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

- Click on **Online Services Prescription Requests**
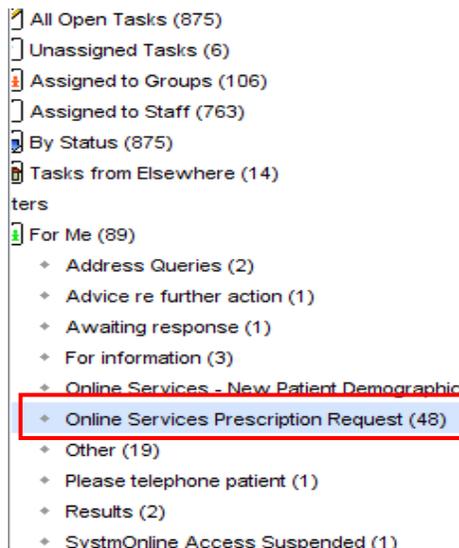
- Select the patient you are looking for then **right click** and select **Action**
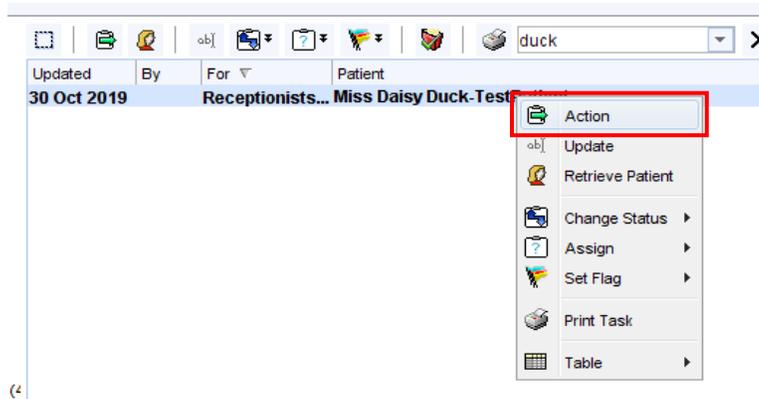
- Click **Issue/Refuse** manually. Please read note in box.
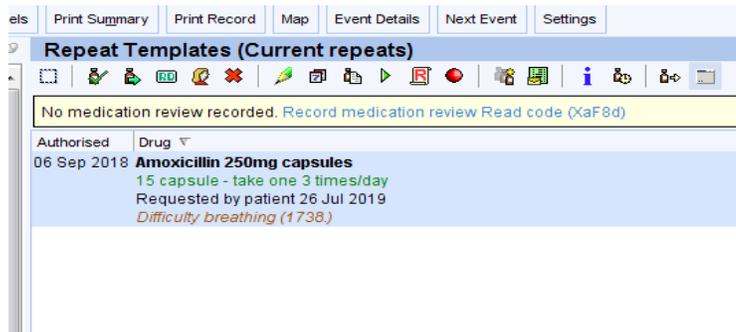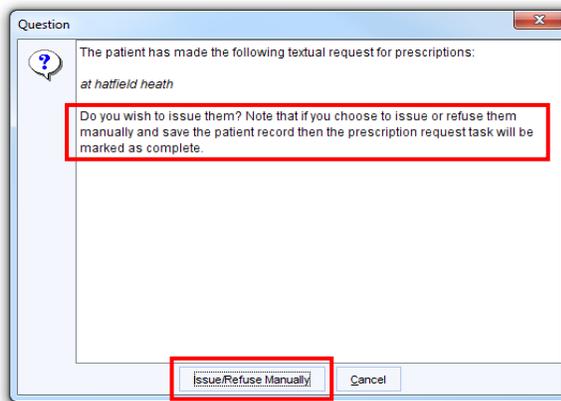
- Click on **medication** to issue/refuse the request.

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