

SmokeFree Hackney QuitManager User Guide - Dispensing-Only Pharmacies V4 April 2019

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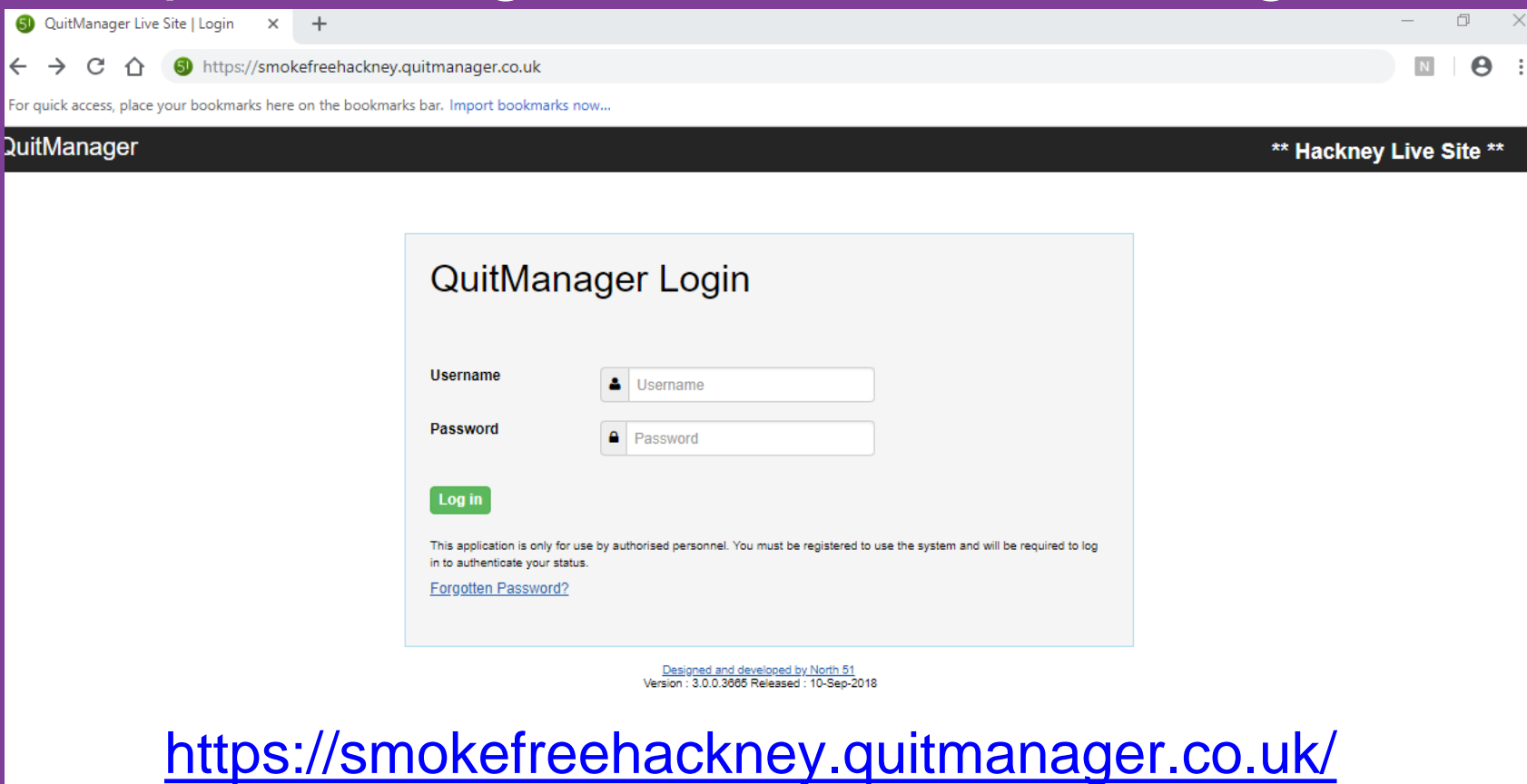


SMOKEFREE
Hackney

provided by

Whittington Health 

1. Data management system for Hackney Stop Smoking Service – Quit Manager



The screenshot shows a web browser window with the URL <https://smokefreehackney.quitmanager.co.uk>. The page title is "QuitManager Live Site | Login". The browser's address bar shows the URL and navigation icons. Below the browser window, the page content is displayed. At the top left, it says "QuitManager" and at the top right, it says "** Hackney Live Site **". The main content area features a "QuitManager Login" form. The form has two input fields: "Username" and "Password". Below the fields is a green "Log in" button. A disclaimer text reads: "This application is only for use by authorised personnel. You must be registered to use the system and will be required to log in to authenticate your status." Below the disclaimer is a link for "Forgotten Password?". At the bottom of the page, it says "Designed and developed by North 51" and "Version : 3.0.0.3666 Released : 10-Sep-2018".

<https://smokefreehackney.quitmanager.co.uk/>

Data management system for stop smoking service – Quit Manager

Default logins are always in the same format:

Username: forename.surname

Password: abcd.1234

The system will prompt you to change your password on first log-in

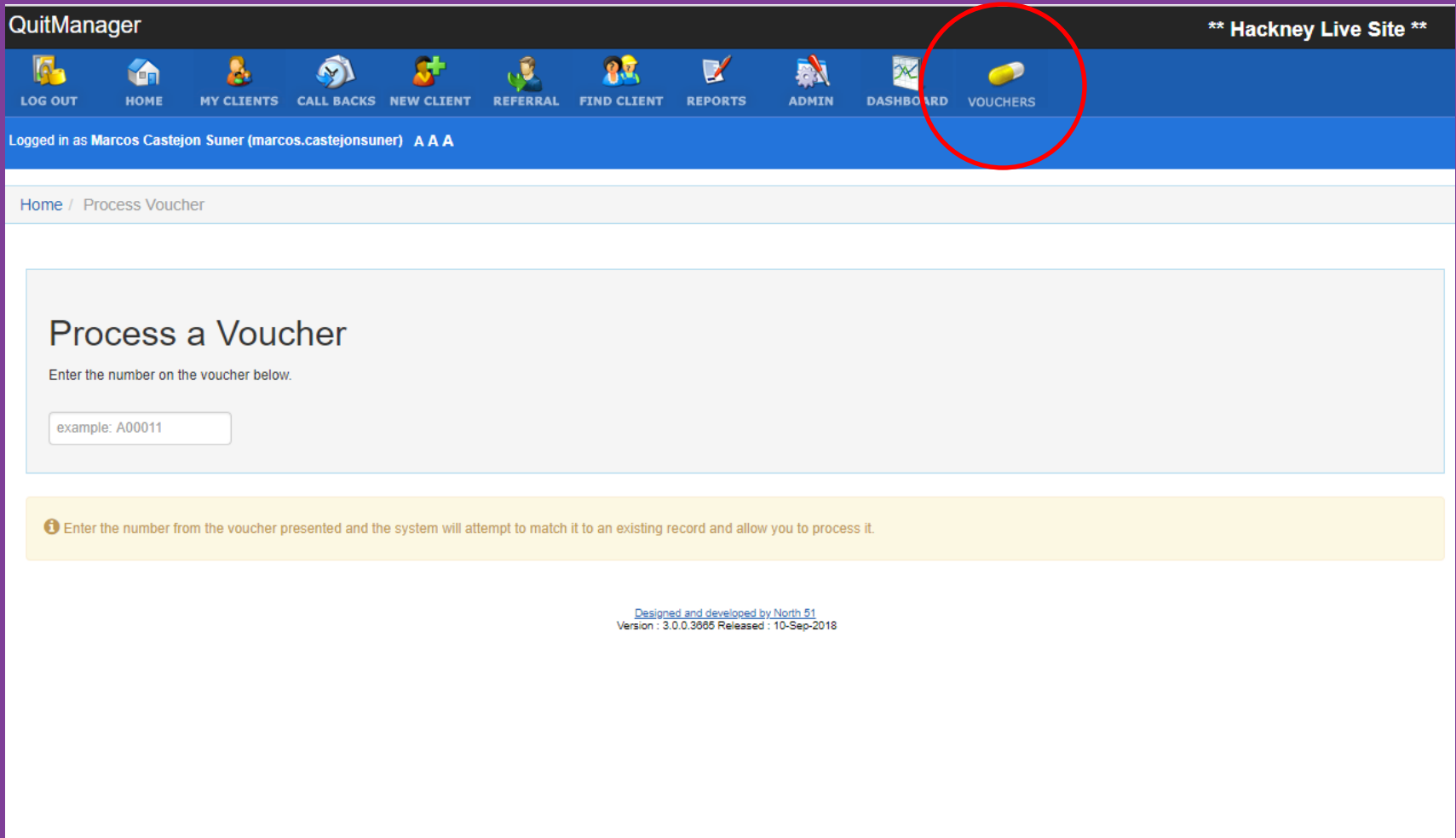
The Smokefree Hackney team is available every weekday to sort out any Quit Manager issues, call 020 3074 2282 or email smokefreehackney@nhs.net

Why accurate inputting is important

- Assigning the correct voucher number
 - i.e. H08001/18-19 ✓ , NOT 8001 X , h08001 X, H080011819 X
 - Allows QM to find the voucher on the system, link to the client and prefill them quickly and accurately
 - Minimise the amount of data correction needed from Superusers
 - Helps get your invoices paid quickly and accurately

(Note: CHYPS+ voucher numbers follow a slightly different format. Please see [index number] below)

2. LoR / Voucher management in Pharmacy



QuitManager ** Hackney Live Site **

LOG OUT HOME MY CLIENTS CALL BACKS NEW CLIENT REFERRAL FIND CLIENT REPORTS ADMIN DASHBOARD **VOUCHERS**

Logged in as Marcos Castejon Suner (marcos.castejonsuner) A A A

Home / Process Voucher

Process a Voucher

Enter the number on the voucher below.

example: A00011

i Enter the number from the voucher presented and the system will attempt to match it to an existing record and allow you to process it.

Designed and developed by North 51
Version : 3.0.0.3665 Released : 10-Sep-2018

LoR / Voucher management in Pharmacy

Enter the unique number on the back of the LoR

Usually formatted like this: H01234/18-19

The screenshot displays the 'QuitManager' web application interface. At the top, there is a navigation bar with the text 'QuitManager' on the left and '** Hackney Live Site **' on the right. Below this is a menu bar with icons and labels for various functions: LOG OUT, HOME, MY CLIENTS, CALL BACKS, NEW CLIENT, REFERRAL, FIND CLIENT, REPORTS, ADMIN, DASHBOARD, and VOUCHERS. A blue status bar below the menu indicates the user is logged in as 'Marcos Castejon Suner (marcos.castejonsuner)' with 'A A A' accessibility options. The main content area shows a breadcrumb trail 'Home / Process Voucher' and a heading 'Process a Voucher'. Below the heading, it says 'Enter the number on the voucher below.' and features a text input field containing 'H01234' and '18-19'. At the bottom of the page, a green banner displays a success message: '✓ Voucher Found for [input field]'. A red circle highlights the text 'Click here to process' which is a link that has been partially obscured by the input field.

LoR / Voucher management in Pharmacy

If you have entered the voucher number correctly, client details will be pre-filled for you. Make sure you dispense the right medication and click on the green button.

If you do not have the requested medication, or the client wants a different version (e.g. mint gums instead of fruit), you can simply edit the Medication dropdowns and input the medication you dispense.

Home / Process Voucher

Voucher Details

Voucher Details	Additional Info
Voucher Nu	
Forename :	
Surname :	
Date of Birth	
Voucher Iss	

Date Voucher Processed

30/10/2018

Pharmacy

Please select a Pharmacy ▼

Redeeming Pharmacist

Medication Maintenance Pack ▼ 1.00mg Champix Maintenance Pack 28 x 1mg (Qty: 28) ▼ Supply Given 1 ▼

Medication ▼ ▼ Supply Given ▼

I have dispensed the Medications on this Voucher

Unlinked LoR / Voucher Processing

If the voucher has not yet been input into QM by the advisor, you will get this message. Click on “Create a voucher that isn’t linked to a client yet”. You will then see a Create Voucher page.

The screenshot displays the QuitManager web application interface. At the top, there is a navigation bar with the title "QuitManager" on the left and "** Hackney Live Site **" on the right. Below the navigation bar is a menu with icons and labels for various functions: LOG OUT, HOME, MY CLIENTS, CALL BACKS, NEW CLIENT, REFERRAL, FIND CLIENT, REPORTS, ADMIN, DASHBOARD, and VOUCHERS. Below the menu, a status bar indicates the user is logged in as "Marcos Castejon Suner (marcos.castejonsuner)" with "A A A" accessibility options. The main content area shows a breadcrumb trail "Home / Process Voucher" and a heading "Process a Voucher". Below the heading, there is a prompt "Enter the number on the voucher below." and a text input field containing "H56668/17-18". At the bottom of the main content area, a light blue message box contains an information icon and the text: "No Vouchers found yet, if the voucher number is correct and no vouchers show you can [create a voucher that isn't linked to a client yet](#). Please contact the Advisor for any additional Client, Episode and Session details." The link "create a voucher that isn't linked to a client yet" is circled in red. At the very bottom of the page, there is a footer with the text: "Designed and developed by North 51" and "Version : 3.0.0.3685 Released : 10-Sep-2018".

LoR / Voucher management in Pharmacy

Make sure to input all the data as accurately as possible for two reasons:

When the advisor inputs the session, if everything is done correctly, voucher and client will automatically link.

If it doesn't automatically link, our team can link them manually, which is very easy as long as the details are accurate.

Create Voucher

Voucher Details

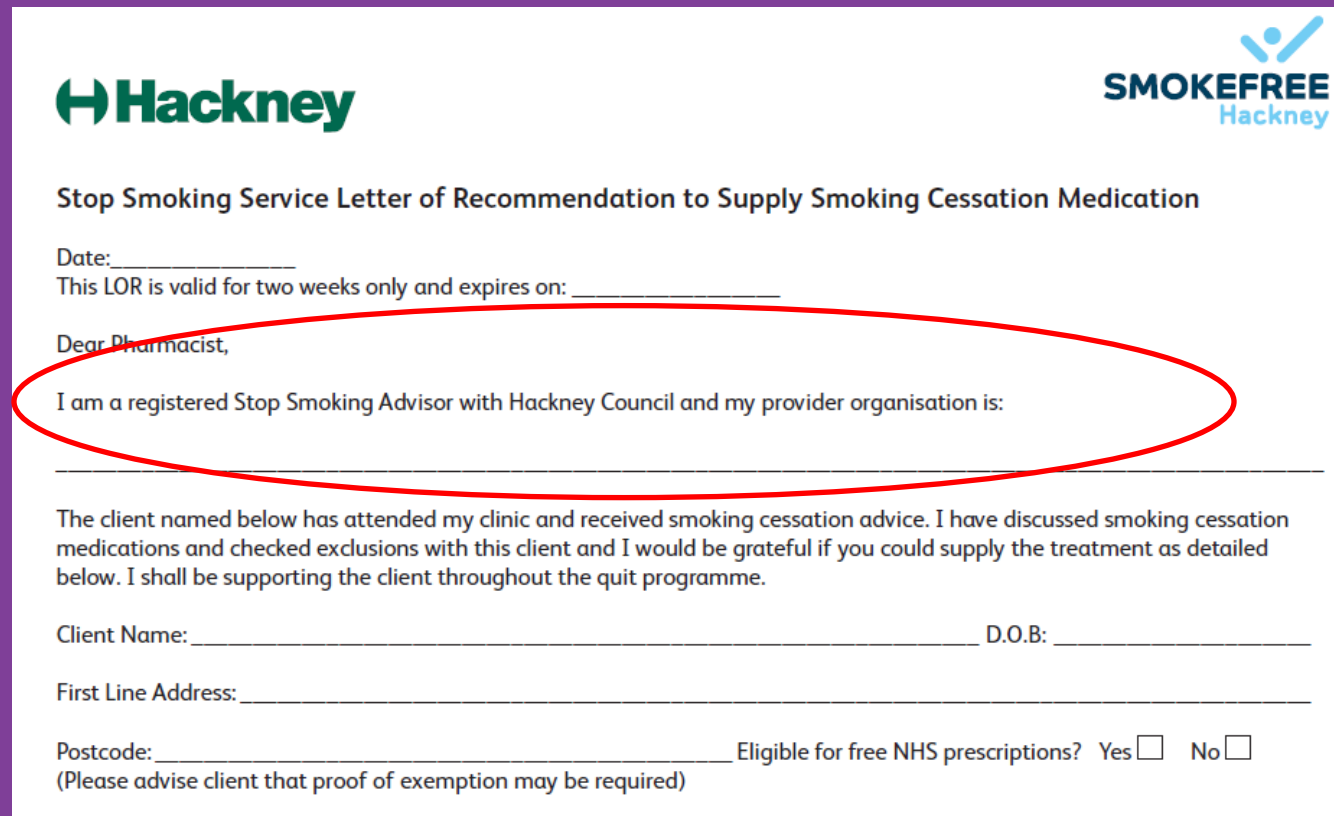
Date Voucher Processed *	22/11/2018	Forename *	<input type="text"/>
Redeeming Pharmacy *	Please Select ▼	Surname *	<input type="text"/>
Redeeming Pharmacist	<input type="text"/>	Date Of Birth *	<input type="text"/>
Voucher Number *	asdg23	Address *	<input type="text" value="Enter a location"/>
Voucher Issue Date *	22/11/2018	Postcode *	<input type="text"/>
Voucher Issued By *	Please select a Clinic ▼	Does the client pay for Prescriptions	<input type="checkbox"/>
Issuing Advisor *	Please select an Advisor ▼		
Medication	<input type="text" value=""/>	Supply Given	<input type="text" value=""/>
Medication	<input type="text" value=""/>	Supply Given	<input type="text" value=""/>



[Create Voucher and Prescribe this Medication](#) [Cancel](#)

LoRs – Letters of Recommendation

Advisors have been taught to make sure to include the CLINIC NAME (i.e. The Lawson Practice) when issuing a voucher.

The next batch of vouchers will have the wording changed to address this



Stop Smoking Service Letter of Recommendation to Supply Smoking Cessation Medication

Date: _____
This LOR is valid for two weeks only and expires on: _____

Dear Pharmacist,

I am a registered Stop Smoking Advisor with Hackney Council and my provider organisation is: _____

The client named below has attended my clinic and received smoking cessation advice. I have discussed smoking cessation medications and checked exclusions with this client and I would be grateful if you could supply the treatment as detailed below. I shall be supporting the client throughout the quit programme.

Client Name: _____ D.O.B: _____

First Line Address: _____

Postcode: _____ Eligible for free NHS prescriptions? Yes No
(Please advise client that proof of exemption may be required)

3. LORs – CHYPS+



CHYPS + is the Children and Young People's Stop Smoking Service in Hackney
CHYPS+ LoRs (AKA Vouchers/Prescriptions) are to be included in Quit Manager, as you would with any other LoR. Their voucher numbers will follow a certain format:

CYP

Initials of the CHYPS+ advisor giving the voucher

00001 and sequentially upwards

e.g....CYPMC0001

This number will be visible on every CHYPS+ LOR, and is the one you have to use when typing in the Voucher Number.

Please make sure to put this number in when handling their LORS, as it will help us identify and differentiate their LoRs. Your payment will not be affected, and you will get reimbursed for all the NRT & Champix as long as you input these LoRs into QM in this format.

4. Payment Reports & Invoices

The screenshot displays the QuitManager web application interface. At the top, a navigation bar contains several menu items: LOG OUT, HOME, MY CLIENTS, CALL BACKS, NEW CLIENT, FIND CLIENT, REPORTS, and VOUCHERS. The REPORTS menu item is circled in red. Below the navigation bar, a status bar indicates the user is logged in as 'Marcos Pharmacist Test (marcos.pharmacytest)' with three accessibility icons (A A A). The main content area shows a breadcrumb trail 'Home / Hackney Payment Reports'. On the left, a sidebar menu lists 'Report List', 'Voucher Reports', and 'Payment Reports', with 'Payment Reports' circled in red. The main content area is titled 'Hackney Payment Reports' and contains three sections: 'Activity Reports' with a link to 'Pharmacy Activity Report', 'Medication Payment Report' with a link to 'Pharmacy Medication Payment Report', and 'Invoices' with a link to 'Pharmacy Invoice'.

QuitManager

LOG OUT HOME MY CLIENTS CALL BACKS NEW CLIENT FIND CLIENT **REPORTS** VOUCHERS

Logged in as Marcos Pharmacist Test (marcos.pharmacytest) A A A

Home / Hackney Payment Reports

Report List
Voucher Reports
Payment Reports

Hackney Payment Reports

Activity Reports

[Pharmacy Activity Report](#)
Pharmacy Activity Report

Medication Payment Report

[Pharmacy Medication Payment Report](#)
Pharmacy Medication Payment Report.

Invoices

[Pharmacy Invoice](#)
Pharmacy Invoice

Medication Payment Report

This report will generate an Excel file with all the payments regarding NRT & Varenicline reimbursements, dispensing fees & prescription fees for that month.

It will break down every client and medication dispensed to them, and will show the relevant fee under each payment.

The report includes:

- NRT & Varenicline reimbursement
- Voucher dispensing fees
- Prescription fees

Home / Medication Payment Report

Report List
Voucher Reports
Payment Reports

Medication Payment Report

Start Date

End Date

[Generate Report](#)

This report only includes medications *added* during the selected timeframe.
Therefore medication that was issued in June, but added to QuitManager in July will only appear in reports that include July.

Pharmacy Invoices

This will generate a .pdf file that will include all of the payments for your pharmacy for the selected month.

This includes:

- All NRT & Varenicline reimbursement as seen in the Medication Payment Report
- The total payment to be issued, in an invoice format

[Home](#) / Pharmacy Invoice

Report List
Voucher Reports
Payment Reports

Pharmacy Invoice

Local Authority
Hackney

Month
February 2019

Pharmacy
Spring Pharmacy, 233 Hoxton Street, N1 5LG

Generate Report

Back

Thank you. Please contact Smokefree
Hackney if you have any questions:

020 3074 2282

Smokefreehackney@nhs.net