Physician User Guide

Version 3.3

Best Browsers to use the platform:

Firefox Google Chrome Microsoft Edge

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1.Introduction to Wasfaty

What is Wasfaty ?

Wasfaty is an e-Prescribing solution intended to enable physicians at the government primary healthcare centers and hospitals to electronically prescribe and allow patients to pick-up their prescriptions at private and public pharmacies in the Kingdom of Saudi Arabia. This solution provides an additional access channel that links hospitals and primary health care centers to private pharmacies so that patients can receive the drug form the nearest pharmacy in their neighborhood for free.

Login Page

Accessing Wasfaty system requires the user to be equipped with a computer

Accessing the Wasfaty community portal system requires the user to be equipped with a computer and an internet connection.

To get started, open the internet browser, and navigate to the following URL:

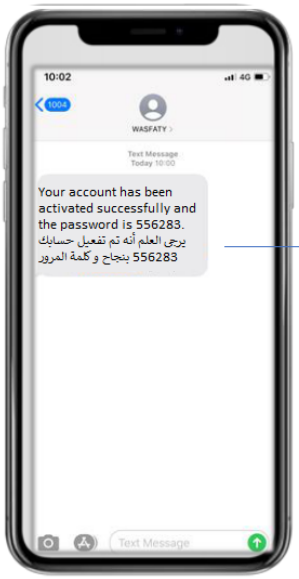
https://cp.wasfaty.sa/

You will then be redirected to the Wasfaty CP Login page.

For a good experience with Wasfaty service, we recommend you use the latest versions of these browsers (Microsoft Edge, Google Chrome, FireFox) taking into consideration that internet explorer browser is not fully supported by Microsoft anymore.

1.2.1 How can I login to the Wasfaty CP?

If you are logging in for the first time, you will receive an SMS on your registered mobile number which contains the password for login. The system will send an auto-generated activation code based on the user's preferred contact method. Once the facility admin account is activated, he/she can begin adding and assigning users to their resected facility.

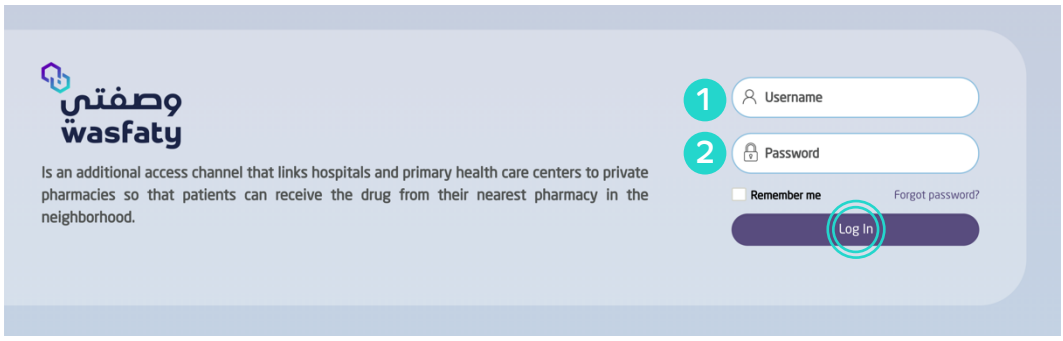


The password received in the SMS

(Fig 1)

If the user is registered, he shall enter the **username** and **password** then click **'log in'**.

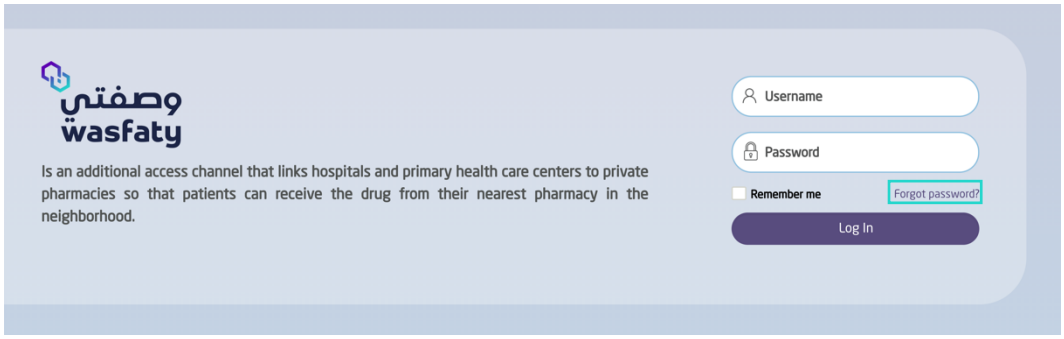
1- **Username:** The "National ID/ Iqama ID"
2- **Password:** The number received via SMS



(Fig 2)

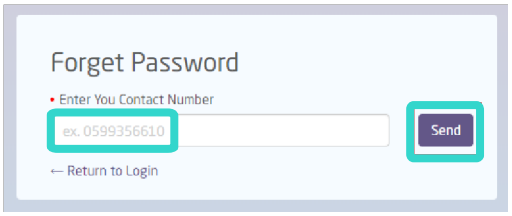
1.2.2 Forgot Password:

If the user is registered, and forgot his password, he may click on the **"forgot Password"** (Fig 3)



(Fig 3)

The **contact number** must be entered as the below format, then click on the **"Send"** button. (Fig4)



(Fig 4)

The user will then receive an SMS that contains the new password.

1.2.3 Selecting the Facility:

If the pharmacist works in more than one branch of the facility, ensure that the correct facility name is selected at the login page.

The pharmacist can click on the top left-hand side arrow to view all the Registered facilities (Pharmacies) related to him. (Fig 5)

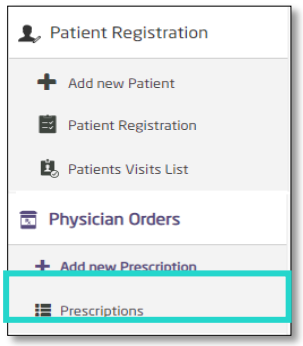
(Fig 5)

Issuing Prescription

2.1 Add a New Prescription

Step 1

To add a new prescription, select **"Add new Prescription"** under the **"Physician Orders"** tab. (fig 6)



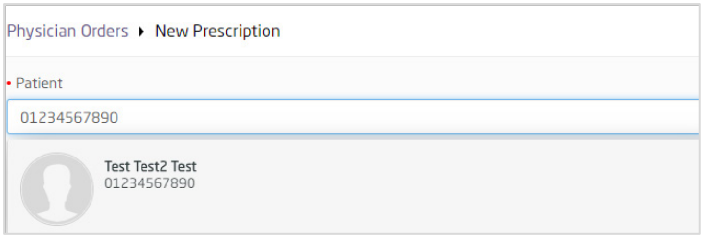
(Fig 6)

2.2 Select a Patient

Step 2

Fill in the below fields to write a new prescription. (Fig 7)

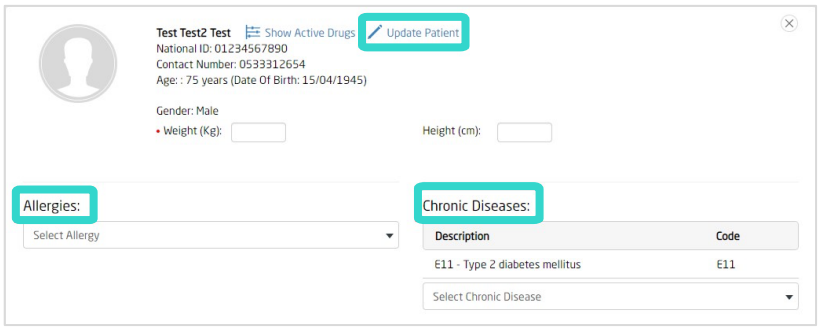
Patient*: In the Patient field, you can search for the patient record by **National ID/ Iqama ID** or **phone number**. (Fig 7)



(Fig 7)

2.2.1 Review Patient's Information:

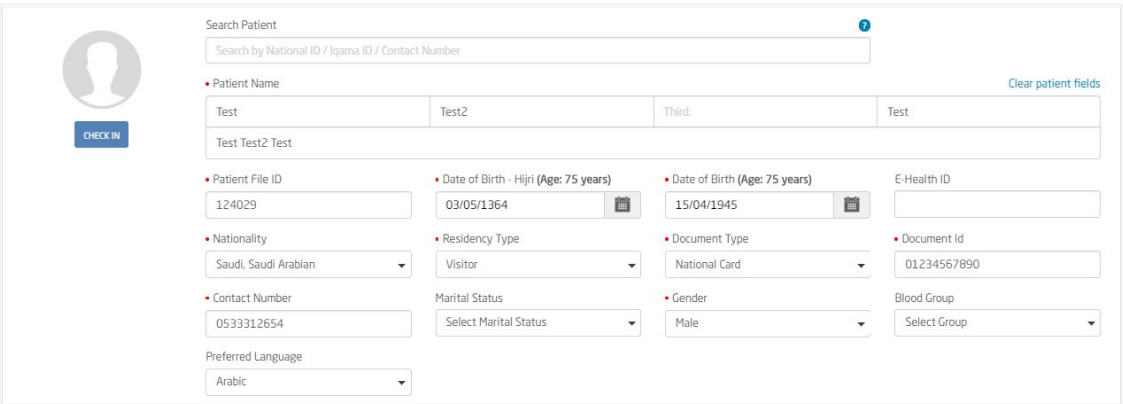
Once the patient is selected, the below patient information will appear as the following: Patient name, National ID, Contact number, Age, Weight (kg), Height (cm), Allergies and Chronic Diseases. (Fig 8)



(Fig 8)

You can review the patient's record data and update the following details (as needed):

- **Patient Information:** You can check, and update patients' demographic data as shown in (Fig 9), by clicking on **"Update Patient"**.



(Fig 9)

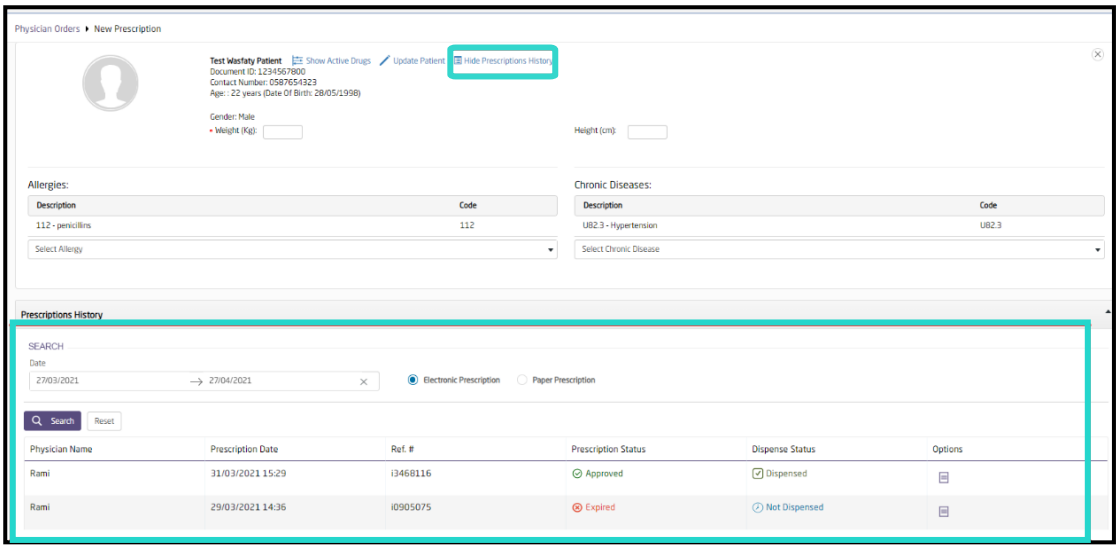
- **Patient Weight and Height:** You can edit the patient's weight in (kg) and height in (cm).
- **Patient Allergies:** You can view, edit, and add all allergies registered for the patient.
- **Chronic diseases:** You can add, edit, or delete Chronic Disease for the patient.
- **Show Active Drug:** This option will display all active drugs that the patient is taking right now to avoid any duplicate or drug interaction with new prescribed drugs.

2.3 Show Prescription History

Prescription history is a function that can be used by the Physician to see all Prescriptions for the patients across all facilities and view their details.

- Step 1: Select **Show Prescription History**
- Step 2: Navigate to **Date search**, which can be found directly available above the list, and filter by entering a date range to search between (From and To).

Note: The "To date" will be populated default from the system as today's date and the "From date" will be populated as 1 month before the system date



(Fig 10)

- Step 3: It is important to note that the defaulted returned prescriptions are "Electronic prescription"; incase the end user requires the "paper prescription", they can utilize the radio button in the patient history section.

2.4 Dispense Status

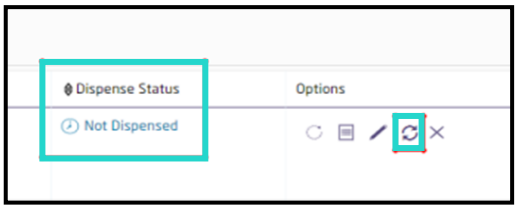
In the Prescriptions list, the Physician can see the **Dispense Status** of prescriptions issued by any Physician for a patient as required i.e. whether each prescription is Dispensed, partially dispensed, or Not dispensed.

2.4.1 View Dispense Status in List

The dispense status of a transaction is viewable in the Physician Orders grid, however the Physician must **Click** on the refresh status button in the Transaction Options.

Important Note:

- Refresh status button will disappear if the prescription is fully dispensed, Cancelled, Expired or blocked, but the status will still appear.



(Fig 11)

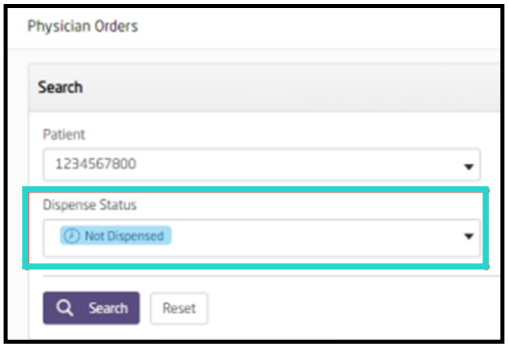
2.4.2 Search by Dispense Status

In the **Search**, the Physician can filter transactions using the newly added search field for the dispenses status.

Step 1: Click on Dispense Status

Step 2: Select from drop-down list

- Dispensed
- Partially Dispensed
- Not dispensed



(Fig 12)

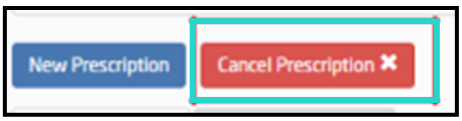
2.4.3 Cancel Prescription

Cancel prescription is a function that allows the Physician to cancel existing **active** prescriptions issued by any other Physician for a patient as required.

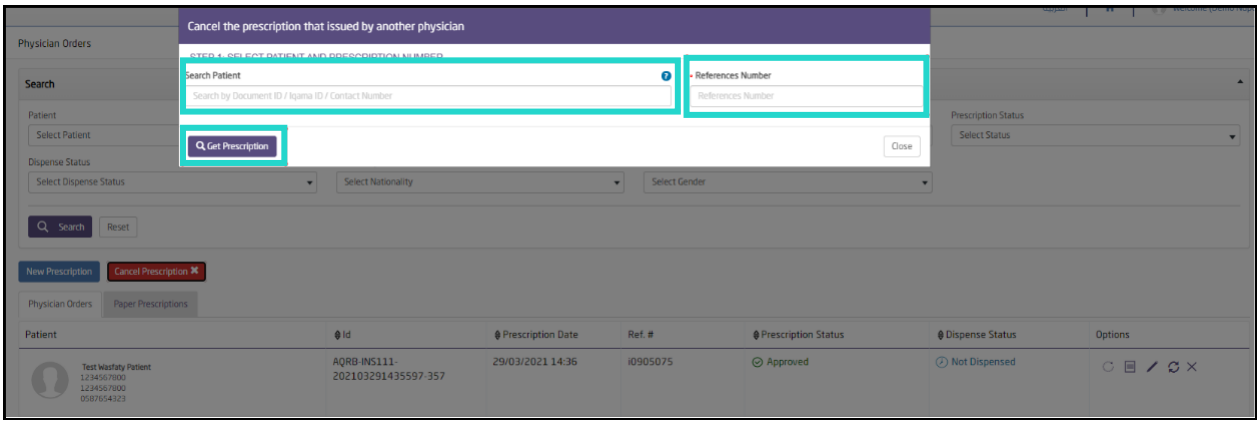
Step 1: Select **Cancel Prescription**

Step 2: To retrieve the prescription information, the following fields are required:

- Patient Identifier
- Document ID
- Iqama Number
- Contact Number
- Prescription Reference Number



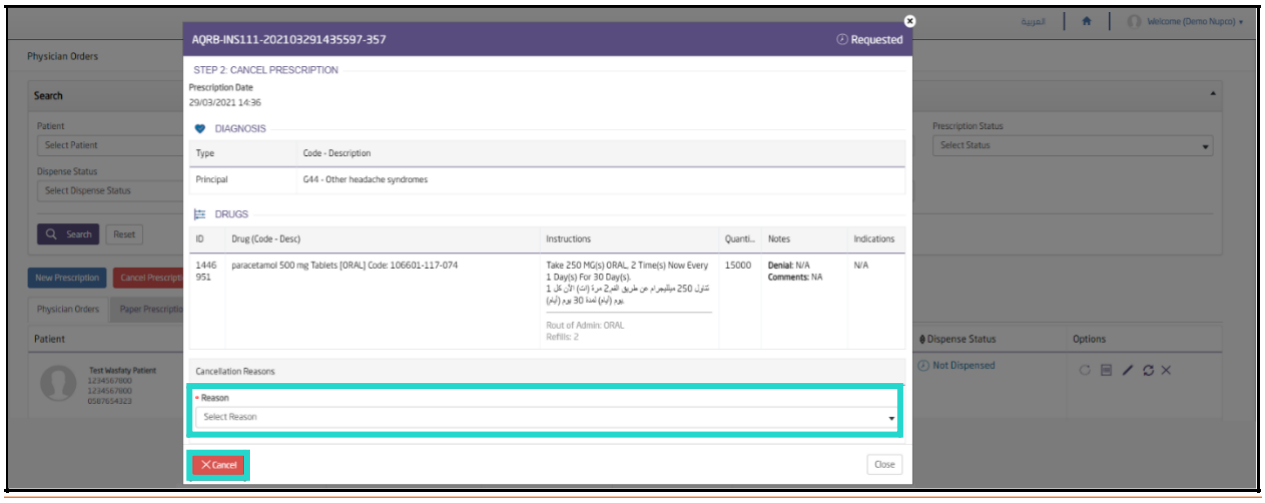
(Fig 13)



(Fig 14)

Step 3: After adding the required information, click on **Get Prescription.**

Step 4: Add the reason of cancellation.



(Fig 15)

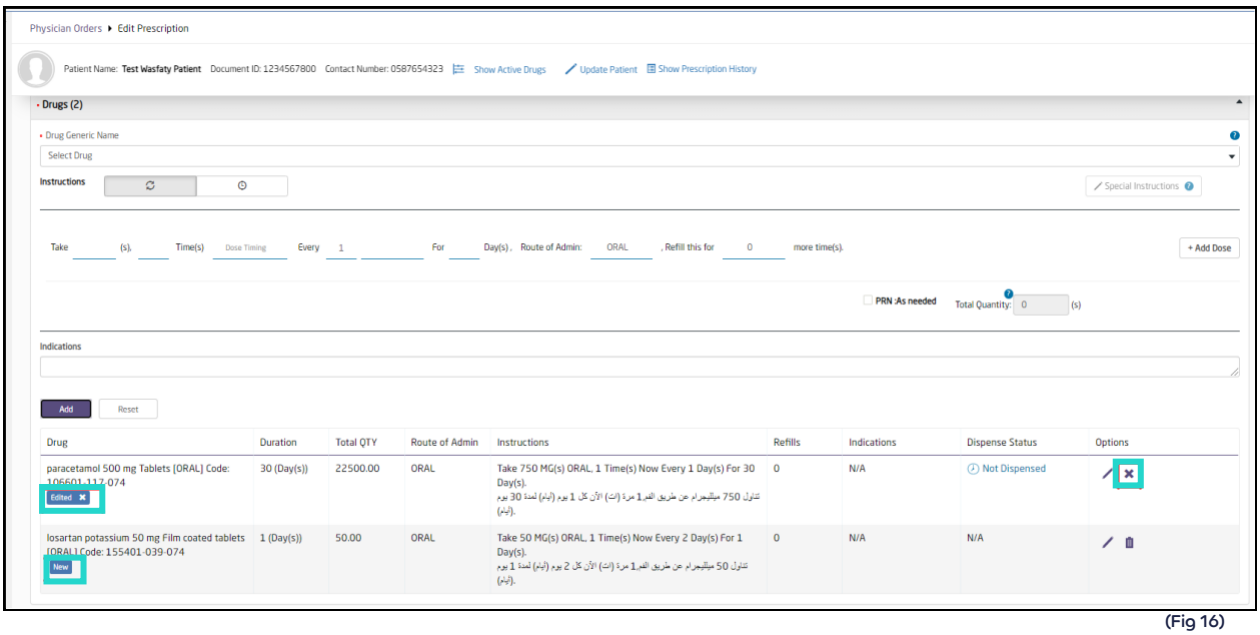
2.4.4 Edit existing Prescriptions

This functionality will allow the Physicians to edit the previous prescriptions prescribed by the same physician only

Important Notes:

- Edit option won't be possible if the prescription is:
  - Fully dispensed
  - Cancelled
  - Expired.
  - Blocked

- Edit existing prescription function won't cancel the prescription anymore, it will edit keeping the prescription with the same Reference and Prescription ID's.
- Edit will only be accepted if the prescription is still valid and not totally consumed.
- Using the edit function can let you add new medications to the prescription or edit from the existing medications of the prescription if the medications are not dispensed or partially dispensed.
- If a medication is dispensed/Partially dispensed but has refills and you tried editing it, the edit will apply on the next request for the medication.
- After editing an existing medication, it will show a tag of Edited under the edited medication.
- You may remove the edit applied by clicking on the X sign of the edit flag.
- If a medication is added to an edited prescription, it will show a tag of New under the added medication.



(Fig 16)

2.5 Patient Diagnosis:

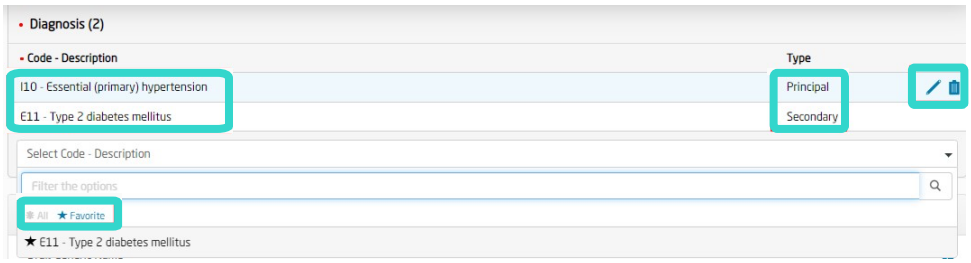
Step 3

2.5.1 Diagnosis:

Diagnosis is the process of determining which disease or condition explains a person's symptoms and signs. On the Wasfaty Portal, ICD- 10 -AM are used as a standard.

The system will give you an option to choose one or more diagnosis by typing the diagnosis code or description of the diagnosis for the Patient. (Fig 17)

You can select the **"All"** option in the list or the **"Favorite"** for the most common used diagnosis



(Fig 17)

2.5.2 Type of Diagnosis:

- **Principle diagnosis:** The single, primary medical diagnosis that is most relevant to the patient's chief complaint or need for treatment.
- **Secondary diagnosis:** Will be used to identify the secondary patient diagnosis.

2.6 Prescribe the drugs to the Patient:

Step 4

The below fields are mandatory to be filled to generate an e-Prescription

2.6.1 Drug:

Enter the Drug's Generic Name required to prescribe for the patient per diagnosis. (Fig 18).

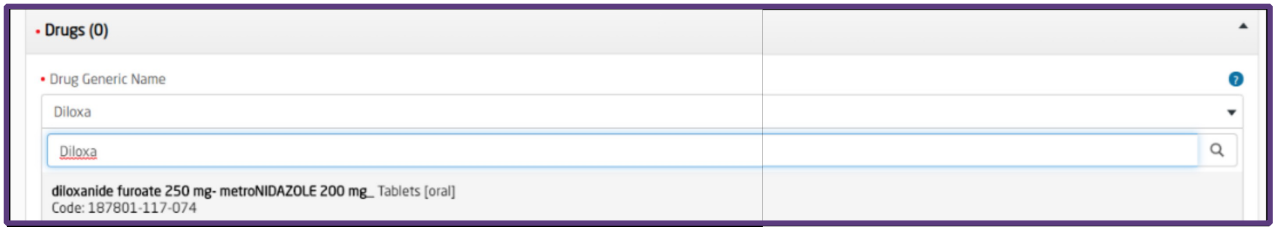
(Fig 18)

Upon selecting the Drug's generic Name, the instruction line will appear to be filled with the required given dose, time, and duration.

2.6.2 Drugs display name Typography:

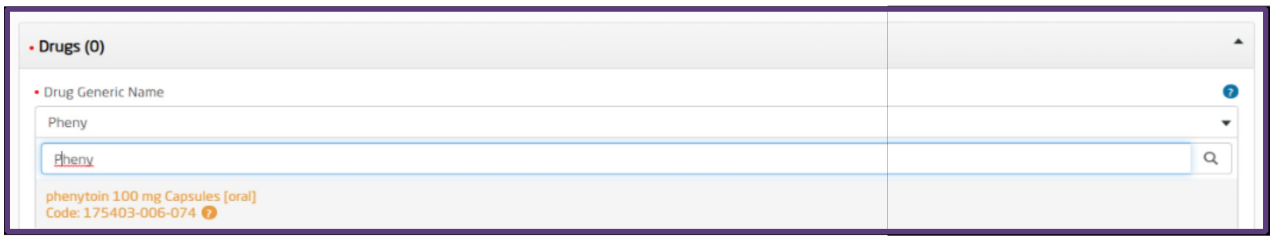
Physician entries for some of the prescription's drugs will have Typographical changes to flag cautions as below:

- Drugs which **Look alike/sounds alike** (LASA) in their names will be all viewed in **Bold**.
  Like Drug: **diloxanide furoate 250mg-metroNIDAZOLE 200mg** (fig 19)



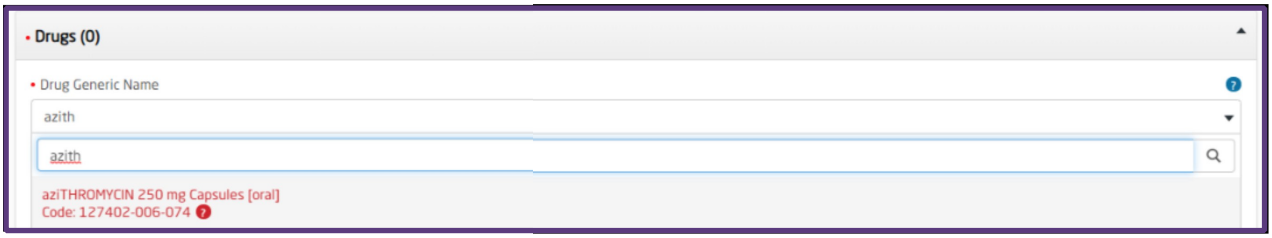
(Fig 19)

- Drugs which are considered as hazardous will be colored in Orange.
  Like Drug: phenytoin 100 mg Capsules [oral] (fig 20)



(Fig 20)

- Drugs which are considered as high alerted will be colored in Red.
  Like Drug: aziTHROMYCIN 250 mg Capsules [oral] (fig 21)



(Fig 21)

Note:

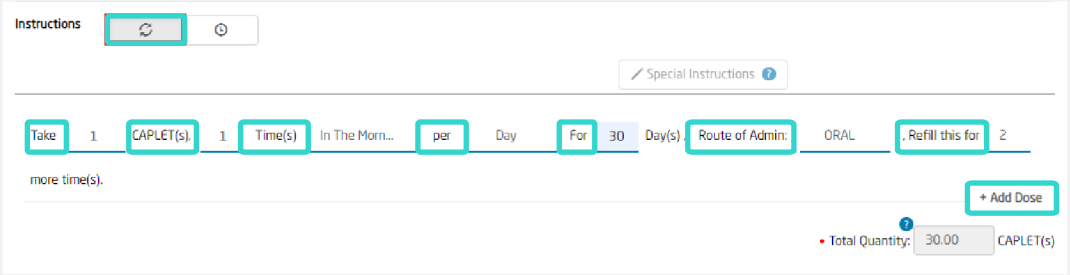
Some of the drugs can have the caution of LASA in addition to the Hazardous or high alerted ones, so it can **be bold** and colored according to the drugs configuration in the system.

2.6.3 Instructions Type:

You can select the instruction based on three types as shown below:

First: By Times

The Default Option, when the patient will take the dose by number of times per duration (fig 22)



(Fig 22)

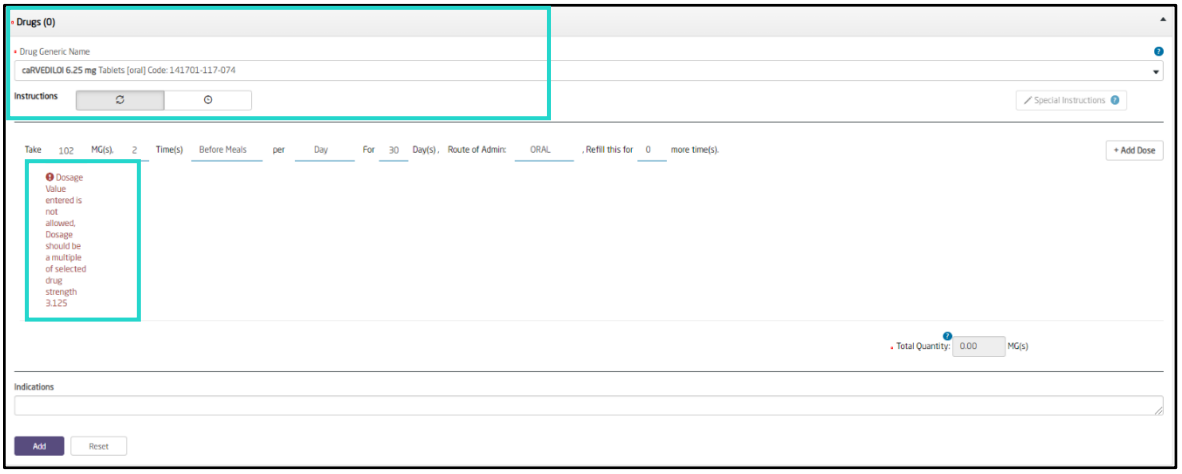
- **Instructions:** Select between "instructions for use by time" or "instruction for use by hour".
- **Unit type:** The unit type form for the required medication will be populated based on the drug Strength type and Divisibility unit configuration (IU, millimeter, Mg, Gm, Capsules, Tablets, Injections, capsule, international unit, etc.) Also, divisibility management for the drugs is configured in Wasfaty.

For more details on entering the dosages:

If the drug is applicable to be divisible, system will note the below

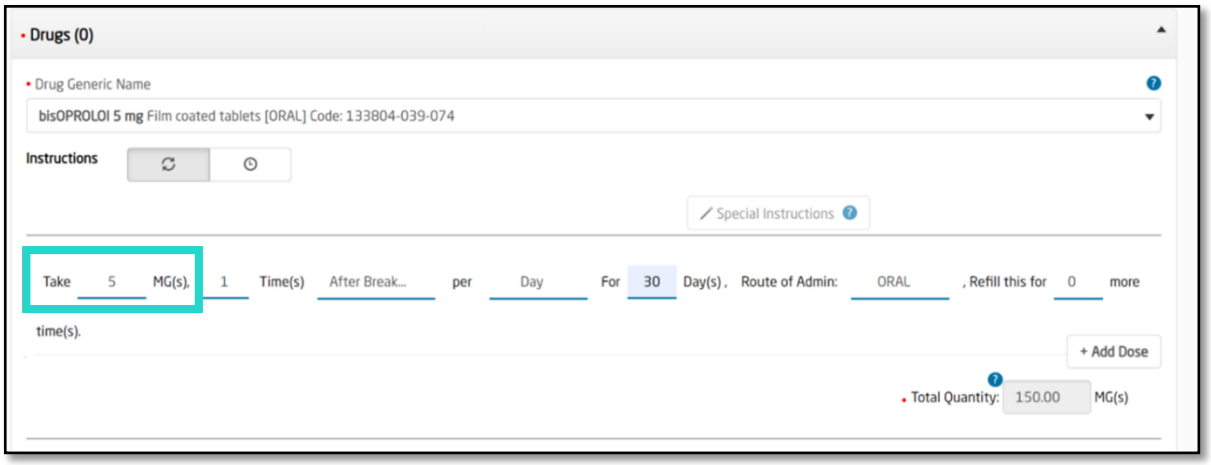
Dosage Value entered is not allowed, Dosage should be a multiple of selected drug strength.

- In case you try to add a drug applicable for divisibility and not matching the allowed dosage. Fig (23).



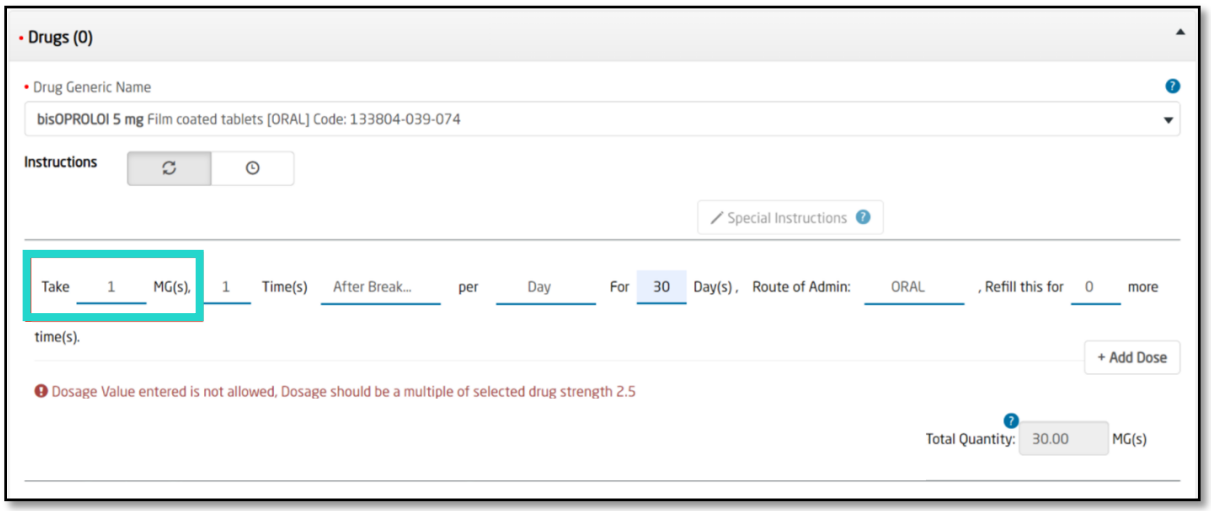
(Fig 23)

- Physician can prescribe 2.5 mg or 10 mg if required as they are multiples of 5 mg



(Fig 24)

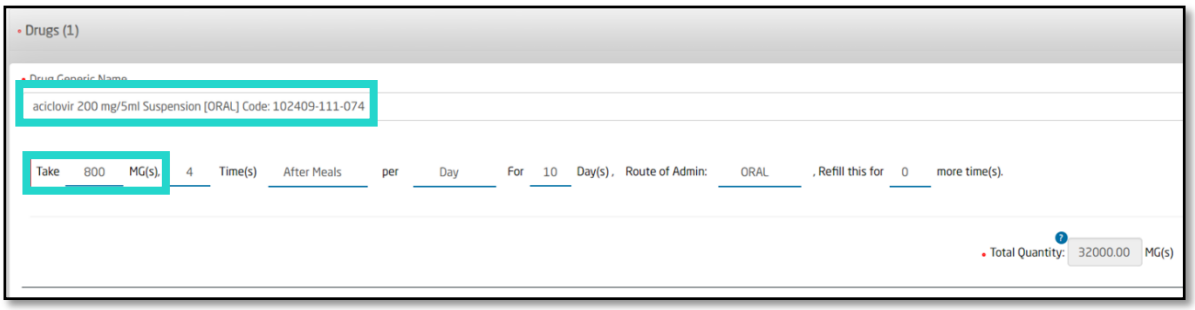
- If physician tries to prescribe a dose strength which is not a multiple of selected generic, system will prevent him. Here the physician tries to prescribe 1 mg which is not multiple of generic strength (5 mg) as shown in Fig (25)



(Fig 25)

How to prescribe medicines that are taken by mouth

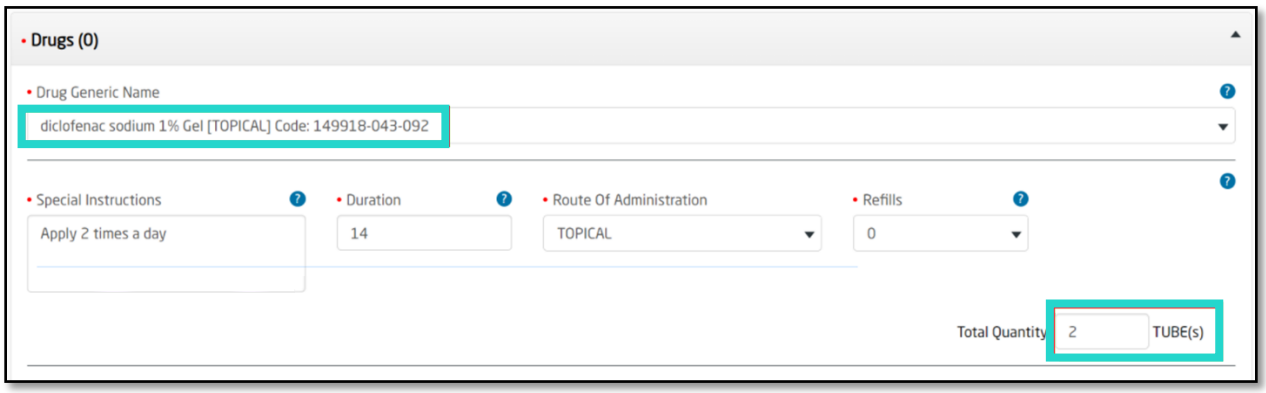
Physicians prescribe acyclovir suspension in strength unit (mg) not in volume unit (ml).



(Fig 26)

How to prescribe some creams and ointments:

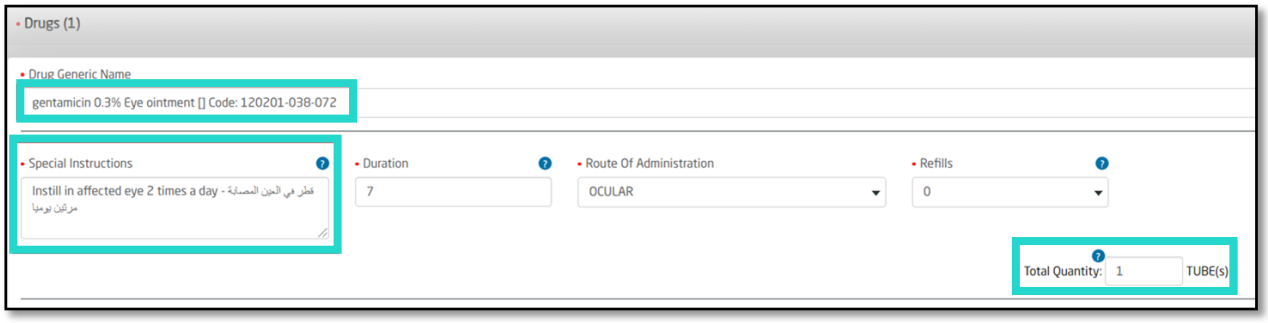
Physicians can prescribe Topical drugs (cream, onement, etc.) and other flexible dosage forms as special instructions and they can prescribe the quantity required by package type (Tube, Bottle, etc.)



(Fig 27)

How to prescribe some eye drops and ointments:

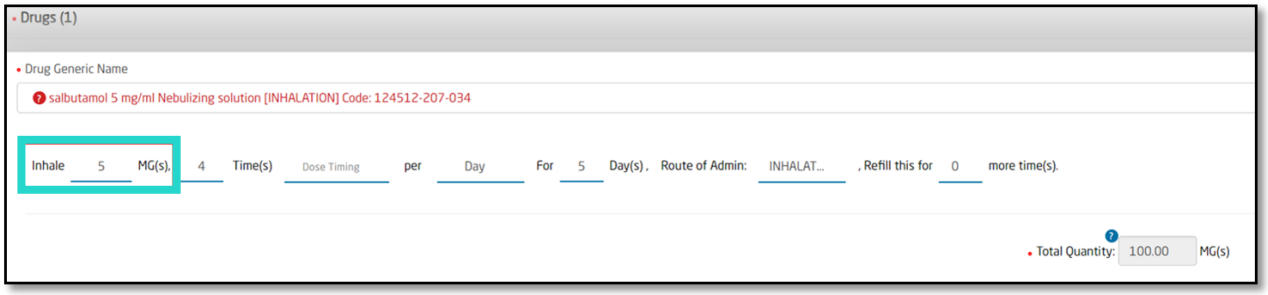
"Eye drops" and "ointments" are examples of flexible drugs that physicians can specify its quantity by pack.



(Fig 28)

How to prescribe some sprays:

Physicians prescribe nebulization drugs by strength (mg).



(Fig 29)

- **Time(s):** The frequency given for the drug per time should be a number.
- **Dose Timing instruction:** The instruction on when to give the drug (during the meal before a meal, morning, etc.).
- **Per Day/ Week:** Select the repeated times of the dose per day or per week.
- **For x Days:** The duration for giving the drug.
- **Refill this for:** If the drug is required to be given for more than 30 days, a refill will be required (up to 2 times and the maximum dose is 90 days).
- **Total Quantity:** The total quantity will be calculated by the system showing the total prescribed quantity per prescribed unit for the duration. The refill amount is not included in this calculation.
- **Indication:** This field describes the indicated method of consumption for the medication.
- **Add Dose:** This option can be used when you have different dosages for the same drug.

Options available for adding doses:

1 : Adding a different dose for a same drug during **same duration** with a maximum of 30 days (for total duration) by enabling the **same duration** option.

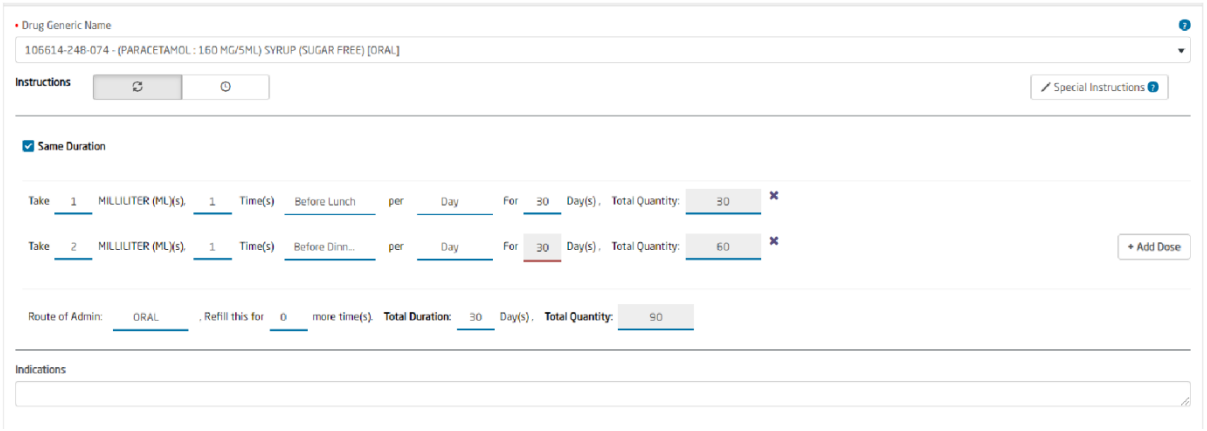
2 : Adding a different dose for the same drug for **consecutive** durations of up to 30 days by disabling the **"same duration"** option.

A- Adding a different dose for the same drug during same duration

For Example (Fig 23)

Take 1MILLILITER (ML)(s), Before Lunch per Day for 30 Day(s)=Total Quantity: 30
+
Take 2MILLILITER (ML)(s), Before Lunch per Day for 30 Day(s)=Total Quantity: 60

By enabling "Same duration" option, the duration will be fixed for all doses and the quantity will be the total of the dose quantity (In the below example, the total quantity is 90)



(Fig 30)

B- Adding a different dose for the same drug for consecutive durations

If you want to prescribe the drug in different doses for consecutive durations, disable the "same duration" option. For example: Prescribing 2 drops daily for the first 10 days, then changing the dosage to 1 drop for the following 10 days.

Example:

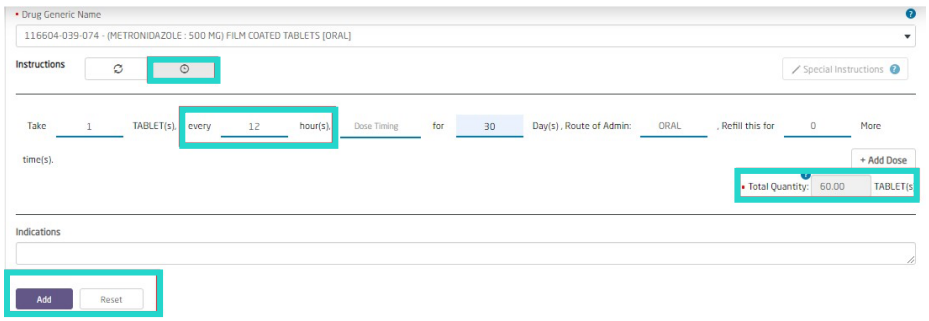
Take 2MILLILITER (ML)(s), Before Lunch per Day for 10 Day(s)=Total Quantity: 20
+
Take 1MILLILITER (ML)(s), Before Lunch per Day for 10 Day(s)=Total Quantity: 60

in order to ensure that the 2 drops are not taken simultaneously, disable the **"Same Duration"** option

By disabling "**same duration**", the total duration for all the dosages will be 30 days maximum, the duration for each dosage can be changed and the total quantity will be the total of doses
(in the example above, the **total quantity is 30** and **duration is 20**)

Second: By Hours

To prescribe a drug every XX number of hours (Fig 31), this option can be selected from the instructions tab.



(Fig 31)

- **Instructions:** You may select between instructions per time or instructions per hour.
- **Take:** Fill the Required dose to be given per frequency.
- **Tablet:** Dosage form for the required dose will be populated based on drug dosage granular unit form configuration (Tablet, capsule, International Unit, Millimeter, etc.).
- **Every x Hours:** Frequency of giving the drug every number of Hours.
- **Dose Timing instruction:** The time interval needed to give the drug (during the meal, before a meal, in the morning, etc.)
- **Per Day/ Week:** Select the repeated times of the dose per day or per week.
- **For x Days:** The duration for consuming the drug in days.
- **Refill this for:** If a drug is required to be given for more than 30 days, a refill is needed. You may choose to refill up to 2 times, and maximum dose is 90 days.
- **Total Quantity:** The total quantity will be calculated by the system to show the total prescribed quantity per prescribed unit for the duration. (The refill amount is not included in this calculation).
- **Indication:** This field will indicate the reason this medication is given for the patient.
- **Add Dose:** This option can be used when you have different dosages for the same drug.

Options available for adding doses:

1 : Adding a different dose for the same drug during **same** duration with a maximum of 30 days (total duration) by enabling the **same duration** option.

2 : Adding a different dose for the same drug for **consecutive** durations of up to 30 days by disabling the **"same duration"** option.

After entering all the drug instructions, click on **"Add"** to save the instructions and add more drugs if needed.

Note:

The System will automatically check and generate a warning alert if the below occurs:

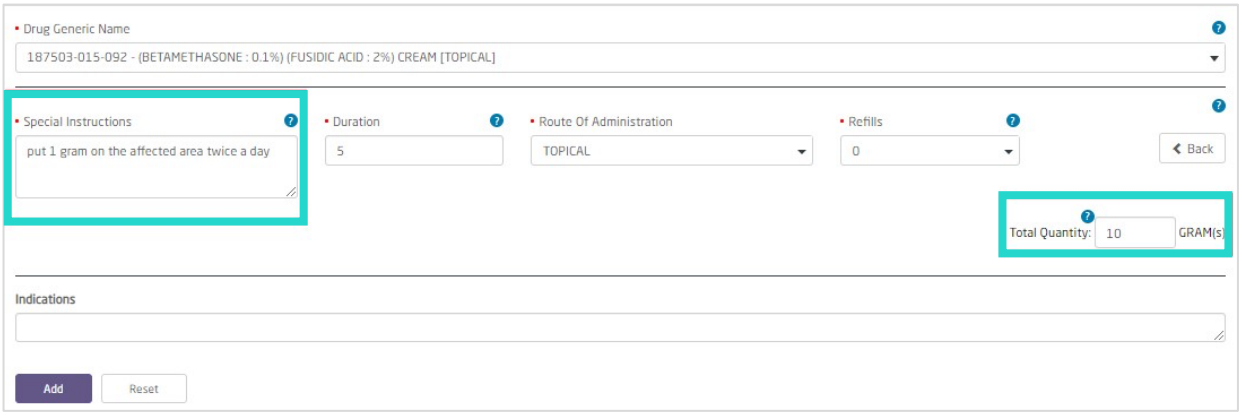
- There is any Drug- Drug Interactions
- Patient's active drugs Interactions with the prescribed drugs
- Maximum dose alert, etc.

Third: Special Instructions

This function is to be used upon its eligibility by the system, according to the nature of the drug in the system. So, it can be eligible to add special instructions or there might be no need for the special instructions and the default instructions can include the needed purposes. In some drugs, it will be allowed to use only special instructions.

To select a special Instruction, click **"special instructions"** from the right side of the drug instructions. (Fig 32)

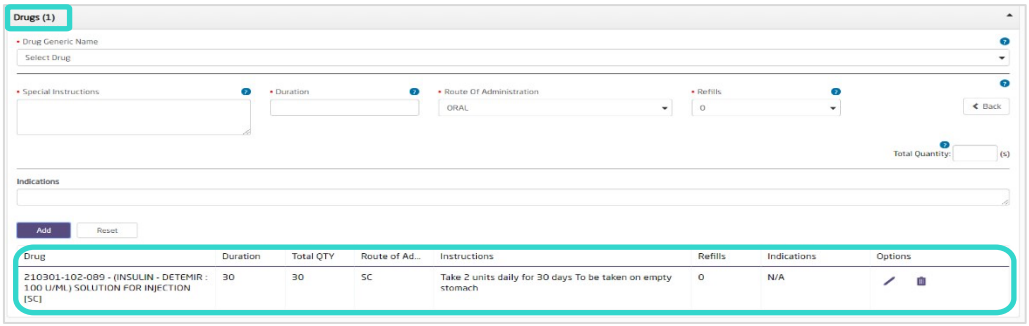
(Fig 32)



(Fig 33)

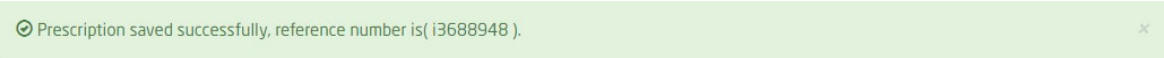
- **Duration:** The duration in days for giving the drug.
- **Refill this for:** If a drug is required to be given for more than 30 days, a refill is needed for 2 times and the maximum dose is 90 days.
- **Total Quantity:** The total quantity should be calculated for the full duration (excluding the refills) based on the granular unit of medication which is populated next to the total quantity.

Once you have entered the drug instructions, click on **"Add"** to save the instruction and add more drugs if needed. (Fig 34)



(Fig 34)

Once you have added **all the** required drugs, click on **Submit** to generate the e-prescription (The e-prescription # will be shown at the top of the page) (Fig 35)



(Fig 35)

Note: The System will automatically check and generate an alert in case of any of the below rules:

- Drug or Generic is not indicated to diagnosis
- Drug or Generic is contraindicated with diagnosis
- Drug or Generic is contraindicated with Chronic diagnosis.
- Drug or Generic cannot be given with another drug due to interaction between them.
- Drug or Generic cannot be given to this patient due to age restriction.
- Drug or Generic cannot be given to this patient due to gender restriction.
- Duplicate Drug or Generic Therapy.
- Drug or Generic quantity has exceeded the maximum limit that can be given for this age.
- Drug or Generic is contraindicated with allergy.

(Fig 36)

Once the below error appears, you have two options:

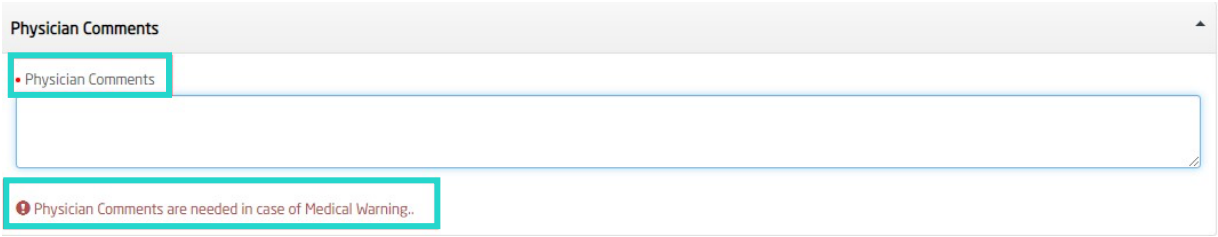
1 - Cancel or edit the drugs/ dosage information

2 - Override the medication warning alert; However, if you chose to override, you shall provide a justification in the **"Physician Comment"** field below.

Note:

- You will be responsible for the override action if alert is generated for the above rules, and you have to write the proper override reason
- There are some warnings that cannot be overridden which have the following sign ⃠ meaning that the dose or drug must be modified in order to submit.

Example warning of maximum daily dosage according to the age.



(Fig 37)

2.7 Tapering Dose for same / different duration

1. Each instruction should be in separate line, new line after "And" or "Then".
2. If the instruction is not fit in the label to be continued in a second label
3. Drug and generic code should be removed for all labels
4. Selecting alternative to be enabled for tapering dose

2.7.1 Tapering Dose - AND

The Physician may need to add an additional dose with different frequency to the drug, which is to be taken during the same period as the first dose. i.e. the patient will take the drugs simultaneously, while following the instructions for each dose separately.

- Step 1: Click **Add Dose**.
- Step 2: Select **Same Duration**
- Step 3: Add instructions for the additional dose.

(Fig 38)

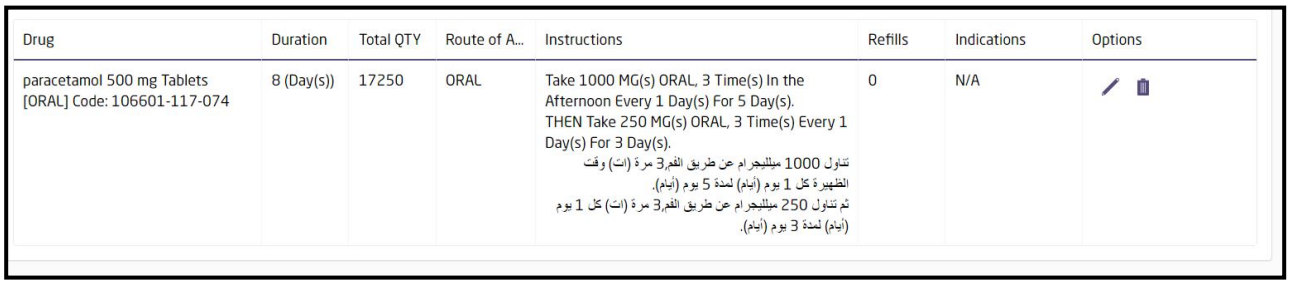
The instructions will now display the drug, with the additional dose starting on a new line beginning with "AND".

2.7.2 Tapering Dose - THEN

The Physician may need to add an additional dose with different frequency to the drug, which is to be taken **after** the prescribed duration of the first drug has been completed. i.e. the patient will take the prescribed drugs consecutively, while following the instructions for each drug separately.

- Step 1: Click **Add Dose**.
- Step 2: Ensure Same Duration is not selected.
- Step 3: Add instructions for the additional drug.

The instructions will now display the drug, with the additional dose starting on a new line beginning with "**THEN**"



(Fig 39)

2.8 Repeat Pattern

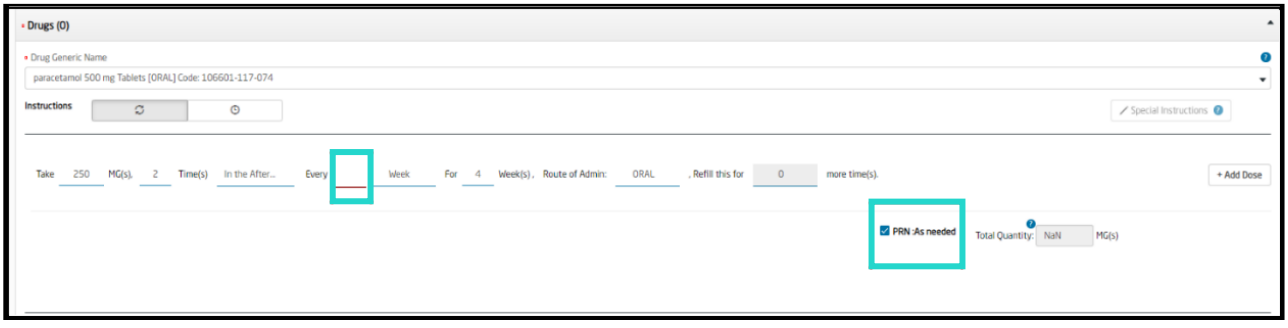
While adding a medication instruction in a prescription, the Physician may add a repeat pattern to the duration of the Hour/Day/Week/Month.

2.9 PRN (As Needed)

"Pro Re Nata" function is a flag to indicate that the drug is prescribed to the patient but not a must to be used, but rather just to be used if needed.

1.1.1 Selecting the PRN for drug will disable the refills options from the medication.

1.1.2 For drugs prescribed as PRN, a pharmacist will only be permitted to dispense only half of the prescribed amount



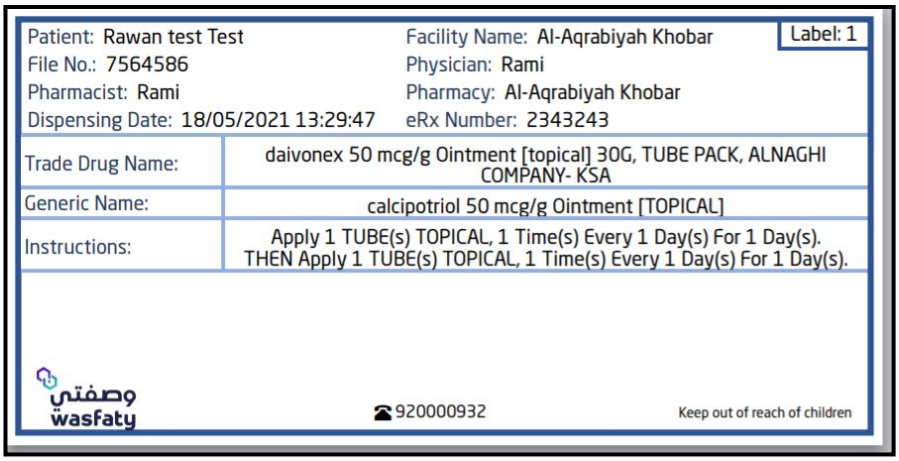
(Fig 40)

2.10 Removal of Drug Code and Generic Code from Label

The label shows the below fields relating to the drug:

- Trade Drug Name
- Generic Name
- Instructions

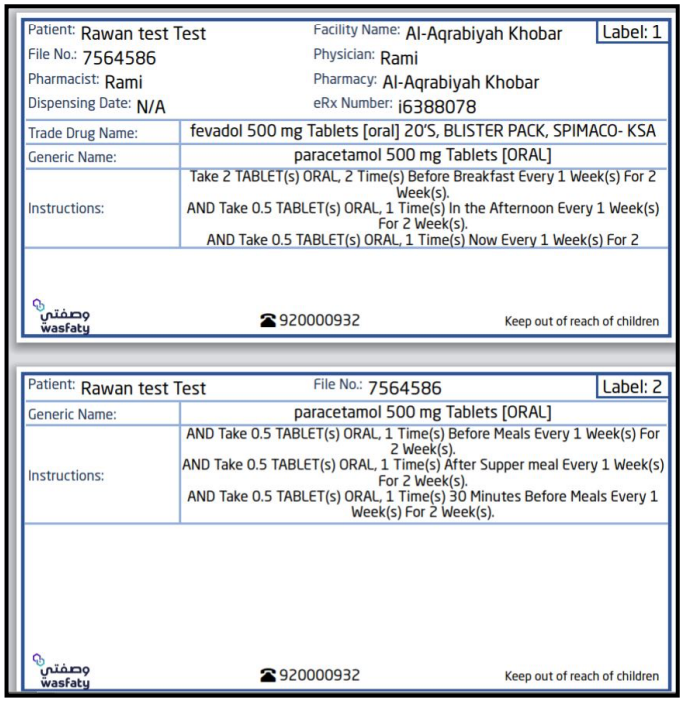
Drug and generic codes are not available on the label.



(Fig 41)

2.11 Label Extension

If the Physician adds instructions that exceed the permitted character count for 1 label, the instructions will be added to a second label displaying the same Patient name and File No and will be numbered as Label 2



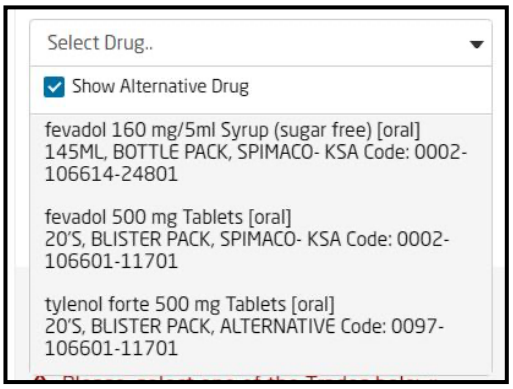
(Fig 42)

2.12 Selecting Alternative Drug enabled for Tapering Dose

An update has been applied to allow the Physician to view alternative drugs while tapering.

The Physician may need to add an additional dose to the drug of the prescription, which is to be taken **during** or **after** the prescribed duration of the first dose has been completed.

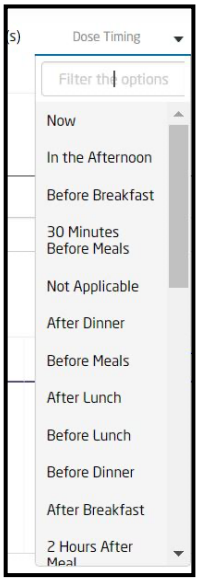
- Step 1: Click **Add Dose**.
- Step 2: Select **Same Period** if drug is to be taken **during** the same duration, alternatively ensure that it is not selected if the drug is to be take **after**.
- Step 3: Click **Select Drug**
- Step 4: Select **Show Alternative Drug**
- Step 5: Select **required alternative**.



(Fig 43)

2.13 Updated Dose Timing

While adding a medication instruction in a prescription, the Physician may select from the newly updated list of Dose Timings.



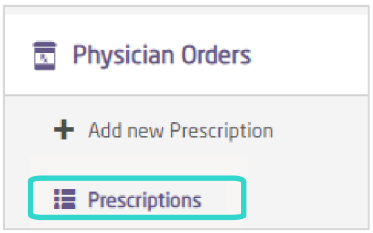
(Fig 44)

2.14 e-Prescription Modification:

You can view all the existing prescriptions, check status, edit or cancel by selecting **'Prescriptions'** under the Physician Orders tab.

Step 1

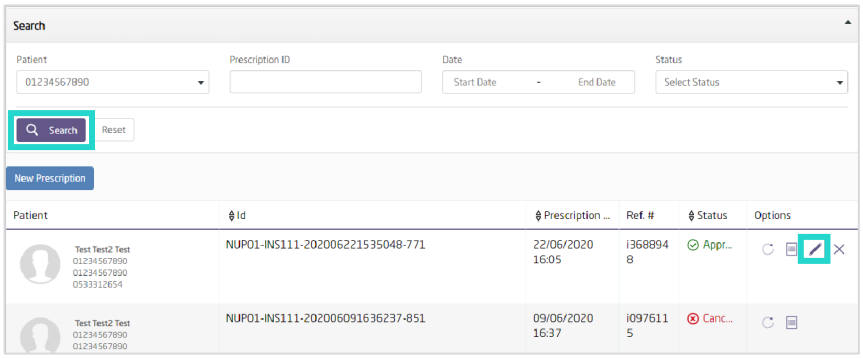
Click on **'Prescriptions'**. (Fig 45)



(Fig 45)

Step 2

Fill any of the below patient-related details and click on **'search'**. (Fig 46)



(Fig 46)

Search information:

- **Patient:** Enter patient's ID
- **Prescription ID:** The Prescription transaction (Auto-Generated) Unique ID
- **Date:** The date in which a prescription was submitted
- **Status:** Select the claim status of the request from a dropdown menu.
  The status can be requested, approved, partially approved, rejected or cancelled
- **Options:** You can show, edit or cancel the e-prescription if it is not dispensed
-

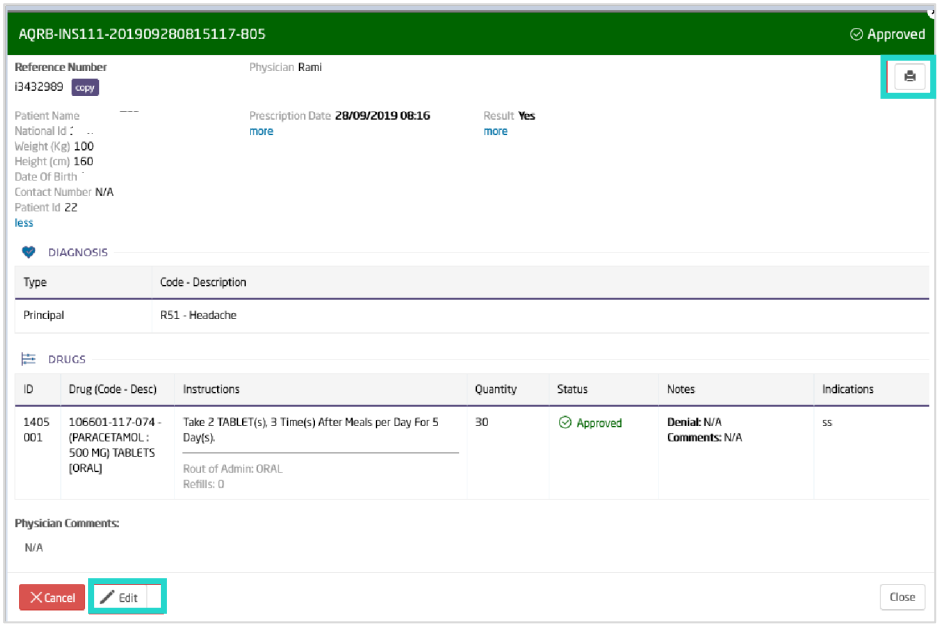
- **View Details:** Upon clicking on this Icon , all details related to the prescription, such as: patient details, insurance coverage details, ordering clinician, diagnosis, drugs and other related details will be viewed (Fig 46)

you may do the following:

1 - Print the e-prescription for the patient by clicking on printer icon at top right of the page.

2 - Edit the e-prescription by clicking on the edit icon Edit

3 - Cancel the e-Prescription by clicking on the cancel icon Cancel



(Fig 47)

- **Edit:** The original prescription will be cancelled, and a new form will appear auto-populated with the previously entered information, to be edited and resubmitted
- **Cancel:** The prescription will be fully cancelled, and the system will bring the user back to a new prescription form to fill a new prescription

Note:

When you want to 'Edit' a prescription, you will see a warning message saying 'You are trying to modify Prescription with Reference Number: X.

'This will cancel the prescription and create a new one'. (Fig 48)

2.15 Prescription Reuse Function:

Reuse function is added for the existing prescriptions, as prescription form will be opened having the same details of the prescription reused.

This function is to save time and facilitate the process of filling the details of the prescriptions in cases of similarity in diagnosis and medications needed to be prescribed, as in (Fig 34).

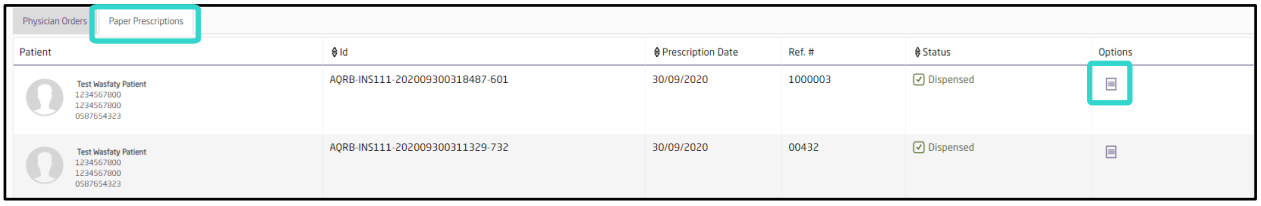
(Fig 48)

Choosing the reuse function requires you to determine if the reuse is for the current patient or another patient.

Paper prescriptions:

In the prescriptions list you as a clinician will be able to see the prescriptions you issued in a paper forms and dispensed by pharmacies.

To view them and their details, go to the paper prescriptions tab in the prescription list options. Fig (49)

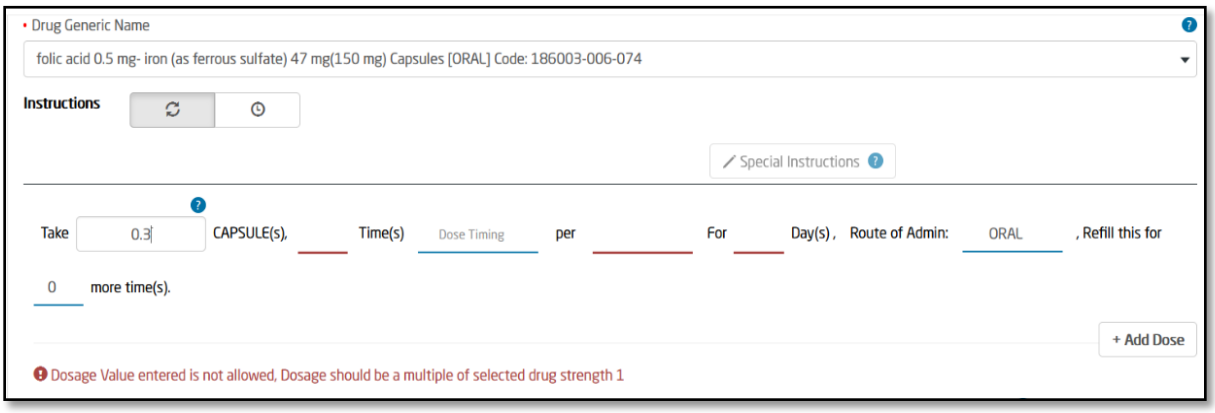


(Fig 49)

Note: Reuse option for old prescriptions will not be available for the prescriptions posted before the new release.

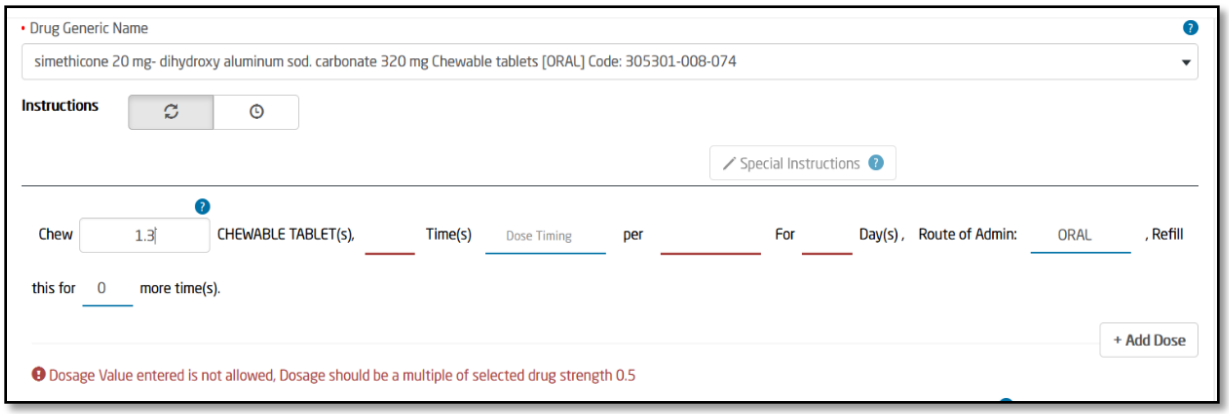
Possible Errors Messages:

Select a divisible generic then enter invalid dose



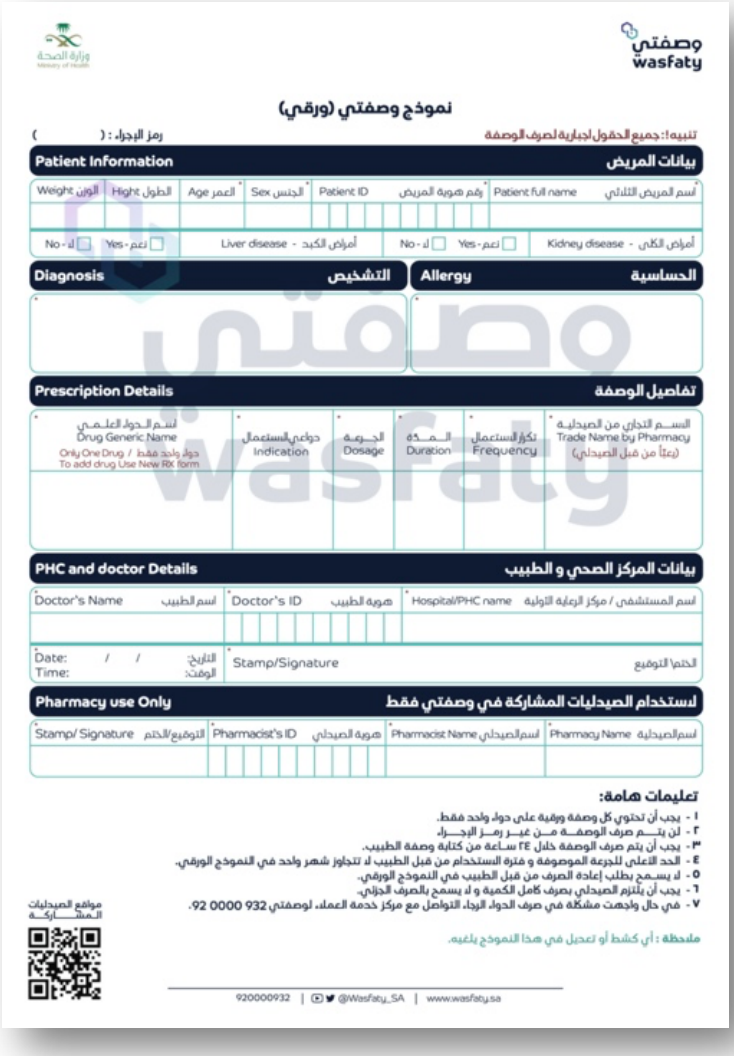
(Fig 50)

Select an indivisible drug then enter half the dose.



(Fig 51)

Example for Wasfaty's paper prescription form (fig 52) .



(Fig 52)

Support:

If you have any questions or inquiries, we would love to hear from you on the below platforms:

92 0000 932

www.wasfaty.sa

Help and Support
92 0000 932
www.wasfaty.sa
wasfaty_sa

وصفتي
wasfaty

Best Browsers to use the platform: Firefox Google Chrome Microsoft Edge