

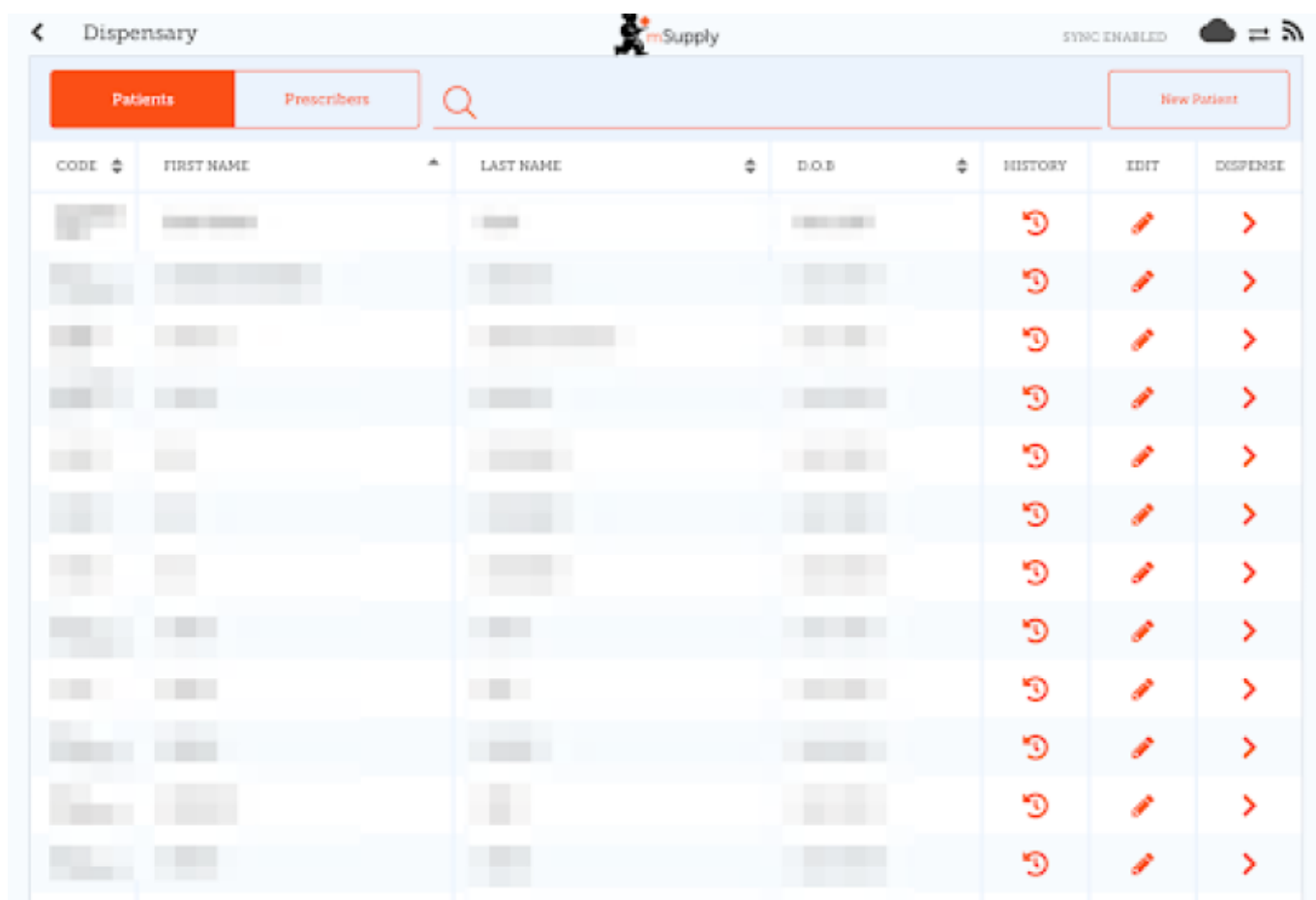
# Dispensing

Dispensing mode only shows if the store is configured correctly on the server. Read how [here](#)

## Patients

When you tap the **Dispensary** icon you will get a list of your patients. You can search for a particular patient using the field in the search bar.

TIP: you can search by first and last name by using a comma. For example: g, j will search for all patients whose last name starts with G and first name starting with J.

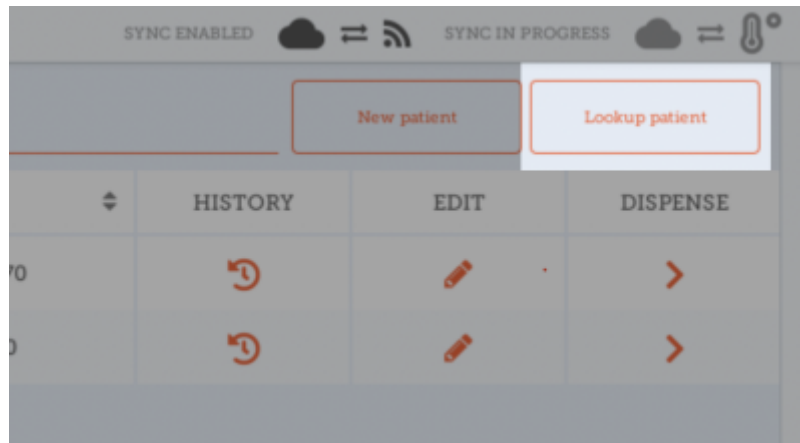


The screenshot shows the 'Dispensary' screen in the mSupply app. At the top, there's a header with a back arrow, the title 'Dispensary', the mSupply logo, and 'SYNC ENABLED' with a cloud icon. Below the header, there are two tabs: 'Patients' (selected) and 'Prescribers'. A search bar with a magnifying glass icon is to the right of the tabs. Further right is a 'New Patient' button. The main area is a table with the following columns: CODE, FIRST NAME, LAST NAME, D.O.B, HISTORY, EDIT, and DISPENSE. The table contains 12 rows of patient data, each with a unique code, first and last name, date of birth, and icons for viewing history, editing, and dispensing.

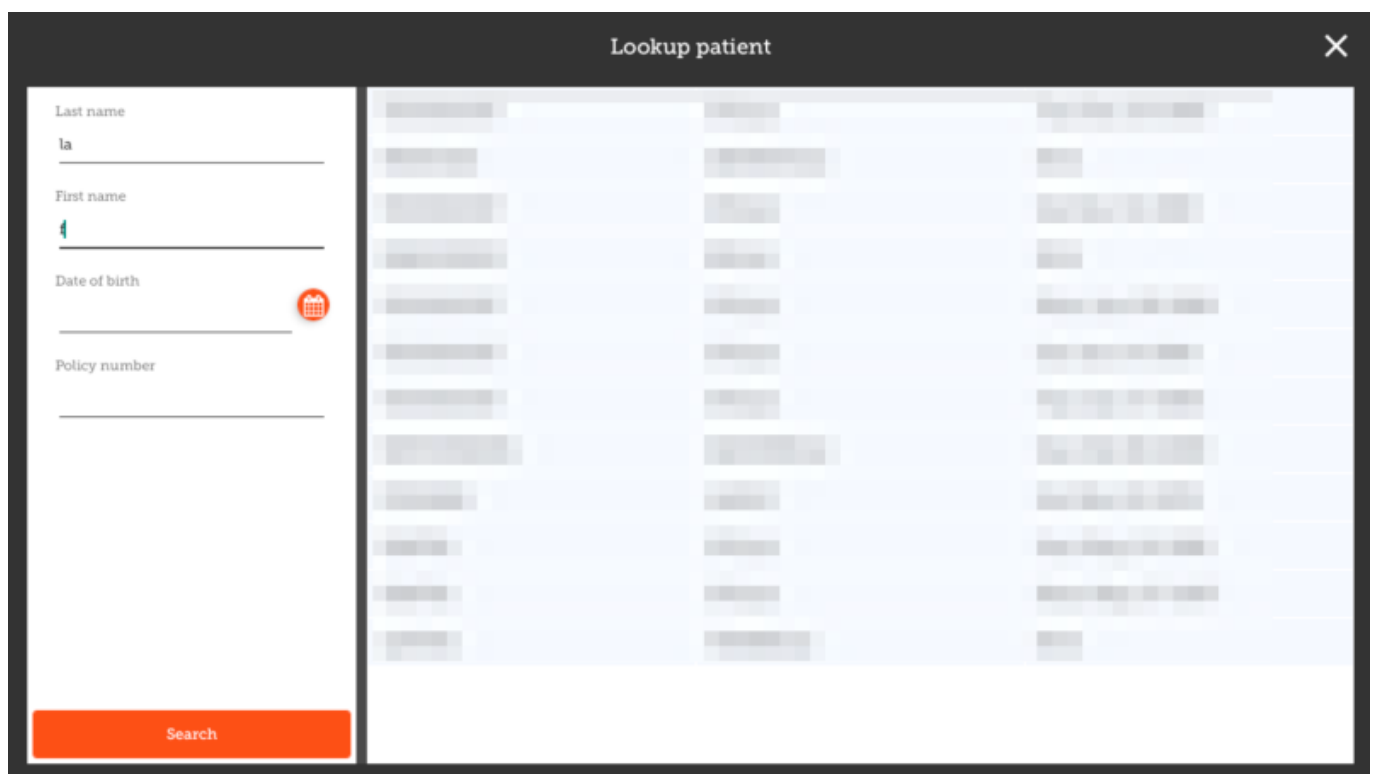
CODE	FIRST NAME	LAST NAME	D.O.B	HISTORY	EDIT	DISPENSE
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]
[blurred]	[blurred]	[blurred]	[blurred]	[history icon]	[edit icon]	[dispense icon]

### Searching for a Patient ( on the server )

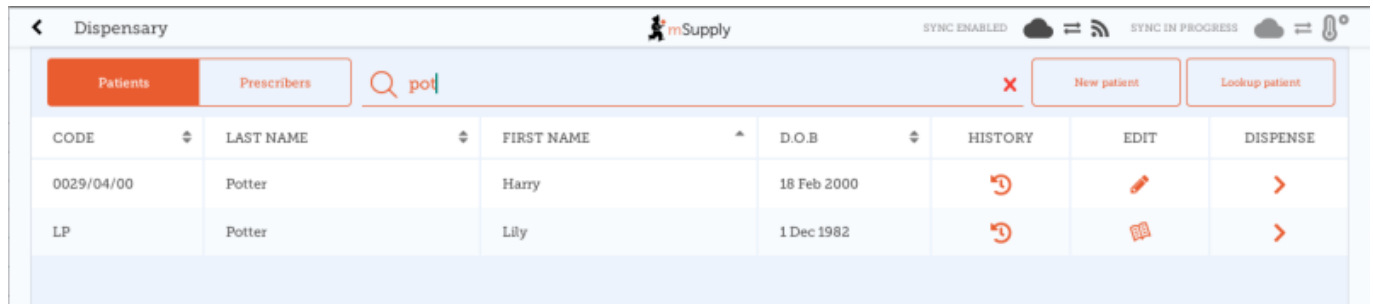
- If a patient does not exist in your current store, and you have internet access, you can search for the patient on the server
- Click the **Lookup patient** button



- You'll see a new window
- Enter some or all of the patient's first name, last name and/or date of birth and insurance policy number ( if used )
- Click **Search**



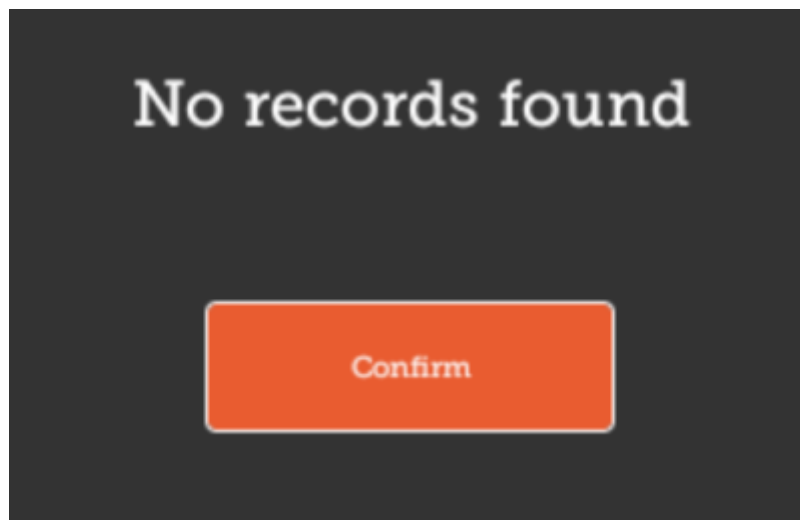
- You will see a list of patients which are configured on the server, but which are not in your local store
- If you see the patient you are looking for, click their name. This will copy their details to your local store and they will appear in your patient list



The screenshot shows the 'Dispensary' screen in the mSupply application. At the top, there's a header with 'mSupply' logo, 'SYNC ENABLED', and 'SYNC IN PROGRESS' status. Below the header, there are tabs for 'Patients' and 'Prescribers'. A search bar contains the text 'pot'. To the right of the search bar are buttons for 'New patient' and 'Lookup patient'. Below the search bar is a table with the following columns: CODE, LAST NAME, FIRST NAME, D.O.B, HISTORY, EDIT, and DISPENSE. The table contains two rows of data:

CODE	LAST NAME	FIRST NAME	D.O.B	HISTORY	EDIT	DISPENSE
0029/04/00	Potter	Harry	18 Feb 2000			
LP	Potter	Lily	1 Dec 1982			

- Note though, that you cannot edit this patient. This is indicated by the book icon in the edit column, rather than the pencil which shows for your local patients.
- If no results are found for your criteria you will be shown a message. Try making your search more general, for example search just for the first letter of their name



## Adding a new Patient

- To create a new patient, tap the **New Patient** button.


### Patient Details

First name  
is required

Last name  
is required

Date of birth  
is required

01/02/2020



Email

Phone

Address 1

Address 2

Cancel

Save

- You'll see a new window.
- The fields marked with IS REQUIRED are fields which must be filled in.
- The other fields are optional.
- The Save button will only be enabled if you have filled out all the required fields.
- Once you have entered all the details that are required, tap the **SAVE** button.

### Patient Details

First name  
is required


Joshua

Last name  
is required

Griffin

Date of birth  
is required

25/06/1989



Email

Phone

Address 1

Address 2


Cancel

Save




## Editing a patient's details




To edit a patient's details, tap the **edit** button at the end of the row for that patient. Easy!

Dispensary



SYNC ENABLED



Patients		Prescribers		i.g		New Patient	
CODE	FIRST NAME	LAST NAME	D.O.B	HISTORY	EDIT	DISPENSE	
zany4	Joshua	Griffin	Jun 25, 1989				

## Viewing a patient's History

You can also view the history for a patient by tapping the **history** button.

Patient History - Joshua Griffin				✕
ITEM CODE	ITEM NAME	QUANTITY	PRESCRIBER	
AR33197	ABACAVIR / LAMIVUDINE 60/30 MG CP	1	James Smith	

## Prescribers

You can show, add and edit prescribers in just the same way as you do for patients.

Simply tap the “Prescribers” toggle button at the top of the window:

To edit a prescriber, tap the edit (pen icon) button for the row you wish to edit. You're then shown the prescriber's details:

### Prescriber Details

First name  
is required

Last name  
is required

Registration code  
is required

Email

Phone

Address 1

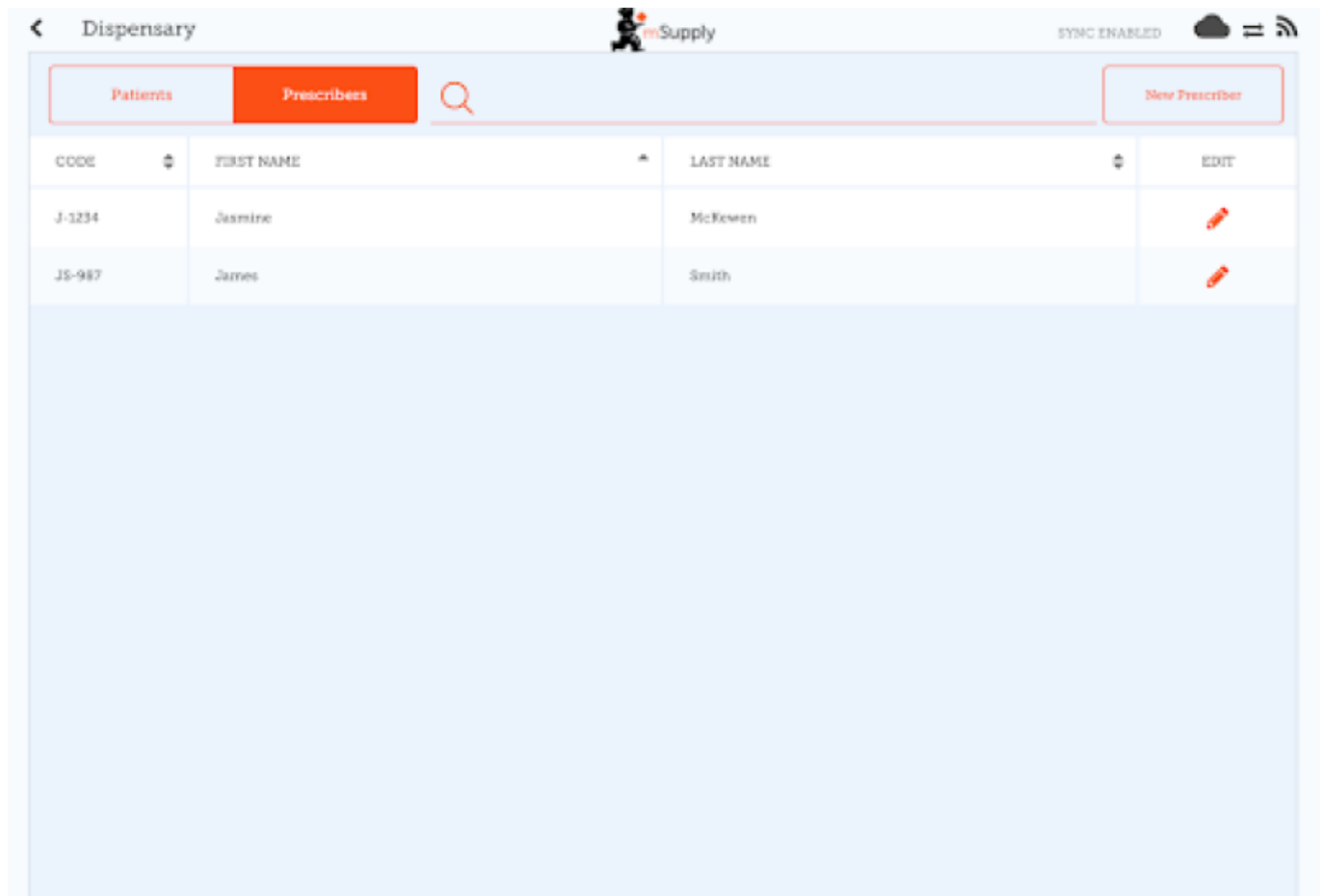
Address 2

Cancel



Save

As for patients, only when you've entered all the required fields you'll be able to save the record.



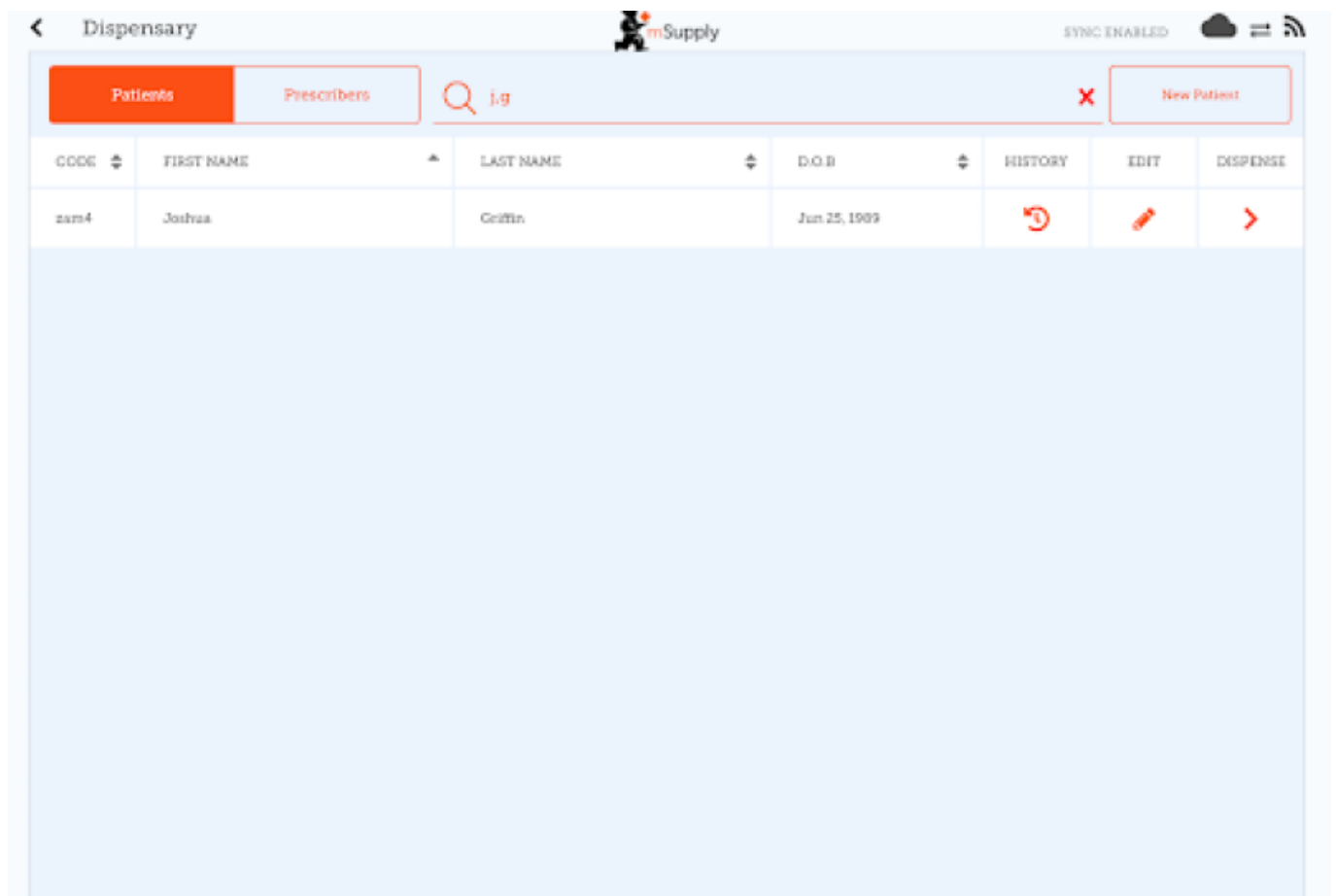


The screenshot shows the 'Dispensary' screen in the mSupply application. At the top, there's a header with a back arrow, the title 'Dispensary', the mSupply logo, and a 'SYNC ENABLED' status with a cloud icon. Below the header, there are two tabs: 'Patients' and 'Prescribers', with 'Prescribers' being the active tab. A search icon is located to the right of the tabs. On the far right, there is a 'New Prescriber' button. The main area contains a table with the following columns: 'CODE', 'FIRST NAME', 'LAST NAME', and 'EDIT'. There are two rows of data: one for 'J-1234' with first name 'Jasmine' and last name 'McKewen', and another for 'JS-987' with first name 'James' and last name 'Smith'. Each row has a red pencil icon in the 'EDIT' column.

CODE	FIRST NAME	LAST NAME	EDIT
J-1234	Jasmine	McKewen	
JS-987	James	Smith	

## Dispensing to a patient

- Firstly, find the patient to dispense to (as above for viewing/editing a patient)
- Then click the **Dispense** button on that row.



Dispensing is a three step process. Each step must be completed before you can move to the next step

1. Step 1 you must select a prescriber by clicking on the SELECT icon
  - NOTE: You can press the HISTORY and EDIT icons next to the patients name to edit the patients details or view their history at any time.
  - You can filter the list using the search bar
  - Once you have selected a prescriber, you can edit the prescriber at any time using the EDIT icon next to the prescribers name
2. Step 2: You must select an item to dispense by selecting the row on the left hand side. You can filter the items using the search bar

Prescription 922

SYNC ENABLED

1 Select the prescriber

2 Select items

3 Finalise

Patient: Joshua Griffin

Prescriber: Jasmine McKewen

CODE	NAME	QUANTITY
AR33197	ABACAVIR / LAMIVUDINE 60/30 MG CP	59
AM18032-0	ACIDE FOLIQUE 5 MG CP	1
AM12040	ACIDE NIFLUMIQUE 400 MG SUPPO	3
AM03065-0	ACIDE TRANEXAMIQUE 500 MG / 5 ML AMP INJ	8
AR47015	AIGUILLE POUR PRELEVEMENT 21G	16
AR47016	AIGUILLE POUR PRELEVEMENT 23G	30
AM02080-0	ALBENDAZOLE 400 MG CP	4
AM02080	ALBENDAZOLE 400 MG CP	96
AY02020	AMODIAQUINE/ARTESUNATE 100/270 MG ADULTE PLQ/6 CP	20
AY02015	AMODIAQUINE/ARTESUNATE 100/270 MG ENFANT (6-14 ANS) PLQ/3 CP	3
AY02027	AMODIAQUINE/ARTESUNATE 25/67.5 MG ENFANT (0-11 MOIS) PLQ/3 CP	27

Click on an item to add it

Cancel Next

You must select at least one row to continue.

Once you select an item, you can adjust the quantity using the + and - buttons, or type quantity into the text area (tap first to bring up the keyboard).

Prescription 922

1

Select the prescriber

2

Select items

3

Finalise

Patient

Joshua Griffin

Prescriber

Jasmine McKewen

CODE	NAME	QUANTITY
AR33197	ABACAVIR / LAMIVUDINE 60/30 MG CP	58
AM18032-0	ACIDE FOLIQUE 5 MG CP	1
AM12040	ACIDE NIFLUMIQUE 400 MG SUPPO	3
AM03065-0	ACIDE TRANEXAMIQUE 500 MG / 5 ML AMP INJ	8
AR47015	AIGUILLE POUR PRELEVEMENT 21G	16
AR47016	AIGUILLE POUR PRELEVEMENT 23G	30
AM02080-0	ALBENDAZOLE 400 MG CP	4
AM02080	ALBENDAZOLE 400 MG CP	96
AY02020	AMODIAQUINE/ARTESUNATE 100/270 MG ADULTE PLQ/6 CP	20
AY02015	AMODIAQUINE/ARTESUNATE 100/270 MG ENFANT (6-14 ANS) PLQ/3 CP	3
AY02027	AMODIAQUINE/ARTESUNATE 25/67.5 MG ENFANT (0-11 MOIS) PLQ/3 CP	27

ABACAVIR / LAMIVUDINE 60/30 MG CP

-

1

+

×

AR33197

Usage directions

Cancel

Next

You can remove an item using the **X** button.

Type directions for the item into the directions text area.

Once you've updated the quantity, the Next button is available and you can continue to step 3.

Note that clicking cancel, or navigating away from this prescription will **DELETE** this prescription

Prescription 922

SYNC ENABLED

1 Select the prescriber 2 Select items 3 Finalise

Patient: Joshua Griffin

Prescriber: Jasmine McKewen

CODE	NAME	QUANTITY
AR33197	ABACAVIR / LAMIVUDINE 60/30 MG CP	58
AM18232-0	ACIDE FOLIQUE 5 MG CP	1
AM12040	ACIDE NEFLUMIQUE 400 MG SUPPO	3
AM03065-0	ACIDE TRANEXAMIQUE 500 MG / 5 ML AMP INJ	8
AR47015	AIGUILLE POUR PRELEVEMENT 21G	16
AR47016	AIGUILLE POUR PRELEVEMENT 23G	30
AM02090-0	ALBENDAZOLE 400 MG CP	4
AM02090	ALBENDAZOLE 400 MG CP	96
AY02020	AMODIAQUINE/ARTESUNATE 100/270 MG ADULTE PLG/6 CP	20
AY02015	AMODIAQUINE/ARTESUNATE 100/270 MG ENFANT (6-14 ANS) PLG/3 CP	3
AY02027	AMODIAQUINE/ARTESUNATE 25/67.5 MG ENFANT (0-51 MOIS) PLG/3 CP	27

ABACAVIR / LAMIVUDINE 60/30 MG CP

AR33197

Usage directions

Cancel Next

- Step 3: You can view the final results of the prescription and add any other details such as a comment.

The screenshot displays the mSupply mobile application interface for Prescription 922. The top bar includes a back arrow, the title 'Prescription 922', the mSupply logo, and a 'SYNC ENABLED' status. The main screen is divided into three sections, each with a red circular icon and a red arrow pointing to the next step:

- 1 Select the prescriber**: This section shows the patient's name 'Joshua Griffin' and a 'Comment:' field. A red circular icon with a '3' and a pencil icon are visible.
- 2 Select items**: This section shows the item details for 'ABACAVIR / LAMIVUDINE 60/30 MG CP' with a quantity of '3'. The code 'AB33297' and directions are also displayed. A red circular icon with a pencil icon is visible.
- 3 Finalise**: This section shows the prescriber's name 'Jasmine McKewen' and two buttons: 'Cancel' and 'Complete'.

Tapping the **Complete** button will finalise the prescription. That means that it's locked- you can't edit it any more.

The screenshot shows the 'Prescription 922' screen in the mSupply application. At the top, there are three numbered steps: 1. Select the prescriber, 2. Select items, and 3. Finalise. The current step is 'Select items', indicated by a red circle with the number 2. The screen displays the patient's name 'Joshua Griffin' and the prescriber's name 'Jasmine McKewen'. A 'Comment' field is visible. The 'Item Details' section shows 'ABACAVIR / LAMIVUDINE 60/30 MG CP' with a quantity of '3'. The 'Code' is 'AB33297' and the 'Directions' field is empty. At the bottom right, there are 'Cancel' and 'Complete' buttons. The mSupply logo and 'SYNC ENABLED' status are also visible.

That was easy!. If you've enabled payments, you can go to the next step to receive payment. If not, you'll continue and dispense the next prescription.

## Payments

The payments module needs to be configured on the server, so if it's turned off, you won't see it. Configuration instructions are [here](#) The 2 configuration settings that must be set to “true” are:

- usesDispensarymodule
- usesPaymentsmodule

Once enabled, when you arrive at the summary page where you check the details of a prescription, you will be shown a payment summary and each item will show its price:

Prescription 924

1 Select the prescriber 2 Select items 3 Finalise

Patient: Joshua Griffin

Prescriber: Jasmine McKewen

Comment: \_\_\_\_\_

**Item Details**

ABACAVIR / LAMIVUDINE 60/30 MG CP 3

Code: AR33197

Directions: \_\_\_\_\_

**Payment**

Espèce: \_\_\_\_\_

Payment Amount: 30.00

Available credit: 0.00

Credit used: 0.00

Subtotal: 30.00

Change required: 0.00

Total: 30.00

Cancel Complete

The dropdown list under the “Payment” allows you to select the type of the payment. (Types are configured on the server).

**Payment**

Espèce: \_\_\_\_\_

Chèque: \_\_\_\_\_

Carte visa: \_\_\_\_\_

Paiement mobile: \_\_\_\_\_

Payment Amount: 0.00

Total: 30.00

- The **Payment Amount** is the amount the patient is paying
- If they have any available credit, this will be listed under the **Payment Amount**
- There can only be a **Payment Amount** less than the **Total**, if the patient has sufficient available credit to cover the difference.
- The amount of credit is shown under **Credit Used**
- The change required is the amount of change to give to the patient
- It is only possible to finalise a prescription when payments are enabled, when the payment amount is a valid value

Here's an example if the patient doesn't have enough credit:



Prescription 924

msupply

SYNC ENABLED

1 Select the prescriber 2 Select items 3 Finalise

Patient: Joshua Griffin

Prescriber: Jasmine McKewen

Comment: \_\_\_\_\_

**Item Details**

ARACAVIR / LAMIVUDINE 60/30  
MG CP 3

Code: AR33297

Directions:

**Payment**

Select an insurance policy

Espèce

Payment Amount: 5.00

Available credit: 0.00  
Credit used: 3.00  
**Not enough credit**

Subtotal: 30.00  
Insurance discount rate: 00%  
Insurance discount amount: 24.00  
Change required: 0.00

**Total: 6.00**

Cancel Complete

And here's an example of where the payment gave you more in cash than the amount to pay, and you need to give them back change:

Prescription 924

1 Select the prescriber 2 Select items 3 Finalise

Patient: Joshua Griffin

Prescriber: Jasmine McKewen

Comment:

Item Details

ABACAVIR / LAMIVUDINE 60/30 MG C7 3

Code: AR33197

Directions:

Payment

Select an insurance policy

Espèce

Payment Amount

Available credit: 0.00

Credit used: 0.00

Subtotal: 30.00

Insurance discount rate: 80%

Insurance discount amount: 24.00

Change required: 4.00

Total: 6.00

Cancel Complete

## Insurance

If the server has insurance providers enabled, the mobile store will also.

This will enable the insurance drop-down list and the **add** button (The orange “plus” button to the right):

Prescription 924

1 Select the prescriber Patient: Joshua Griffin

2 Select items Item Details: ARAGAVIR / LAMIVUDINE 60/30 MG CP, Code: AR33597, Directions: 3

3 Finalise Prescriber: Jasmine McKewen

Comment:

**Payment**

Select an insurance policy

Espèce

Payment Amount: 30 . 0

Available credit: 0.00  
Credit used: 0.00

Subtotal: 30.00  
Insurance discount rate: 0%  
Insurance discount amount: 0.00  
Change required: 0.00

Total: 30.00

Cancel Complete

When entering the payment details, if the patient has an insurance policy, you can select it from the drop-down list:

**Payment**

Select an insurance policy

123123 456

Payment Amount: 22 . 50

You can use the **Edit** (the “pen”) or **Add** (the “plus”) buttons to add or edit insurance policies.

If you click the **Add** button you can add an insurance policy:

### Insurance Policy

Personal policy number  
is required

Family policy number  
is required

Discount rate

Policy provider  
ALLIANCE

Is active

Policy type

Cancel Save

The **Save** button is only enabled when you've entered a valid value in each field that is labelled as "required".

If you have set up transaction categories on the server, then you'll be able to choose one at the top left of the window:

Maternity

Comment:

Previous: [Indicators](#) | | Next: [The Cash Register](#)

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