USER GUIDE

FRED.DISPENSE

Shortcuts and Tips
USER GUIDE

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KEYBOARD SHORTCUTS

Function Keys

[F2] Patient History Display

[F3] Repeats Remaining [F4] Edit Script

[F5] Drug Interactions

[F6] Fred Debtors

[F7] Price Lookup

[F8] Patient Update

[F9] Old System History Display

[F10] Fred Dispense Menu

[F12] Clear Screen

Fast Keys

[Ctrl+U] Update patient

[Ctrl+J] Junk directions

[Ctrl+Q] Quick scan

[Ctrl+T] Patient entitlement

[Ctrl+N] Patient notes

[Ctrl+[Shift]+-] CPI print out

[Ctrl+V] Last report

[Ctrl+C] Clear screen

[Ctrl+M] Modify Safetynet

[Ctrl+R] Repeat script

[Ctrl+E] Edit script

[Ctrl+O] Owing script

[Ctrl+I] Patient extra information

[Ctrl+D] Delivery label

[Ctrl+F2] All patient history

[Ctrl+F4] Patient drug profile

[Alt+C] Claim menu

[Alt+L] Lists menu

[Alt+N] History note

[Alt+R] Reports menu

[Alt+S] Setup menu

[Alt+U] Monthly Drug usage report

[Alt+A] Activities menu

[Alt+D] Dispense menu

[Alt+X] Exit Fred Dispense

[Alt F2] Alternate history

[Alt+F3] Owing scripts

[End] Fast save

[Shift+F6] Fred Pak program

[F6] Fred Debtors Program

Date Function Keys

You can use these keys on a date field once, or multiple times.

[Y] Go to the start of the year

[R] Go to the end of the year

[Page up] Go forward one month

[Page down] Go back one month

[M] Go to the start of the month

[H] Go to the end of the month

[W] Go to the start of the week

[K] Go to the end of the week

[+] Go forward one day

[-] Go back one day

[T] Insert today's date

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SCRIPT SHORTCUTS AND TIPS

Quick Scan View [CTRL + Q]

When you view the recent scripts you have dispensed, deferred scripts have an asterisk next to the drug name. The [Ctrl + Q] function marks items that are currently deferred.

Mark Off Owing Scripts

The **Owing** flag that shows to the right of the label in red will say **Mark Off** in black when you have marked off an owing script.

Dispensing of Repeats for Private Items

The field to enter the last Dispense date has been removed and only the original script number and pharmacy approval number needs to be entered.

[Ctrl + R] for dispensing Repeats

When you need to dispense a repeat you can press [Ctrl+ R] to enter either the fast repeat code for the repeat, or the original script number.

Fast Repeat Code Shortcut

Consider the situation where a patient has a lot of different medications filled at your pharmacy and they return for you to fill their repeats. Their repeats have common numbers in their Fast Repeat Codes; for example, 12345A, 12345B, and 12345C. You can dispense each of these by typing the relevant fast repeat codes. However in the above example after dispensing the first item using 12345A simply type [B and [C as the fast repeat code for the second and third items.

The **[** character replaces the common number in the fast repeat codes.

Same Sigs

In the **Directions** field, enter [SS] to bring up the same directions as used previously. See the **Drug Details** box on the right side of the screen while dispensing.

Repatriation Authority prescriptions

For items that are not on the RPBS list but are on an Authority prescription, enter [RA] in the **Rx Type** field.

In the **Drug or Repeat No** field, type [BLANK] then press [Enter]. Choose the correct item, and you will then have a spare line on which to type in the details of the item.

SE and NR Sigs

On the dispense label, **SE sig** expands to `Script Expires after DD/MM/YY` where DD/MM/YY is the prescription expiry date automatically inserted, based on the date of the prescription.

Similarly, **NR sig** expands to `Next Repeat available after DD/MM/YY`. Fred Dispense will detect if the last repeat is being dispensed and remove the SE or NR sigs because they are not applicable when dispensing the last repeat.

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Safety Net 20 Day Rule

Fred Dispense has multiple indicators to show when a script is affected by the Safety Net 20 Day Rule (SN20DR).

When you select a drug that falls under the Safety Net 20 Day rule, the term **SN 20 Day Rule** will appear in blue in the **Drug Details** box on the right hand side of the Fred Dispense screen. After the pharmacists initials have been entered to complete the dispensing, "SN20DR" can also been seen in blue towards the bottom right hand side of the screen, above the claim serial number.

When a SN20DR script is dispensed within 20 clear days, the script becomes a Safety Net Consequence Script (SNQ). This means that the prescription will not count towards the patient's Safety Net total; or, if the patient has already reached their Safety Net, the script will be re-priced at the pre-entitlement safety net price. For example, a patient with a CN or Concession Safety Net Entitlement would find the script re-priced at the General PBS price.

In the circumstance where a patient has not yet reached the safety net limit, and a script is dispensed that is SNQ, the script will still appear on the patient's safety net report. The script will be recorded with no safety net value and the term SN20DR will appear next to the safety net value column.

Indicators that a script is an SNQ item

- When a drug is selected that will be an SNQ item, the standard immediate supply warning will appear to notify you that the script being dispensed is within 20 clear days of another dispensing for the same item. The immediate supply warning appears in red, and the title at the top of the warning is **SN20DR Item**.

- In the **Drug Details** box, ***SNQ*** will appear to show that the item has Safety Net consequence. Once the pharmacist's initials have been entered, ***SNQ*** is also displayed at the bottom right corner of the screen, above the claim serial number.

- On the Patient History screen, a hyphen **(–)** is displayed on the right side, next to the pharmacist initials. This flag also shows that the script is an SNQ script.

Generic Substitution

To substitute a drug for another brand during dispensing, enter the original brand in the **Drug Description** field, then press [Enter] to view a list of strengths. Select the correct item, then press [F11] to display a list of substitutable brands.

For example, to substitute LOSEC with ACIMAX: Enter LOSEC. When the list of LOSEC strengths is displayed, highlight the required item, then press [F11] to display a list of substitutable brands.

Alternatively, once the drug has been selected and the focus has moved to the **Directions** field, press the [Up Arrow] to take the focus back to the **Drug Description** field, type [GS], then press [Enter] to display a list of generically substitutable brands.

A script can be also be generically substituted after it has been dispensed. From the Wait screen, select the **<G>eneric Subst** button. This will display a list of any generically substitutable brands for the item that has been dispensed. Select the substitute brand, then enter through the remainder of the Edit Script screen to return to the Wait screen. From the wait screen you can reprint a **<L>abel** or **<R>epeat** or **<B>oth** as required.

Note: You can only perform a generic substitution when a bioequivalent substitution is available.

PATIENT SHORTCUTS AND TIPS

Improved Updating of Expiry or Valid To dates

To quickly *increment* the year of a patient's concession number "valid to" date, press the right bracket (**]**) key when the focus is on the **Valid to** date field. To *decrement* the date by one year, press the left bracket (**[**) key. This is very handy for updating Pension Card expiry dates, because in most cases only the year changes.

This feature is also available in the Health Fund "Valid To" date on the Patient Extra Information screen ([Ctrl+I]).

No Known Allergies

The Allergies List has a **No Known Allergies** option, for use when a patient declares that they have no known allergies. Patients who have not been asked about allergies are displayed as:

No Recorded Allergies/Conditions.

Notes in the Patient History field

You can add notes to a patient's history to record interventions. For example, you might document a conversation with the prescriber about the patient or the medication; e.g. change to form, strength, brand, dose, and so on. You can print these notes for the patient.

To access the Patient History Notes screen, press [Alt+N]. Enter the details required. When you select **Save**, the note appears in the Patient History display. To edit or print the note, press [F4].

Recording of Pharmacist Interventions:

Interventions are saved as a type of note. On the Patient History Notes screen, change the **Type** field from **[N]otes** to **[I]nterventions**. You can then select the type of intervention and record the time taken.

You can create patient intervention reports from the **Reports menu > Patient > Patient Interventions**.

Patient Requests for Generic Brands Only

If a particular patient asks to only have generic brands dispensed for them, you can configure Fred Dispense so that, if a more expensive brand with the Brand Price Premium is chosen, a notification is displayed asking if you wish to continue dispensing.

To do this, select the patient, then press [Ctrl + I] to open the patient Extra Information screen. In the **Patient requests Generics Only?** Field, enter **Y**, then press the [End] to save your change.

Print Receipts Automatically for an Individual Patient

1. Select the patient.
2. Press [Ctrl + I] to open the Patient Extra Information screen.
3. In the **Automatically Print which Receipts?** field, enter one of the following options:

   ■ **A** to automatically print all receipts.

   ■ **N** to automatically print NHS receipts only,

   ■ **P** to automatically print Private receipts only.

   To not automatically print any receipts, leave the field blank.

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Colour Indicators for Patient Statuses

You can mark the status of a patient. This determines the text colour in which the patient's details are displayed throughout Fred Dispense. These colours can help you quickly identify different patients who have similar names.

To update a patient's status:

1. Press [Ctrl + I] to open the Patient Extra Information screen.

2. Update the **Status** field as required:

   - **A** = Active (default; normal text)
   - **P** = Popular (red text).
   - **U** = Unpopular (grey text).
   - **D** = Deceased (grey text).

Update the Status of Multiple Patients At Once

To automatically set regular patients as **Popular** (red text), use the Patient List Ranked Report.

1. From the **Reports** menu ([Alt+R]), press [P], then [R].

2. On the Patient list Ranked Report, select the date range and the number of patients to report on.

3. To update the status of these patients to **Popular**, enter **Y** in the **Mark as Popular Patient?** field, then run the report.

Always Default Script Type to Private for an Individual Patient

1. Select the patient, then press [Ctrl+I] to open the Patient Extra Information screen.

2. In the Always Dispense Privately? field, enter Y.

   Whenever a script is dispensed for this patient, the script type will now default to **P**rivate.

   You can also select a private fee category and markup category for the patient, in the **Fee** and **Mark-up** fields. These correspond to the fee and markup categories accessed from **[ALT+S]etup > NHS [F]ees**.

Automatically Print Patient Receipts for Private Items only

1. Press [Alt + S] to open the Setup menu, then press [D] to select Dispense options.

2. The **Auto Print Receipt for Private** option is on the bottom left of the screen. It is off, by default. To turn it on, enter [**Y**].

Patient Invoices

A Single Item Invoice shows the Nursing Home code.

Authority Numbers on Patient Receipts

For script items that require an Authority Number from Medicare, the Authority number prints on the Patient Single Item Receipt.

Print a Tax Report of Prescriptions for a Patient

1. To open the Patient History Report screen, press [Alt+R], then [P], then [T]. The details of the most recent patient from dispensing are displayed.

2. Press [Enter] to choose the current patient; or alternatively, enter another patient's name.

   Note: If the patient is linked to a family, you can include all family members.

   The previous tax year is selected by default. To select the current year, press [C].

3. To generate the report, press [Enter]; or to cancel, press [C].

Search a Patient's History

■ **[F2]: Access the last 12 months of the patient's history**

By default, the last 12 months of the patient's history are shown. To change the number of months, edit the **Months patient History to Read** field on the **Dispense Options** screen ([Alt+S] > [D]).

■ **[Ctrl+F2]: Access the patient's full history**

The patient's entire history of prescriptions dispensed in Fred Dispense in your pharmacy is displayed.

■ **[Alt+F2]: Access the alternate view of the patient's history**

The alternate view of history displays:

   ■ The patient price at the start of the **Directions** field.

   ■ The prescription date, in addition to the date of supply.

   ■ The initials of the pharmacist who originally dispensed the prescription.

   ■ The script type. This can include Private Price Code where applicable. For example, if you dispense a private item and cost it using the Table of Fees and Mark Ups, it will display in the alternate history using the codes from the table (e.g. P33). This enables you to check the Fee and Mark Up used for that dispensing without editing the script.

■ **[F9]: Access your old computer system's history**

Most conversions to Fred Dispense from other systems convert the data as active history, in which the converted scripts can be edited. Therefore the [F9] function is very rarely necessary.

■ **[Alt+F3]: Access the History of Owning Items Only**

The patient's history is filtered to show only owing prescriptions. To start the owing mark-off process from this screen, press [Enter].

Shortcuts for Unusual Patient Searches

When you finish dispensing for a patient and return to the field to search for the next Patient Name, you can use the following shortcuts:

■ **[F]:** Show any other patients linked in the previous patient's family.

■ **[S]** Select the same patient again.

■ **[P]** Select the previous patient.

■ **[N]** Show patients with the same surname as the previous patient.

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Patient Search by Address

If the patient's name is difficult to read, you can try searching by the address on the script. There are two methods:

- Enter two commas followed by the address; for example, **,,<address>**
- Enter a minus sign followed by the address; for example, **-<address>**

Patient Search Filtered by Nursing Home or Hospital

You can narrow down a patient search to a particular nursing home or hospital.

To do this, in the **Patient Name** or the **Repeat No.** field, enter the equals sign (=) followed by the nursing home's fast code. This restricts your searches to that nursing home or hospital until you press [Esc] to turn off the filtering.

For example, if the nursing home is named **Example Nursing Home**, and its fast code is **EX**, you would enter =EX to restrict your searches to that nursing home. Now, if you search for a patient surname (for example, Smith), only patients in that nursing home are returned.

Alternatively, you can select the nursing home or hospital from a list. To do this, type the equals sign (=), then press [Enter]. The list of available nursing homes and hospitals is displayed. Use the arrow keys to select the required facility.

Note: Press Esc to stop filtering your searches by nursing home or hospital.

Patient Profile Screen [Ctrl + F4]

This screen displays the patient history as a summary of medications dispensed, including directions, the date the treatment commenced, the number of times dispensed, and the number of repeats remaining. If a prescription is owed for a particular drug, it displays **owe**.

Highlighting an item displays its dispense dates in the grey help area at the bottom of the screen.

To print the patient profile:

1. Press [F11] to open the Patient Profile Report.
2. Optionally, to filter the report from a particular date, press [Alt+F4]
3. To print the report, press [Enter] twice.

Family Indicator

When you complete a Safety Net application form, you must list the relationship between the applicant and each member of the family. This relationship can be pre-recorded in Fred Dispense.

From the Patient Details screen, press [F8], and then enter the relationship code in the **Family Ind** field. The relationship codes are:

- **[H]**ead
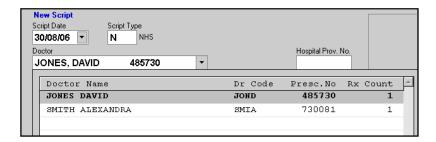- **[S]**pouse
- Dependant **[C]**hild
- **[D]**ependant Student

When the family reaches their safety net limit and the application form is printed the relationships are included automatically.

DOCTOR SHORTCUTS AND TIPS

Fast Doctor Selection During Dispensing

At the **Doctor** field, press [Alt + Down Arrow], or click the drop-down arrow, to select from a list of previously-used prescriber numbers. Highlight the required doctor, then press [Enter].

Doctor's Name is included on Multi-Item Receipts

The Doctor's name is included with each item dispensed on a multi-item receipt.

Stolen Script Pad Warning

When you mark a doctor as having a stolen script pad, the warning will appear when you first dispense using that doctor for each new patient.

Print a Single Doctor's Address Label

To print a doctor's address label:

1. Press [Alt+L] > [O] to open the list of doctors.
2. Search for and select the required doctor.
3. Press [P]. You can then choose to print an address label, or a report on doctors in your system.

Mailing Labels for Doctors

As part of Nursing Home Owing Script reporting, Fred Dispense automatically builds a list of doctors found in the report to simplify the printing of address labels.

Mailing labels can be printed on script labels or on mailing stationery labels. To produce labels:

1. From the **Activities** menu, select **Mailing Labels**.
2. Type [D] to select **Doctor Mailing Labels**.

> **Note:** Mailing Labels *cannot* be produced for owing prescriptions where the prescriber is a casual doctor. They *must* be in the doctor's file in Fred Dispense.

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DRUG SHORTCUTS AND TIPS

Fast User-Defined Codes for Finding Drugs

You can define codes for selecting particular drugs quickly. For example, for Ventolin Inhaler you might assign the code **V** or **VI**.

- **To assign a user code to a drug:** Press [Alt+L] then [D] to open the Drug List screen, then locate the required drug and add your fast code in the **User Drug Code** field, then save the drug.

- **To select a drug with a user code:** During dispensing, in the **Drug Name** field, type a semicolon (;) followed by the code. For example, if the code for Ventolin Inhaler is **VI**, you would enter ;VI to select it.

- You can also define user codes for own brand drugs ([Alt+L] > [B]).

Set PDE Numbers for Products not from your Main Supplier

1. Press [Alt+L] > [D] to open the Drug File.

2. Press [Enter] to open the Search box.

3. Enter the name of the drug, then press [Enter].

4. Select the drug, then press [U] for Update.

5. Move to the **SUPPLIER CODE** field, then enter OWN.

6. Move to the **PDE** field, then enter the required code.

7. To save the drug, press [End].

Highlight Drug Brand or Pack Size for Easier Dispensing

When you have a choice of brands or pack sizes, you can highlight the one you use most often, to reduce dispensing errors.

1. Press [Alt+L] to open the **Lists** menu, then press [D] for **Drugs**

2. Press [S] or [Enter] to search for the required drug.

3. Highlight the drug, then press [U] for **Update**.

4. Move to the **Drug Ranking** field, and enter [1] to mark the item as "used most often".

5. Press [End] to save the drug.

   When you search for the drug during dispensing, this item will now be highlighted in red.

Fred Dispense can automatically rank your most commonly used drugs for better selection. To run this report, press [Alt+R] > [U] > [R].

Quick Price Lookup: Government Recovery Price

The Government Recovery Price is shown on the Quick Price Look Up function. Press [F7] to open Quick Price Look Up.

Change Your Drug Selection

After choosing a drug, if you have chosen the wrong strength (for example, **Amoxil Caps 250mg** instead of **500mg**) use the arrow keys to go back to the **Drug** field, then type [S] for Same Drug. All of the strengths and forms of the same drug are displayed for selection.

Fix Drug Prices for Private and Schedule 3 Recordable Items

You might want to enter your own price rather than use the Guild-recommended price. To do this:

1. Press [Alt+L] to select the **Lists** menu, then press [D] for **Drugs**.

2. Press [S] for **Search**, and enter the name of the required item.

3. Select the required item, then press [U] for **Update**. The cursor appears on the screen in the **Disp Fee** field. Move to the **Private Price** or **Schedule 3R** field, as required, and enter the price you want to apply.

Note: This is a set price and will need to be reviewed regularly, as it won't change with any wholesale price changes.
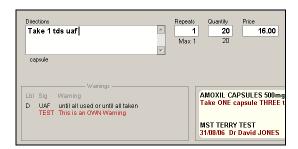
Display the Drug Cost

The **Drug Information** box, on the right of the screen during dispensing, can be set to display the cost of the drug. This information can be displayed on **all screens**; the **main machine** only; the **terminal only**; or **not at all**.

To change what is displayed in the Drug Information box, press [Alt+S] > [D] to open the Dispense Options screen, then edit the **Display Drug Cost/Retail** field.

Own Warnings on Drugs

You can set your own warnings on up to five drugs, which will be displayed in the bottom left corner of the dispensing screen.

Note: A maximum of five warnings can be stored and displayed. If you create more than five, only the first five will be displayed.

1. If you want your warning to appear on dispense labels, press [Alt+L] > [S] to open the Sig Details screen, then create an appropriate own sig.

2. Press [Alt+L] > [W] to open the Drug Warnings screen.

3. Press [A] to add a user warning code; a description of the warning; and the new sig, if applicable; then save your changes.

4. Press [Alt+L] > [D] to open the Drug Update screen.

5. Search for and select the required drug, then press [U] to update it.

6. In the **Own Warns** field, and add the new **Warning Code** you created on the Drug Warning Screen.

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Set Variable Private Markups Based on Wholesale Price

From the **Setup** menu, select **Private Fees** to open the Private Fees and Markups screen.

When you first open this screen, the top left-hand box, **Default Private Fee(0) & Markup(0) based on W/Sale Cost Ranges**, displays your normal default private fee and markup for a wholesale cost range of $0.00 to <$9999.99. The default fee and markup will apply for all private prescriptions except the ones that have specific price, or those for which you have set a non-default category or markup category.

To set up to four variable markup ranges: Change the upper wholesale cost limit from **9999.99** to the upper wholesale cost limit that you want for this particular range, then set a fee and markup.

You can define up to four price ranges with individual markup and fee structures based on wholesale cost.

To set a single pricing structure: If you do not require variable ranges, type **9999.99** at the end of the last range required. This pricing structure *will not apply* to drugs that have a set private price, or drugs that are in a fee category or markup category.

The top right box on the Private Fees and Markups screen, **Fee and Mark Up Override Table**, enables you to define nine different fees and markup percentages. The list of fees and mark ups shown in this table can be used in several ways:

■ When dispensing a non-NHS item, the **Price** field displays this table. You can enter a price manually; or use the [Tab] key to select the base wholesale price from the table, then enter the required markup. It is not necessary to match the fee and markup numbers; for example, you can use Fee 3 with Markup 6, or any other combination.

■ In the Drug list, you can insert any of these fees and markups into a drug's **Fee** and **Mark Up** fields. From then on, when that drug is selected for private dispensing, that fee and/or markup will be used instead of the defaults.

■ During dispensing, you can apply a specific private fee and markup using the **Rx type** field. For example, to apply **Fee 4** and **Markup 4**, you would enter P44.

■ Alternatively, you can override the actual dispense price on an individual script basis by entering the required price in the **Price** field. Fred Dispense will automatically add the **V** suffix and change the **Rx Type** to **PV** which indicates a private override price.

Note: Most users are familiar with other common Rx Type suffixes such as O for PO to indicate an owing private prescription and A for RA to indicate Authority Repat prescription for non-scheduled V99F type items. There are also private Rx Types that can include the suffixes [C] for Price OTC, [W] for Price Wholesale, and numbers 1-9 for overriding the default price on private lines. [M] can be used to not apply a wastage charge on broken packs. Numbers 1-9 refer to the "Mark Up Fee and Override Table" settings.

Note: OTC price must be set up for individual drug (if required) before it is available as an option.

How can I find which drugs have a set price in my drug file?

From the **Lists** menu, select **Drugs**, then click **Print** to create a drug listing report. Before the report prints, you can select an alphabetical range and apply filters (for example, you can report on drugs that have private prices, OTC prices, non-default fees and markups, and so on).

FUNCTIONS OF THE [F11] KEY

Search for an Item's Generic Brands

1. Search for an item; for example, enter **TENO** for Tenormin tablets and highlight Tenormin Tab 50mg in the Drug Selection screen.

2. Press [F11] to display all the brands of Atenolol Tablets 50mg, and choose the required generic.

> **Note:** Note: This function can only be used on the Drug Selection screen. If you have already chosen the drug and are now at the **Directions** field, press the [Up Arrow] key then type the letter [G] to display the alternative brands available.

Copy a Previous Script

Highlight the script in the patient's history, then press the [F11] to create a new, identical dispensing (not a repeat). You can then change the dates, quantities, directions, and other fields as required.

Copy Patient Address Details to Their Family Members

On the Patient Selection screen, search for a patient. Highlight their name, then press [F11] to copy their address details to a new patient who will be created as a member of the same family.

Access the Repeat Field Quickly

When you edit a prescription, if you only need to change the values in the **Repeat** field (e.g. when marking off owing scripts), press [F11] from the **Script Date** field to move the cursor directly to the **Repeat** field.

Turn the Brand Name or Generic Name On or Off the Label

If you do or do not want the Brand or the Generic Name to appear on a single label, press [F11] to quickly turn the second name on or off.

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CLAIMING SHORTCUTS AND TIPS

Access the Pharmpay Claim menu

Press [Alt+C] to go directly to the correct section in the **Activities** menu.

Script/Claim number display function in Pharmpay Claim Menu

When checking for scripts missing from the current claim, press [Alt+C] to access the Pharmpay Claim Menu, then press [S] for **Script/Claim Number** display.

When you have viewed one item the grey cursor bar remains at the **Serial Number** field. To search for another item, just type in the next serial number; there is no need to press [Esc].

Place Multiple Scripts on Hold

You can put several scripts on hold in a batch rather than editing them individually, using the Hold Claim Numbers screen.

1. Press [Alt+C] to open the Pharmpay Claim menu, then press [O] to display the Hold Claim Numbers screen.

2. Type in the claim number, then press [Enter]. You are prompted to confirm **Yes** or **No**. Then, you can enter another serial number if required.

Claim Validation Report

We recommend you run the **Claim Validation** report regularly throughout the month and immediately before you finalise a claim. This report will highlight problem prescriptions and eliminate the possibility of prescriptions being rejected for payment by Medicare Australia, and is particularly useful if you dispense a lot of prescriptions with the "**<D>**ispense as NHS now, enter Medicare details later" option, where it would be very easy for prescriptions to be submitted for payment without Medicare details. If you run the report frequently you can fix prescriptions as the claim is building rather than having to fix them all at the time of claim generation.

Claim Processing Tip

Many pharmacies generate and finalise their claims and then choose not to create a claim disk immediately when prompted. If you do edit any prescriptions that are in a previously closed claim (such as reclaiming in the current claim, placing a script on hold, and so on), the changes will not be reflected in the previously closed claim until the old claim is generated again. To do this, press [Alt+C] to open the **Claim** menu , then press [G] for **Generate Claim file**.

REPORTING SHORTCUTS AND TIPS

Wholesale and Set Private Price on Drug Listing Reports

By default, when you print a drug list from either the main drug list or your own brand drug list, it will print both the **Wholesale** and the **Private Set Price** that are included in the system.

You can change this setting for the Main Drug file ([Alt+L] > [D]) or for your Own Brand drugs ([Alt+L] > [L]). Select **Print**, then, if required, you can set the option to print only those with set private prices.

Set Mailing Categories for Top Customers

In the Patient List Ranked report, you can assign a mail category to your top customers that can be used for marketing purposes. To do this:

1. Press [Alt+R] to open the **Reports** menu, then press [P] for **Patients**, then press [R] to open the Patient List Ranked Report.

2. Select either All patients, Nursing home patients, or Non Nursing home patients; a **Date Range**; the **number of customers needed** and the **category** to assign.

3. Run the report. The category is added to each patient's Patient Detail screen

4. To print mailing labels, press [Alt+A] for the **Activities** menu, then select Mailing Labels.

> **Note:** You can also remove mail categories from the Mailing Labels screen. The maximum categories allowed for any patient is four.

Other Optional Criteria (e.g. Birth date, Suburb, Safety Net numbers)

1. Press [Alt+A] to open the **Activities** menu, then press [A] to select **Mailing Labels**.

2. Choose one of the following options:

   - **R** for a report.
   - **F** to export to a file.
   - **P** to print labels directly.

3. In the **Optional Criteria** field, type one of the commands listed below, then press [Enter] to run the report.

   - To list patients who have reached Safety Net entitlement and Safety Net concession:

     `(NOT EMPTY(PSAFENTNO)) OR (PCONCTYPE = "S")`

   - To list patients who have reached Safety Net entitlement only:

     `NOT EMPTY(PSAFENTNO)`

   - To list patients who have reached Safety Net concession only

     `(PCONCTYPE = "S")`

   - To list patients by postcode:

     `PPOSTCODE=XXXX` (where XXXX is the required postcode).

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- To list patients by birth date for a given month:

  `MONTH(PBIRTHDATE)=X` will list all patients with a birth date in the month corresponding to the number; for example, 1=January, 2=February.

- To list patients by birth date who are of a certain age:

  `(DATE()-PBIRTHDATE)<XXXX` will list all patients who have a birth date less than XXXX where XXXX is the number of days (e.g. 3650 corresponds with 10 years of age).

View the Last Report Generated

To quickly view the last report generated, press [Ctrl+V]. You can then print this report by pressing [Enter] then [Y].

Patient List by Drug Report: Specify the Display Format

The Patient List by Drug report can be displayed in either patient, doctor or date order.

If you are searching for those patients who have been dispensed a blank item, the description of the blank item is shown in the report.

Monthly Drug Usage for a Single Drug

To quickly move to the **Drug Selection** field of the Monthly Drug Usage report and select a single drug, press [Alt+U]. After you select the drug, press [End] to generate the report.

Owing Script Reports

There are two types of owing script reports:

- **Reports > Script > Owing Scripts** ([Alt+R] > [S] > [O])
- **Reports > Nursing Home > Owing Rx** ([Alt+R] > [N] > [O]) The reports have the following features in common:
- Choose [A]ll patients; Nursing [H]ome patients; or N[o]n-Nursing Home patients.
- Order the report by **Patient** or **Doctor** and, if desired, use a separate page per doctor.
- Select any date range to report on.

The feature of ordering a report by Dispense Date is only available in the owing prescription report (from the **Scripts** menu).

We recommend that you use the reports on the **Nursing Home** menu, regardless of whether the patients you are reporting on are in a Nursing Home. These reports are more flexible and provide more display options, and their output allows the patient's Medicare number to be displayed. Even though the recommended report is under the **Nursing Home** menu, it can still be applied to all patients by choosing the [A]ll patients option. Other benefits of using the Nursing Home Owing Rx Report is that it orders the report correctly by Doctor Surname. It also offers the ability to include directions and/or number of repeats, or filters for authority-only items or particular patients within a certain mail category. Owing Scripts for a single Doctor can be reported on, but you must use doctors stored in the doctors file, and not casual doctors.

Required Scripts Report

An extension of the Owing Rx report is the Required Scripts Report, which can be accessed from the **Reports** menu **> Nursing Home > Required Rx Reports**.

This Report includes owing items as well as any other items for which the last dispensing has been done. If run for a date range shorter than 21 days, it will also include a list of any owing scripts from the previous 6 months.

If your pharmacy dispenses a short-term drug (e.g. an antibiotic) as either an original item with no repeats or as a final repeat, it would be unlikely that you would want it to be included in the Required Scripts reports. To keep a script out of the report, enter #X in its **Directions** field.

Doctor Owing Script Reports

When you print a Doctors Owing Scripts Report (**[Alt+R] > [D] > [O]**) and choose to report by doctor, the Doctor's address is included on the report.

Doctor History Report: Show Only Original Scripts

The Doctor History Report (**Reports** Menu **> Doctor > Doctor History**) has an option to

Only Show Original Scripts. The default option of **N** will display prescriptions as per normal whereas **Y** will filter the Doctor History Report to only display Original Scripts only. It is important to note that any repeats dispensed from the original prescriptions dispensed at other pharmacies will not be seen in the report if the option is set to **Y**.

Print Directions on Nursing Home Owing Script Reports

When printing the Nursing Home Owing Scripts Report ([Alt+R] > [N] > [O]), you can choose to include the directions in the report, by changing the **Include Directions?** field from **N** to **Y**.

Ranked Doctors Report

The report to list doctors by the number of scripts that you have dispensed for them ([Alt+R] > [D] > [R]) can also list the Doctors by their number of owing scripts. To do this, change the **Owing Scripts Only?** field from **N** to **Y**.

Daily Script Totals Breakdown

This report allows you to view at a glance the Daily Total Amounts of all the scripts dispensed at your pharmacy. The report is broken down into Patient Contributions, Government Recovery Value, Totals and the Average of the value of scripts over the given period.

To access the report, press [Alt+R] > [S] > [D]. You can report on all scripts dispensed, or narrow down the search to nursing home scripts.

Workload Statistics Report

The Workload Statistics report includes an average of all the different time divisions (over a given period of time) at the bottom of the report.

Nursing Home Owing Script report: Include the Number of Repeats

On this report, you can display the number of repeats that you have entered (not the NHS maximum number of repeats).

To access the report press [Alt+R] > [N] > [O]. Then, change the **Include Rpts?** field from **N** to **Y** before generating the report.

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Tax Printouts, Patient History Reports, and Privacy

Drug descriptions can be hidden from the Patient Tax Print, Patient History, and Patient History by Address reports. On the required report, set the **Drug Descriptions?** field to **N**. On the printed report, the drug descriptions will display as **<Drug Description Hidden>.**

PRINTING SHORTCUTS AND TIPS

Consumer Product Information Leaflets (CPIs)

There are a few methods for printing CPIs:

■ Immediately after selecting the drug, access the **Activities** menu ([Alt+A]) then choose **CPI print** ([I]) or the shortcut keys [Ctrl+Shift+-].The CPI will appear on the screen. Press [Enter] to print, or use the [Down Arrow] to move through the CPI one page at a time. You cannot scroll back.

■ During dispensing, when you reach the Wait screen, select **Drug Information** ([I]) to print the CPI.

■ If no patient is selected, go to **Price look up** ([F7]), select the required drug, then press [Ctrl+Shift+-].

■ To be prompted to print a CMI when there is a new drug or a drug that has not been dispensed for a set number of months:

   a. Go to Setup > Dispense Options ([Alt+S] > [D]).

   b. In the **Prompt for CMI when new or old drug** field, enter the number of months that must pass between dispensings before a prompt to print a CMI is displayed.

      Alternatively, to disable this feature, enter **0**.

   c. Enter [A] (All patients); [H] (nursing Homes), or [O] (nOn-nursing home patients) to filter which types of patients this option applies to.

FRED 5 style labels

FRED 5 labels were developed to enable the printing of directions on a thinner label to be put on eye drop bottles and other small bottles. Another special function of the FRED 5 labels is that you can print a sticker saying IMMEDIATE SUPPLY NECESSARY to place on scripts where you have supplied the item within the past 4 or 20 days. The features of this label include:

Main Label

Standard size main dispensing label for the maximum amount of directions. This is the same size as Foundation 4, Chemdata 6 & 7 but the amount of copy (your name details) is restricted.

Bottom Label

This is usually the duplicate label for the repeat form. It is a larger size and can be set up to print 2 or 4 lines of duplicate details depending on your use. This label's major feature is to allow drugs with small bottles, E.g. Eye drops or Primolut N, which are flagged in the drug file to also print on the small label. This is why the bottom label has **Keep Out Of Reach Of Children** on it. This eliminates the need to chop the larger label for small items. The larger label also prints as usual and this can be placed on the outer box if desired. In this scenario the duplicate details are printed on the upper right label.

Top Left Label

This is for the Safety Net Card details, but also when you override a 4/20 day warning, the label can be set to be printed with **"Immediate Supply Necessary"** for you to attach to the script and sign.

Top Right Label

This label normally prints the patient's entitlement/concession number. This is fantastic to stick on the repeat forms or the original script especially at the change over safety net periods. This eliminates hand writing the patients concession number on scripts. This label has your name and NHS approval so it can be used for small bottle labels. E.g. Eye drops. One option for a small duplicate label is that you can use the top right label always for your repeats duplicate sticker if you don"t like the larger duplicate label. The drug list has items that present in small containers e.g. Lasix, Primolut and many eye drops are marked as such allowing FRED to automatically print the small label. If you want to add or change any of these settings, you can do so on each individual drug.
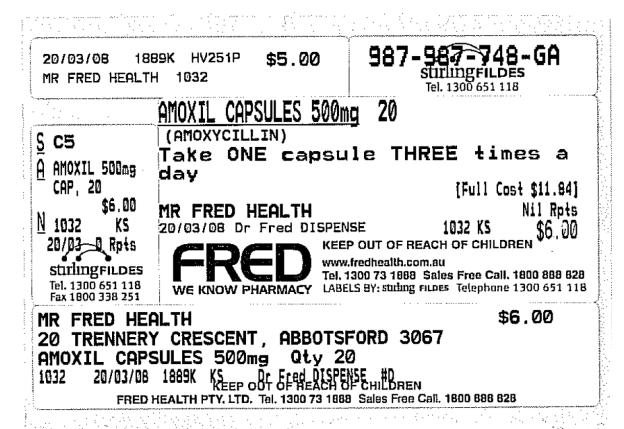
The Fred 5 label

The FRED 5 label is currently available through Fildes nationally and Sterling Agencies. Contact your label representative for further details. Two Example Labels are shown below:

1. Normal Label:

4 Lines Duplicate "ON"

Concession Number "ON"

FReD

2. Small Bottle Item Drug Label

Alternating between printing "Immediate Supply Necessary" and printing the PRF Details

Pressing [Ctrl + P] at the wait screen allows you to alternate between printing "Immediate Supply Necessary" or printing the PRF details on the top left label.

Webster System Labels

Webster System Labels include the Nursing Home Code, which appears before the Room Number.

Prevent Label Printing for a Script

Enter z at the start of the **Directions** field to prevent a label being printed for the script. Press [Page Up] to quickly move to the start of the **Directions** field.

Enable both Brand and Generic Names on the Label

1. Select the **Set Up** menu ([Alt + S]), then **Dispense Options** ([D]).
2. Select the **Label Printer** tab.
3. Change the Generic/Brand Printing field to Y.

STOCK VALUATION HELPER

To help with the end of the financial year stocktake of your dispensary you can use the Stock Valuation Helper. It allows you to value the dispensary stock on hand using the wholesale prices in the Fred Dispense program. It is intended for use by those who don't have a POS system or who Stocktake their dispensary manually. The Helper produces a printout of the dispensary stock items used over the past 12 months. You can then count the items currently on hand and enter them in to the computer. A report is then printed which includes the item description, wholesale price, quantity, value and total value

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Note: This is not a stock control system, but a program designed to help you quickly do stock valuations of the dispensary at the end of the financial year.

To open the Stock Valuation Helper:

1. From the Activities menu select Stock Valuation.

2. Use the following controls:

■ **Initialize Stock List**: This process builds the Stock List of drugs from the last 12 months of scripts.

■ **Print Stock Sheets**: Stock Sheets for ranges of the alphabet are printed to help manually record the Item counts from the shelves.

■ **Enter Stock Counts**: The cursor appears on the **Packs** column to enter the quantity counted and [Enter] moves down to the next drug. To quickly locate a different drug, press [S] for Search and begin typing the required drug name. [Enter] selects the drug and moves to the **Packs** field. If required, by pressing [Tab] you can modify the **Wholesale Price**. Drugs can be added or deleted from the **Stock List** using [Insert] and [Delete]**.** Items not found in the drug file can be entered in the **Blank** field, which will allow the **Description** and **Wholesale Price** to be entered. If you need to return to Dispense press [Esc] to exit. The drug entry you were up to is remembered, so when you return to **Enter Stock Counts**, you are returned to exactly where you left off.

■ **Stock Valuation Report:** This report only includes items that have a **Packs** amount entry.

   Note: You can return to dispensing by pressing [Esc] or [X].

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FRED.HELP

1300 731 888 (Local Call Cost)

Fred Help Centre: http://help.fred.com.au

Email: help@fred.com.au

8.30am - 9.00pm (EST) Mon – Fri

8.30am - 5.00pm (EST) Sat, Sun & Public Holidays

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