

FACTSHEET 3: TIPS FOR PHARMACY STAFF TO IMPROVE PRESCRIPTION PROCESSING AT BSO

What happens to your prescriptions when they reach BSO?

1. Every prescription form is scanned creating an electronic image of each form.
2. It is this electronic image that is used for processing your payment.
3. Auto-coding automatically reads all text on the form and the DM&D codes by scanning the large barcode. It can be used on non-amended batches of fully-coded, repeat dispensing and multiple dispensing forms. All other forms go to manual data entry.
4. The auto-coding system will reject prescriptions and they will be sent to manual data entry if:
 - It is not an auto-coding batch e.g. your amended batch;
 - The product is not on the auto-coding tables or the auto-coding rule is not met e.g. max/min quantity;
 - The barcode cannot be read;
 - The DM&D code cannot be matched;
 - The quantity is not valid i.e. not an integer (not a whole number)
5. Manual data entry is totally dependent on the accuracy and legibility of the codes you have endorsed on the prescription form.
6. Any queries or items that require individual pricing go to the BSO pricing team after the manual data entry stage.
7. Validation checks are carried out before the payment file is generated.

The BSO video 'A Day in the Life of a Prescription' can be viewed at the following link:

<http://www.hscbusiness.hscni.net/services/2497.htm>

Did You Know?

- Auto-coding has been shown to improve the accuracy of your payment: it does not rely on manual coding by the pharmacy or manual data entry by BSO; both of which can be subject to error.
- Approximately 65% of items are currently auto-coded.
- The large barcode on prescription forms can be read by BSO scanners in over 90% of forms.
- If an item does not match the DM&D code OR the quantity is not an integer (i.e. whole number) OR it does not meet the auto-coding rules THEN it goes to manual data entry.
- Manual data entry relies on the correct chemcode and correct quantity being endorsed clearly on the prescription form by the pharmacy.
- No items on forms returned by BSO to the pharmacy are paid until the corrected form is returned to BSO.

It is ESSENTIAL that you...

- ✓ Code every item, either with the allocated code or the diamond symbol
- ✓ Place any additional endorsements (e.g. price) outside the coding area
- ✓ Code in the order items appear on the prescription
- ✓ Use the correct quantity and chemcode as per the most recent monthly codebook
- ✓ Code clearly in black ink
- ✓ Do not write over the large 2D barcode and ensure all codes are written ABOVE it

Examples of Items that do NOT need to be submitted in the Amended Bundle

The following items will not be auto-coded. They will automatically be rejected by auto-coding and sent to manual data entry for processing on the basis of your coding:

1. 2.5ml eye drops: because there is a decimal point in the quantity field
2. 2*28 tablets: because there is an asterisk in the quantity field
3. Two tablets: because there is no whole number in the quantity field
4. 1 tube: because there are letters in the quantity field