



## REPEAT PRESCRIPTION REQUEST SOFTWARE

### Introduction:

The RPRS allows your customers to place their repeat prescription requests via the Internet maintaining full patient confidentiality as required by the RPSGB

### General features:

- Uses open source PHP scripting language and MySQL database. Fast and reliable.
- Server-side compression is used for larger pages to ensure fast page access times for users on dial-up accounts.
- Full JavaScript client side form checking to ensure client supplies data required and that data is sensible (e.g. checks for e-mail format). This is supplemented by full server-side checks to prevent hacking/circumventing of client-side checks.
- Full tamper proofing of data sent via browser.
- Encrypted client passwords.
- Checking of clients' cookie status (needed by site)
- System prevents multiple form submission, thus preventing receipt of multiple requests if user clicks 'Refresh'.
- Code has been written to comply with Internet standards (compliant HTML 4.01 transitional / valid css) to ensure your site looks and behaves correctly regardless of the browser your customers use.
- Compliance with Disability Discrimination Act relating to web site accessibility. Customers with visual impairment can choose a large font size that carries through the entire site.
- Colour scheme can be changed to fit in with an existing website. The modular design of the RPRS allows it to be easily integrated into an existing site.

### Patient features:

- Login facility to their account. A fully automated lost password facility is provided in the event of the customer forgetting or losing their password.
- Ability for the customer to add to their repeat medication list and remove unwanted medication.
- Very simple system of ordering items - they simply tick the items they require, review their request and submit.
- Customer can add an optional note to an item e.g. they may wish to request a particular brand of generic.
- Customer can view their pending requests and may also look at their request history.
- The customer will receive automated e-mail when they place a request to acknowledge receipt of their request.
- The customer will receive an automated e-mail when their request is completed. For those customers choosing home delivery, this e-mail will inform them of the prospective date and time of delivery.
- The customer can choose to set an e-mail reminder to alert them when their medication needs reordering. The system will automatically send a reminder seven days before the medication is needed. This will allow sufficient time to process the request.

### **Administration features:**

- Simple account creation. When an account is created, an automated welcome e-mail is sent to the customer informing them of their login id and password.
- Simple surgery creation and amendment.
- Straightforward request processing facilities.
- Full customer e-mail address book.
- System and site statistics.
- Customer medication list management - add to and remove items to / from their list on their behalf.
- Facility to remove customers and their associated requests.
- Facility to download requests in Excel format for audit purposes.
- Facility to print off a repeat request list to send to the surgery in the event of a missing request slip.
- The system will allow two types of request - manual and automatic. The former is the familiar use of paper request slips that the Pharmacist retains and uses to order a prescription when the customer has placed a request on the web site. This allows requests to be sent to surgeries accepting e-mail requests. This is done when a customer places a request. The request e-mail to the surgery contains the surgery computer id so as to maintain full patient confidentiality. Request types can be switched on a surgery basis from manual to automatic as and when a surgery allows e-mail requesting.