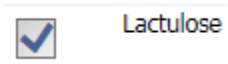
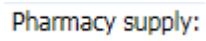
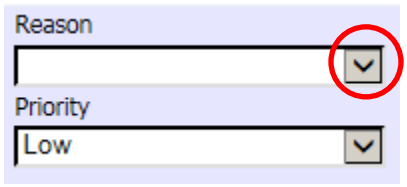
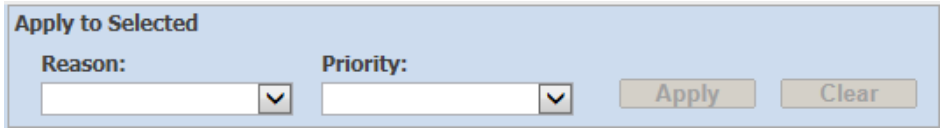
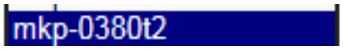
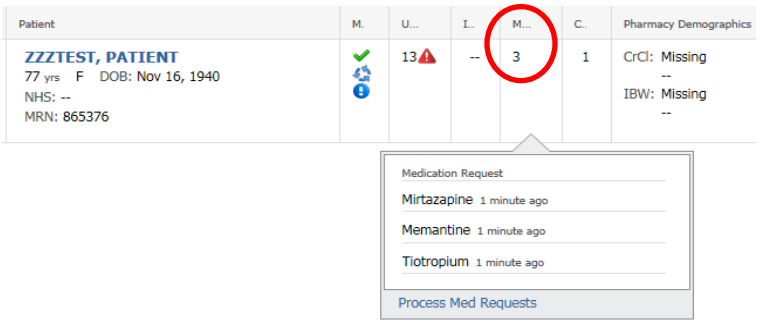
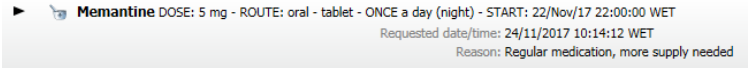
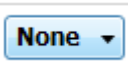
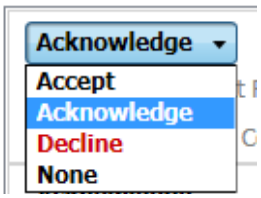
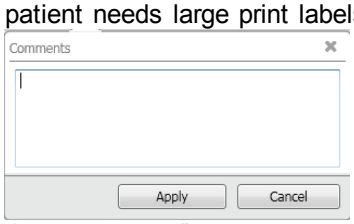
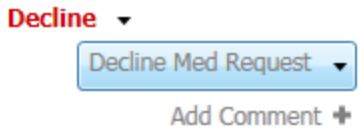
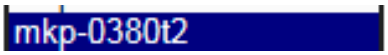
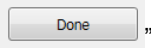
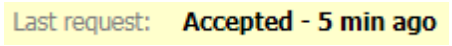
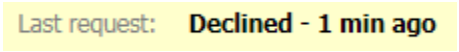
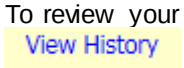
QRG – Requesting a Medication Supply (Pharmacist/MMT/MMA)		
No.	Action	Responsibility
1.	Log in and access the patient record in Powerchart. Click on the "Medication Supply" tab on the left of the screen 	Pharmacist/ MMT/MMA
2.	Select the item that you are requesting a supply for by ticking the box to the left of the order:  The most recent endorsement by pharmacy will be shown on the order line after the "pharmacy supply" text:  Endorsements will contain information about the supply for the item e.g. whether it is a stock item on the ward, a patients own drug (POD), or previously supplied as a TTO medication. The history and previous reponses to requests can be viewed by hovering the mouse pointer over the item or clicking on "view history" You can also see the response to the last request underneath the order If the last request is "pending" then Pharmacy have yet to process it and the item should not be requested again. Use the information on the screen to assess whether it is appropriate to request a further supply or if the item is either on order from Pharmacy or on the ward already. If you decide that the request is not appropriate, the box can be unticked so that the item is not requested again.	Pharmacist/ MMT/MMA
3.	Complete the "reason for request" and the "priority". This is selected from the drop-down menu by clicking on the arrow  If more than one item is being requested and all the items have the same reason and priority, you can assign this from the box at the top right of the page to save time. Click on "Apply" when finished. 	Pharmacist/ MMT/MMA

4.	A comment can be added for further communication about the request. If the item has been validated, the request will be auto-accepted and the comment box should be used for the supply endorsement (e.g. Dispense 28 tablets) and any other special instructions (e.g. large print labels needed)	Pharmacist/ MMT/MMA
5.	If the item has been validated, select the printer from the drop-down list Select the booking in printer  and the request will print in pharmacy. If the item has not been validated, a printer does not need to be selected as the request needs to be processed separately (see QRG for Processing a Medication Supply below) Click on "Submit" 	Pharmacist/ MMT/MMA
6.	The order will show the status below it. When first requested it will show as "pending" or "auto-accepted" Last request: **Pending (1) - 0 min ago** Last request: **Auto Accepted - 3 hr 15 min ago**	Pharmacist/ MMT/MMA
7.	Exit the Medication Supply screen by clicking on another menu option on the left side of the screen or closing the patient record. Remember to endorse the supply information (see "QRG – Endorsing supply information") if the item has been auto-accepted.	Pharmacist/ MMT/MMA

QRG – Processing a Medication Supply (Pharmacist/MMT/MMA)		
No.	Action	Responsibility
1.	Log in to the Pharmacy Care Organiser (PCO) and identify patients with medication requests by looking in the column headed "m"  The number in the column indicates the number of items that have been requested. Further information about the item requested and how long ago the request has been submitted can be found by clicking on the number.	Pharmacist/ MMT/MMA
2.	Click on "Process Med Requests" 	Pharmacist/ MMT/MMA
3.	The Medication Request screen opens and will show more details about the requests.  If an item has next to it, it has not been verified by a pharmacist. An MMT or MMA must not process this request and should select the action "None" from the drop-down menu and end the workflow. 	Pharmacist/ MMT/MMA
4.	Information about the order is visible on the request screen such as the last pharmacy endorsement (Pharmacy supply:) and the past requests are viewable by clicking on " History " The order details can be expanded by clicking on " ▶ " If the requester has added a comment it is shown by hovering the mouse pointer over the " 💬 "	Pharmacist/ MMT/MMA
5.	Select an appropriate action from the drop-down menu: 	Pharmacist/ MMT/MMA

6.	If "Accept" is selected, the comments box should be completed with a quantity for dispensary to supply and should contain other relevant information such as if the patient needs large print labels. Click on "Add comment" to open the comments box.  Click on "Apply" when the comment has been written.	Pharmacist/ MMT/MMA
7.	If "Decline" is selected, a reason must be added (Decline Med Request is the only option) and a comment stating the reason must be added for communication back to the ward staff and Pharmacy colleagues. 	Pharmacist/ MMT/MMA
8.	Once each request has had an action and a comment added, select a printer from the drop-down list Select  to print to the Pharmacy booking in printer	Pharmacist/ MMT/MMA
9.	Click on "  " to finish the process and generate the supply request printout.	Pharmacist/ MMT/MMA
10.	Remember to update the supply endorsement if necessary (see "QRG – Endorsing supply information"	Pharmacist/ MMT/MMA
11.	To review the request status, login to Powerchart and go to the patient record. Navigate to the tab and find the order that you are checking. The status will either be  or  depending on your action in step 5. If the action was "None" then it will show as To review your comments, either hover the mouse pointer over the order or click on 	Pharmacist/ MMT/MMA