

Create a home Delivery Prescription

23/10/2024 4:31 pm BST

Summary

The Home Delivery Module allows you to schedule the delivery of items from Merlin to an address specified.

Prescriptions are created within Merlin and scheduled for fulfilment by the MWI Pharmacy.

Merlin receives live status updates from the Pharmacy system and provides delivery notifications and automated invoicing for the items.

If you would like to use the Home Delivery Module to deliver items directly to your Clients, please contact your RCM for more information.

Details

Home Delivery Workflow

A high-level overview of the Home Delivery workflow is as below:

1) Orders sent to MWI Pharmacy

Every morning Merlin sends a list of prescribed items to be delivered to the MWI Pharmacy.

2) MWI Pharmacy Fulfilment

An MWI pharmacist will review each prescription and action within their own Pharmacy Management Software.

At each step, from arrival, to packaging, labelling and delivery their software is updated.

3) Merlin/Pharmacy Integration

Merlin instantly receives the order status's and updates/triggers workflows accordingly.

4) Items Invoiced

Once an item has been sent to MWI Pharmacy for fulfilment, the Client is invoiced and their account/HCP allowance is updated accordingly with any discounts necessary.

Home Delivery

The following pages document the workflow in detail:

- Create a Home Delivery Prescription
- Viewing Prescriptions
- Invoicing

Note: The patient must have their weight and age recorded before adding a treatment.

1. Navigate to the **Add Treatment** Screen
2. Select the **Dispense from MWI Pharmacy** option.
3. **Add a treatment** from the fast track bar or via the Code Type selector ([Add treatment screen](#)).

The screenshot shows the 'Add Treatment' window. The 'Dispense from' dropdown is highlighted with a red box and set to 'MWI Pharmacy'. Below it, a search for 'mil' has been performed, resulting in a list of draft items. The patient is 'Buzz' and the surgeon is 'J Hughes'.

Note: Only items eligible for Home Delivery will display.

4. Select '**Add**', If the item is eligible to be dispensed as a split pack by MWI Pharmacy, a prompt will display:

The dialog box is titled 'Sell As Whole Pack' and contains a question mark icon. The text inside asks 'Do you want to sell as whole pack?'. There are two buttons at the bottom: 'Yes' and 'No'.

5. **Yes**
= Sends order as whole pack order. (i.e. Qty 2 = 2 Packs)
6. **No** = Sends order as Split Pack (i.e. Qty 2 = 2 Tablets)

If the item is not eligible, the prompt will not display and the item will be dispensed as Whole Pack by default.

7. The MWI Pharmacy window will display.

MWI Pharmacy

Patient Muffin Species Canine Pharmacy Species Dog

Item Advocate Med Dog 100 3 Pip

Prescribed By T Pointer (TPointer)

Prescription

Label Prefix Apply

Dosage 1 Pipette(s)

Every...

Frequency 1 Month(s)

For...

Duration 3 Month(s)

Due Date 06/07/2024

Quantity 3 Pipette(s)

Qty/Pack 3 Size

MWI Pharmacy Delivery

Apply 1 Pipette(s) Every 1 Month(s) For 3 Month(s)

Prescribed Qty (Pack) 1

Dispensed Qty (Pack) 1 @ 44.78 inc VAT

Dispensing Fee 0 @ 44.78 inc VAT

Mailing Address 15 Test Avenue, Leeds, LS20 898

No of Repeats 1 including this order

Valid To ☐ 05/10/2024

When order is sent to MWI Pharmacy the Client Account will be invoiced including any applicable discounts.

Send Order Cancel

8. The following information is required:

Prescribed by: The Surgeon creating the prescription.

Prescription Details: (i.e. Give 1 bottle every 1 day for 7 days).

Due Date: This is the date the time is due.

Quantity: This is a calculation of the Prescription details provided.

The MWI Pharmacy Delivery Information is then displayed.

Prescribed Qty: The quantity prescribed in whole packs

Dispensed Qty: The quantity of items to be dispensed (in whole packs) with the cost to the client (From Code Entry)

Dispense Fee: The Dispense fee cost to the Client (From Code Entry).

Mailing Address: A drop-down list of the Client's registered addresses.

No. of Repeats: The number of repeat prescriptions.

Valid To: Date the Prescription is valid to.

Treatment [User - jupiter : Site - Esher : Profile - Accounts]

Save As Draft Delete Make Appt Account Weight Consent Patient Lab

History Pre-Invoice Add Treatment Saved Estimates Documents Patients Client Notes Archive Prescriptions Health Care Plan

Save Options

Clinical Code: Oh Deprecate Patient: Bracken Surgeon: J Hughes

☐ Show outstanding only Site: Esher

Status	Prescribed	Due Date	Order Date	Mailing Address
OPENED	3 Aug 2020	3 Aug 2020	29 Jul 2020	
OPENED	3 Aug 2020	10 Aug 2020	5 Aug 2020	
OPENED	3 Aug 2020	17 Aug 2020	12 Aug 2020	
ISSUED	31 Jul 2020	1 Aug 2020	27 Jul 2020	Rivendell
OPENED	26 Jul 2020	29 Jan 2021	24 Jan 2021	Rivendell
OPENED	28 Jul 2020	29 Jan 2021	24 Jan 2021	Rivendell

Schedule Delivery

Prescription Information

Milbemax Tabs Dogs

Species: Canine, Weight: 10 Kg

Give 1 Bottle(s) Every 1 Day(s) For 1 Week(s)

Qty: 7, Due Date: 17/08/2020

Prescribed By: J Hughes

Cost

Min Charge	Net	Dispensing fee	Net + Shipping	VAT	Total
0.00	69.30	0.00	69.30	13.86	83.16

HWI Pharmacy

Order Date: 12/08/2020 Pharmacy Species: Dog

Mailing Address: Rivendell GU19 9LJ

Dispensing Fee: A (90)

Save Cancel

This will then display the prescription for the user to check the information. Scheduling the delivery will mean the prescription is included in the next round of prescriptions sent to the pharmacy at 6am the following day rather than waiting for the order date to arrive.

Finalise by clicking 'Save' once the details have been checked and confirmed.

Dispense Now

OPEN...		22/05/2024	23/05/2024	18/05/2024	15 Test Avenue	T Pointer	ADVOCATE S/ON DOG LRG	2	1
OPEN...		22/05/2024	23/08/2024	18/08/2024	15 Test Avenue	T Pointer	ADVOCATE S/ON		
ISSUED		10/04/2024	10/04/2024	05/04/2024		Ellie Lightowler	Droncit Tabs 20		
OPEN...		10/04/2024	10/10/2024	05/10/2024		Ellie Lightowler	Droncit Tabs 20		
OPEN...		10/04/2024	10/01/2025	05/01/2025		Ellie Lightowler	Droncit Tabs 20		

Dispense Now
Schedule
Delete
Request Cancellation

If an item has not yet been sent to Pharmacy for them to fulfil the prescription, users will have the option to select 'Dispense Now'. This action triggers the normal dispensing of an item via Merlin.

It will take the user through the standard dispensing workflow with the relevant pop ups for that code. This will then mark the item as issued and will not be sent to the Pharmacy.