

CDC
systems

FORTE

Dispensary Management System

USER MANUAL

Introduction

Thank you for purchasing CDC Forte as your Dispensary Software solution.

The following passages will guide you through how to use Forte to dispense medications in line with the Australian PBS regulations. Forte represents 3 years of research and development by CDC systems to design and build from the ground up the best dispensary system in Australia.

Overview

Forte's focus as a software solution is to be user friendly, fast and precise in assisting pharmacists dispense medication to patients. Indeed we expect you to be dispensing with Forte in less than 15 minutes from your first experience of the software.

Friendly - The windows based interface allows a well known way of interacting with information in the modern age. Navigation using shortcut keys and arrow buttons allows for single key and shortcut keyboard based dispensing while also providing for a mouse interface for those whom so choose. Also it is configurable to suit the dispensing work flow that best suits you and your pharmacy. Various warnings and detail screens can be turned on or off depending what are your main dispensary functions.

Fast – Integrated repeat scanning allows you to attach a repeat scanner for internal repeats. This alleviates the need to search for a customer or type in a repeat number. Simply pass the internal repeat over the scanner and within a second you are straight into the dispensing process. Also Forte's advanced caching techniques allows the system to remember what is the most commonly used drugs and store them in local memory saving access time from the server meaning your dispense time is quicker.

Precise –Integrated script checking at the assembly stage ensures you match the right drugs with right label for the right customer. It can also produce a delivery label for all currently dispensed medications for a given customer ready for a single scan at the cash register. Fully integrating the dispensary management system with the Point of Sale System. So you can always track where your medications are.

CDC Systems Forte is the first community pharmacy dispensing system to have fully integrated MIMS interaction and allergy information. CDC have worked closely with MIMS to ensure their medical data is seamlessly integrated in to the Forte dispense process. Each night Forte automatically checks the CDC Drug Management system to determine if there are any new updates to the PBS and MIMS medication data if so it downloads and installs them. Ensuring the every day when you start dispensing you are always up-to date with Dispensing Best Practice

About this Manual

As dispensing is a very diverse and conditional process we have developed this manual around a set of 'How To's as in 'How to dispense a Script'.

We have adopted this approach as 90% of prescriptions are similar or identical in process and the remaining 10% are completely different. For the 90% the same, by working through the first few examples in this manual or online you will cover these dispensing requirements in no time.

As for the 10% remaining you may need to consult this manual the first time you need to dispense something in a given way. And when doing so will pose the question How do I?

Also, Take note of the shortcuts available on Pages 8 and 9, as they will undoubtedly speed up the process of Navigating Forte.

Additionally you can talk to CDC about one of our eTraining Modules where you can either learn at your own pace or with a live operator assisting and watching over the phone.

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CDC Systems

Contact Information

CDC Software Support and Development

Telephone.....(02) 96033380
FAX:.....(02) 96037554

Software support and development service is available
BH: 8a.m to 6 p.m. Monday to Friday (EST)

EMERGENCY Out of Hours Support Number

Mobile.....0412 060 907

Emergency service only, is available
AH: 6pm to 9pm Monday to Friday (EST)

SATURDAY, SUNDAY and PUBLIC HOLIDAYS (EST 9am to 9pm)

Sales Co-ordination, Marketing and Administration

Telephone.....(02) 9603 3380
FAX:.....(02) 9603 7554

BH: MONDAY to FRIDAY (EST) 9am to 5pm

Medicare Australia

Contact Information

Phone 132290

For Concession and Medicare Entitlement Enquiries

Press number **1**

For All Claim Payment, Safety Net, Stationery and General Enquiries

Press number **2**

**For Technical Support for Online Claiming or
Information about Online Claiming**

Press number **3**

Explanation of screen & field shortcuts by pressing <F> keys, shift and control

Dispensing Screen Shortcuts

Below is an explanation of keyboard dispensing *screen and field* shortcuts

<i>Function Key Short Cut</i>	<i>Function</i>
<F1>	Dispense Screen
<F2>	Add Family Member
<F3>	Add Patient
<F4>	Patient Details
<F5>	Print Options
<F10>	Search/Find
<F11>	Select Patient
<F12>	Select Drug
<Shift><F1>	Recently Dispensed Scripts
<Shift><F2>	Script History
<Shift><F3>	Pricing
<Shift><F4>	Add Doctor
<Shift><F5>	Add Pharmacist
<Shift><F6>	Add Suburb
<Shift><F7>	On Line Claiming
<Shift><F8>	Script Checker
<Shift><F12>	Repeat Script
<Ctrl><F1>	Console
<Ctrl><F2>	PBS
<Ctrl><Q>	Hide Popup

Explanation of screen & field shortcuts by pressing <ALT> + <underscored> <letter> Example....

<ALT><A> takes the cursor to *Add Patient* in the select patient screen.

<ALT><A> takes the cursor to *Script Date* in the select drug or labels screens.

Select Patient Screen		Select Drug Screen	
A	Add Patient	A	Script Date
C	Clear	B	Substitute
F	Family Member	C	Clear
H	Help	D	Drug
I	Pharmacist	H	Help
M	Merge	I	Pharmacist
N	Next	M	Medicare
V	Start Over	N	Next
		O	Options
		P	Previous
		T	Doctor
		V	Start Over
Labels Screen			
A	Script Date		
B	Substitute		
C	Clear		
E	Dispensed	Interactions Screen	
G	Category	C	Comments
H	Help	M	Monograph
I	Pharmacist		
N	Next		
O	Options		
P	Previous		
Q	Quantity		
R	Repeat		
S	Sigs		
V	Start Over		

HOW TO: Dispense an Original Script

This is to dispense an original script with a patient already on file and with auto display of patient history turned "OFF" FROM SELECT PATIENT SCREEN:

CDC Forte 1.0.0 (2151)

Note
Following requires attention to proceed.

Pharmacist initials
Name or Repeat

Pharmacists Initials
 Enter pharmacist initials

Name or Repeat

MIMS data expires 30 Apr 07

Patients

#	SURNAME	GIVEN NAME	TITLE	ADDRESS	SUBURB	ENTITLEMENT
Enter surname and any other details you want to search for patient. Search also by Medicare Number <i>Remember to enter your "field separator" between search fields.</i>						

Dispense

Select Patient

Pharmacists Initials
 JOHN TACEY

Name or Repeat

Press Enter or key down to corresponding entry then press Enter
 Or just press corresponding number or letter next to entry.

Patients

#	SURNAME	GIVEN NAME	TITLE	ADDRESS
1	CLEAVERS		Mr.	5 CONNUR W
2	CLEAVERS	CHERRY	Miss	5 CONNUR W
3	CLEAVERS	JULIEANE		5 CONNUR W
4	CLEAVERS	MELISSAJANE		5 CONNUR W

Press number 1

Dispense

Select Patient

Pharmacists Initials
 JOHN TACEY

Name or Repeat
Mr. CHASE CLEAVERS, 5 CONNUR WAY FIELDS 2167, ACCT [5973

25437529912

Select Drug

Medicare Number Expiry

Doctor Prescriber Code Script Date

Drug or Repeat

Note
 Following requires attention to proceed.
Drug or Repeat

Override
 Interactions
 Substitute
 Category
 Options

Medicare, doctor and date correct?... then enter drug name

Drugs

#	DESCRIPTION	FORM	STRENGTH	MAX QTY

Pharmacists Initials
 JOHN TACEY

Name or Repeat
Mr. CHASE CLEAVERS, 5 CONNUR WAY FIELDS 2167, ACCT [5973

25437529912

Select Drug

Medicare Number Expiry Store

Doctor Prescriber Code Script Date

Drug or Repeat

Override
 Interactions
 Substitute
 Category
 Options

Memo/Allergies
 111222
 A>[Paracetam
 C>[NO CREDIT]

Options

Drugs

#	DESCRIPTION	FORM	STRENGTH	MAX QTY	MAX RPTS
1	BACTRIM DS	TABS	160mg/800mg	10	1
2	BACTRIM DS	TABS			0
3	BACTRIM SF	SUSP			1
4	BACTRIM SF	SUSP	100ml	1	0

Press number 3

Press corresponding number to drug required or down arrow then enter

EDC Forte

Drug to Drug Interactions
Details of any interactions with current drug being dispensed.

Script Details
Drug Being Dispensed: TRIMETH'SMETHOXAZ. SUSP 40/200mg,100ml qty 1 [BACTRIM SF]

Interactions

DATE DISPENSED	DRUG	DIRECTIONS	SEVERITY
13 Apr 07	NAPROSYN TABS 250...	2t tds	
13 Apr 07	NAPROSYN TABS 250...	2t tds	Moderate (4)
13 Apr 07	ZESTRIL TABS 10mg qt...	d	
13 Apr 07	VENTOLIN CFC-FREE ...	use ud	
13 Apr 07	VENTOLIN CFC-FREE ...	use	
13 Apr 07	PLAVIX TABS 75mg qty ...	1 d	
13 Apr 07	PLAVIX TABS 75mg qty ...	1 d	
13 Apr 07	ZESTRIL TABS 10mg qt...	d	Moderate (4)
13 Apr 07	AMOXIL CAPS 250mg qt...	mdu	
13 Apr 07	KARVEZIDE 150/12.5 T...	d	
12 Apr 07	NORWISON TABS 10m...	mdu ud	
12 Apr 07	LASIX TABS 40mg qty 1...	mdu	
12 Apr 07	SIMBOLIAN CAPS 10mg...	mdu	

Allergies

SUBSTANCE CLASS	MESSAGE
Paracetamol and related agents	

Label Details
Script No: 11SHT2 Date Dispensed: 13 Apr 2007
Doctor: JAMES SPOCK

Label
NAPROSYN TABS 250mg qty 100 [General]
TWO TABLETS TO BE TAKEN THREE TIMES A DAY
Mr. CHASE CLEAVERS 1 R ACCOUNT

Buttons: Monograph, Comment, **OK**, Cancel

Check drug interactions and allergies, press enter

Dispense

Select Patient
Pharmacists Initials: JT JOHN TACEY
Name or Repeat: Mr. CHASE CLEAVERS, 5 CONNUR WAY FIELDS 2167, ACCT [5973]
25437529912

Select Drug
Medicare Number: 2543 75299 1 2 Expiry: Dec 2020 Store: Special
Doctor Prescriber Code: 413845 Script Date: 16 Apr 2007
SPJ JAMES SPOCK

Buttons: Override, Interactions, Substitute, Category, Options

Drug or Repeat: BACTRIM SF SUSP 100ml qty 1, mr 1

Label Details
Sigs: 5 bd ut
Repeats: 1 Dispensed: 0 Quantity: 1
Original Script No: Authority No: Recovery Price: \$8.51 Patient Charge: \$12.95

Label
BACTRIM SF SUSP 100ml qty 1 [General]
5ml to be taken by metric medicine measure TWICE A DAY UNTIL FINISHED
Mr. CHASE CLEAVERS 1 R \$ 12.95

Buttons: **Enter directions, alter repeats if necessary**

25437529912

Select Drug

Medicare Number 2543 75299 1 2 Expiry Dec 2020 Store Special

Doctor Prescriber Code 413845 Script Date 16 Apr 2007

SPJ JAMES SPOCK

Drug or Repeat BACTRIM SF SUSP 100ml qty 1, mr 1

Label Details

Sigs 5 bd uf

Repeats 0 Dispensed 0 Quantity 1

Original Script No Authority No Recovery Price \$8.51 Patient Charge \$12.95

Label

BACTRIM SF SUSP 100ml qty 1 [General]
5ml to be taken by metric medicine measure TWICE A DAY UNTIL FINISHED

Mr. CHASE CLEAVERS No Rpt \$ 12.95

Finalise Script

Charge to ACCOUNT 5973

Yes No

Cost: \$3.05 PRF Amt: \$9.50

Charge to account?
Press enter for yes or
key across and
enter for no

Name or Repeat

Mr. CHASE CLEAVERS, 5 CONNUR WAY FIELDS 2167, ACCT [5973]

25437529912

Select Drug

Medicare Number 2543 75299 1 2 Expiry Dec 2020 Store Special

Doctor Prescriber Code 413845 Script Date 16 Apr 2007

SPJ JAMES SPOCK

Drug or Repeat BACTRIM SF SUSP 100ml qty 1, mr 1

Label Details

Sigs 5 bd uf

Repeats 0 Dispensed 0 Quantity 1

Original Script No Authority No Recovery Price \$8.51 Patient Charge \$12.95

Label

BACTRIM SF SUSP 100ml qty 1 [General]
5ml to be taken by metric medicine measure TWICE A DAY UNTIL FINISHED

Mr. CHASE CLEAVERS No Rpt \$ 12.95

Finalise Script

Next script for SAME patient?

Same New Cancel

Cost: \$3.05 PRF Amt: \$9.50

Press enter for same patient
or key across and enter
for new or cancel

Name or Repeat

Mr. CHASE CLEAVERS, 5 CONNUR WAY FIELDS 2167, ACCT [5973]

25437529912

Select Drug

Medicare Number 2543 75299 1 2 Expiry Dec 2020 Store Special

Doctor Prescriber Code 413845 Script Date 16 Apr 2007

SPJ JAMES SPOCK

Drug or Repeat BACTRIM SF SUSP 100ml qty 1, mr 1

Label Details

Sigs 5 bd uf

Repeats 0 Dispensed 0 Quantity 1

Original Script No Authority No Recovery Price \$8.51 Patient Charge \$12.95

Label

BACTRIM SF SUSP 100ml qty 1 [General]
5ml to be taken by metric medicine measure TWICE A DAY UNTIL FINISHED

Mr. CHASE CLEAVERS No Rpt \$ 12.95

Finishing script

Schedule: S4 NHS CODE: 3103H MARUI: RO

Cost: \$3.05 PRF Amt: \$9.50

Paperwork will be printed.
Script is then sent to Medicare

HOW TO: Dispense an *Internal Repeat*

From select patient screen

CDC Forte 1.0.0 (2151)

Program Dispense History Setup Common View Help

Tasks

Dispense

Note
Following requires attention to proceed.

Name or Repeat

Name or Repeat

11TYON

Patients

#	SURNAME	GIVEN NAME	TITLE
---	---------	------------	-------

Enter repeat number in patient or drug screens

From select drug screen

CDC Forte 1.0.0 (2151)

Program Dispense History Setup Common View Help

Tasks

Dispense

Select Patient

Pharmacists Initials
JT JOHN TACEY

Name or Repeat
JULIEANE CLEAVERS, 5 CONNOR WAY FIELDS 2567, ACCT [5973]

Select Drug

Medicare Number Expiry Store
2543 77833 1 1 Dec 2020 Special

Doctor Prescriber Code Script Date
pr 2007

Note
Following requires attention to proceed.

Drug or Repeat

Drug or Repeat

11TYON

Drugs

#	DESCRIPTION	FORM	STRENGTH	MAX QTY
---	-------------	------	----------	---------

CDC Forte L&D (2111)

Program Dispense History Setup Common View Help

Dispense

Select Patient
Pharmacist Initials
[JT] JOHN TACEY
Name or Repeat
JULIEANE CLEAVER

Select Drug
Medicare Number Expiry Score
2543 77833 1 1 Dec 2020
Doctor Prescriber Code Script Date
413845 13 Apr 2007
SP3 JAMES SPOCK

Drug or Repeat
RULIDE TABS 150mg qty 10 (RULIDE)

Label Details
Sign
Repeats Dispensed Quantity
1 1 10
Original Script No. Authority No. Recovery Price Patient Charge
11TYDN \$11.95 \$18.80

Label
RULIDE TABS 150mg qty 10 [General]
TWICE A DAY
JULIEANE CLEAVERS No Rpt \$ 18.80

Drug to Drug Interactions
Details of any interactions with current drug being dispensed.

Script Details
Drug Being Dispensed: (R)OXITHROMYCIN TABS 150mg qty 10 (RULIDE)

Interactions

DATE DISPENSED	DRUG	DIRECTIONS	SEVERITY
13 APR 2007	RULIDE TABS 150mg	QD	

Allergies

SUBSTANCE CLASS	MESSAGE

Label Details
Script No: 11TYDN Date Dispensed: 13 Apr 2007
Doctor: JULIEANE CLEAVERS
Label
RULIDE TABS 150mg qty 10 (General)
TWICE A DAY
JULIEANE CLEAVERS 1 R_ACCOUNT

MIMS data expires 30 Apr 07

Check interactions and allergies, press enter
All details checked and correct charge to account?
Press enter for yes or key across and enter for no.

Program Dispense History Setup Common View Help

Dispense

Select Patient
Pharmacist Initials
[JT] JOHN TACEY
Name or Repeat
JULIEANE CLEAVERS, 5 CONNOR WAY FIELDS 2567, ACCT [5973]

Select Drug
Medicare Number Expiry Score
2543 77833 1 1 Dec 2020
Doctor Prescriber Code Script Date
413845 13 Apr 2007
SP3 JAMES SPOCK

Drug or Repeat
RULIDE TABS 150mg qty 10, mr 1

Label Details
Sign
Repeats Dispensed Quantity
1 1 10
Original Script No. Authority No. Recovery Price Patient Charge
11TYDN \$11.95 \$18.80

Label
RULIDE TABS 150mg qty 10 [General]
TWICE A DAY
JULIEANE CLEAVERS No Rpt \$ 18.80

Finalise Script
Charge to ACCOUNT 5973
Yes No

Cost: \$8.38 B.P.Prem: \$2.42 PRF Amt: \$12.94

Repeat History
+ 5291L 13 Apr 07 Local Original
+ 5291L 16 Apr 07 Current Script

CDC Forte L&D (2111)

Program Dispense History Setup Common View Help

Dispense

Select Patient
Pharmacist Initials
[JT] JOHN TACEY
Name or Repeat
JULIEANE CLEAVERS, 5 CONNOR WAY FIELDS 2567, ACCT [5973]

Select Drug
Medicare Number Expiry Score
2543 77833 1 1 Dec 2020
Doctor Prescriber Code Script Date
413845 13 Apr 2007
SP3 JAMES SPOCK

Drug or Repeat
RULIDE TABS 150mg qty 10, mr 1

Label Details
Sign
Repeats Dispensed Quantity
1 1 10
Original Script No. Authority No. Recovery Price Patient Charge
11TYDN \$11.95 \$18.80

Label
RULIDE TABS 150mg qty 10 [General]
TWICE A DAY
JULIEANE CLEAVERS No Rpt \$ 18.80

Finalise Script
New CMT?
Next script for SAME patient?
Save New Cancel

Cost: \$8.38 B.P.Prem: \$2.42 PRF Amt: \$12.94

Repeat History
+ 5291L 13 Apr 07 Local Original
+ 5291L 16 Apr 07 Current Script

Press enter for same patient or key across and enter for no or cancel.
Finishing script. Paperwork will be printed.
Script is then sent to Medicare

HOW TO: Dispense an *External Repeat* From select patient screen

Program Dispense History Setup Common View Help

Dispense

Note
Following requires attention to proceed.

Name or Repeat
?12345

Patients

#	SURNAME	GIVEN NAM
---	---------	-----------

From select drug screen

Medicare Number: 2543 75299 1 3 Expiry: Jul 2015 Store: Special

Doctor Prescriber Code: Script Date: pr 2007

Note
Following requires attention to proceed.

Drug or Repeat
?1234

Drugs

#	DESCRIPTION	FORM	STRENGTH	MAX QTY	MAX RPTS	MANUF
---	-------------	------	----------	---------	----------	-------

Enter original script number following "?" Non original script dialog opens. Change script date, enter original suppliers approval number then press OK

CDC Forte

Non Original Script
Enter script date and approved supplier number of pharmacy that dispensed repeat.

Script Date: 01 Apr 2007

Approval Supplier Number: 9513J

OK Cancel

Dispense

Select Patient

Pharmacists Initials
 JT JOHN TACEY

Name or Repeat
 Mrs. DOROTHY JEAN MATRICKKS, 4/77 SUNSE

[N.O. 12345 , 9513J] 200607998K 254375

Select Drug

Medicare Number Expiry Store
 2543 75299 1 3 Jul 2015 Special

Doctor Prescriber Code Script Date
 532840 pr 2007

Note
 Following requires attention to proceed.

Drug or Repeat
 Drug or Repeat
 EPIL

Drugs

#	DESCRIPTION	FORM	STRENGTH
1	EPILIM	SYRUP	200mg/5ml,300ml
2	EPILIM CRUSHABLE	TABS	100mg
3	EPILIM EC	TABS	200mg
4	EPILIM EC	TABS	500mg
5	EPILIM SUGAR FREE	LIG	200mg/5ml,300ml

Enter and choose correct patient,from select patient screen.
 Enter and choose correct Drug (3) from select drug screen

Dispense

Select Patient

Pharmacists Initials
 JT JOHN TACEY

Name or Repeat
 Mrs. DOROTHY JEAN MATRICKKS, 4/77 SUNSET ST LINCOLN PAR

[N.O. 12345, 9513J] 200607998K 25437529913

Select Drug

Medicare Number Expiry Store
 2543 75299 1 3 Jul 2015 Special

Doctor Prescriber Code Script Date
 532840 01 Apr 2007

RWH RAYMOND WHITE

Drug or Repeat
 EPILIM EC TABS 200mg qty 200, mr 2

Drugs

#	DESCRIPTION	FORM	STRENGTH	MAX QTY
1	EPILIM	SYRUP	200mg/5ml,300ml	2
2	EPILIM CRUSHABLE	TABS	100mg	200
3	EPILIM EC	TABS	200mg	200
4	EPILIM EC	TABS	500mg	200
5	EPILIM SUGAR FREE	LIG	200mg/5ml,300ml	2

Check interactions and allergies, press enter

CDL Forte 1.0.0 (2153)
 Signon Dispense History Setup Common View Help

Script Count: 60
 4 Disp: 31
 20 Disp: 29

Script Details
 Drug Being Dispensed: SODIUM VALPROATE TABS 200mg E.C qty 100 (EPILIM EC)

Interactions

DATE DISPEN	DRUG	DIRECTIONS	SEVERITY
12 Apr 07	PARIVA TABS 150mg	1 q	
12 Apr 07	DIAMCRON TABS 50	2 bbs	
12 Apr 07	COVERSYL 100mg TA	1 q	
11 Apr 07	BERIPAC TABS 15m	msu	
10 Apr 07	NAPROSYN TABS 50	1 tds pc	
05 Apr 07	ACENORM 12.5 TABS	1 q	
05 Apr 07	AMOXIL CAPS 250mg	2 bbs	
27 Mar 07	PARAFORT TABS 1	1 bbs BK	
22 Mar 07	ZOLOFT TABS 50mg	msu	
21 Mar 07	SODIUM VALPROATE TABS 200mg	1 q	Moderate (4)
20 Mar 07	PANACENE FORTE T	2 bbs	
19 Mar 07	MERSYNDOL FORTE	1 q	
15 Mar 07	MODIGAL TABS 6m	1 q	

Allergies

SUBSTANCE CLASS	MESSAGE

Valproic acid and derivatives - Diazepam

Severity: Moderate (4)
 These medications may interact resulting in the potential deterioration of the patient's condition. The patient should be monitored for the possible manifestations of the interaction. Medical intervention or a change in therapy may be required.

Documentation: Limited (2)
 Few reports of this interaction exist. These few reports usually consist of limited case reports where clinically sound justification of the interaction is found.

Sodium valproate increases effect of Diazepam

Precautions to take:
 Use combination with caution.

Drug Interaction Details:
 A 30% increase in free diazepam levels, and a 25% decrease in diazepam plasma clearance was documented in healthy volunteers administered sodium valproate. Results suggest that valproic acid displaces diazepam from plasma protein binding sites and inhibits its metabolism. Monitor patients clinically. Reduce diazepam doses accordingly.

References:

- Dhillon S, Richens A. Valproic acid and diazepam interaction in vivo. *British Journal of Clinical Pharmacology* 1982; 13 (Pt 4):495-500
- Bernus I, Dickinson RG, Hooper WE et al. Anticonvulsant

Label Details
 Script No: 11 BRIT Date Dispensed: 21 Mar 2007
 Doctor: DOLLITTLE
 Label
 VALIUM TABS 2mg qty 50 (Concessional)
 STRICTLY AS DIRECTED
 Mrs. DOROTHY JEAN MATRICKKS No Rpt \$ 5.70

Monograph Comment OK Cancel

Label Details						
Sigs	2 tds				S8 Interval	0
Repeats	Dispensed	Last Dispensed Date	Quantity	PBS Approval No		
2	1		200	9513J		
Original Script No	Authority No	Date last dispensed for foreign repeat		Charge		
1234				\$32.22	\$6.00	
Label EPILIM.EC.TABS 200mg.gty 200 [Veteran Affairs] TWO TABLETS TO BE TAKEN THREE times a day						

Enter directions, alter repeats & quantity dispensed as needed, enter last dispensed date. Check script interval.

Options

Interval Check

Check 4 day script interval.
 4 Days: 11 Apr 07, 20 Days: 26 Mar 07
 Outside interval?

Cost: \$28.98 B.P.Prem: \$1.28 PRF Amt: \$4.90

Press enter for "outside interval" or key across and enter for inside or cancel. Press enter for same patient or key across and enter for new patient or cancel.

Options

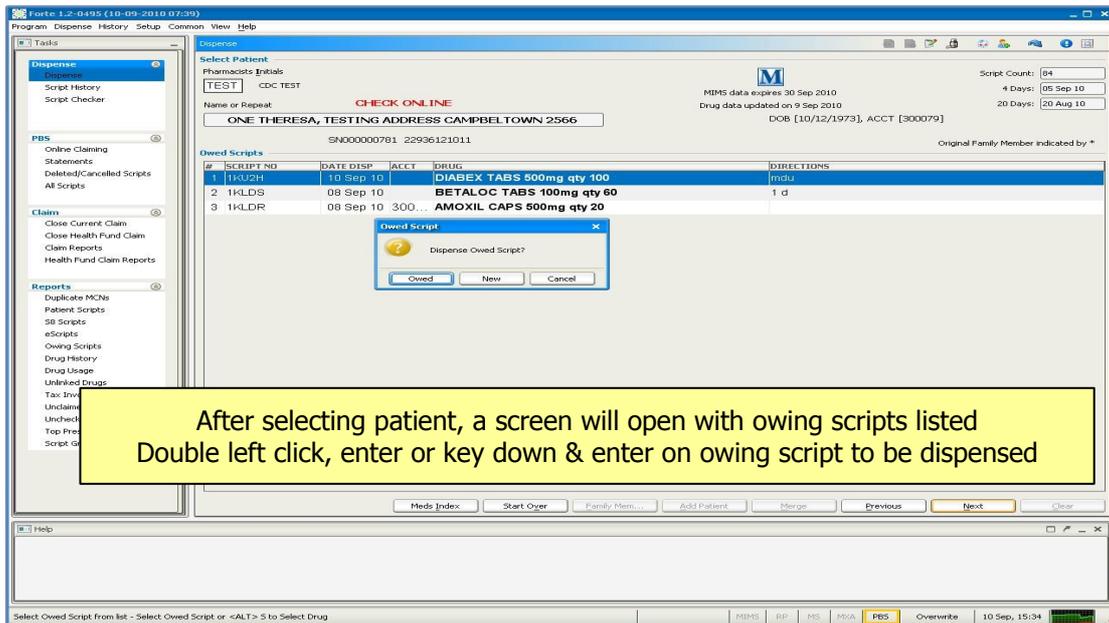
Finalise Script

View CMI?
 Next script for SAME patient?

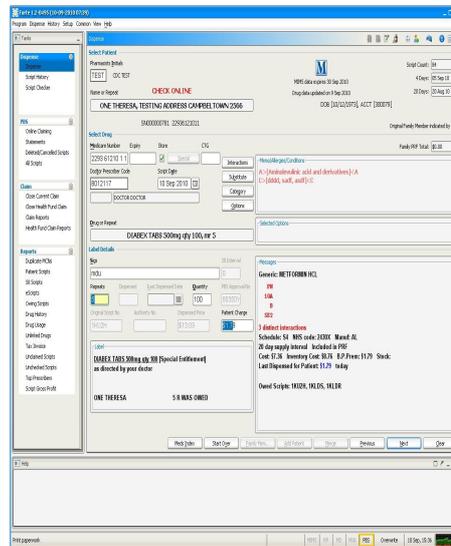
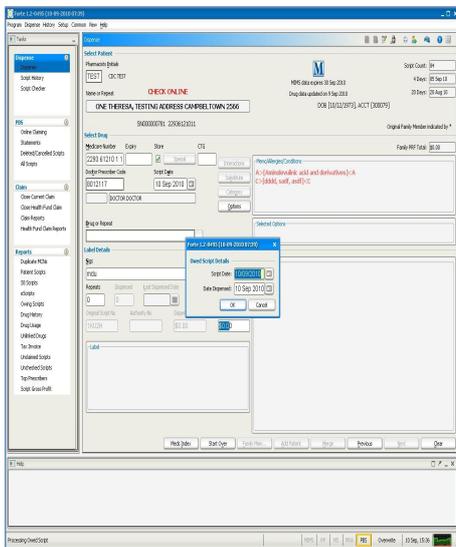
Cost: \$28.98 B.P.Prem: \$1.28 PRF Amt: \$4.90

Finishing script. Paperwork will be printed. Script is then sent to Medicare

HOW TO: Dispense an Owing Script.



After selecting patient, a screen will open with owing scripts listed
 Double left click, enter or key down & enter on owing script to be dispensed



Complete owed scripts details , finalise script

HOW TO: Dispense a Manual Repat Authority Non NHS Private

Select Drug

Medicare Number: [???? ???? ? ?] Expiry: [] Store: [Special]

Doctor Prescriber Code: [8013901] Script Date: [14 Aug 2007]

DOCTOR: [MARGARET WALLACE]

Drug or Repeat: [V] ...

Options

Options separated from drug by ; Outside script entered b

A - Print Copy of Script	B - Glass Bottle used	C - Print Receipt
F - Print HF Receipt	G - Dispense as Generic	H - Change to NHS from
M - Include BPP	N - No Dispense Fee on Private	O - Owing Prescription
T - Print PRF	V - Change to RPBS	V[WGC]- VA Card Type
Z - No Label		

Doctor Prescriber Code: [8013901] Script Date: [14 Aug 2007]

DOCTOR: [Search for doctor by prescriber code, abbreviation or name]

Drug or Repeat: [-VA AUTHOR. PRESCRIPTION- - - qty 1, mr]

Drugs

#	DESCRIPTION	FORM	STRENGTH	MAX
1	-VA AUTHOR. PRESCRIP...	-		1

In the drug or repeat field type "minusV" i.e. -V enter for repat
Or "minusP" i.e. -P enter for private .

Enter product name & directions in sigs field, continue to repeats & authority fields if needed

The screenshot shows a software window titled 'CDC Forte' with a 'Dispense Options' dialog box open. The dialog lists various options for dispensing a medication, including 'Print Copy of Script', 'Deferred Supply', 'Dispense as Generic', 'Glass Bottle Used', 'Manual Recovery', etc. The 'Manual Recovery' option is highlighted in blue. The background window shows a prescription form for 'MILTON SUNSCREEN USE UD' with a dispensed price of \$5.44 and a patient charge of \$4.90.

Open options and choose manual recovery or "Y". Enter manual recovery price in the dispensed price field and finalise script. Script is then sent to Medicare

The screenshot shows a software window with a prescription form for 'MILTON SUNSCREEN USE UD'. The 'Dispensed Price' field is highlighted in green and contains the value '\$5.44'. The 'Patient Charge' field contains '\$4.90'. A 'Messages' panel on the right displays 'Generic: VA AUTH...', 'NHS code: V99F', and 'Repeats > NHS M: 4 day supply inter'. The 'Repeat' field shows 'AUTHOR. PRESCRIPTION- - - qty 1, nr 0'.

HOW TO: Dispense Extemp, Local Extemp & Local Drugs

Select Drug

Medicare Number: 2402 79477 7 7 Expiry: Aug 2010 Store: Special

Doctor Prescriber Code: 8013901 Script Date: 17 Sep 2007

DOCTOR: JON WALLACE

Drug or Repeat: ...

Options

Options separated from drug by ; Outside scrip

A - Print Copy of Script B - Glass Bottle used C - Print Rec

From the select drug screen click on the box next to the drug or repeat field
This opens the screen for dispensing extemp , local extemp and local drugs

This screenshot shows the 'Select Drug' dialog box with a list of drug options. The 'Medicare Number' is 2402 79477 7 7, 'Expiry' is Aug 2010, and 'Store' is checked. The 'Doctor Prescriber Code' is 8013901 and 'Script Date' is 17 Sep 2007. The 'Drug or Repeat' field is empty, and the 'Options' section is visible.

This screenshot shows the 'EDC Forte' dialog box. The 'Current Local Extemp' section is active, showing details for 'MENCAL 10MG 84 CAPSULES'. The 'Description' is 'MENCAL 10MG 84 CAPSULES', 'Form' is 'ONE CAPSULE DAILY AS DIRECTED', 'Inventory ID' is '1990005678', 'Quantity' is '1.0', and 'Dispersed Price' is '\$0.00'.

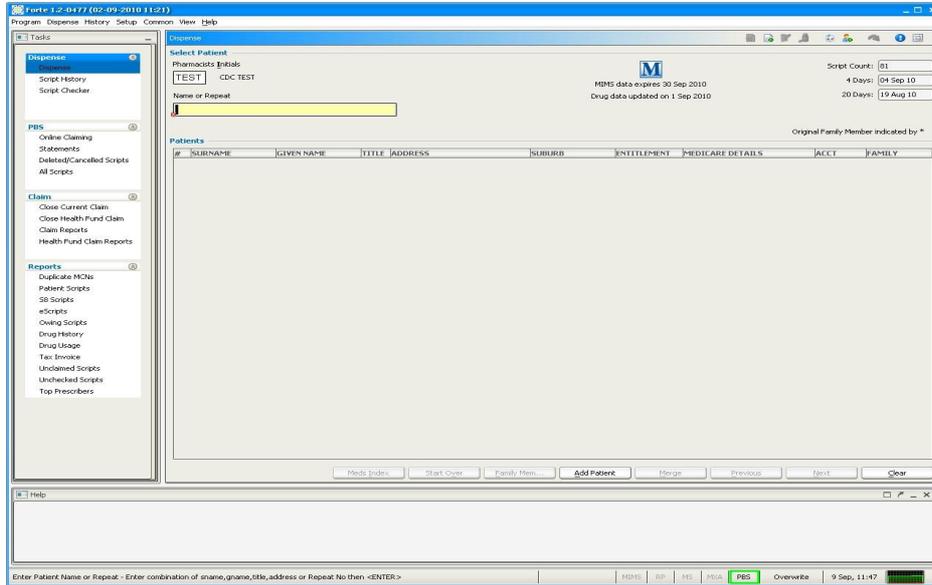
This screenshot shows the 'EDC Forte' dialog box with the 'Local Drug' tab selected. It displays a table of 'Previously Defined Local Drugs'.

DESCRIPTION	FORM	STRENGTH	QUANTITY	MAX QTY	MANUF
JOHN TACEY C/F 24 (D/R)	TABS		24		
JOHN TACEY C/F 24 (L)	TABS		24		
JOHN TACEY DAY C/F	TABS		24		

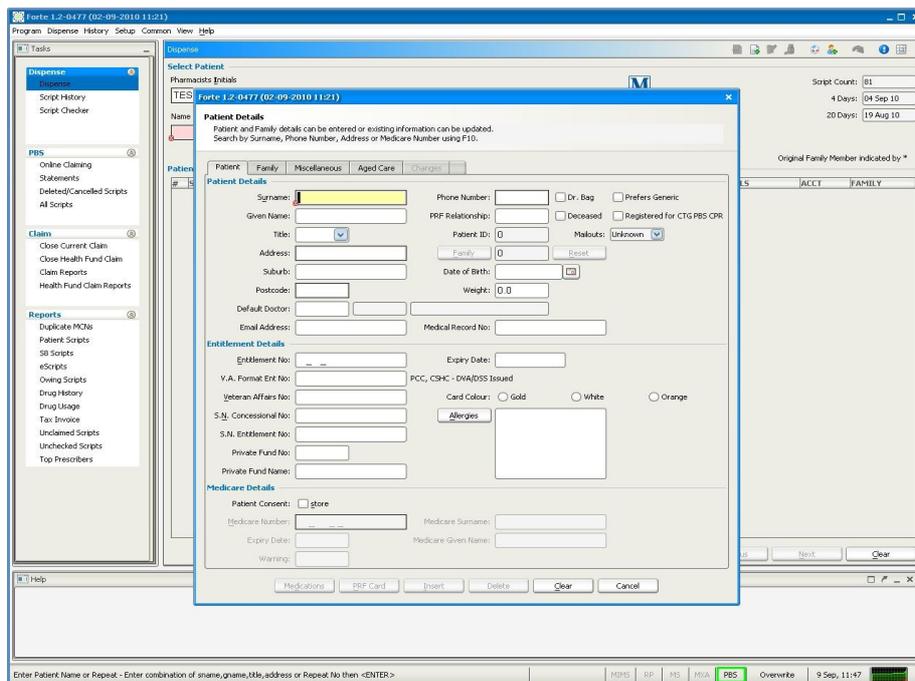
HOW TO: Dispense using Script Options

Script options are accessible in two ways. By adding the option prefix after choosing drug, following ; or opening the "options box", by left clicking options field with mouse or pressing "ALT+O" Choose options required by either left clicking on option with mouse or entering corresponding prefix.
 Note: Options box can be accessed in both drug and label screens

HOW TO: Add a Patient



Enter patients' name.No match?
 Press enter to insert new patient.
 Or press 'add patient' on select patient screen
 Complete patients details in patient tab



HOW TO: Add a Family Member

Dispense

Select Patient

Pharmacists Initials
 JOHN TACEY

MIMS data expires 30 Apr 07

Script Count: 112
 4 Days: 14 Apr 07
 20 Days: 29 Mar 07

Name or Repeat

25437529931

Patients

#	SURNAME	GIVEN NAME	TITLE	ADDRESS	SUBLURB	ENTITLEMENT	ACCT TYPE	FAMILY ID
1	OVINGTON	LOUISA	Miss	2 BRICKFIELD ST	RUSE			144612

Type in family name. To add a family member press the family member button at the bottom of your screen.

Family Member Add Patient Merge Previous Next Clear

CDC Forte

Patient Details
 Patient and Family details can be entered or existing information can be updated.
 Search by Surname, Phone Number, Address or Medicare Number using F10.

Patient Family Miscellaneous Changes

Patient Details

Surname: Phone Number: Mailouts
 Given Name: PRF Relationship: Dr. Bag
 Title: Patient ID:
 Address: Family:
 Suburb: Date of Birth:
 Postcode: Weight:
 Default Doctor:

Entitlement Details

Entitlement No:
 V.A. Format Ent No:
 Veteran Affairs No: Card Colour: Gold White Ore
 S.N. Concessional No:
 S.N. Entitlement No:
 Private Fund No:

Medicare Details

Patient Consent: store
 Medicare Number: Medicare Surname:
 Expiry Date: Medicare Given Name:
 Warning:

Patient details screen opens. Complete details and update

CDC Forte

Patient Details
 Patient and Family details can be entered or existing information can be updated.
 Search by Surname, Phone Number, Address or Medicare Number using F10.

Patient Family Miscellaneous Changes

Patient Details

Surname: Phone Number: Mailouts
 Given Name: PRF Relationship: Dr. Bag
 Title: Patient ID:
 Address: Family:
 Suburb: Date of Birth:
 Postcode: Weight:
 Default Doctor:

Entitlement Details

V.A. Format Ent No: P.C.C. / S.N.C. - DVA/ISS Issued
 Veteran Affairs No: Card Colour: Gold White Ore
 S.N. Concessional No:
 S.N. Entitlement No:
 Private Fund No:

Medicare Details

Patient Consent: store
 Medicare Number: Medicare Surname:
 Expiry Date: Medicare Given Name:
 Warning:

EDC Forte

Patient Details
 Patient and Family details can be entered or existing information can be updated.
 Search by Surname, Phone Number, Address or Medicare Number using F10.

Patient Family Miscellaneous Changes

Family Details

This Pharmacy

Concessional: 0 \$0.00
 Veteran Affairs: 0 \$0.00
 Special Entitlement: 0 \$0.00
 General: 8 \$115.19
 Other: 0 \$0.00

Other Pharmacies

Concessional: 0 \$0.00
 Veteran Affairs: 0 \$0.00
 Special Entitlement: 0 \$0.00
 General: 0 \$0.00
 Other: 0 \$0.00

Overall Family PRF Total: \$115.19

Account Details:

Accounts: 0 Reset Family ID: 144,612
 Patient ID: 144,614

PRF Details

Family Members

GIVEN NAME	SURNAME	RELATIONSHIP
LOUISA	OVINGTON	BLANK
CHAD		

Other Members

GIVEN NAME	SURNAME	RELATIONSHIP
		BLANK

Add any other pharmacy PRF totals, memo's etc
 Press update. Proceed with script

PRF Card Update Delete Clear Cancel

EDC Forte

Patient Details
 Patient and Family details can be entered or existing information can be updated.
 Search by Surname, Phone Number, Address or Medicare Number using F10.

Patient Family Miscellaneous Changes

Miscellaneous

Memo: no cred
 Status:
 Owed Scripts:
 Comments:

PRF Card Update Delete Clear Cancel

EDC Forte 1.0.0 (2191)

Program Dispense History Setup Common View Help

Dispense

Select Patient
 Pharmacist Initials: JT JOHN TACEY
 Name or Repeat: Master CHAD OVINGTON, 2 BRICKFIELD ST RUSE 2560

Select Drug
 Medicare Number: 25437783311
 Expiry: Dec 2020
 Drug Prescriber Code: 413845
 Script Date: 18/04/2007
 Drug or Repeat: JAMES SPOCK

Note: Following requires attention to proceed.
 Drug or Repeat

Options: Override, Interactions, Substitute, Category, Options

Memo/Allergies/Conditions

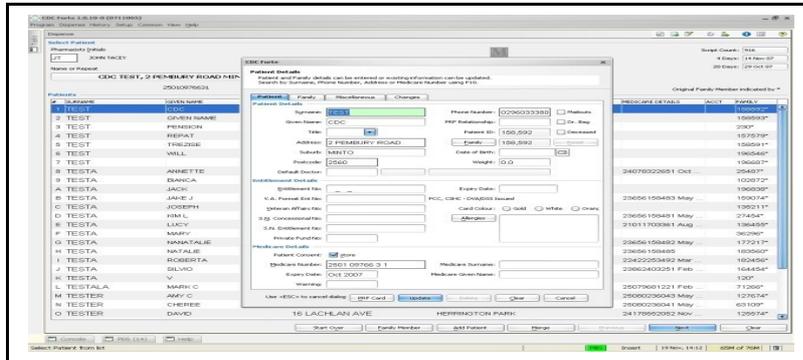
Family PRF Total: \$115.19

#	DESCRIPTION	FORM	STRENGTH	MAX QTY	MAX RPTS	MANUF	INS Code	RECOVERY	CHARGE	ISCHED	FLAGS
---	-------------	------	----------	---------	----------	-------	----------	----------	--------	--------	-------

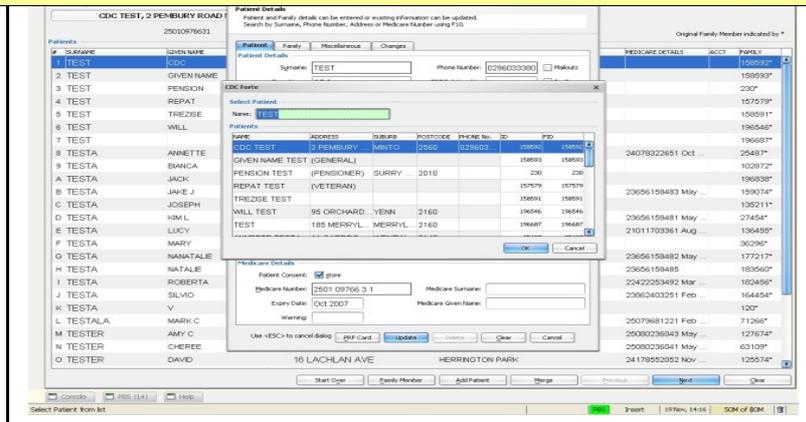
Family Member Add Patient Merge Previous Next Clear

Console PDS Help
 Enter Script Date PDS Overwrite 19 Apr, 17:05 67M of 82M

HOW TO: Join Family Members



Type patients' name you wish to add to family, press <F4> to open patient details screen. Press family button. Select patient screen will open



Enter patients' family name you wish to connect to. Choose patient to link this patient to, Press Ok

EDC Forte 1.0.10-0 (0711005)
 Program Dispense History Setup Common View Help

Dispense
 Select Patient
 Pharmacist Initials
 JT JOHN TACEY

Name or Repeat
 CDC TEST, 2 PEMBURY ROAD
 25010976631

Patients

#	SURNAME	GIVEN NAME
1	TEST	CDC
2	TEST	GIVEN NAME
3	TEST	PENSION NAME
4	TEST	REPAT
5	TEST	TREZISE
6	TEST	WILL
7	TEST	
8	TESTA	ANNETTE
9	TESTA	BIANCA
A	TESTA	JACK
B	TESTA	JAKE J
C	TESTA	JOSEPH
D	TESTA	KIM L
E	TESTA	LUCY
F	TESTA	MARY
G	TESTA	NANATALIE
H	TESTA	NATALIE
I	TESTA	ROBERTA
J	TESTA	SILVIO
K	TESTA	V
L	TESTALA	MARK C
M	TESTER	AMY C
N	TESTER	CHEREE
O	TESTER	DAVID

EDC Forte
 Patient and Family details can be entered or existing information can be updated.
 Search by Surname, Phone Number, Address or Medicare Number using F10.

Patient Details
 Surname: TEST
 Given Name: CDC
 Title: [v]
 Address: 2 PEMBURY ROAD
 Suburb: MINTO
 Postcode: 2560
 Phone Number: 0296033380
 FRP Relationship: [v] Malbous
 Patient ID: 158,592
 Family: 158,593
 Date of Birth: [v]
 Weight: 0.0
 Default Doctor: [v]

Entitlement Details
 Entitlement No: [v] Expiry Date: [v]
 V.A. Format Ent No: [v] PCC, CSHC - DVA/DSS Issued
 Veteran Affairs No: [v] Card Colour: [v] Gold [v] White [v] Orange
 S.N. Concessional No: [v] Allergies: [v]
 S.N. Entitlement No: [v]
 Private Fund No: [v]

Medicare Details
 Patient Consent: [v] Store
 Medicare Number: 2501 09766 3 1 Medicare Surname: [v]
 Expiry Date: Oct 2007 Medicare Given Name: [v]
 Warning: [v]

16 LACHLAN AVE HERRINGTON PARK

Medicare Details Table:

ACCT	FAMILY
158592*	
158593*	
230*	
157579*	
158591*	
196546*	
196687*	
24078322651 Oct ...	25487*
	102872*
	196838*
23656158483 May ...	159074*
	135211*
23656158481 May ...	27454*
21011703361 Aug ...	136455*
	36296*
23656158482 May ...	177217*
23656158485	183560*
22422253492 Mar ...	182456*
23862403251 Feb ...	164454*
	120*
25079681221 Feb ...	71266*
25080236043 May ...	127674*
25080236041 May ...	63105*
24178552052 Nov ...	125574*

Buttons: Start Over, Family Member, Add Patient, Merge, Previous, Next, Clear

Press update. This will link patient to family.
 Double check in the Family Tab

Forte 1.2-0495 (10-09-2010 07:39)

Patient Details
 Patient and Family details can be entered or existing information can be updated.
 Search by Surname, Phone Number, Address or Medicare Number using F10.

Patient Family Miscellaneous Aged Care Changes

Family Details

This Pharmacy

Concessional:	0	\$0.00
Veteran Affairs:	0	\$0.00
Special Entitlement:	0	\$0.00
General:	0	\$0.00
Other:	0	\$0.00

Other Pharmacies

Concessional:	0	\$0.00
Veteran Affairs:	0	\$0.00
Special Entitlement:	0	\$0.00
General:	0	\$0.00
Other:	0	\$0.00

Overall Family PRF Total: \$0.00

Account Details

Accounts: 0 Reset
 For Family: [v] Reset
 Accounts: 0 Reset
 For Patient: [v]

Family ID: 10,151,560
 Patient ID: 10,151,561

PRF Details

Family Members			Other Members		
GIVEN NAME	SURNAME	RELATIONSHIP	GIVEN NAME	SURNAME	RELATIONSHIP
FIVE	ADDFIRST	BLANK			BLANK

Buttons: Medications, PRF Card, Update, Delete, Clear, Cancel

HOW TO: Remove Family Members

Dispense

Select Patient

Pharmacist Initials: JT JOHN TACEY

Name or Repeat: CDC TEST, 2 PEMBURY ROAD MINTO 2560

25010976631

Script Count: 916

4 Days: 14 Nov 07

20 Days: 29 Oct 07

Original Family Member indicated by *

#	SURNAME	GIVEN NAME	TITLE	ADDRESS	SUBURB	ENTITLEMENT	MEDICARE DETAILS	ACCT	FAMILY
1	TEST	CDC		2 PEMBURY ROAD	MINTO				168592*
2	TEST	GIVEN NAME	(GENERAL)						158593*
3	TEST	PENSION	(PENSIONER)		SURRY HILLS	201666969T			230*
4	TEST	REPAT	(VETERAN)			NX111111A			157579*

To remove a patient from a family file, enter patients' name you wish to remove, press <F4> to open patient details screen.

CDC Family 1.0.10-9.0071.0003

Program: Dispense History: Setup: Common View: Help

Select Patient

Pharmacist Initials: JT JOHN TACEY

Name or Repeat: CDC TEST, 2

25010976631

Script Count: 916

4 Days: 14 Nov 07

20 Days: 29 Oct 07

Original Family Member indicated by *

CDC Test

Family: Members: Changes

1 TEST

2 TEST

3 TEST

4 TEST

5 TEST

6 TEST

7 TEST

8 TEST

9 TEST

A TEST

B TEST

C TEST

D TEST

E TEST

F TEST

G TEST

H TEST

I TEST

J TEST

K TEST

L TEST

M TEST

N TEST

O TEST

AMY C MR 353 MERRYLANDS RD MERRYLANDS

CHEERIE 353 MERRYLANDS RD MERRYLANDS

DAVID 16 LACHLAN AVE HERRINGTON PARK

ENTITLEMENT MEDICARE DETAILS ACCT FAMILY

201666969T 158593*

NX111111A 157579*

20476322551 Oct ... 196646*

24076322551 Oct ... 196646*

254817*

102872*

196838*

159874*

23656108403 May ... 195211*

23656108481 May ... 27454*

21011703361 Aug ... 136450*

20467685V 26269*

23656108482 May ... 177217*

23656108485 183560*

2342223490 Mar ... 182456*

23865403251 Feb ... 164454*

204678299A 120*

25076881251 Feb ... 71360*

25080236543 May ... 127874*

25080236541 May ... 63189*

24178552052 Nov ... 125574*

Use: ESC to cancel dialog. [F4] Card [Update] [Cancel] [Clear]

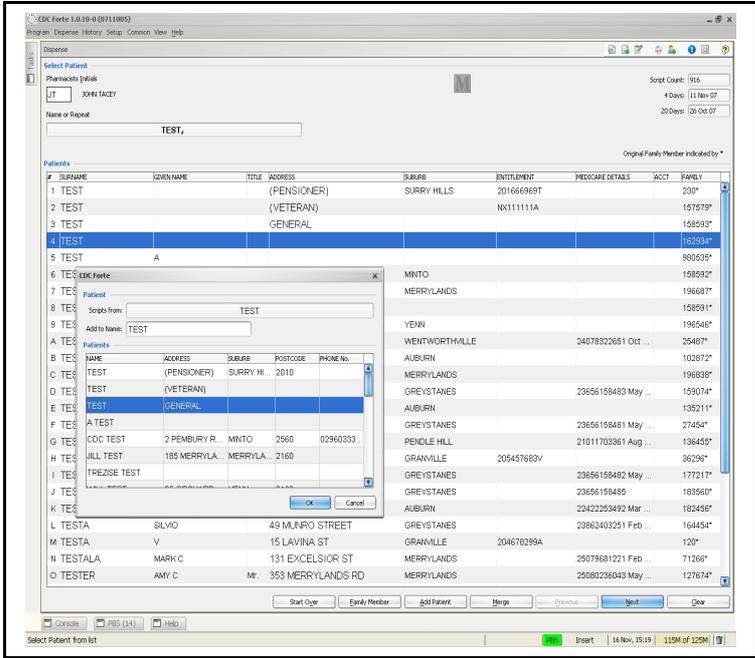
Start Copy Family Member Add Patient Merge [Print] [Clear]

Select Patient from list

19 Nov 14:23 1585 of 938

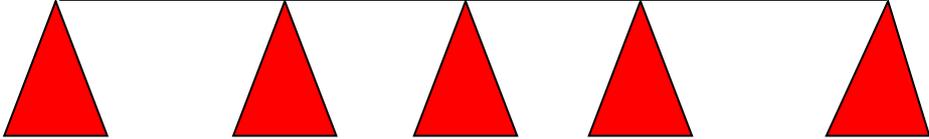
Press the reset button then Update. This will remove the patient from the family and issue him/her with their own family ID number.

HOW TO: Merge Patients



To merge patients, type the patients name of the **secondary entry** then press the merge button at the bottom of screen. CDC Forte patient screen will open. Enter the patients name of the **primary entry** all scripts will merge **TO** this patient records). Press OK.

**Take care when merging
You can NOT unmerge**



HOW TO: Disable Deceased Patient

The screenshot shows the 'Patient Details' window for a patient named TEST. The 'Deceased' checkbox is checked, and the 'Update' button is highlighted. The background shows a list of patients and a Medicare details table.

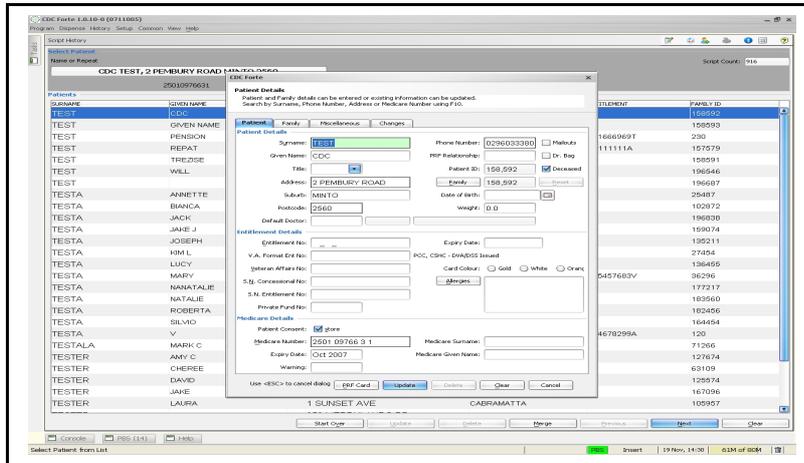
#	SURNAME	GIVEN NAME	TITLE	ADDRESS	SUBURB	ENTITLEMENT	MEDICARE DETAILS	ACCT	FAMILY
1	TEST	GIVEN NAME	(GENERAL)						158593*
2	TEST	PENSION	(PENSIONER)		SURRY HILLS	20166899T			230*
3	TEST	REPAT	(VETERAN)			NX111111A			157579*

Enter patients' name you wish to disable then press <F4> to open patient details screen. Tick the deceased box then update. The patient will then disappear from dispense, select patient screen. You can still access their records via the script history screen.

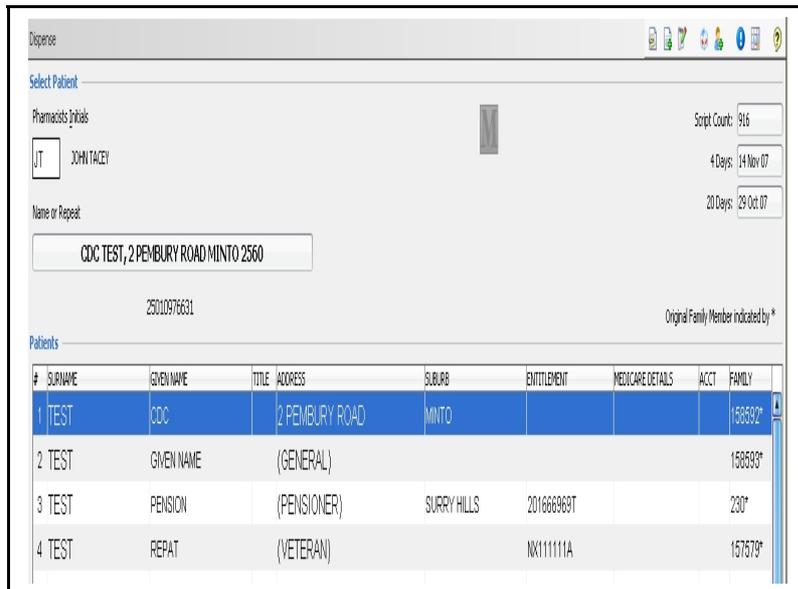
The screenshot shows the 'Select Patient' screen. The search results show a table with columns for SURNAME, GIVEN NAME, TITLE, ADDRESS, SUBURB, ENTITLEMENT, MEDICARE DETAILS, ACCT, and FAMILY. The first row is highlighted.

#	SURNAME	GIVEN NAME	TITLE	ADDRESS	SUBURB	ENTITLEMENT	MEDICARE DETAILS	ACCT	FAMILY
1	TEST	GIVEN NAME	(GENERAL)						158593*
2	TEST	PENSION	(PENSIONER)		SURRY HILLS	20166899T			230*
3	TEST	REPAT	(VETERAN)			NX111111A			157579*

HOW TO: Reverse Deceased Patient



To reverse disabling process <shift><F2> to access **patient history screen**. Type patients' name and <F4> to open patient details screen. **Un-tick** deceased box then update. The patient will then re-appear in patient screen as before



HOW TO: Alter script history.

From select patient screen, enter patients name then press <shift><F2> takes you to patients history page, choose script to alter press enter or....

SCRIPT NO	IS	SCRIPT DATE	DATE DISP	DRUG	QTY	PPPS	DISP	NMS Code	CHARGE	DIRECTIONS
73817587		12 Oct 07	12 Oct 07	AMOXIL CAPS 250mg qty 20	20	1	1	1884E	\$1.00	mdu
73817586		12 Oct 07	12 Oct 07	AMOXIL CAPS 250mg qty 20	20	0	1	1884E	\$1.00	mdu
73817577		10 Oct 07	10 Oct 07	MAXOLON INJ 10mg/2ml qty 10	10	0	1	1206L	\$0.00	fi
73817576		10 Oct 07	10 Oct 07	AMOXIL CAPS 250mg qty 20	20	0	1	1884E	\$1.00	ud
73717573		05 Oct 07	05 Oct 07	ZANIDIP# TABS 10mg qty 30	30	0	1	8534E	\$5.85	ud
73717572		05 Oct 07	05 Oct 07	ZANIDIP# TABS 10mg qty 30	180	5	6	8534E	\$5.65	ud

From 'clear' select patient screen press <shift><F2> to go to script history page. Enter patients name .Choose correct patient, press enter to display patients' script history. Choose script to alter , press enter
YOU CAN ALSO SEARCH CLAIM & SERIAL NUMBER FROM A CLEAR HISTORY PAGE

Details 1		Details 2		PBS	Miscellaneous	Comments	Changes
Drug Label							
Sigs							
ud							
Directions							
as directed by Doctor							
Claim Details							
Not Claimable				Remove from Claim 712			
Health Fund Item Number	Benefit Value	Serial Number	Brand Price Premium	Dispensed Price	<input type="checkbox"/> Manual		
	\$0.00	2	\$1.00	\$8.16	Government Contribution		
Wholesale Price	Total Script Value	PRF Amount	Therapeutic Group Premium	Patient Charge			
\$0.00	\$0.00	\$0.00	\$0.00	\$1.00			

Script History

Select Patient

Name or Repeat

MR FOR TEST, WELLINGTON 2555

100022088H SN702471326 24027947777 MBF

Script

Script No 73817576 Script Type Special Entitlement

Drug AMOXIL CAPS 250mg qty 20

Substitute Change Monograph

Details 1 Details 2 PBS Miscellaneous Comments Changes

Date

Script Date 10 Oct 2007 Dispensed 10 Oct 2007 Last Dispensed Supplied Scanned Verified Fail Count 0

Numbers

Entitlement Number SN702471326 Change Regulation 24 Owed Regulation 25

Medicare Number 2402 79477 7 Change Deferred Was Owed Contributes to PRF

Originally Deferred Charged SN 20 Day Rule Drug

glass Bottle Has Repeats Reverse Supply Rules Settings

Generic

Script Details

Pharmacist JT Doctor Prescriber Code 8013901 JON WALLACE SS Interval 0 Supplying Pharmacist

Repeats 0 Dispensed 1 Quantity 20 Item Number 1884E Immediate Supply Rule 4

Original Script Number 73817576 Authority Number Patient Charge \$1.00 PBS Approval Number 80350Y Hospital Provider Number

Script History

Select Patient

Name or Repeat

MR FOR TEST, WELLINGTON 2555

100022088H SN702471326 24027947777 MBF

Script

Script No 73817576 Script Type Special Entitlement

Drug AMOXIL CAPS 250mg qty 20

Substitute Change Monograph

Details 1 Details 2 PBS Miscellaneous Comments Changes

PBS

Reference Number 100,000,731,477 Cancel Number Processing Code 00 New Card Claim Number 712 Claim Reference Number 6 Serial Number 2

MA - Medicare Number 2402 79477 7 MA - Medicare Expiry Warning MA - Medicare Expiry Date Aug 2007 MA - Entitlement Expiry Date 13 Dec 2007 Manufacturer GK PBS Approval Number 80350Y Government Contribution \$8.04

Status

Prepared 10 Oct 2007, 08:47:26 Resubmitted Result Code R Error Code Acknowledge OK Warning, Problem

Reasons Why Acknowledged OK

provided in your claim.
2. If the Medicare Australia on 132 290 Select Option 1.

W 126: The safety net number provided does not exist.
Contact: 1. The safety net number provided has not been issued to Medicare Australia or a pharmacy.
2. Check Medicare Australia on 132 290 Select Option 1.

Start Over Update Delete Merge Previous

After correcting script press update in PBS tab to complete the changes

Forte's Online PBS Module

Introduction to Online PBS

In Australia Forte has been developed to integrate with the Medicare Australia's online PBS system. This system purpose is to provide real-time validation of claimable prescriptions with Medicare Australia as the prescription is being dispensed. The system communicates via a securely encrypted link over the internet to Medicare Australia's online PBS System.

Each prescription is validated via the established business rules and passed back to Forte as either accepted, rejected or with a warning.

Forte displays results of the online claiming process in the online PBS pane. Where a *prescription requires attention* a red or yellow mark will appear next to the prescription and a rejection reason will be populated within the PBS table.

Rejected or warning prescriptions should be reviewed and modified where appropriate by the dispensing pharmacist.

Medicare Australia Publishes the appropriate action when a prescription requires attention.

This list is an appendix 2 of this document but should be updated by dispensing staff when MA publishes new versions.

Additionally the online PBS system allows for online claiming and statement receipting electronically. This means the majority of the process of generating claims and receiving statements is achieved using Forte's online PBS module.

Here you can choose What you would like shown in main screen

CLAIM No.	NAME	SCRIPT No.	SERIAL No.	SCRIPT DATE	DATE DESP	DRUG	MQ	MR	DT	NBS	RC MESSAGES
74117639	E92	31 Oct 2007	31 Oct 2007	ZYPREXA TABS 10mg qt...	28	6	1	8187K	S	W095 W100 W126	
74117645	C23	01 Nov 2007	01 Nov 2007	IMODIUM CAPS 2mg qv 12 12	0	1	1571G	R	W095 W100 R110		

The coloured boxes next to prescription in this screen relate to the coloured boxes at the bottom of the screen

Explanation of colouring of PBS boxes On dispensing screen.

NAME	SCRIPT No	SERIAL No	DRUG	NHS Code	RC	MESSAGES
MR GIVEN NAME SPITE	73517637	16	AUGMENTIN DUO FORTE TABS 875mg-125mg qty 10	8254K	R	R115
MR GIVEN NAME SPITE	73517636	14	LIPEX 10 TABS 10mg qty 30	2011W	R	R115

Green PBS means the script just dispensed on that PC has been approved

NAME	NHS Code	RC	MESSAGES
MOTIL TABS 2.5mg-25mcg qty 20	2501P	R	R100 W126
GMENTIN DUO FORTE TABS 875mg-125mg qty 10	8254K	R	R115

Orange/mustard means the script just dispensed from that PC needs to be checked

If the PBS box turns *red* it means there is a problem with the PC talking to the SERVER e.g. Legacy may not be running on the SERVER
If the PBS box turns *magenta/purple* it means there was an exception from MA e.g. MA may be down

Dispense

Select Patient

Pharmacists Initials
JT JOHN TACEY

Name or Repeat CHECK ONLINE

SURNAME	GIVEN NAME	TITLE	ADDRESS

HOW TO: View scripts with No Reason Code Returned

After finishing a script, paperwork will be printed and a script is sent to PBS on the background and a result code A is returned. This means that a script is accepted with payment. This result code is updated in the PBS tab in the script history screen.

The screenshot displays the 'Script History' window for a patient named KATHY SPITE, GENERAL INT. The interface includes a left-hand navigation pane with sections for 'Dispense', 'PBS (132)', 'Claim', and 'Reports'. The main area shows the following details:

- Patient:** KATHY SPITE, GENERAL INT (Script Count: 814)
- Script:** Script No: 704118843, Script Type: General, Drug: LIPIDIL TABS 145mg qty 30
- PBS Tab:**
 - Reference Number: 100,000,579,059
 - Cancel Number: (empty)
 - Processing Code: 00
 - Claim Number: 753
 - Claim Reference Number: 1
 - Medicare Number: 2293 71974 1 4
 - Medicare No Expiry Warning: (empty)
 - Item Number: 9023X
 - Dispensed Price: \$39.06
 - Medicare No Expiry Date: (empty)
 - Entitlement No Expiry Date: (empty)
 - Manufacturer: LF
 - Approved Supplier Number: 80350Y
 - Government Contribution: \$8.36
- Status:** Prepared (19 Apr 2007, 13:11:51), Resubmitted: (unchecked), Result Code: A, Error Code: (empty), Status: Claim Closed, OK

Buttons at the bottom include Start Over, Update, Delete, Merge, Previous, Next, and Clear. The status bar at the bottom shows 'PBS', 'Insert', '24 Apr, 12:41', and '48M of 53M'.

HOW TO: View scripts *with* a Reason Code Returned

After finishing a script, paperwork will be printed and a script is sent to PBS on the background and a result code is returned. This Result Code is updated in the Script History Screen in the PBS tab. Depending on what you have ticked, some examples are listed below.....

R – The script is rejected without payment. You must adjust and resubmit

H – Script is rejected. Adjust and resubmit or send hard copy prescription for MEDICARE AUSTRALIA evaluation.

A – Script is accepted with payment. Correct and update only if a Warning reason code is returned.

The screenshot shows the 'Script History' window for 'MR FOR TEST, WELLINGTON 2055'. The script details include:
- Reference Number: 100000738191
- Cancel Number: 00
- Processing Code: 712
- Claim Number: S5
- Claim Reference Number: 32
- Serial Number: 100000738191
- HA - Medicare Number: 00
- HA - Medicare Expiry Warning: 00
- Item Number: 01976
- Dispensed Price: \$391.28
- Drug: ZYPREXA TABS 10mg qty 20
- Manufacturer: LY
- PBS Approval Number: 80350Y
- Government Contributor: \$391.28
- Status: Prepared
- Date: 13 Nov 2007, 11:30:06
- Result Code: S
- Error Code: Acknowledge OK
- Warning: Reason why Acknowledged OK

The 'Warning Codes' section lists:
- W100: Check that the prescriber number on the paper prescription match the details provided in your claim. If the prescriber number is not present or legible on the paper prescription, please contact Medicare Australia to obtain a valid prescriber number.
- W101: If the details do not match - please correct and resubmit.
- W102: For further information please contact Medicare Australia quoting code 095.
- W103: The Medicare Number provided does not exist. Contact Medicare Australia on 132 200. Select Option 1.
- W104: Check that the details from the Medicare card match the details provided in your claim.
- W105: If they do not match - please correct and resubmit.
- W106: For further information please contact Medicare Australia quoting code 100.
- W107: The safety net number provided does not exist.

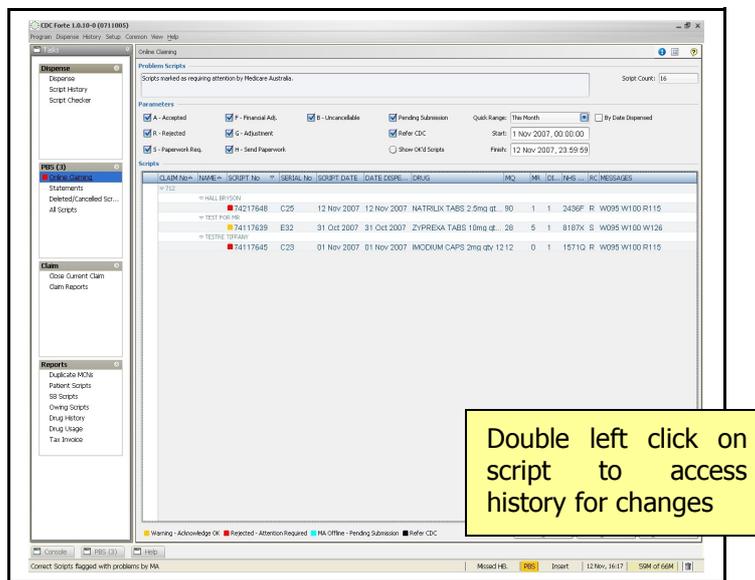
Reason code "S" means
Paperwork required

HOW TO: Fix a script with a Reason Code Returned.

There are two ways in which you can access this script to make the appropriate modifications.

Method 1: Via the PBS Task bar.

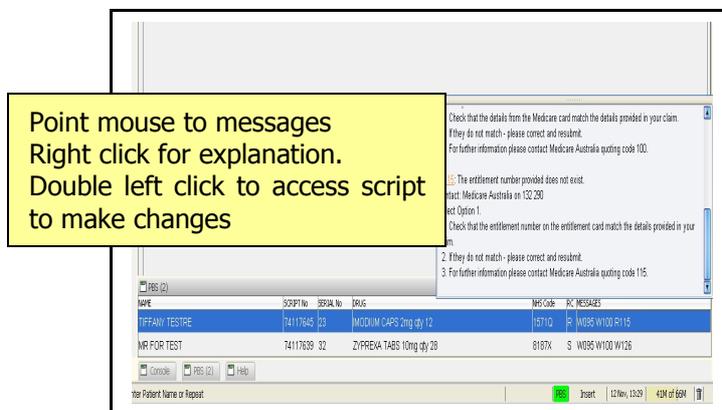
1. Click on the Online Claiming
2. Point the mouse to the appropriate script
3. Double left click to access the script history where changes can be made
4. Press Arrow left and right to move to Details 1 and Details 2
5. Fix up the problem where required.



HOW TO: *Fix* a script with a Reason Code Returned

Method 2 Via PBS tab on the bottom of the CDC Forte program.

1. Left click on the PBS. This will bring up a screen with all the scripts with reason code returned.
2. Point the mouse to the messages
3. Right click on the mouse. This will display a screen which explain the reason code
4. Double left click to access the script history where changes can be made
5. Press Arrow left and right to move to Details 1 and Details 2
6. Fix up the problem where required.



Examples of Reason codes and their correction method.

1. Change a Prescriber number

Press Left Arrow ← to go to Details 2 screen

Press Down Arrow ↓ or click on the Prescriber Code field

Enter the correct Prescriber number

Click on the UPDATE button. This will automatically resubmit the script

2. Change a Patient names

Press F4 to bring up the Patient Details Screen

Enter the correct Surname

Press Down Arrow ↓ or click on a Given Name field

Enter the correct Given name if required

Press Enter or Click on the Update button on the Patient Details screen

Click on the UPDATE button on the Script History screen. This will automatically resubmit the script

3. Cancel a script and Add to Current Claim

Press Left Arrow ← to go to Details 1 screen

Press Down Arrow ↓ or click on to the Remove from Closed Claim field. This will automatically submit to the PBS

Press Up Arrow ↑ or click on to the PBS tab to check for the update Results returned by the PBS.

Press Left Arrow ← to go to Details 1 screen once changes are made

Press Down Arrow ↓ or click on to the Add to Current Claim field. This will automatically submit to the PBS.

4. New Centrelink Cards

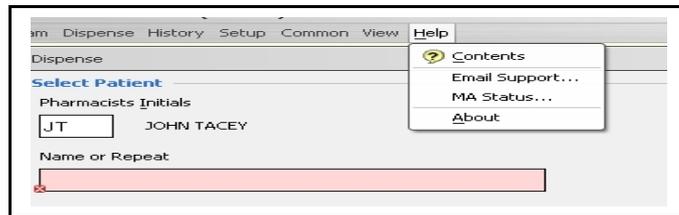
Press Down Arrow ↓ or Click on the New Card field.

Click on Update button. This will automatically submit to the PBS

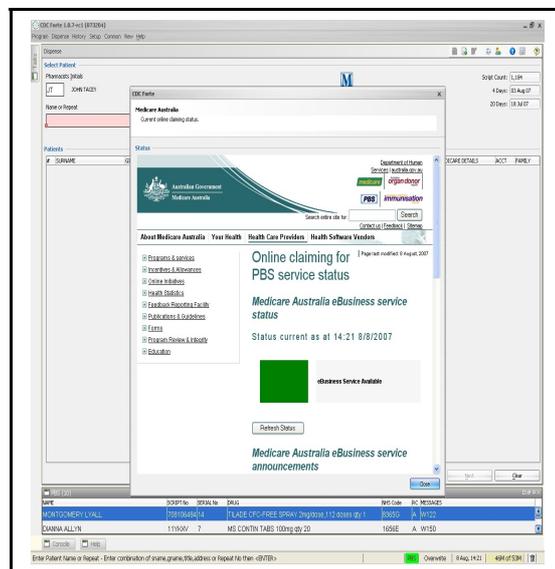
A Result Code H will be returned. This means that it is now required to **send hard copy** prescription for MEDICARE AUSTRALIA evaluation.

HOW TO: Deal with a Communication Error. Check Medicare Status Email Support

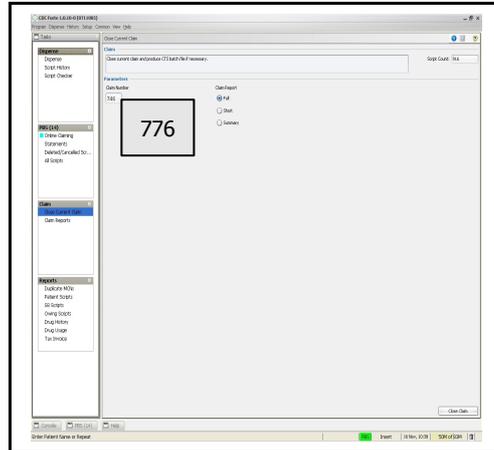
During a network outage, all scripts that are dispensed will be in a PBS waiting file until Communication is established. These scripts are automatically set to a processing code 02 and automatically submitted to the PBS online.



To check Medicare Status or Email CDC Support left click mouse on help in toolbar.



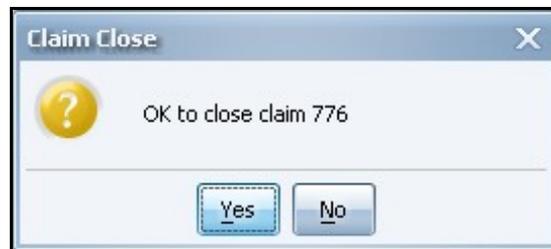
HOW TO: Close a Current Claim Period



Click on Close Current Claim on the Task Bar

Click on Full or Short or Summary button.

Click on Close Claim to close the Current Claim.



Click on

Yes to close a claim.

This will automatically assign a new Claim number. e.g. Claim Number would be 777

This will automatically retrieve a statement for that Close Claim number from PBS and store in a Statement Screen on the PBS task bar.

Or

No to cancel a process of closing a claim

A print screen will appear. Click Ok to print the claim report or Cancel a report from being printed.

A Save screen will appear. Click Save to save a report on a file or Cancel to cancel a saving.

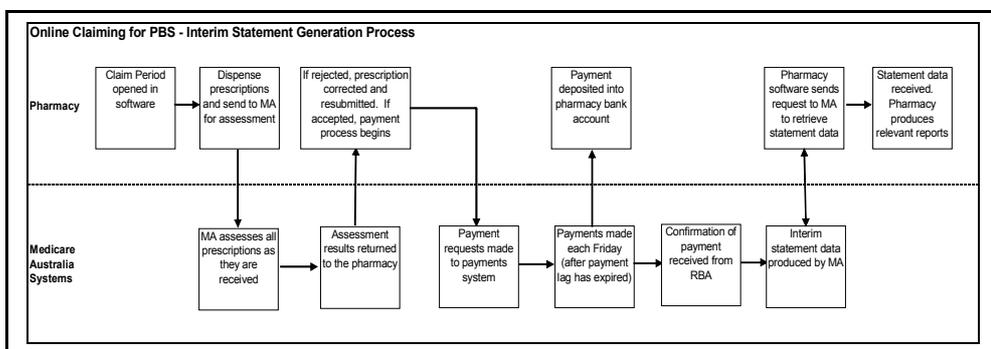
Online PBS Statement and Report Access

Forte will obtain statement details electronically from Medicare Australia that will contain the detailed prescription information for each weekly payment and each claim period. Forte uses this data to produce a numbers of reports to assist with reconciling PBS payments.

There are two types of Statements:

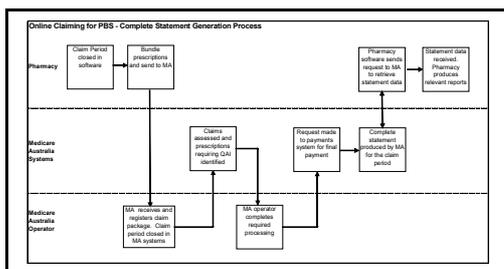
Interim Statement (I) – The Interim Statement process is followed for each weekly payment until the claim period has been closed.

The diagram below details how interim statements are produced for a claim period.



Complete Statement (C) – The Complete Statement is produced once a claim period has been closed.

The diagram below details how a claim period is processed and how the complete statement is produced.



HOW TO: View & Print a Statement Reports

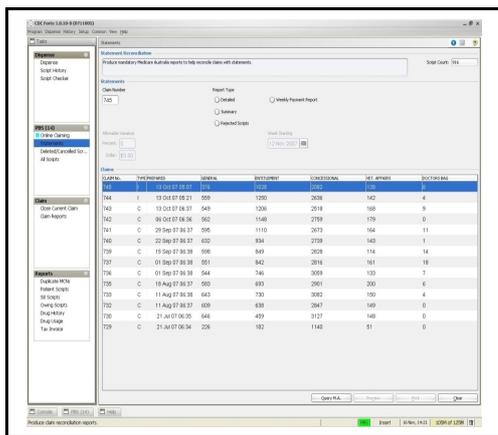
Summary Reconciliation Report

The Summary Reconciliation Report is to allow online pharmacies to reconcile their payments at a summary level for each claim period.

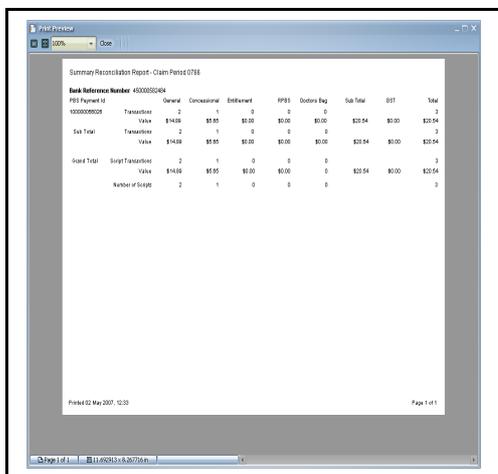
Click on the Statement on the PBS task bar

Click on the Claim period that is listed on the Claim panel.

Click on the Summary Report Type



Click on Preview to view the select report or Click on Print to print and save a report.



Detailed Claim Report

The Detailed Claim Report is to allow online pharmacies to reconcile their claim period at the detailed prescription level.

The report will outline all prescriptions for the claim period and their final result at the time the report is produced. This also includes identifying all adjustments that may have occurred to a prescription throughout the claim period.

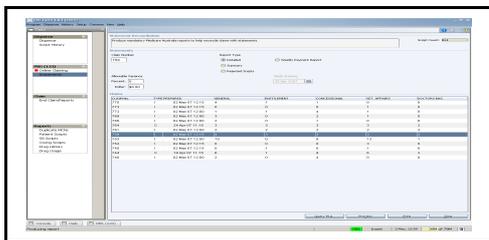
Pharmacies can also use this report to set parameters to only show prescriptions where the discrepancy is greater than a financial amount or greater than a certain %.

Click on the Statement on the PBS task bar

Click on the Claim period that is listed on the Claim panel.

Click on the Detailed Report Type

Click on Allowable Variance field to set a % or \$ parameter if need, otherwise leave it as default (Zero)



Click on Preview to view the select report or Click on Print to print and save a report.

Print Preview

Detailed Claim Report - Claim Period 0759

	Serial #	Item Code	Brand	Date Dispensed	Script #	Estimated Rebate	Actual Rebate	Difference	Reason Codes	Payment #	Bank Reference #	Transaction Value	Reason Codes (old)
1 Gen	G1	02888L	GK	20/04/2007	714116885	\$13.88	\$0.00	(\$13.88)	1015	100000055894	450000582374		
	G2	01453L	AF	20/04/2007	714116886	\$8.36	\$8.36			100000055899	450000582341	\$13.88	
	G3	08886Q	AP	20/04/2007	714116895	\$6.45	\$6.45			100000055917	450000582398		
	G4	08174F	HX		714116899	\$0.00	\$1.39	\$1.39		100000055937	450000582406		
Sub.					4	\$29.49	\$16.20	(\$12.29)					
2 Ent	E1	02454E	MK	20/04/2007	714116887	\$7.85	\$7.85			100000055917	450000582398		
	E2	01081X	AF	20/04/2007	714116888	\$10.08	\$10.08			100000055899	450000582341	\$10.55	
	E3	02449X	AW	20/04/2007	714116896	\$14.20	\$14.20			100000055917	450000582398		
Sub.					3	\$32.11	\$32.11	\$0.00					
3 Con	C1	02454E	MK	20/04/2007	714116889	\$5.65	\$5.65			100000055899	450000582341		
	C2	01081X	AF	20/04/2007	714116890	\$5.16	\$5.16			100000055899	450000582341		
	C3	08483L	IQ	20/04/2007	714116897	\$14.47	\$14.47			100000055917	450000582398		
Sub.					3	\$25.28	\$25.28	\$0.00					
4 Rep	R1	02454E	MK	20/04/2007	714116891	\$5.65	\$5.65			100000055899	450000582341		
	R2	01081X	AF	20/04/2007	714116892	\$5.16	\$5.16			100000055899	450000582341		
	R3	08483L	IQ	20/04/2007	714116893	\$14.47	\$14.47			100000055917	450000582398		
Sub.					3	\$25.28	\$25.28	\$0.00					
5 DB	D1	03494X	AB	20/04/2007	714116893	\$10.85	\$10.85			100000055899	450000582341		
	D2	03487M	CS	20/04/2007	714116894	\$10.80	\$10.80			100000055899	450000582341		
Sub.					2	\$21.65	\$21.65	\$0.00					
Total					16	\$132.81	\$120.52	(\$12.29)					

Printed 02 May 2007, 12:57

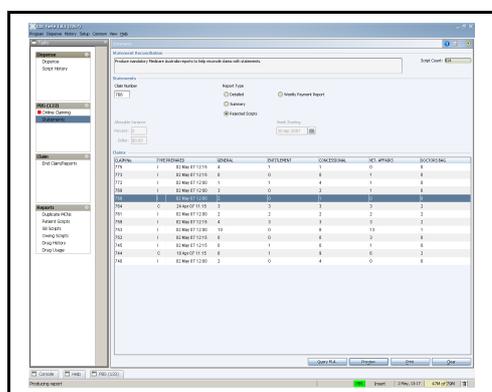
Page 1 of 1

Page 1 of 1 11.692913 x 8.267716 in

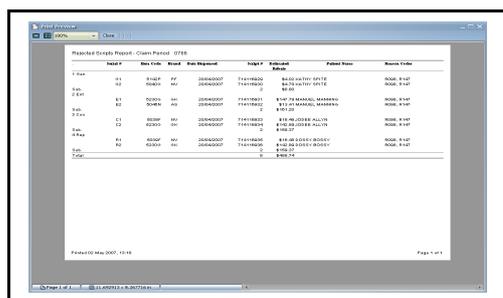
Rejected Scripts Report

The Rejected Scripts Report is to allow online pharmacies to identify which prescriptions are still at a rejected status or have not been successfully submitted to Medicare Australia in a claim period. This allows the pharmacy to rectify any outstanding issues prior to closing the claim period.

Click on the Statement on the PBS task bar
 Click on the Claim period that is listed on the Claim panel.
 Click on the Rejected Report Type

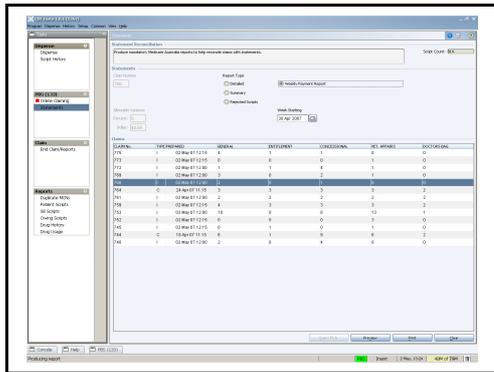


Click on Preview to view the select report or Click on Print to print and save a report.

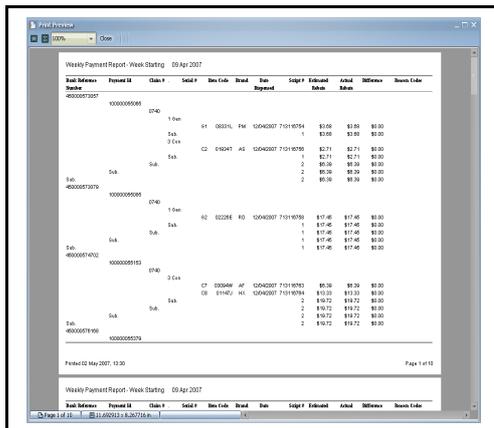


Weekly Payment Report

The Weekly Payment Report is to allow online pharmacies to identify which prescriptions they were debited or credited for in each weekly payment and which claim period the prescriptions relate to. Click on the Statement on the PBS task bar
Click on the Weekly Report Type



Click on Week Starting field to select the starting date or leave it as default as current date
Click on Preview to view the select report or Click on Print to print and save a report.



HOW TO: Manually Query a Statement

The screenshot shows the CDC Forte 1.0.0 (2229) interface. On the left, the 'Tasks' pane is open to 'Statements'. The main window displays the 'Statement Reconciliation' screen. The 'Claim Number' field contains '775'. The 'Report Type' section has radio buttons for 'Detailed', 'Summary', and 'Rejected Scripts'. The 'Week Starting' field is set to '23 Apr 2007'. Below this is a table of claims with the following data:

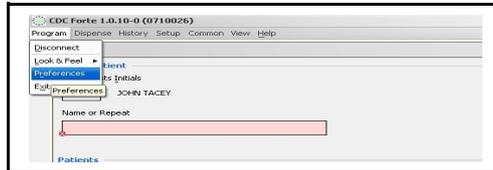
CLAIM No.	TYPE PREPARED	GENERAL	ENTITLEMENT	CONCESSIONAL	VET. AFFAIRS	DOCTORS BAG
775	I	24 Apr 07 13:15	4	0	0	0
773	I	24 Apr 07 13:15	0	0	1	0
772	I	24 Apr 07 13:00	1	1	4	1
769	I	24 Apr 07 13:00	3	0	2	1
766	I	24 Apr 07 13:00	2	0	1	0
764	C	24 Apr 07 11:15	3	3	3	2
761	I	24 Apr 07 13:00	2	2	2	2
759	I	24 Apr 07 13:15	4	3	3	2
753	I	24 Apr 07 13:00	10	0	8	13
752	I	24 Apr 07 13:15	0	0	0	3
745	I	24 Apr 07 13:15	0	1	0	1
744	C	18 Apr 07 11:15	6	1	9	6
740	I	24 Apr 07 13:00	2	0	4	0

At the bottom of the window, the 'Query M.A.' button is highlighted in blue. The status bar at the bottom shows 'PBS (133)' and 'Produce claim reconciliation reports.'

- Click on the Statement on the PBS task bar
- Click on the Claim period that is listed on the Claim panel or Enter a claim period on a Claim Number field.
- Click on Query MA to query the Statement again.

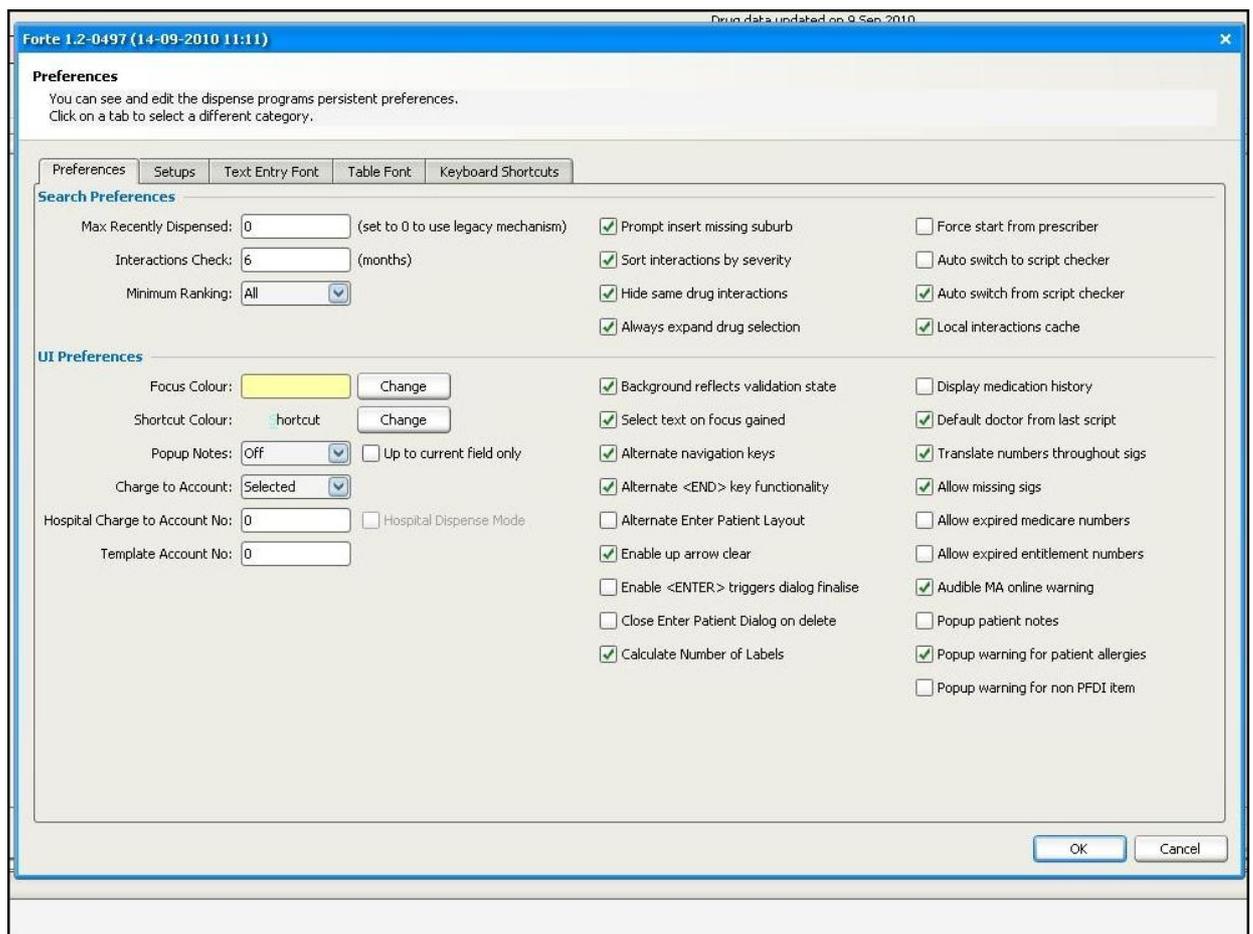
This screenshot is similar to the first one, but with a 'Querying Medicare Australia' dialog box open over the 'Claims' table. The dialog box has a progress bar and a close button. The 'Query M.A.' button in the main window is now disabled. The status bar at the bottom shows 'Sending request to M.A.'

HOW TO: Use Forte Preferences/SetUps



Open preferences

Here you may choose different ways of setting your program preferences e.g. turning patient history screen on or off, having an audible sound when scripts are rejected, search preferences etc.



Set the path to acroread for mims printouts.
Change font , view shortcut programming

Forte 1.2-0497 (14-09-2010 11:11)

Preferences
You can see and edit the dispense programs persistent preferences.
Click on a tab to select a different category.

Preferences Setups Text Entry Font Table Font Keyboard Shortcuts

Printer Setups

Labels Printer Port: COM1 IP Address or UNC Path: 192.168.1.63
Webster Printer Port: COM1 IP Address or UNC Path:
Repeats Printer Queue (blank for default): Canon S800
Notes Printer Queue (blank for default): Canon S800
Label Type: Forte-label Label Printer Type: Thermal Select + Label by default
Webster Label Type: Webster Printer Type: Thermal Select Webster by default
Barcode Type: Code 39 Repeats Printer Margin Indents: 0.0 0.0 (mm)

RoboPharma Setups

Station Number: 0 Pipeline Printer Queue (blank for default): Enable RoboPharma
Chute Number: 1 Pipeline Printer Margin Indents: 0.0 0.0 (mm) Enable Pipeline Printer

Scanner Setups

Repeats & Script Checker Scanner: COM1 Test Auto task switch on scan

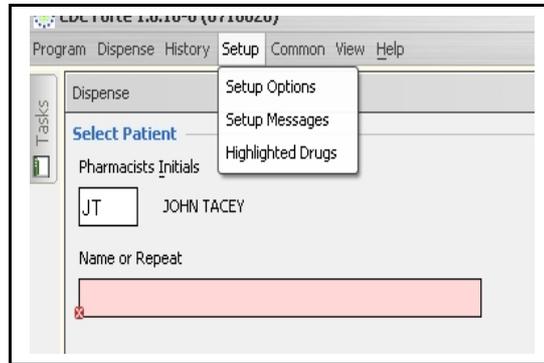
Other Setups

Path to Acroread: C:\Program Files\Adobe\Reader 8.0\Reader\AcroRd32.exe Enable MediSecure INFO
Path to Excel: Enable Mirixa INFO
Server IP Address: 172.16.1.53
Oracle Version: 8i 11g
Patient cache size: 5000 Prime drug cache on startup
Script cache size: 15000 Force Disable Check Stock on Drug Search Check for EAP builds

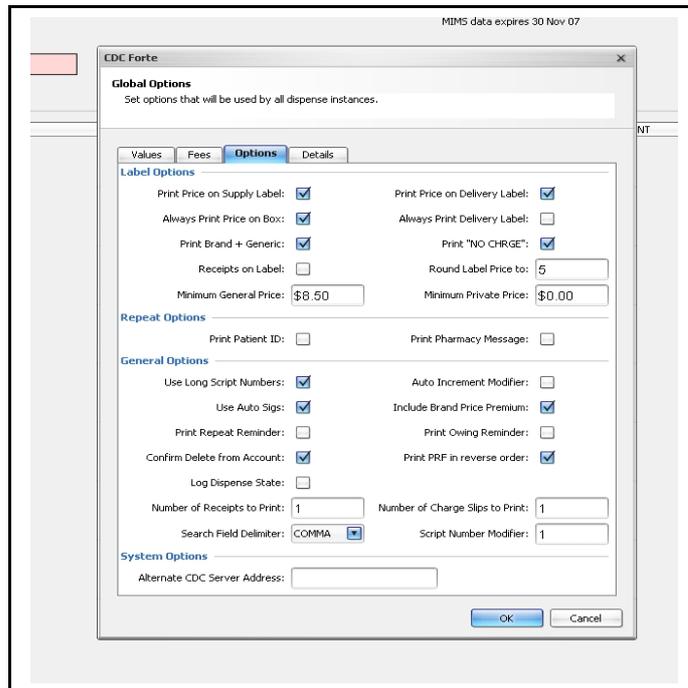
OK Cancel

HOW TO: Use Forte Setup.

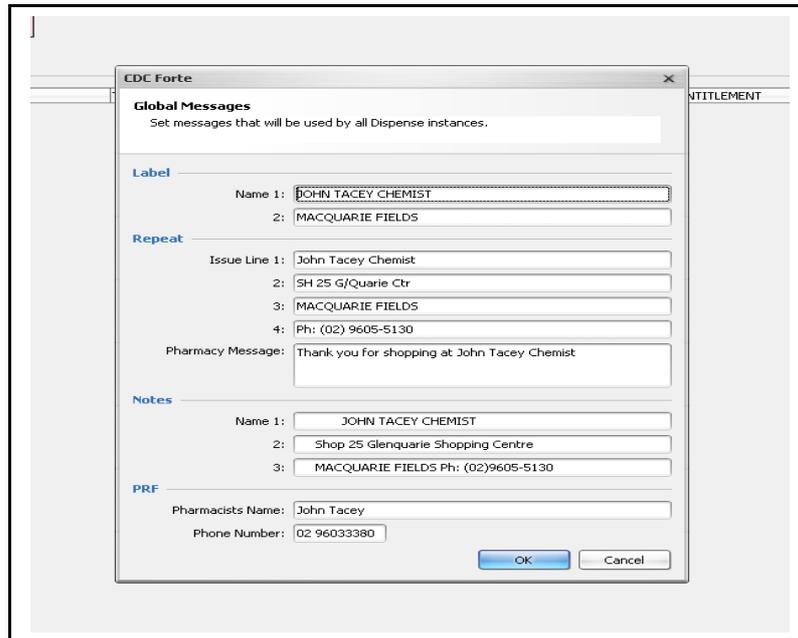
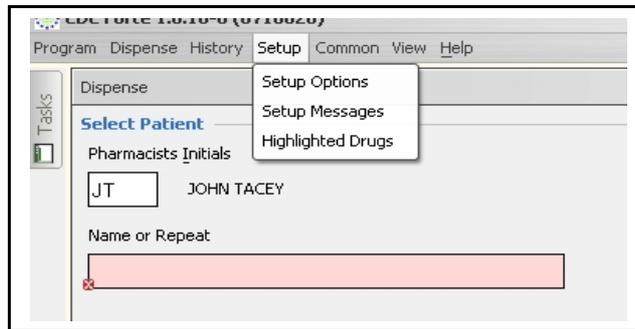
Setup Options



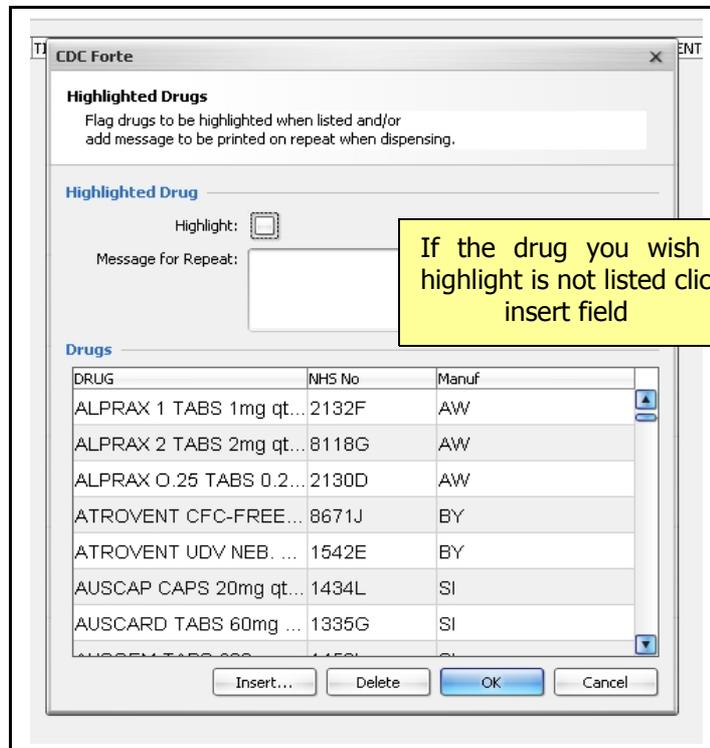
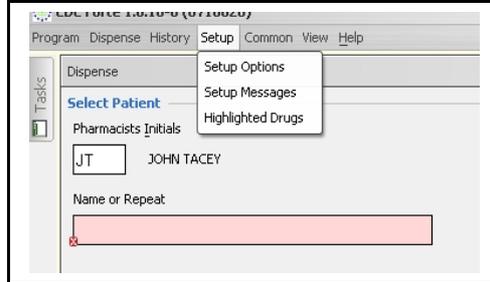
Open setup options
Here you may choose global settings such as print PRF card in reverse order, print price on supply label, confirm delete on account and more .Check values, fees & details

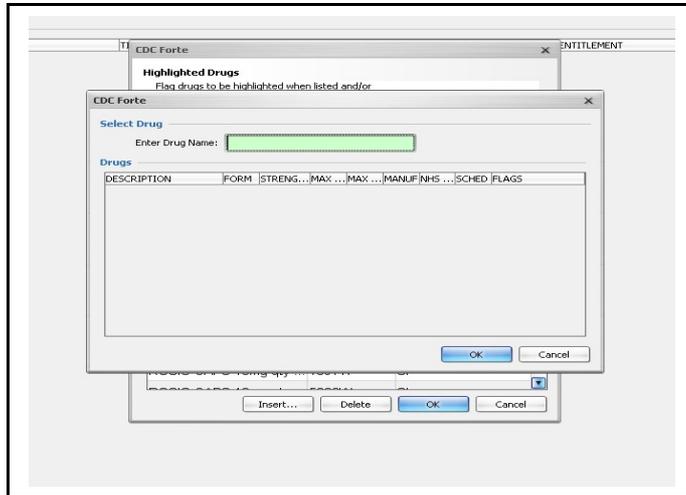


HOW TO: Use Forte Setup. Setup Messages

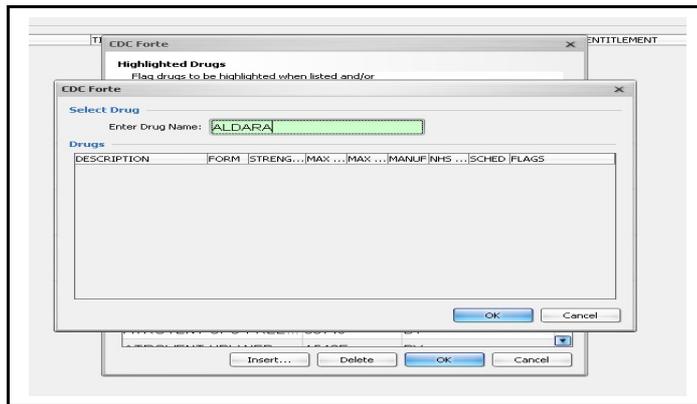


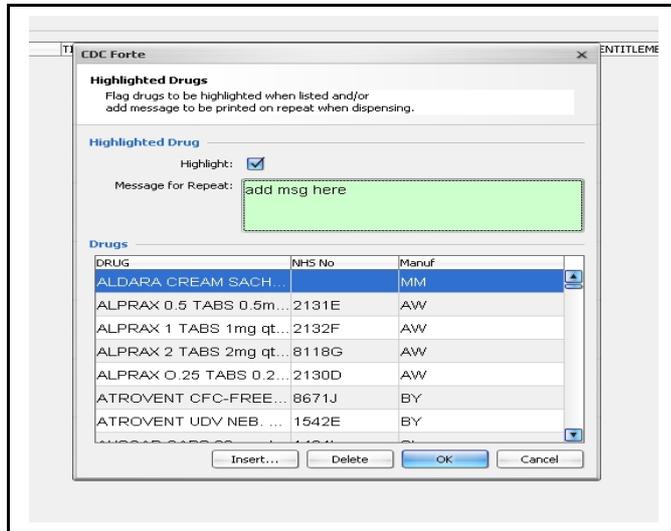
HOW TO: Use Forte Setup. Highlighted Drugs





Add drug to be highlighted then press OK





Tick highlighted box
Add a message to be printed on repeat when
dispensing. Press ok

HOW TO: Reprint labels, repeats, receipts, PRF, free format etc.

From Patient History

Go to history screen, enter & choose correct patient, then choose correct script entry

SURNAME	GIVEN NAME	TITLE	ADDRESS
TEST	FOR	MR	
TEST	KAREN		8 NIGEL PL
TESTA	GRANT	M...	8 NIGEL PL.,
TESTA	KEVIN		8 NIGEL PL.,

SCRIPT NO	S	SCRIPT DATE	DATE DISP	DRUG	QTY
80117687		15 Jan 08	15 Jan 08	AMOXIL CAPS 250mg qty 20	20
80117686	D	15 Jan 08	15 Jan 08	AMOXIL CAPS 250mg qty 20	20
80017668		03 Jan 08	03 Jan 08	LIPIDIL TABS 145mg qty 30	180
80017666		03 Jan 08	03 Jan 08	NEXIUM TABS 20mg E.C. qty 30	60
80017662		02 Jan 08	02 Jan 08	TEARS NATURALE EYE DROPS 0.3%-0.1%...	6
74717657		20 Dec 07	20 Dec 07	ENDEP 25 TABS 25mg qty 50	50

Press <shift><F5> to open print paperwork options. Reprint paperwork or create a free format label by entering "user defined label"

Print Paperwork

Select from the print options below

Script: NEXIUM TABS 20mg E.C. q

Print Options

Reprint:

HOW TO: Reprint labels, repeats, receipts PRF, free format etc.

From last 100 scripts

Open recently dispensed scripts screen from common section,
icon or Shift>F1
Choose script then choose print option

Print Options

Reprint: Last Year As PDF

Scripts

PATIENT	SCRIPT No	SCRIPT DATE	DATE DISP	DRUG	LA...
ONE THERESA	1KU2R	14 Sep 10	14 Sep 10	TENORMIN TABS 50mg qty...	
GENERAL NONCTG	1KU2Q	13 Sep 10	13 Sep 10	NIZAC CAPS 300mg qty 30	
GENERAL NONCTG	1KU2P	13 Sep 10	13 Sep 10	PAMACID 20 BLS TABS 20...	
GENERAL CTG	1KU2D	13 Sep 10	13 Sep 10	LIPEX 40 TABS 40mg qty 30	
GENERAL CTG	1KU2N	13 Sep 10	13 Sep 10	OLMETEC PLUS TABS 40...	
GENERAL CTG	1KU2M	13 Sep 10	13 Sep 10	TACIDINE CAPS 150mg BL...	
GENERAL CTG	1KU2L	13 Sep 10	13 Sep 10	AMOXIL CAPS 500mg qty 20	
REPAT PATIENT NON-CTG-...	1KU2K	13 Sep 10	13 Sep 10	LIPITOR TABS 10mg qty 30	
CONCESSIONAL NONCTG	1KU2I	13 Sep 10	13 Sep 10	THE OINTMENT OINT qty 1...	
ONE THERESA	1KU2H	10 Sep 10	10 Sep 10	DIABEX TABS 500mg qty 100	
GENERAL NONCTG	1KLDW	09 Sep 10	09 Sep 10	DE-GAS TABS 10MG	
CONCESSIONAL NONCTG	1KLDV	09 Sep 10	09 Sep 10	DE-GAS TABS 10MG	
GENERAL NONCTG	1KLDU	09 Sep 10	09 Sep 10	AMOXIL CAPS 500mg qty 20	

HOW TO: Produce and Print Reports History, Tax Invoices etc.

The screenshot displays the Forte 1.2-0497 software interface. The main window is titled "Dispense" and shows a "Select Patient" form with fields for "Pharmacists Initials" (containing "TEST" and "CDC TEST") and "Name or Repeat". A "Patients" table is visible below, with columns for #, SURNAME, GIVEN NAME, TITLE, ADDRESS, SUBURB, ENTITLEMENT, MEDICARE DETAILS, ACCT, and FAMILY. A yellow callout box is overlaid on the table area, containing the text: "In the task bar, reports section, click on appropriate report, then enter required information. Some report take a while to produce please be patient".

The left-hand "Tasks" pane is expanded to show the "Reports" section, which includes the following items:

- Duplicate MCNs
- Patent Scripts
- 58 Scripts
- eScripts
- Owing Scripts
- Drug History
- Drug Usage
- Unlinked Drugs
- Tax Invoice
- Unclaimed Scripts
- Unchecked Scripts
- Top Prescribers
- Script Gross Profit

The status bar at the bottom of the window shows the following information: "Enter Patient Name or Repeat - Enter combination of sname,gname,title,address or Repeat No then <ENTER>", "MIMS RP MS MXA PBS Overwrite", and "15 Sep, 16:15".