



## TPP SystmOne standard operating procedure | issuing patient medication requests from patients or through proxy access

## **Purpose**

All dispensary staff and locum staff to know how to issue medication from SystmOne online requests in TPP.

To ensure patients and or their proxy, get a prompt and safe service whenever they order through the patient access portal.

## Process

• Click on the All Tasks screen Icon on the top tool bar of SystmOne

All Tasks	Summary	Paula Chalk	Deleted				
I Tasks							
All Open Tasks (875)							
Unassigned Tasks (6)							
Assigned to Groups (106)							
Assigned to Staff (763)							
By Status (875)							
2							

Click on Online Services Prescription Requests









• Select the patient you are looking for then right click and select Action



• Click Issue/Refuse manually. Please read note in box.

		Question		×				
	The patient has made the following textual request for prescriptions:							
		[	at hatfield heath Do you wish to issue them? Note that if you choose to issue or refuse them manually and save the patient record then the prescription request task will marked as complete.	)   be				
el	s Print S	Su <u>m</u> mary	Print Record Map Event Details Next Event Settings					
9	Repe	eat Ter	nplates (Current repeats)					
•		¢⁄ 🖏	🎟 🖉 🗰 🤌 🗊 🖧 🕨 💽 🗢 🛛 🦓 💹 🕴	Å0	ů⇔ 🛄			
	No me	No medication review recorded. Record medication review Read code (XaF8d)						
	Authoris	ed Dr	ug 🔻					
	06 Sep	2018 An 15 Re <i>Di</i> i	ioxicillin 250mg capsules capsule - take one 3 times/day quested by patient 26 Jul 2019 fiiculty breathing (1738.)					

• Click on medication to issue/refuse the request.







• **Issue/refuse** medication according to the current process for individual requests.

