UCSF

MyDispense

V1.3

MyDispense User Guide

1 About MyDispense

MyDispense is an online pharmacy simulation that allows you to develop and to practice your dispensing skills. It provides a safe environment in which you may make mistakes without experiencing the serious consequences of practicing in the real world. For your maximum benefit, use MyDispense as seriously as you would when dispensing medicines in real practice.

You will access a number of exercises, grouped into tutorials, each designed to support specific learning outcomes. At the end of each exercise you will receive feedback to indicate how well you did and to outline any mistakes you might have made. You may also undertake marked assessment exercises in MyDispense.

2 Accessing MyDispense

To access MyDispense you need first to open a web browser. The web address for MyDispense is *mydispense.ucsf.edu*

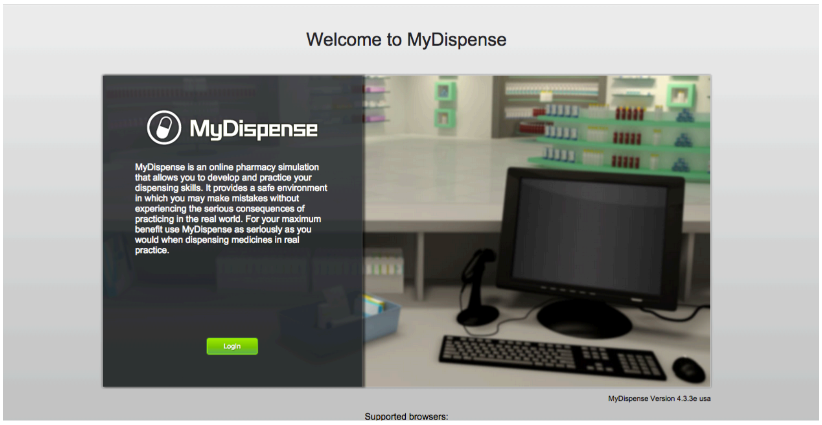
3 An important note about Web browsers

MyDispense will run very well in all of the mainstream web browsers, however, we recommend that you use the Firefox browser for the best experience. If you use Microsoft Internet Explorer at home you will need to ensure you have version 9 installed, which requires Microsoft Windows 7 to run. If you do not have Windows 7 we recommend that you install another browser such as Firefox or Chrome - both of which are free to download and install.

4 Logging in

Type the MyDispense address into the address bar of your browser: *mydispense.ucsf.edu*

You should see a login screen like the one below: Click on the login icon.



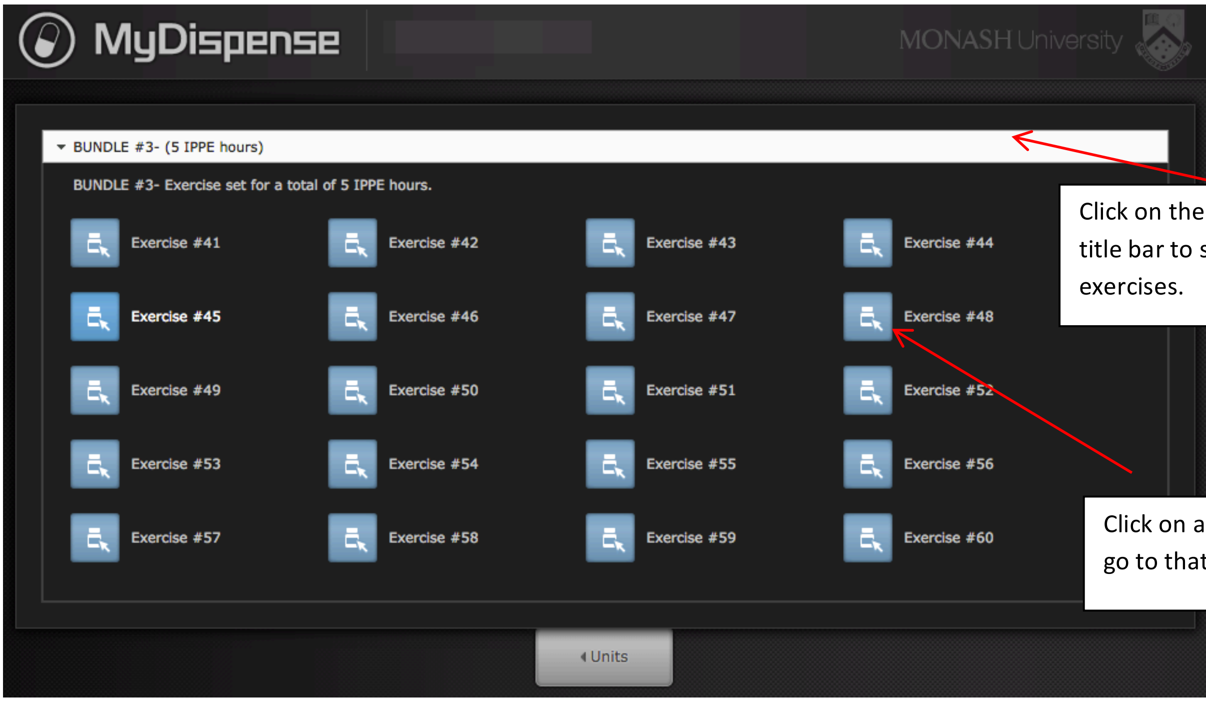
You will be directed to the MyDispense login screen. Enter your login details in the boxes provided and click the Login button.

5 The MyDispense Dashboard

You will now see your MyDispense Dashboard screen. You will see a list of Units that you have access to. Click on the *View tutorials* button to see the tutorials within the unit.

Click on button to open the unit.

You will see a list of tutorials. Clicking on a tutorial title bar opens it so you can see the exercises within.

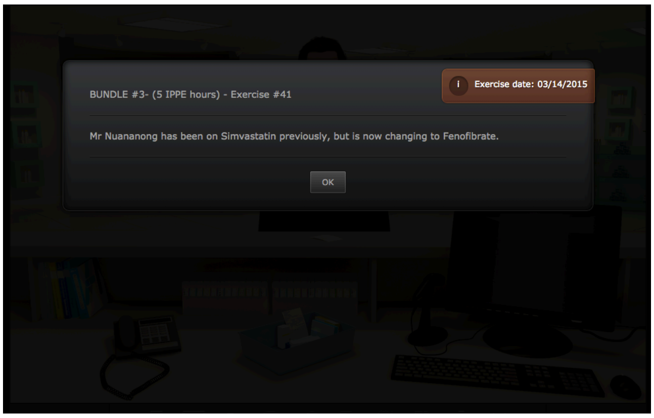


Click on the tutorial title bar to see the exercises.

Click on an icon to go to that exercise.

6 The introduction Screen

Once you have selected an exercise you will see the Introduction screen. This screen gives some background information and provides context for the exercise.

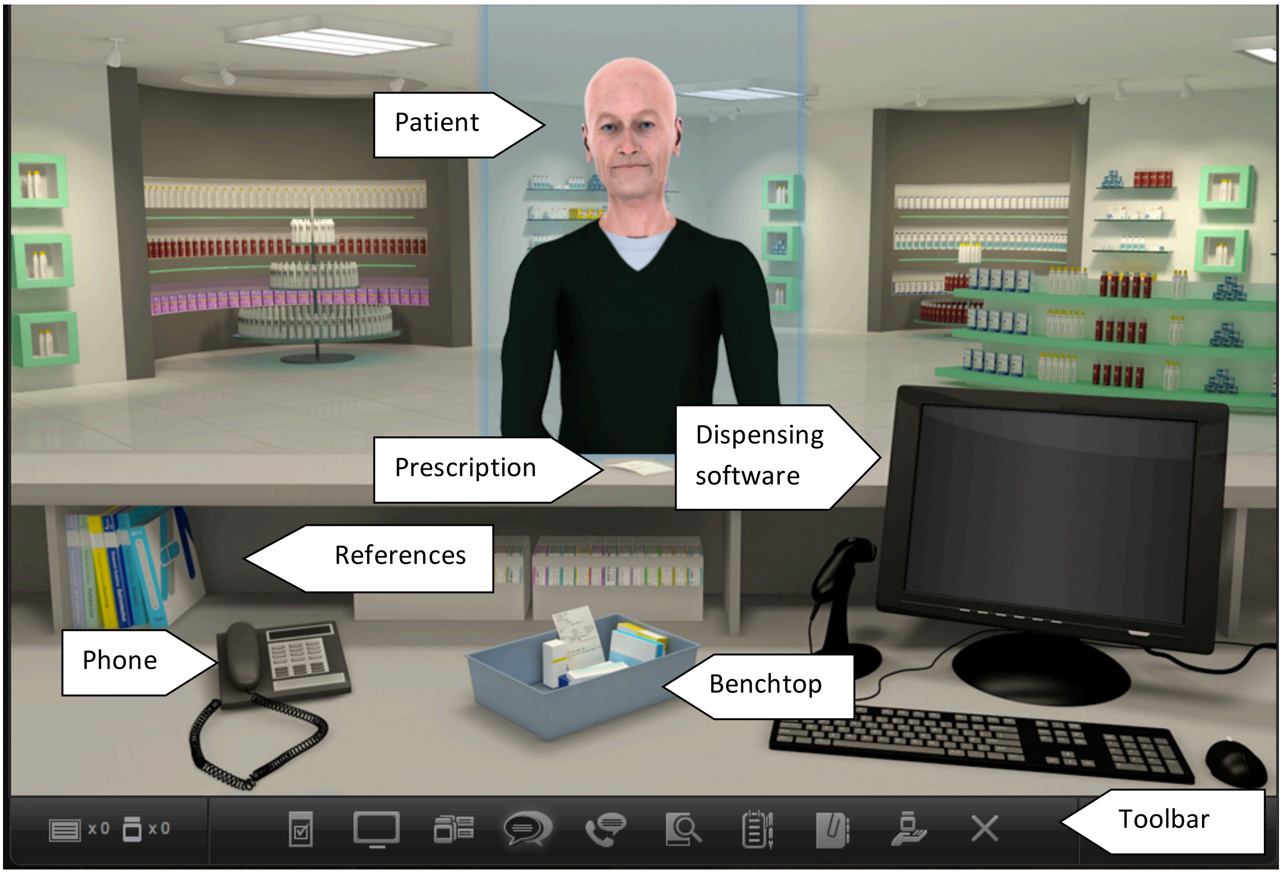


Click on the OK button to continue.

If you want to see the Introduction screen again just click on the  button in the top right corner of the screen.

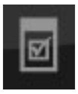
7 The dispensary screen

This screen gives you access to the tools and resources you need to complete an exercise.

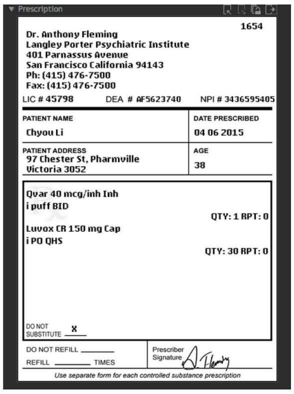


You are the community pharmacist standing behind the counter of this busy dispensary. A patient will be standing at the counter waiting for you to dispense their prescription appropriately.

7.1 Viewing the prescription

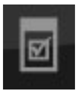


The first thing you will want to do is examine the patient's prescription. To do this, click on the prescription button in the toolbar or on the prescription on the shop counter.



The prescription button shows you the prescription panel.

You can drag the prescription around the screen to position it so that it does not obscure information underneath.

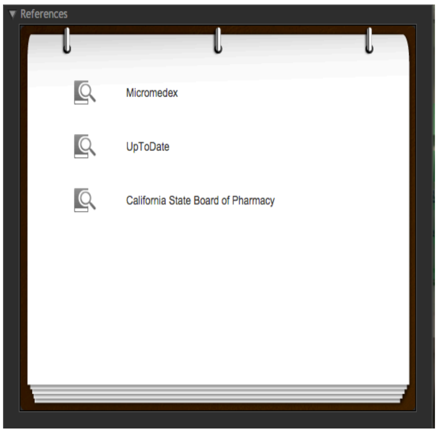


You can also toggle the prescription visibility by clicking on the prescription icon on the toolbar.

Enlarge the prescription image by clicking on the magnify button.

7.2 Accessing information sources

During an exercise you will need to gather information to safely dispense the prescription. There are a number of online resources available within MyDispense which are accessed by clicking on either the references icon or the reference books on the counter.



This will show you the references panel.

Click on the relevant link to go to the appropriate online resource.

You may need to enter your Authcate ID and password when accessing resources (ex: Micromedex, UpToDate)

You can toggle the references panel visibility by clicking its icon in the toolbar.

To access Micromedex:

Click on the Micromedex tab → You will be directed to the online Micromedex resource that opens on a different tab → log in using your UCSF ID and password.

To access UpToDate:

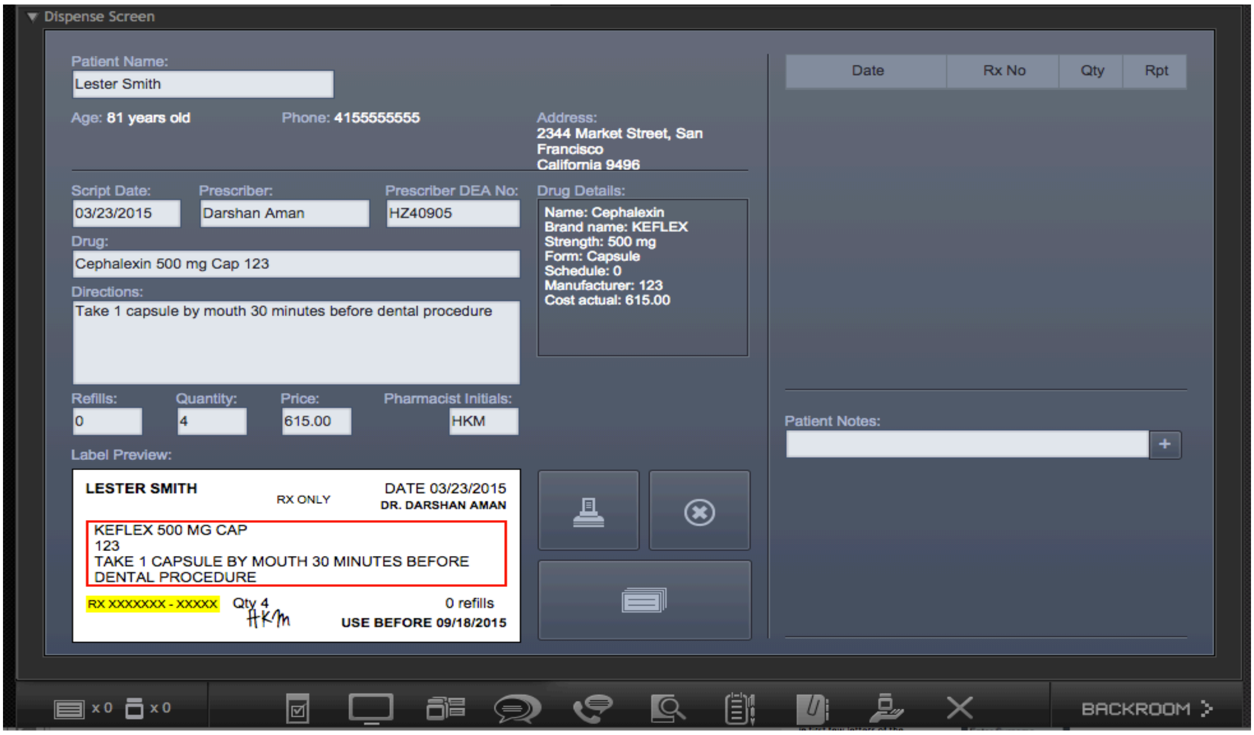
Click on the UpToDate tab → You will be directed to the online UpToDate resource that opens on a different tab

To access the California State Board of Pharmacy:

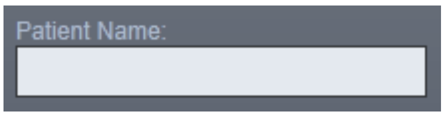
Click on the tab → A new (CA.gov) tab will open

8 The dispensing application software

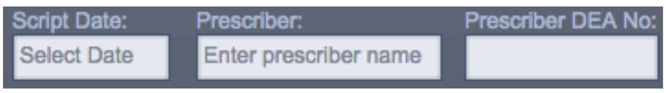
Nearly all modern pharmacies use software to help manage the dispensing process. MyDispense has a simulated dispensing package built into it that you can access either by clicking on the dispensing app icon on the toolbar or the computer screen on the counter. You can toggle the visibility of this screen by clicking on the dispensing app icon.



You will need to select a patient from the patient database. To do this type the first few letters of the last name of the patient on the prescription into the Patient Name box, then hit the Enter key. Select the correct patient from the list that appears.

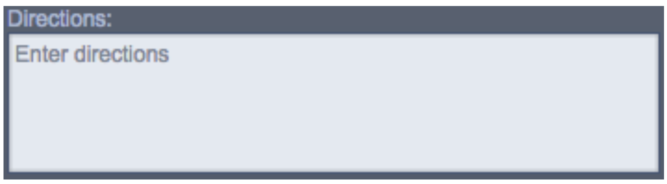


You need to select a prescription date and select a prescriber from the prescriber database. As with the patient, you can type the first few letters of the prescriber's last name and pressing Enter. Select the appropriate prescriber and verify the DEA#.

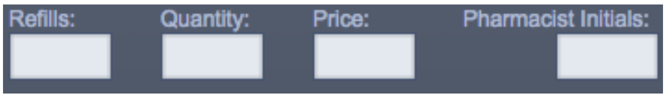


You will also need select a drug in the same manner as with the patient and prescriber names

In the Directions box, enter the directions that you want to appear on the label.



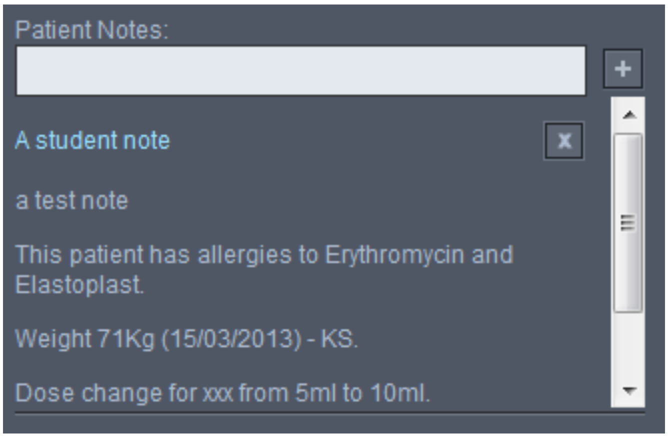
Type in the correct number of Refills and Quantity. You should also enter your initials in the Pharmacists Initials box. The Price field shows an indicative price for the medicine, and requires no input.



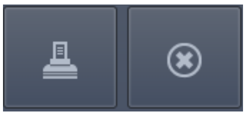
The space near the bottom right of the screen allows you to enter patient notes.

Existing notes appear in grey; your notes will appear in blue.

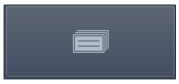
To add a note, begin typing in the white space, then click on the + button to save your note. You can edit a note by clicking on it and delete a note by clicking on the X button.



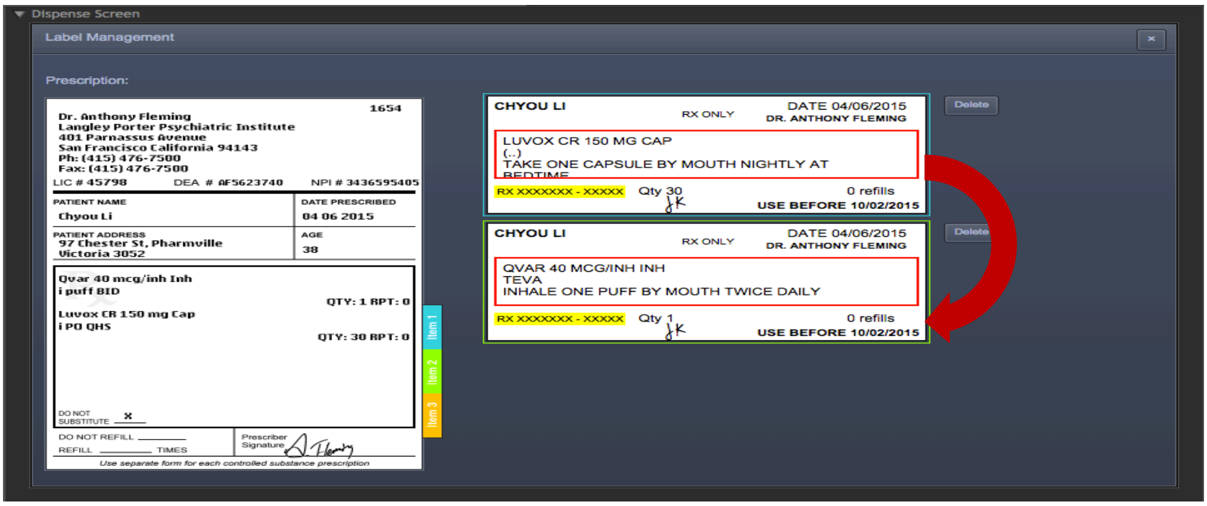
Click on the print button to create a virtual label. Click on the (x) button if you want to clear the screen of data and start again.



Once you have printed a label the Label Management panel will appear. Check your label against the original prescription to make sure everything is accurate. If you need to see the label management panel again, click on the Label Management button



Some prescriptions have more than one item to be dispensed. In this case you can use the Label Management screen to make sure that the order of the labels you have printed corresponds with the items on the prescription. You can do this by dragging and dropping the label to the correct position:



If you need to change the label, click on the Delete button adjacent to the label and edit the details in the dispensing app. 

Click on the button to close the Label Management panel.

9 The Pharmacy Back Room

The Pharmacy Back Room allows you to access the medicines and other products that you will need to dispense to patients.

To get to the back room click on the BACKROOM sign at the bottom right corner of the main dispensary screen:

You will see the backroom appear. You can click on the Shelves, the Fridge and the Safe to select products from any of those locations.

Safe

Shelves

Fridge

9.1 Product Selection

From the Back Room screen, click on the safe, shelves or fridge to open the Product Selection screen.

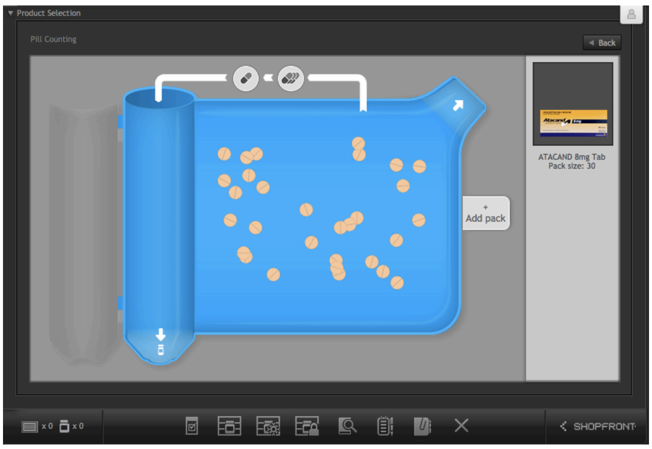
Instructions for selecting products:

Use the alphabetical list to go to the shelves containing drugs that begin with that letter. Products may be arranged in alphabetical order either by brand name or generic name; the ordering will be made clear in the exercise instructions. Click on the sub-list to the right of the alphabetical list to move between screens of items beginning with the same letter, or use the arrow icons under the shelves.

Click on an item on a shelf to see a larger preview of that item.

Click on the '+'button to add that item to your inventory.

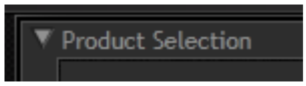
9.2 Pill Counting



Medications may require counting where applicable. If this is the case, a pill counting tray will appear with a bottle of the medication poured onto it. You can count one pill at a time by clicking the single pill icon at the top of the tray, or by five pills by clicking the icon next to it that appears as multiple pills.

If you would like to start over the count, you may click the clear tray arrow at the top right of the tray. When you are satisfied with the count, click the fill bottle arrow at the bottom left. If the prescription calls for more than 1 bottle of medication, you can pour out more medication onto the tray by clicking the ‘Add Pack’ button to the right of the tray.

9.3 Returning to the Shop front



When you have picked your products you should return to the Shop front screen. To do this you should minimize the product selection screen…

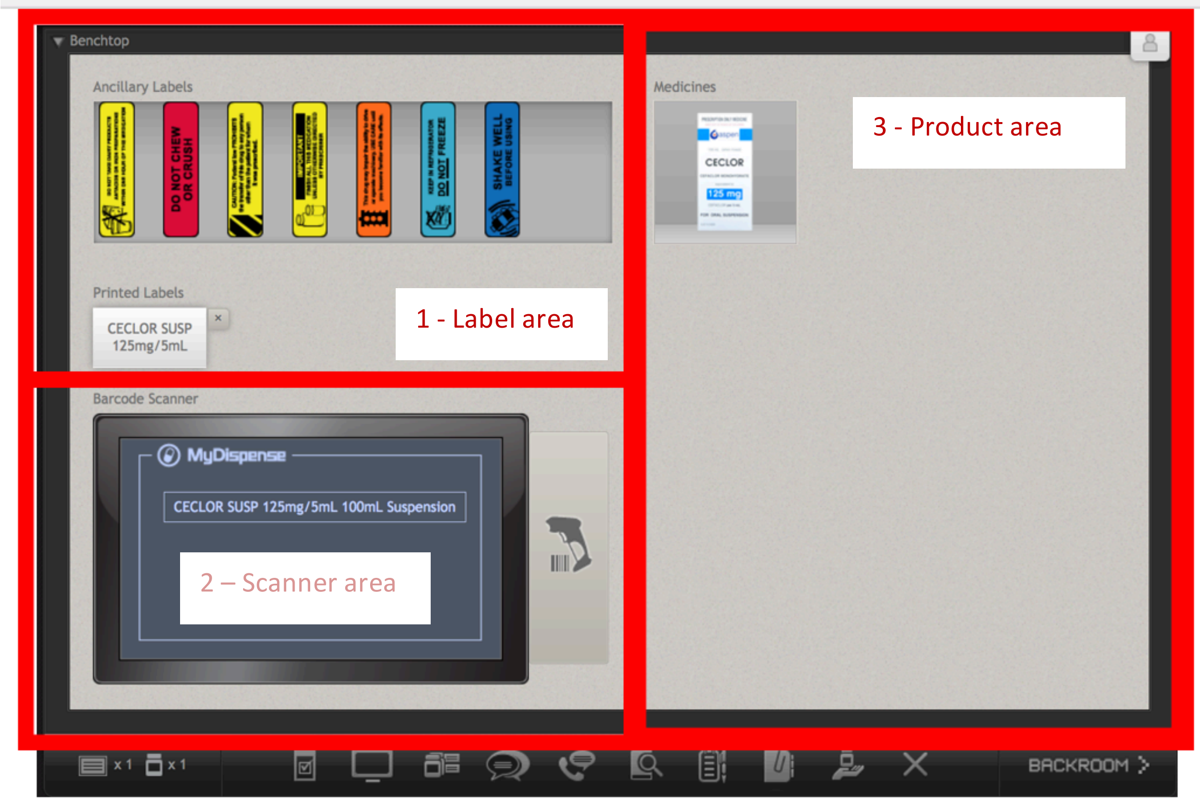
…then click on the ‘Shopfront’ link at the bottom right corner of the Back room screen.

10 Putting it all together

Once you have printed your labels and selected the appropriate products you will need to put these items together ready for handing over the patient. You will also need to check that your product selection is correct by scanning the products with a barcode scanner, and to select any ancillary labels that need to be added to the medicine. All of these things are done on the dispensary Benchtop screen.

To access the Benchtop screen you can either click on the icon on the task bar or the basket on the counter.

On the Benchtop screen, imagine that you have turned out the contents of your pharmacy basket (prescription, labels and product items) onto the counter top in order to assemble the medicines.



The Benchtop screen has three main areas:

1. a Label area where your dispensing and ancillary labels can be accessed
2. a Scanner area where you can access the barcode scanner
3. a Product area where you put the items together

10.1 Attaching labels

To attach your dispensary label to the appropriate product, click on the label (the cursor will change to a label ) then click on the product to which you want to attach the label.

If you make a mistake, you can remove the label from under the product by clicking on the 'X'.

10.1.1 Ancillary labels

If you need to add ancillary labels to the product, select a label from the horizontally scrolling list in the top left corner, and then click on the appropriate label. Click on the product that you want to stick that label on. The label will appear under the product.

Repeat the above process for any other products on your bench top. Below is an image of the labels with their text summarized in grey.

10.2 Using the barcode scanner

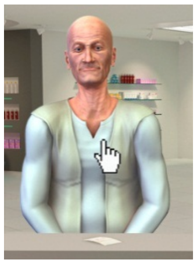
You can verify that you have selected the appropriate product for the label that you printed, by using the barcode scanner. The scanner screen will show up to three product names depending on how many items you made labels for. First click on the product name you wish to scan, then on the scanner icon  (the cursor will change to a scanner ), and then click on the product in the top right corner that matches the item on the screen. You will see a message telling you whether the product and item are correctly matched.

11 Managing labels and medicines

You will notice a small panel at the bottom of the MyDispense interface with medicine bottle and label icons. This panel represents the labels that you have printed and the medicines that you have selected during the current exercise.

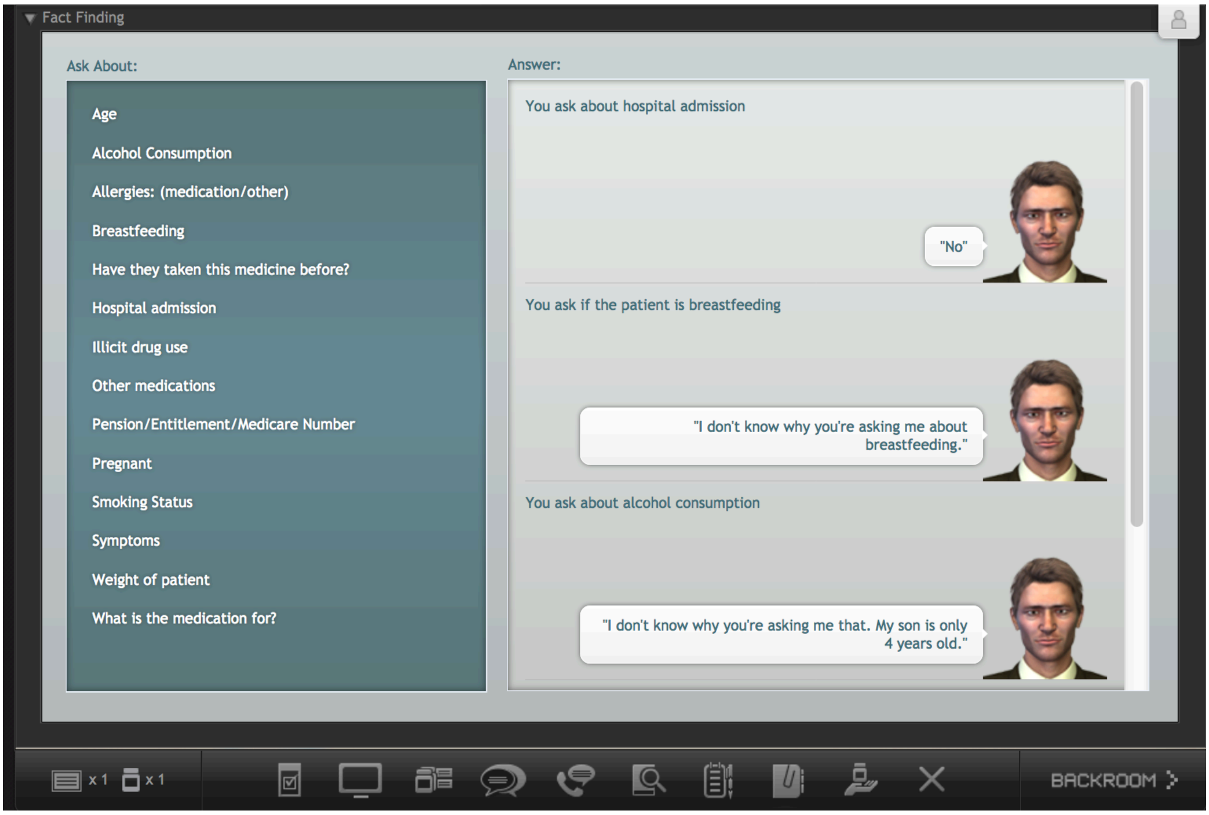
Clicking on this panel will show you a list of medicines and labels. If you click on a medicine or label you will see a pop up screen showing the details of that item. Clicking on the 'x' next to an item will remove that item from your inventory.

12 Fact Finding from the Patient



Some more complex exercises allow you to communicate with the patient in order to gather important information from them. To do this, move the mouse cursor over the patient; if the cursor changes to a hand you can click on the patient to open the Patient Fact Finding screen. If the cursor does not change to a hand, this exercise does not have patient fact finding available. Another option is to click on the  icon on the bottom panel.

The Patient Fact Finding screen:



To find out information from the patient, click on the appropriate topic on the left hand side. Be selective when you use the Patient Fact Finding Screen. You should not click on every topic in an attempt to find information, as clicking on an irrelevant or inappropriate topic will be recorded, and you may be penalized.

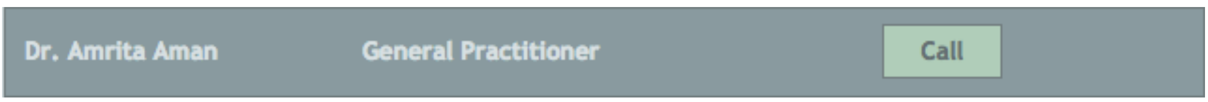
You can use the Patient Fact Finding screen as often as you need, but keep in mind that you should gather information without bothering the patient repeatedly.

13 Fact Finding from the Prescriber

In certain circumstances, you need to obtain information from the prescriber to complete an exercise accurately.

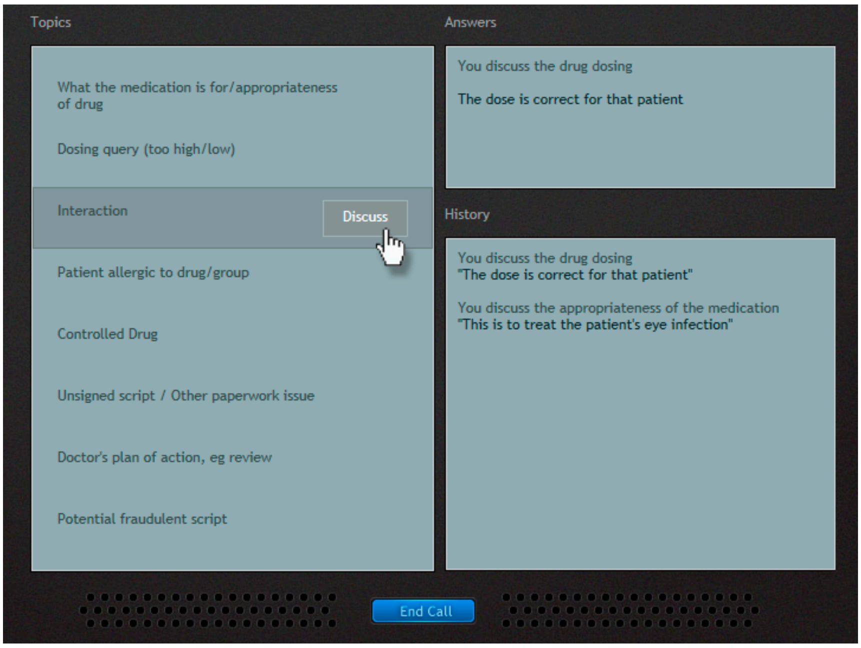
If you click on the telephone or the  icon on the bottom panel, a larger telephone screen will appear. Use this screen to select the correct prescriber from the contacts list.

Click on the Call button to call that prescriber.



Click on a topic in the left hand column to discuss it with the prescriber. As with the patient fact finding, you should only discuss relevant topics. Clicking on every topic to gain more information, without considering what you really need to know, will be regarded as wasting the prescriber's time and you may be penalized.

When you have finished with this screen, click on the End Call button.

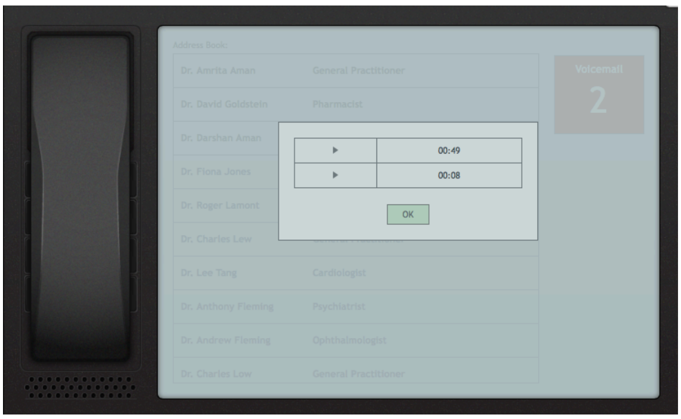


14 Voicemail

Some exercises may require you to obtain information, such as a phoned-in prescription from the prescriber via voicemail in order to complete an exercise.

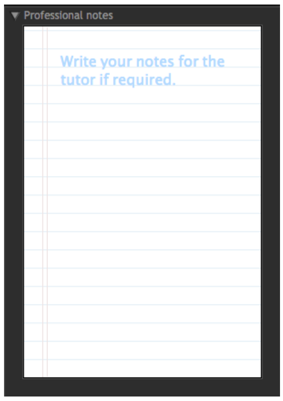
If you click on the telephone or the  icon on the bottom panel, a larger telephone screen will appear. If there are voice messages to be heard, they will appear in the top right as indicated by the red "Voicemail" square in the image.

To hear voicemails, click the red voicemail button. The recorded voicemails will popup and can be played by clicking the  button next to the voicemail you wish to hear.



15 Taking notes

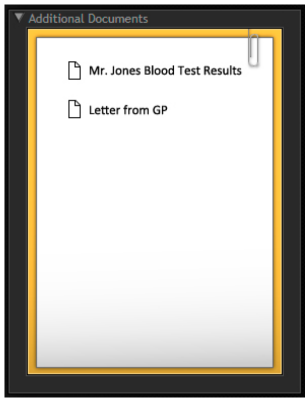
Clicking on the notes icon will open the Notes panel.



Sometimes, SOAP notes may be required to receive credit for the exercise. In such case, write your notes here.

16 Accessing other information

Some exercises have additional documents associated with them, such as patient test results, or a letter from the hospital or GP. This information will be accessible as PDF files and can be accessed by clicking on the additional document button.



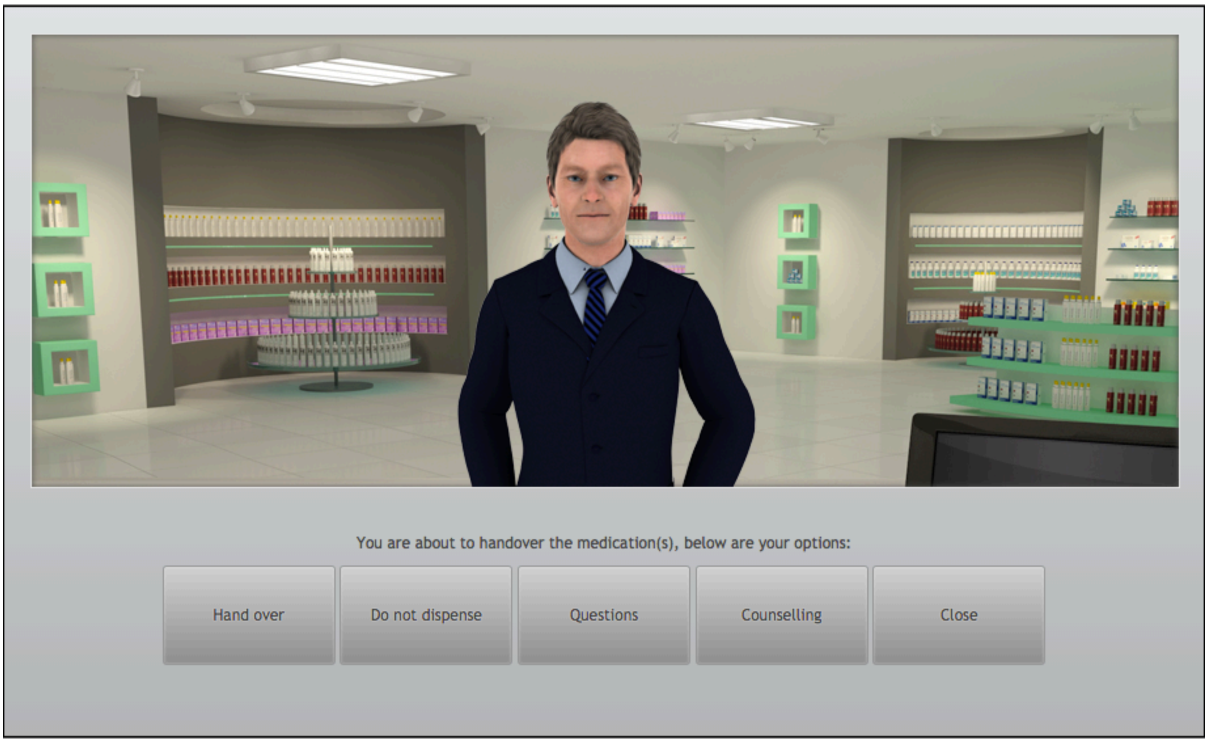
A panel will present files to view, and clicking the file will open it in the Adobe PDF viewer. Note: if you are using MyDispense on your home computer, you will need to ensure that your computer has the Adobe PDF plugin installed.

17 Completing an exercise

When you have completed all of the dispensing activities, you will need to hand over the items to the patient. You can do this by clicking on the handover icon on the task bar.

Clicking on this will display the different options on the screen:

- If there is a ‘counseling’ option, you must provide appropriate patient counseling to receive full credit for the exercise.
- Before you hand over the medication, click on the “Questions” tab to make sure all of your patient’s questions are answered.
- Sometimes, patients come in to ask for OTC recommendations without a prescription to fill. In such a case, click the ‘do not dispense’ tab and write the appropriate reasoning for not dispensing.

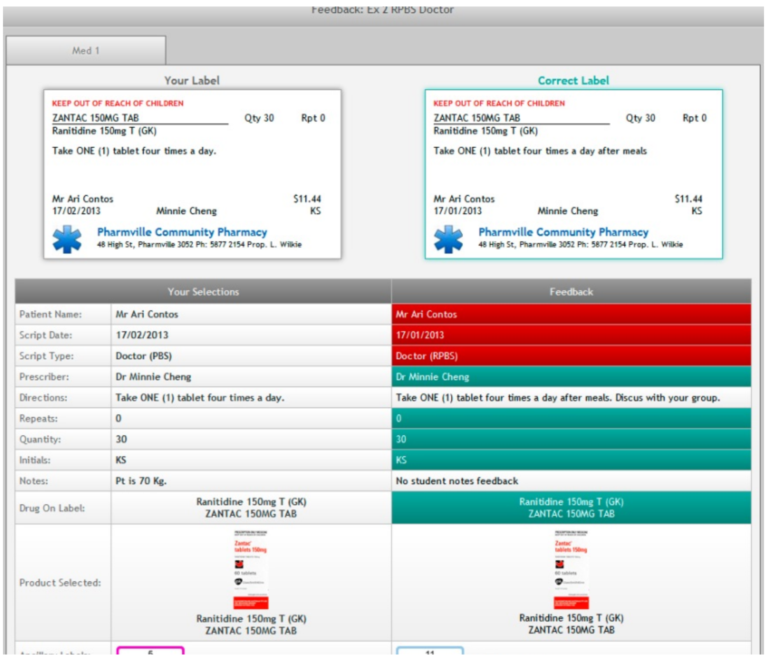


Use the buttons to handover the medicines to the patient and end the exercise, or go back to the MyDispense interface.

On exercise completion, you are returned to the Dashboard screen. Here you can start another exercise, log out or review completed exercise feedback by clicking on its icon.

18 Getting feedback

When you have completed an exercise and return to the dashboard the icon for that exercise will change from the available icon to the feedback icon. Click on the feedback icon to see the feedback screen.



On the feedback screen your data is shown on the left side of the screen and the instructor's feedback is shown on the right.

The top section shows your label against the feedback label. Your label can still be correct while not being exactly the same as the feedback label.

The next section shows the individual items in the exercise. A red row in the feedback indicates that you got something wrong, green means that item is correct.

Some rows are neither green nor red, such as in the directions row. This is because there are many ways to write correct directions.

You can reset the exercise and attempt it again by clicking on the Reset exercise button. Note that resetting an exercise will erase the existing exercise data.

When you have finished using MyDispense, remember to log out of the website and also close the browser to prevent anyone else from using your account.