report
    a. Items that were not dispensed where a pack status was selected
    b. Floats updated, confirm quantities against prescriptions
4. Stock selected from the dispensary

Putting stock away in the Packing Area

Once the pharmacist has completed the final check of the stock and the prescriptions the medications should be placed in the packing area. The Picking List report displays the shelf locations for each medication to assist with this process. You can also scan the medication in the MedsPro Packing Coordinator to locate the colour and number of each item.

1. Open MedsPro Packing Coordinator
2. Enter **User Initials**
3. Pick medications from packing area
4. Scan each medication - the medication location will be displayed.
5. Restore medications on the shelf.

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Managing the Shelf Float: Stock Shelves

Stock Shelves is an optional aspect of the MedsPro System which can be used to maintain excessive stock levels on the MedsPro Shelves. Stock shelves enables only the quantities needed to complete a packing cycle to be placed on the shelves with each medication having its own shelf float.

NOTE: If using Stock Shelves, please ensure you have a strategy in place to manage your dispensary stock adequately. Using Stock Shelves can impact your dispensary stock making it look like you have enough stock on your dispensary when some of that stock will belong to MedsPro patients.

Getting started with Stock Shelves

When first starting to use the Stock Shelves function, the total shelf float for all medications on your current MedsPro shelves will need to be counted and entered into the system.

1. Open MedsPro Stock Manager.
2. Select **Master List.**
3. Select **MedsPro Packing Station.**
4. Select **Next.**
5. Select the **"Order By"** at the top of the screen and order the medications either by Colour/Number, Bay/ Number, Number or Name.
6. Select the medication and enter the total quantity of tablets on the MedsPro shelves under the **"New Float"** field.
7. Continue this process until all medications have been counted.

Saving Dispense Quantities for Stock Shelves

Note: This only needs to be done at the beginning or every time a new medication that has never been taken by other patients is added.

1. Open Stock Manager.
2. Select **Master List**.
3. Select **MedsPro Packing Station**.
4. Select the medication to update.
5. Select **Next**.
6. **Scan** the manufacturers barcode on the bottle or box.
7. Confirm pack quantity.
8. Continue process for the number of required packs/ bottles.
9. Select **save**.
10. Enter user initials.

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Generating the Stock Shelves Report

This needs to be done PRIOR to packing so that you know how many boxes or bottles per medication to take from your pharmacy's dispensary and place on the MedsPro Shelves. Please note the Client Dispense Report needs to be run as well as the Stock Shelves Report PRIOR to commencing packing.

1. Open **Stock Manager**.
2. Select **Master List**.
3. Select **Packing Station**.
4. Select **Next.**
5. Tick the facilities to be packed.
6. Select **Next**.
7. Select **start date** and **number of weeks**.
8. Select **Query**.
9. Select **Print**.
10. Pick stock from Dispensary.

An additional field has been added to the Shelf Stock Control report that provides you with the information about the box/bottle stock quantity required. This assists with the selection of the stock from the pharmacy dispensary. For example, Plavix 75mg Tab, if 42 tablets are required for the next packing cycle, the user will be prompted to select 2 boxes from the pharmacy dispensary.

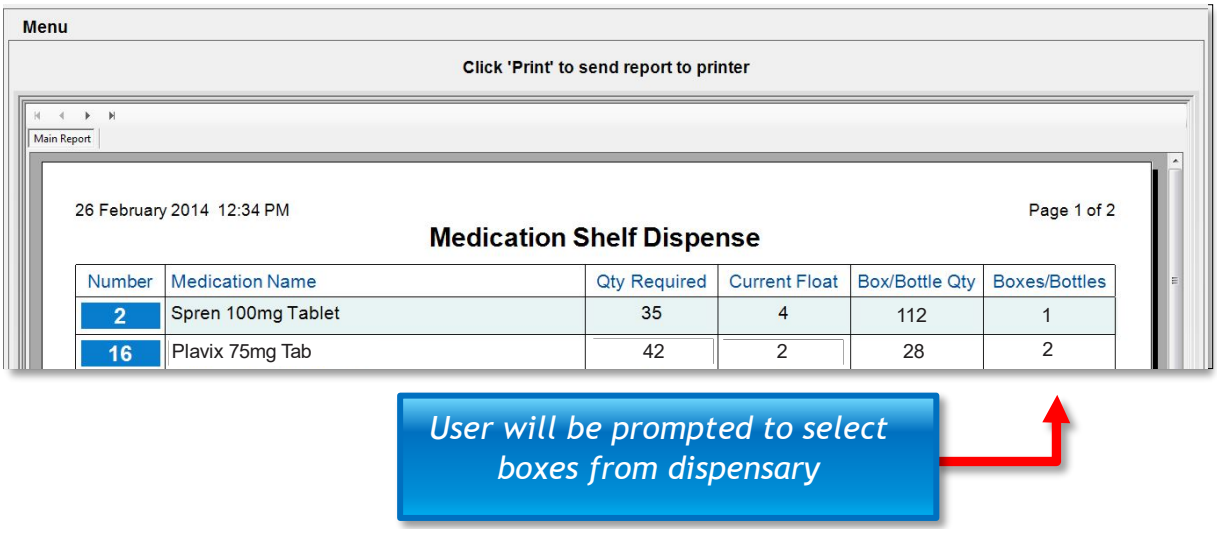

Figure 28: Stock Shelves Report example

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Updating Shelf Floats

(This needs to be done once you have taken the boxes/bottles required from your pharmacy's dispensary. The shelf floats need to be updated PRIOR to packing.)

Medications can be either updated through the Stock Shelves function or they can be manually updated through adjusting the total float in the Master List.

Updating Shelf Floats through the Stock Shelves

1. Open **Stock Manager**.
2. Select **Stock Shelves**.
3. Select Packing Station.
4. Select **Next**.
5. Select facilities.
6. Select **Next**.
7. Select **start date** and **number of weeks** (same as generated in the Stock Shelves report).
8. Select **Query**.
9. Scan Medication Barcode (if you do not require any more floats it will come up with a message and you will not be able to update the shelf float in this section).
10. Select **Next**.
11. Scan medication bottle or box.
12. Enter number of boxes.
13. Select **Save**.

Manually updating Shelf Floats

1. Open **Stock Manager**.
2. Select **Master List**.
3. Select Packing Station.
4. Select **Medication**.
5. Click in **New Float** field.
6. Type new total number (if it was 150 and a box of 30 was put on the MedsPro Shelves, type in 180)
7. Select **Save.**

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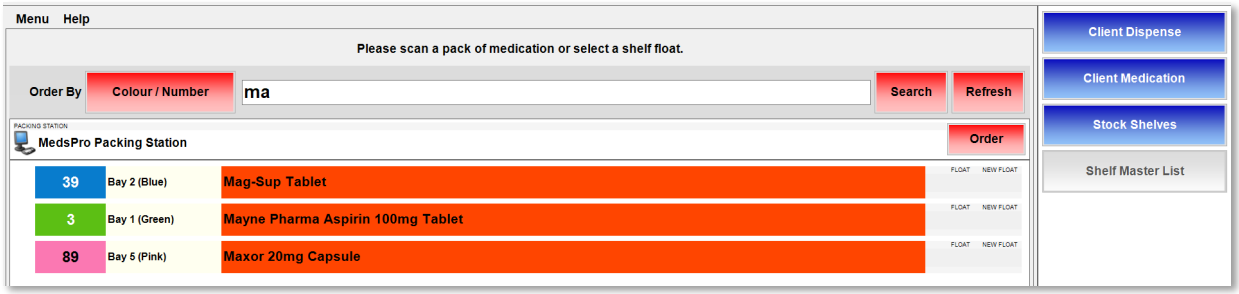
Search Drug Locations

The search functionality in MedsPro's Stock Manager, allows you to search for a medication in all MedsPro system shelving bays within the pharmacy.

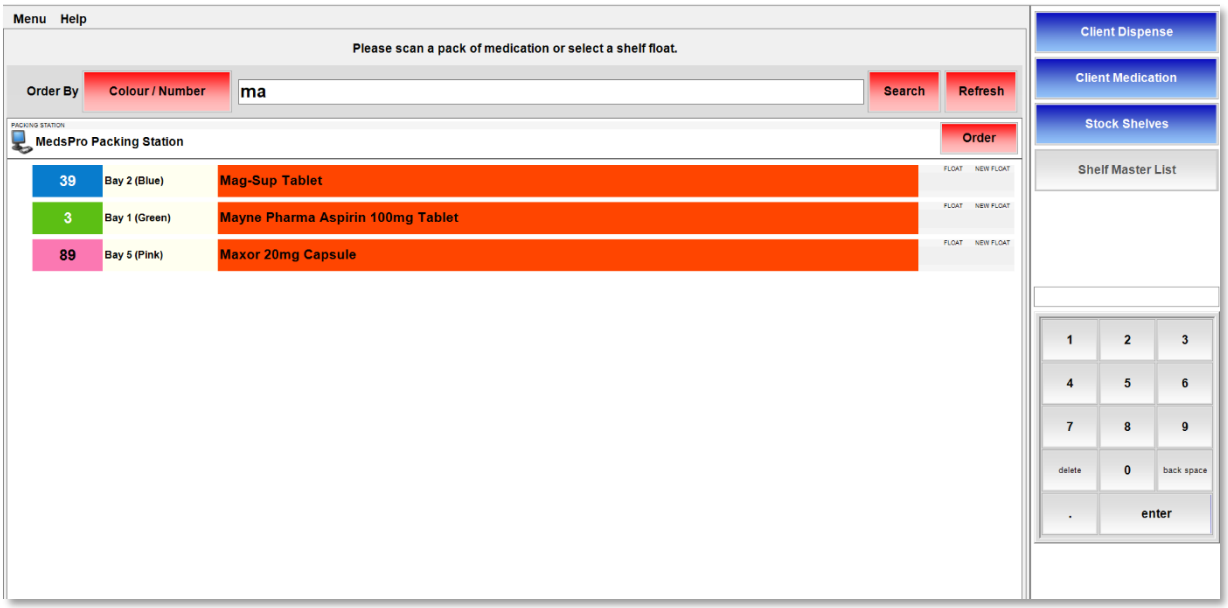
When you search for a particular medication, all possible shelf locations are displayed, including the colour, number, workstation name and shelf number. If the medication is located in multiple packing areas, the corresponding colour and number will be displayed for each.

To access the search:

1. Open the **Stock Manager**
2. On the right side select **Master List**
3. At the top of the screen in the search bar, type the first few letters of the medication
4. Select **Search**



Barcodes can also be scanned over on the right side of the same screen. This will select the correct drug associated with barcode scanned.



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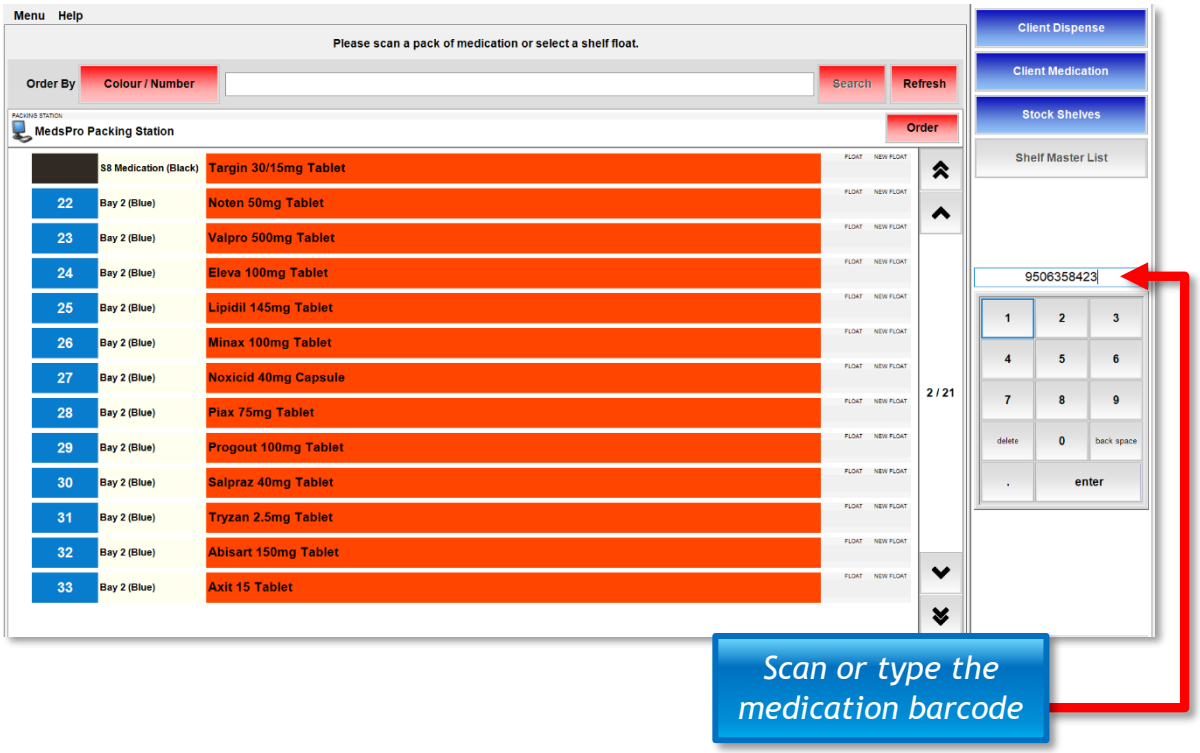
Assigning Barcodes to Drugs

Barcodes can be assigned in the MedsPro system in 2 ways. They can be assigned when packing the medication for the first time (note: you will need a header card with this medication on it to assign the barcode in this way). Barcodes can also be assigned in Stock Manager.

1. Open **Stock Manager**.
2. Select **Master List**.
3. Select Packing Station.
4. Scan (or type) the medication barcode in the field above the pin pad on the right-hand side of the screen.
5. A pop up will appear saying the barcode is not matched to a Drug, do you want to assign the barcode, select **Yes**.
6. Search for the Drug.
7. Select **Search**.
8. Another pop up will appear asking you to confirm that the barcode matches the drug you have selected, select **Yes**.
9. The medication will then be selected on the Master List screen.



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Deleting Drug Barcodes

Barcodes can sometimes be incorrectly assigned to the wrong medication. If this happens the barcode will need to be deleted from the incorrect Medication in MMS and then reassigned to the correct medication in Stock Manager.

1. Ensure you know what medication the barcode scans at.
2. Open **MMS Webstercare** and select **Drugs** from the home screen
3. Select **Maintain Drugs**.
4. Search in the search bar for the medication that the barcode has been assigned to (not the medication it should be assigned to)
5. Select the drug and either double click or select **Edit** on the right side of the screen.
6. Select **Get Barcodes**, then select the barcode in question.
7. Select **Delete Barcodes**
8. Select **Save**.

You can now assign the correct barcode to the correct drug either when packing or in Stock Manager (see above).

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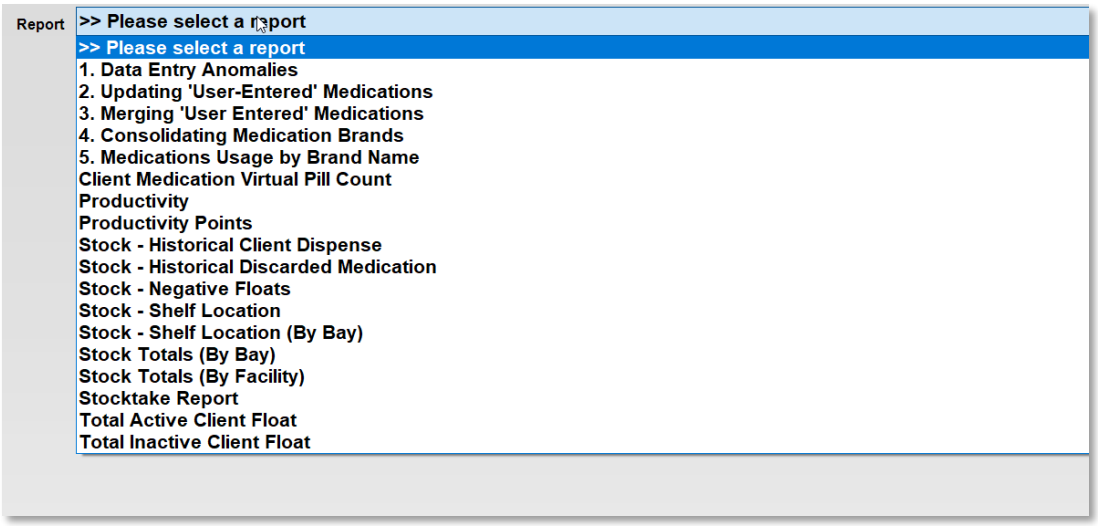
Reporting

The following reports are available in Stock Manager. Select the 'Menu' drop down, and then 'Reporting'



- ***MMS Database reports***- each of these 5 reports are used consecutively to aid to get your data ready for your next shelf re-analysis. The first page of each report goes through step by step on what to do with the information in the report.
- ***Client Medication Virtual Pill Count*****-** this report shows each patient's medication in a facility with their current float quantity as well as their last dispense date and quantity.
- ***Productivity reports*** – these reports show the number of packs completed by each packing technician for Unit Dose 7®, Multi Dose and Portion-pak® systems between a specified date range.
- ***Historical Client Dispense*** – this report shows medications which have been dispensed and updated in the MedsPro system for a particular facility, for a particular month.
- ***Historical Discarded Medication*** – this report shows medications discarded in a specified month for a facility.
- ***Negative floats*** – this report shows any patient medication floats which are negative, and indicates whether the medication is active or inactive.
- ***Shelf Location*** – these reports show the shelf locations of your medications.
- ***Stock Totals*** – these reports give the total stock which should be on your MedsPro system shelves. This includes floats for patients who are active, inactive, in hospital, discharged, deceased and on social leave.
- ***Stocktake Report*****-** This report can be used when doing a stock take of the MedsPro shelves. Only active patients and active medications will display on the report.
- ***Total Active Client Float***- This report displays all medications for active patients only. A breakdown of both positive and negative floats can be seen.
- ***Total Inactive Client Float***- This report displays all medications for inactive patients only. A breakdown of both positive and negative floats can be seen.

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The MedsPro® System
Packing Coordinator

Weekly Packing – Manual Demonstration

- The MedsPro system facilitates weekly packing as well as dosage changes.
- Once the header cards have been generated through MMS, an "activity" is created in the MedsPro Packing Coordinator.
- Each header card is assigned with its own unique barcode.
- The "activity" list displays the facilities and patients which require packing through MedsPro Packing Coordinator.

Packing Process:

Note: prior to commencing, ensure platen and blisters are on counter ready for packing.

1. Generate print run through MMS.

Note: Ensure barcode is printed on each header card, this can be activated in MMS print options.

2. Open MedsPro Packing Coordinator.
3. Select from the drop down; ensure correct packing station (i.e. MedsPro Manual Packing Station – Manual Pack) is selected.
4. Enter **User Initials.**
5. Select **OK.**
6. Select **Activities Filter**
7. Select Facility.

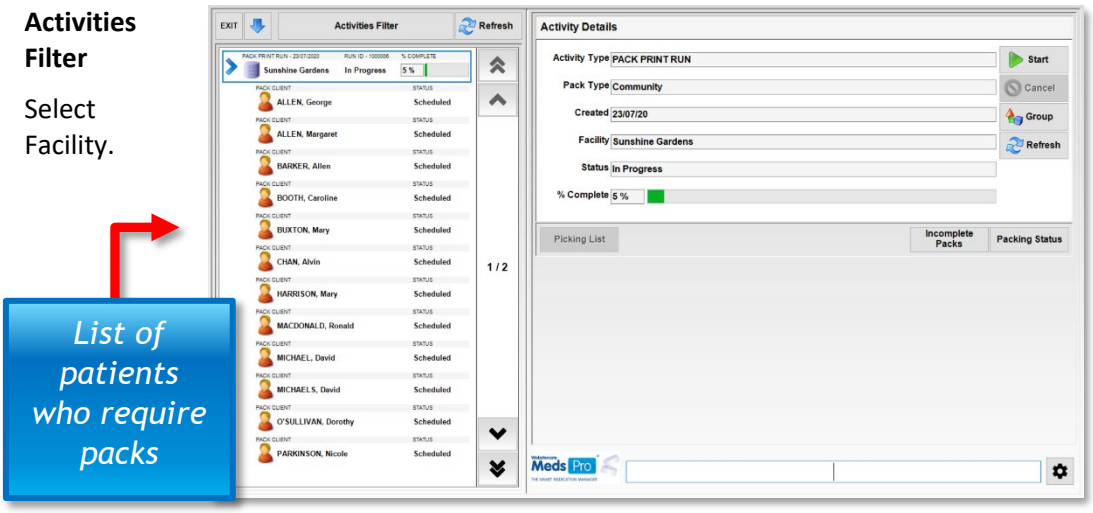

Figure 29: Packing Coordinator with example facility pack print run selected.

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8. Scan header card to display Medications list.

9. Pick medications from shelves.

> Note: The colour, number and medication will match the shelf label.

10. Scan each medication - the medication name will change from red to green to confirm correct selection.

> Note: If product does not have a barcode, select the Confirm button

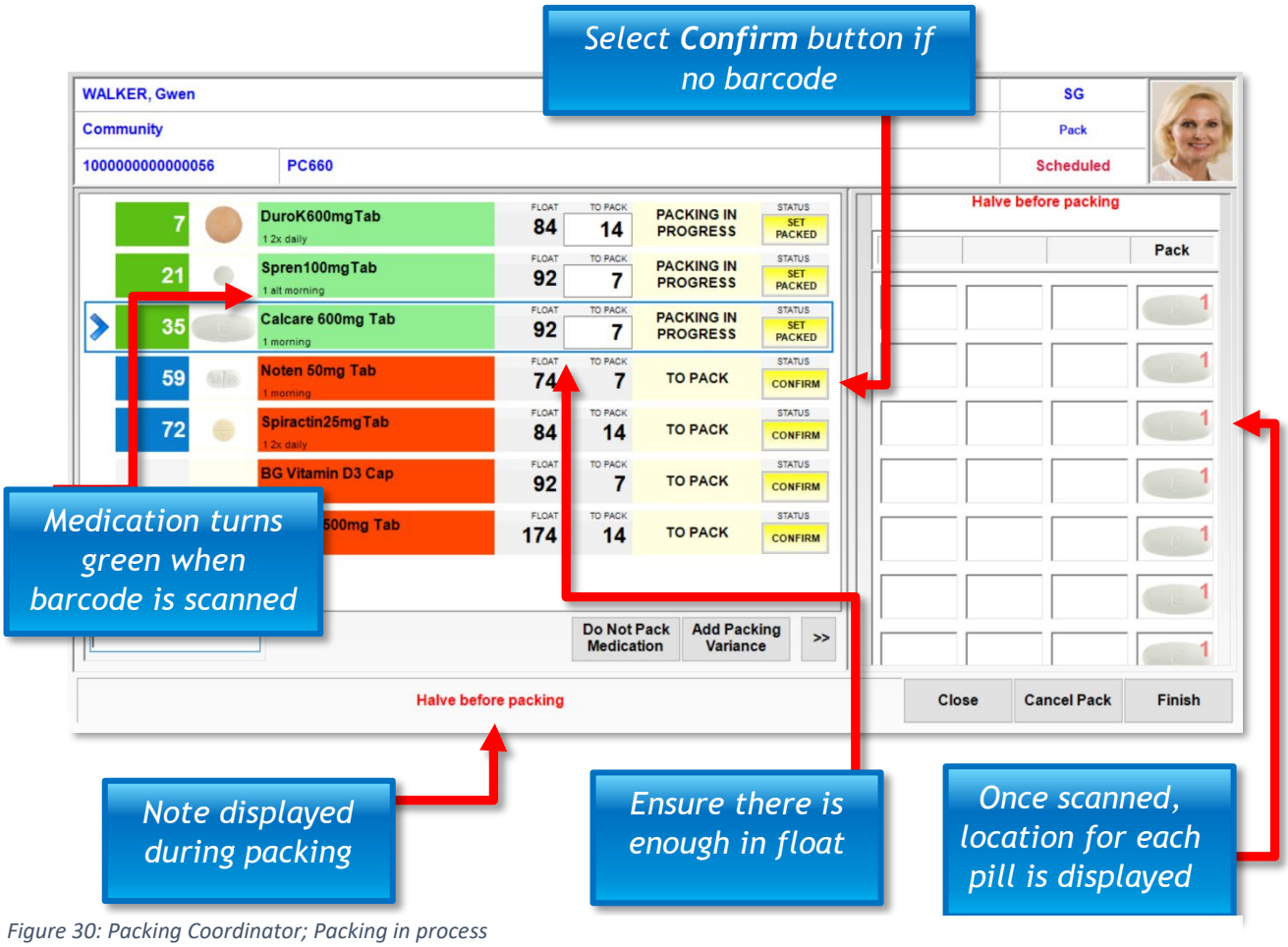

Figure 30: Packing Coordinator; Packing in process

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11. Pack medications according to the pill location grid displayed on the screen (or header card).

Scan medication to confirm as packed (or select "**Set Packed**").

Note:	This is a safety feature to ensure that the packing technician knows where the medications are located should there be an interruption during packing

12. Patient's float will be updated automatically.

13. Scan the next medication and continue until all medications are packed.

Note:	If an incorrect medication is scanned, a message will appear asking for confirmation (it is possible to substitute a brand with an equivalent medication)

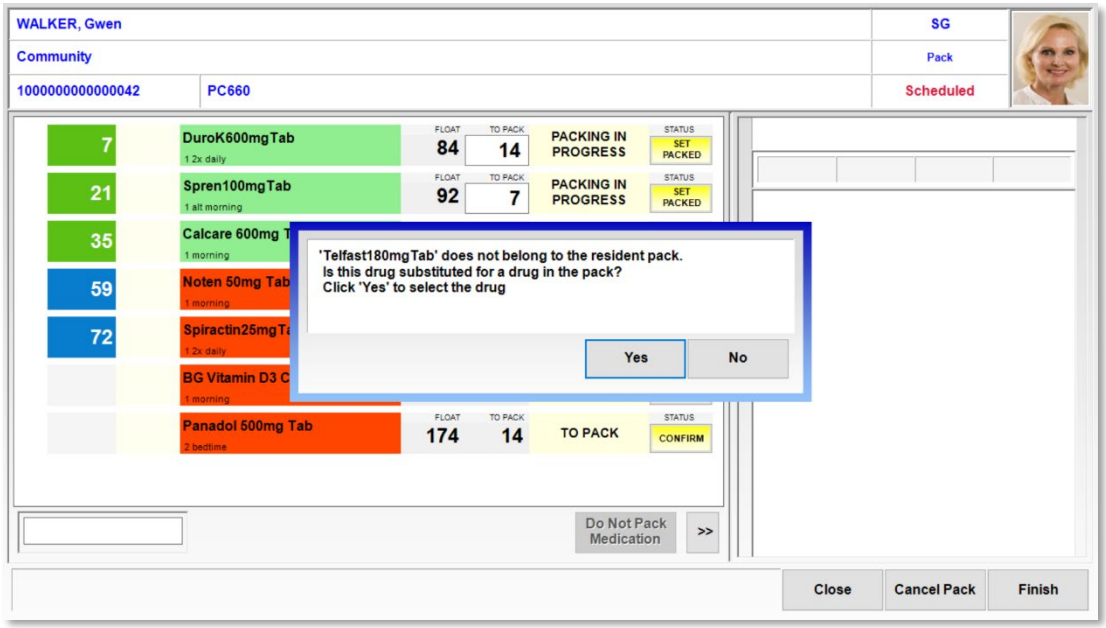

Figure 31: Incorrect medication scanned notice during packing in Packing Coordinator

14. Once all medications are green, Select **Finish.**

Note:	Patient floats are automatically adjusted according to the quantity packed

15. Check, seal and sign pack.

16. Scan the next header card and continue packing process.

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Managing dosage changes (in Packing Coordinator)

Throughout the week a Doctor may request a change to a patient's medication regime. The change should be actioned in MMS first to add, edit or cease the medication. The header card should then be printed containing the barcode.

When packing using MedsPro Packing Coordinator, the quantity of medication to be packed for the change is recorded to ensure that the float is reduced by the correct amount.

By scanning the new header card in the Packing Coordinator, the location of the medication in the packing area will be displayed along with the current float balance available for the patient.

The Steps:

1. Alter the profile in MMS
2. Print required header cards through the Client Print screen
3. Open MedsPro Packing Coordinator
4. Enter **User Initials**
5. Scan header card to display medication list
6. Pick medications from shelves

Note:	The colour, number and medication will match the shelf label

7. Scan each medication - the medication name will change from **red** to **green** to confirm correct selection.

Note:	If product does not have a barcode, select the Confirm button

8. Select the Qty field and alter number according to dose change (if required).

Note:	By tapping in to the Qty field a numeric keyboard will be displayed. Type in the number and select Enter

9. Pack medications.
10. Select **Do not Pack** for any medications that will not be affected by the dosage change. This ensures that the float is not reduced.
11. Select **Finish.**

Note:	Patient floats are automatically adjusted according to the quantity packed

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Packing Non-Daily Medications

A pop-up message will appear when scanning a non-daily medication in Packing Coordinator. This will alert the packing technicians when a medication is not packed every day and is especially useful when packing multiple weeks at a time. Refer to the header card for instructions on which days to pack the medications into.

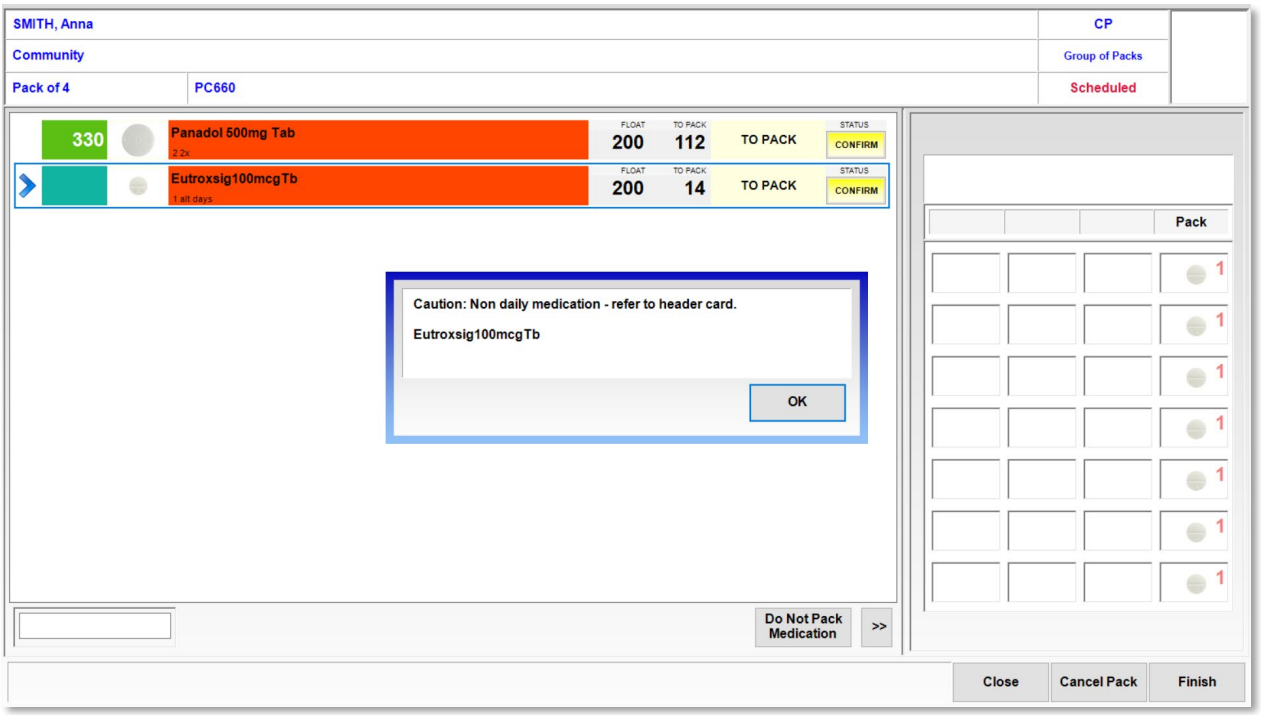

Figure 32: Pop-up within Packing Coordinator regarding non-daily medications

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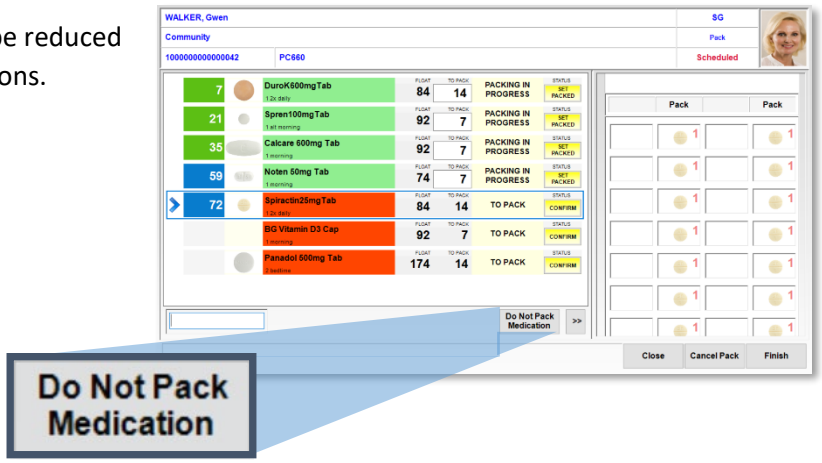
Dose changes – Do Not Pack option

- When a dose change occurs, there may be a number of medications printed on the header card which do not require altering.
- Instead of scanning the medication and incorrectly altering the patient's float, use the "**Do not pack**" option at the bottom to complete the dose change.
- The float will not be reduced for these medications.



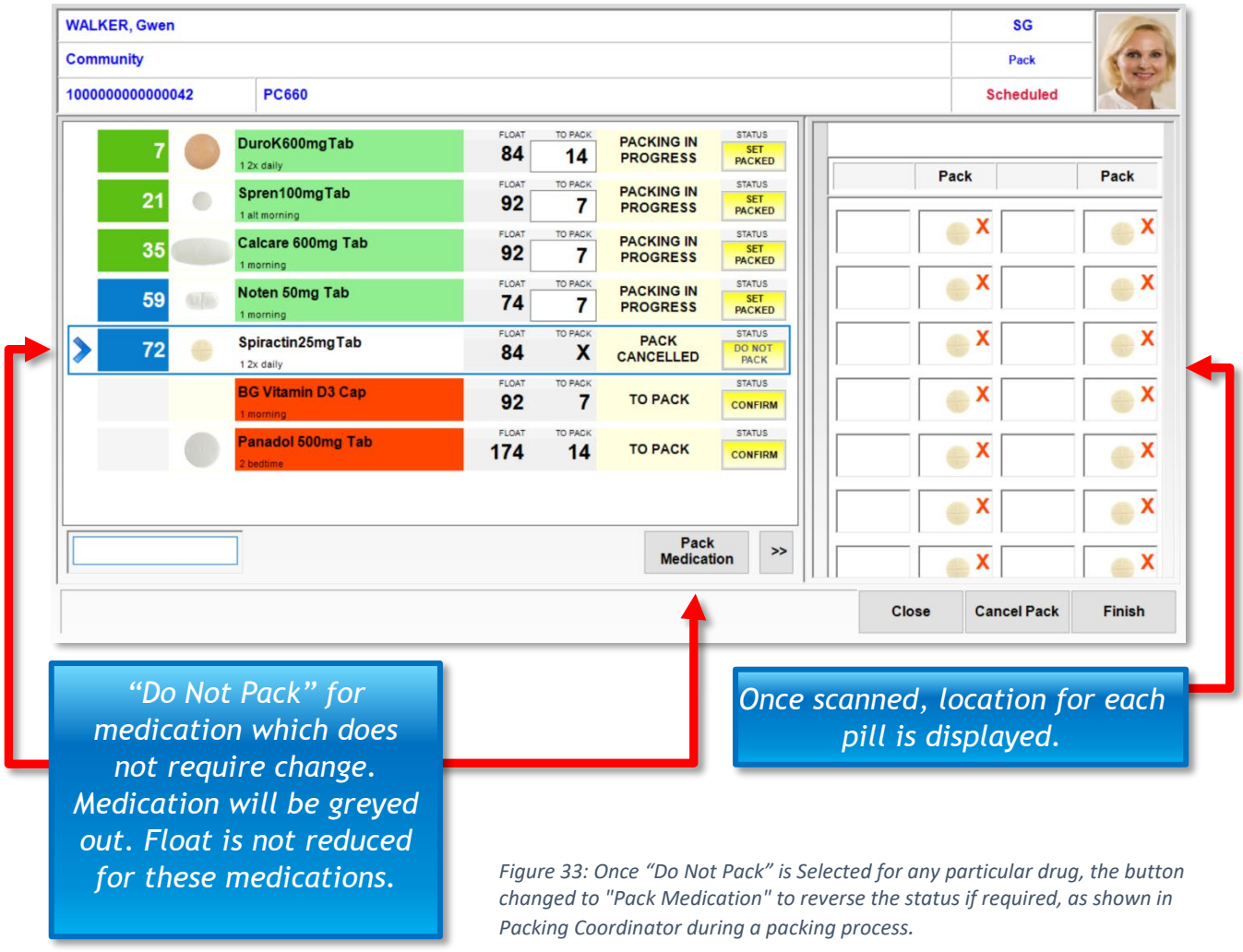


Figure 33: Once "Do Not Pack" is Selected for any particular drug, the button changed to "Pack Medication" to reverse the status if required, as shown in Packing Coordinator during a packing process.

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Incomplete Packs

An “Incomplete Packs” report can be generated through Packing Coordinator. This report shows all packs in a print run that have not been completed fully and may have some medications that were selected as “Do Not Pack” when packing.

1. Select the **Activities Filter**.
2. Select the Facility that you have completed a **Print Run** for.
3. Select the **date range** which the header cards were printed.
4. Select **Completed packs**.
5. Select the completed **Print Run** that you would like to generate the report for.
6. Select the **Incomplete Packs** report on the right if the screen under **Activity Details**.
7. Select **Print**.

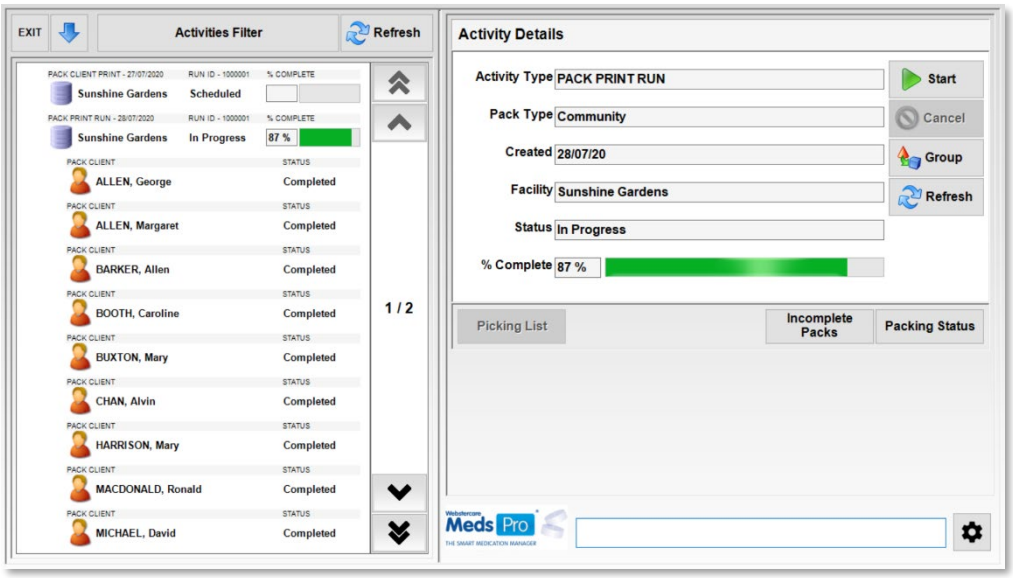

Figure 34: Incomplete Pack Report generating process: Step 2 - 6

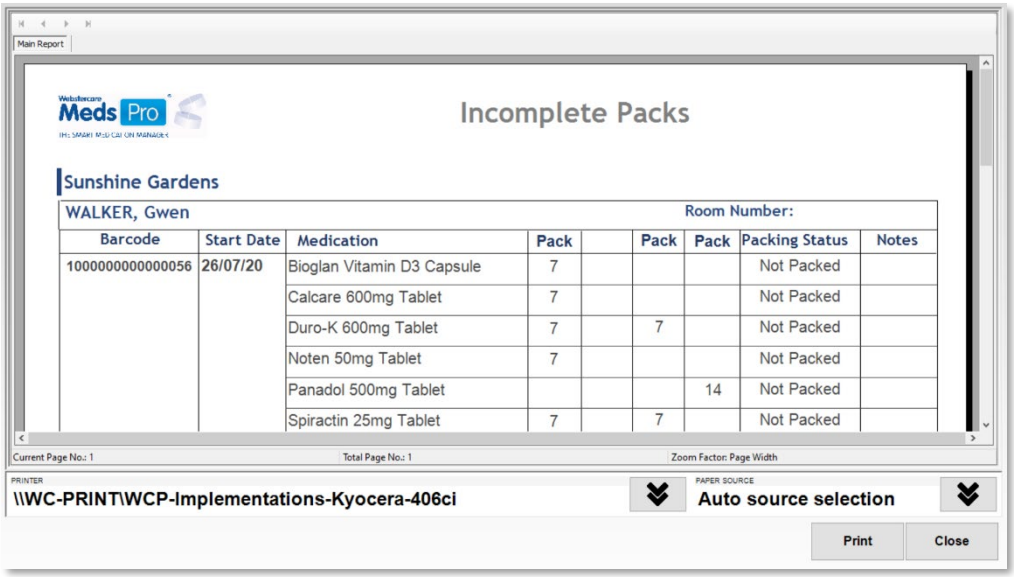

Figure 35: Incomplete Pack Report generating process; Step 7

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The MedsPro® System
FAQ's

Q. Can software be loaded on to computers other than touch screens?

A. Yes. The MedsPro Stock Manager and Workstation Manager can run on any number of computers in one pharmacy at no additional charge. The MedsPro Packing Coordinator can be set up on a non-MedsPro touchscreen for an additional charge, given that it meets the minimum specifications.

Q. If an owing prescription is dispensed, are the amounts added to the patient's float?

A. Any medication that is dispensed and packed for a patient needs to be updated in the float in MedsPro Stock Manager. This ensures the patient's float is accurate and up to date.

Q. If a tablet or part of a tablet is discarded, can the patient floats be adjusted to reflect this?

A. MedsPro Packing Coordinator automatically rounds up residual tablets to a whole tablet. This quantity can also be adjusted manually when packing if required.

Q. Why do my Float Quantities all say that they are negative when looking at my Master List in Stock Manger?

A. This is due to your pharmacy not using the Stock Shelves function of the System. This Float Quantity is showing how much you have packed with the system.

Q: I have incorrectly assigned a barcode to the wrong medication, is there a way to reallocate the barcode?

A: Yes, using your Medication Management Software (MMS)

1. Open MMS
2. Select '**Drugs'**
3. Select '**Maintain Drugs'**
4. Select the medication with the incorrect barcode assigned
5. Select '**Edit'**
6. Select '**Show Barcodes'**
7. Select '**Delete'**
8. Re-assign the correct barcode when scanning the medication using Packing Coordinator

Q: We are no longer packing for a patient, or a patient has stopped taking a medication. What should we do with their remaining float?

A: Medications belonging to a resident who no longer requires a Webster-Pak® should be removed from the MedsPro shelves and discarded (or given back to the patient if necessary). For ceased

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medications, the same process applies. We recommend that if a medication has been ceased for three months or more, it is best to discard the float, however this is at the discretion of the pharmacy.

This process is done using the 'Discard Meds' function in 'Stock Manager'.

1. Select '**Stock Shelves'**
2. Select **'Discard Meds'**
3. Select the packing station you wish to discard medications from
4. Select '**Next'**
5. Select the patient or multiple patients
6. Select '**Next'**
7. Medications will appear with remaining float and shelf location (inactive medications in grey text)
8. Select the medications you wish to discard
9. Select the discard button
10. Select '**Next'**

A report will be generated. Remove the specified amount from the shelves and discard/give back.

Handy hint: Discarding medications should be done on a regular basis. This process is important in order to maintain correct stock totals on your MedsPro system shelves.

Q: Our Floats/Stock Totals are incorrect. What is the reason for this and how do we correct it?

A: Discrepancies in float/stock totals can occur when:

- Medications floats are not updated correctly after dispensing
- Medications are not being dispensed correctly
- Packs are not confirmed as "finished" in Packing Coordinator after physically finishing the pack (the float will not be deducted in this instance)
- Medications are confirmed in a pack, but have not been packed (e.g. when the medication is out of stock)
- Medication which is discarded during packing is not accounted for using the 'Add Packing Variance' function
- Medications which have been dispensed and updated in the MedsPro system have not been physically transferred to the MedsPro system shelves

To rectify any incorrect floats, we suggest referring to the relevant medication logs to determine what may have caused the discrepancy. You can also compare these logs to the patients dispense history to see whether the updated dispense quantities align.

Q: Some patients have negative floats. Why does this happen and how can we resolve it?

A: There are two common scenarios which can result in a negative patient float:

1. A pack has been completed without the resident having enough medication in their float, and the medication has not been dispensed afterwards to correct the float balance.
2. Medication has been dispensed using your dispense software and not updated on the MedsPro system.

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The best strategy to manage negative floats is to avoid them. In order to ensure a patient's float does not go into negative, you will need to generate the 'Client Dispense' report *ahead* of the next packing cycle, and update the quantities dispensed in Stock Manager. This will ensure there is enough medication in the float prior to packing.

In the instance a medication cannot be dispensed (e.g. a schedule 8 without a script, or a medication which is out of stock from your supplier), do *not* update the quantity dispensed. Alternatively, use the "*Do Not Pack Medication*" function to avoid the float going into negative. The medication can then be dispensed and packed when the script is received, or the medication is back in stock. This will ensure that your patient floats do not fall into negative.

There is a 'Negative Stock Totals' report you can use to help with the following:

1. Managing owing prescriptions
2. Assisting with stock take

To generate this report:

1. Select 'Menu'
2. Select 'Reporting'
3. Select 'Negative Floats'

Handy hint: It may also be helpful to check the history in your dispense software for medications with negative floats, ensuring the quantities dispensed match the quantities updated in the MedsPro system. If there is a situation where the quantity dispensed was not updated or was updated incorrectly after dispensing, you can adjust the float in Client Medication. If the medication is inactive and the negative float is not recent, you can zero off the float by selecting 'Show Inactive' and overriding the float with '0'.

Q: We would like to do a stock take for our MedsPro system shelves. Are there any reports available to help us with this?

A: Yes, you can use the 'Stock Totals (All)' report and compare this to the number of tablets you are currently holding on your MedsPro system shelves. We suggest you complete a stock take on a twice yearly basis, or whenever required.

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