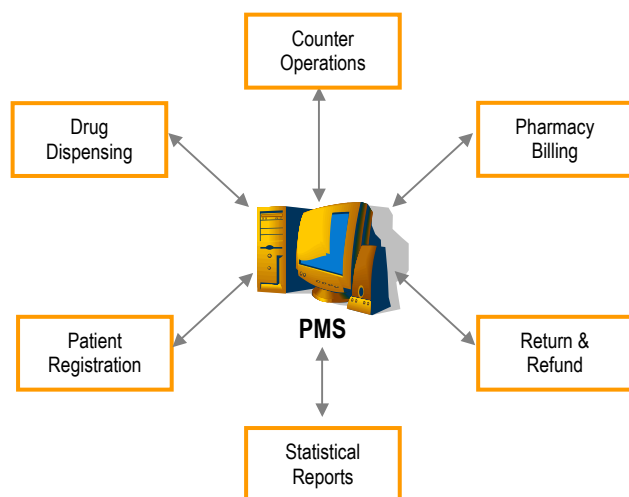**Pharmacy Management System (PMS) is a module of Eutech's Copernicus™ Healthcare Product Suite.**

Modern healthcare establishments demand speed and accuracy from their front-end or counter operations. PMS provides these advantages in the form of improved and efficient workflow for the pharmacy department. The deployment of the system results in an efficient workflow with quick patient turnaround.

PMS is a synergetic combination of functions that are vital to a hospital pharmacy – such as Dispensing, Billing, Counter Operations and Reporting. It can be readily integrated with:

- Copernicus ™ Purchase Order & Inventory System (POIS)
- Copernicus ™ Specialist Outpatient Clinic Information System (SOCIS)

Modules in PMS

PMS is flexible enough to be deployed in small or large establishments. The application supports sale of retail & prescription items as well as rental items. The system offers comprehensive features and functions without compromising the usability. The intuitive and user-friendly interfaces speed up data entry and reduce patient waiting time.

Patient Registration

The Patient Registration module allows the user to retrieve existing patient information from the designated patient master database. It also allows new patient information to be created which would then get updated into the same database. The patient master database holds all relevant patient information, which can be retrieved by all the integrated systems in the hospital

Drug Dispensing

PMS allows dispensing drugs for:

- Inpatient prescriptions
- Outpatients prescriptions
- External prescriptions

Some of the facilities of Dispensing module include:

- Uses a unique prescription number, which is bound to patient's identity to keep track of the prescriptions within the system
- Provides pre-configured set of codes for commonly used medication usage and dosage instructions which come in handy by speeding up prescription data entry
- Flags medical conditions & drug allergies of the patient
- Tracks and manages Partial Prescriptions
- Maintains patient medication history
- Notifies when stock levels go below certain limits (when integrated with Copernicus ™ Purchase Order & Inventory System)
- Automatically prints medication label for drug items

When prescriptions are finalized and saved in the system, the dispensing drug details flow through to the Billing module or to any HIS, as the case may be.

Pharmacy Billing

This module is designed for streamlining pharmacy's billing activities. It allows:

- Billing prescription, retails and rental transactions
- Handling complex discounts and subsidy schemes that depend on various factors such as payment classes, patient types, episode types, drug items and durations
- Common payment methods including cash, cheques, credit cards, benefit cards, AR (Account Receivable) etc.

- Automatically printing the bill invoices, the layout of which can be customized
- System shows any previously unpaid prescription transactions of patient automatically, when the patient turns up in the Pharmacy next time
- Provides a separate screen listing all the unpaid, aborted or not-finalized prescription transactions in the system
- Provides billing history of individual patients

- Provides facilities for billing operators to open counter and open session at the beginning of each working session before they start billing activities
- Provides easy methods to close & finalize the session and handover the counter collection to the supervisor
- Provides facilities for supervisors to monitor counter status & activities remotely from their workstation.
- System also provides methods for supervisors to force close sessions and counters as well as finalizing the collections

Return & Refund

It is not uncommon that, due to many reasons, patients come back to pharmacy to return drugs they have purchased. PMS provides facilities for counter operators to handle these transactions easily.

The module provides:
- Facilities to handle transactions relating to return of dispensed drugs & retail items and refund the appropriate amounts to patient
- Facilities to handle inpatient drug returns where refunding is not required
- Facilities to issue rental items (such as wheel chairs & clutches) to patients and carry out refunding when the items are returned back to pharmacy

Maintenance

PMS comes with an administrative module for back-end maintenance activities. Supervisors use this module to:

- Configure system level parameters and default values for dispensing & billing related functions
- Setup medication usage & dosage instruction-codes and corresponding descriptions to be printed in medication labels
- Setup various charging schemes (Price Groups & Price Tables) depending on business logics & hospital policies
- Setup subsidy & discount schemes
- Configure details & cost for rental items
- Configure printers for different reports

Counter Operations

Managing billing counters is a critical part of any pharmacy. PMS provides a comprehensive module to manage counter related activities. It has functionalities for counter operators as well as for counter supervisors.
- System adopts Counter & Session concept which is analogous to real world Cash-register & Shift

Reports

Prescription Reports
- Drug Prescriptions by Doctor
- List of Drugs Dispensed
- Staff Prescription (Summary/Detailed)
- Inpatient Medication Dispensed/Returned

Financial Reports
- Pharmacy Revenue by Document
- Revenue Discrepancy List
- Revenue by Payment Method
- Inpatient Revenue by Document
- Revenue by Payment Method
- PH to GL Finance

Sales Reports
- Prescription/Retail Sales (Summary/Detailed)
- Consumption of Antibiotics
- Sales by Commodity Class
- Sales History
- Audit Trail – Customer Sales/Return
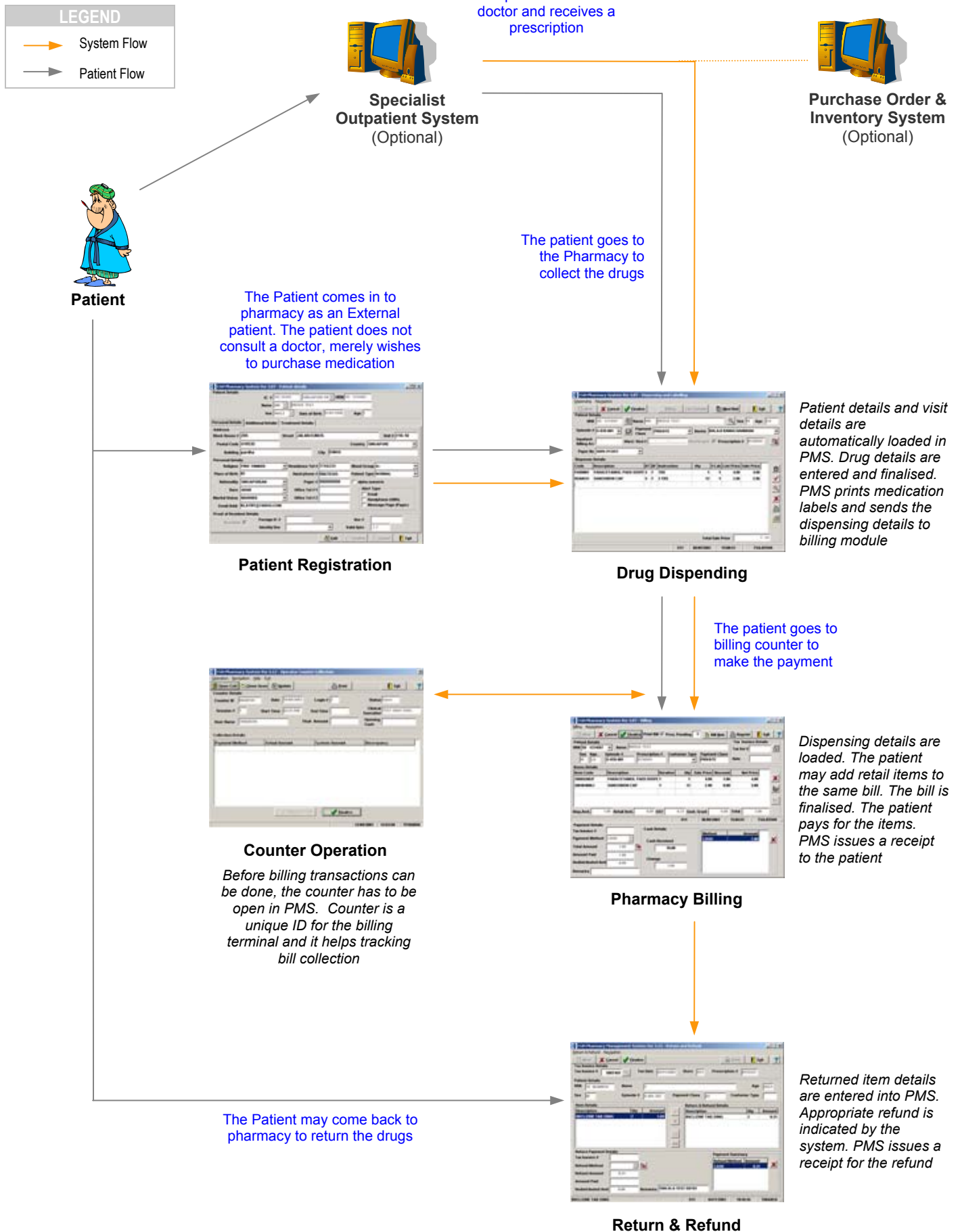- Outpatient –Average & Total Bill Size

Pharmacy Transaction Reports
- Medicine Label
- Bag Label
- Patient Bill
- Counter Collection Report

Pharmacy Workflow

LEGEND	
→	System Flow
→	Patient Flow

The patient consults a doctor and receives a prescription

Specialist Outpatient System (Optional)

Purchase Order & Inventory System (Optional)

Patient

The patient goes to the Pharmacy to collect the drugs

The Patient comes in to pharmacy as an External patient. The patient does not consult a doctor, merely wishes to purchase medication

Patient Registration

Drug Dispending

Patient details and visit details are automatically loaded in PMS. Drug details are entered and finalised. PMS prints medication labels and sends the dispensing details to billing module

The patient goes to billing counter to make the payment

Counter Operation

Before billing transactions can be done, the counter has to be open in PMS. Counter is a unique ID for the billing terminal and it helps tracking bill collection

Pharmacy Billing

Dispensing details are loaded. The patient may add retail items to the same bill. The bill is finalised. The patient pays for the items. PMS issues a receipt to the patient

The Patient may come back to pharmacy to return the drugs

Return & Refund

Returned item details are entered into PMS. Appropriate refund is indicated by the system. PMS issues a receipt for the refund

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Key Features

Among the key features of the PMS system are:

- Tight integration of dispensing & billing workflows (And also purchasing & inventory workflows when deployed with Copernicus ™ Purchase Order & Inventory System)
- Supports sale of retail & precription items as well as rental items
- Tracking partial prescriptions
- Maintains patient medication history
- Bar Code printing and reading (e.g Prescription number)
- Provides billing history of individual patients
- Suport different costing methods & discount/subsidy methods
- Audit trials
- Handles return & refund of sold items
- User customisable reports
- Role and User based security and access rights

Benefits

Some of the benefits of the PMS system include:

- Reduces prescription handling time
- Manages patient's medication history
- Lists patient walkoff cases
- Structured method of dispensing and billing
- Reduces patient medication collection waiting time
- Flexible & customisable according to user's requirements
- Integration with other products in Copernicus™ suite

Other modules in Copernicus ™ Suite

- Hospital Information System
- Specialist Outpatient Clinic Information System
- Purchase Order & Inventory System
- Accident & Emergency System
- Mammography System
- Operating Room Scheduling System
- Clinical Workstation System
- Electronic Medical Records
- Generic HL7 Engine

For more details on Copernicus™ and Eutech's client references contact:
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