

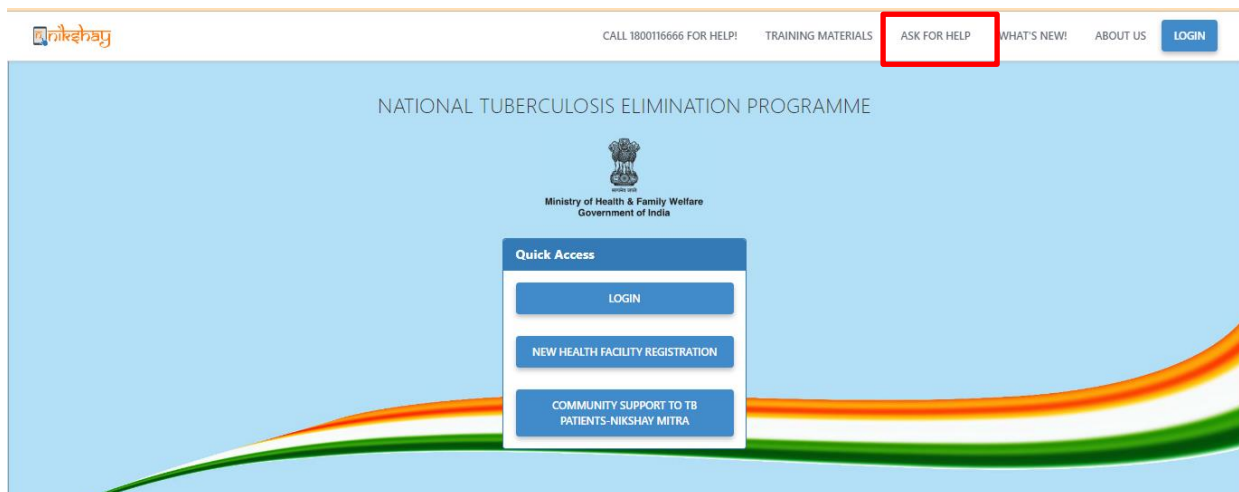


FREQUENTLY ASKED QUESTIONS ON DISPENSATION

Q1. How to raise a NSD in Nikshay?

Below are the steps to raise a NSD in Nikshay-

1. Click 'Ask for Help' on Nikshay Home Page.
2. Select the sub category of service request. Click on 'System Issues/ Bugs' to raise an issue.
3. Select 'Report a Bug' to raise the issue.
4. Add the summary, description, module, image of the issue along with the requestor information.



Q2. How will the drugs be indented from PHI to TU?

The PHIs would submit their drug request to their parent stores (TU) through Offline indenting i.e. via email, Phone, or any other method. On receipt of Offline Indent, the respective TU would release the drugs to the PHI through the TU login in Nikshay Aushadhi using : Dispatch without drug request” under Issue / Dispatch Module.

Q3. Dispensation module is not allowing to directly dispense drugs of Continuation Phase. For patients whom drugs have already been issued from Nikshay aushadhi, if we issue drugs in back date the current drug stock of PHI is getting deducted leading to imbalance in stock.

All the TB patients are registered in Nikshay and undergo Intensive and Continuous phases of treatment. The drugs can be dispensed from Nikshay for current or future dispensation date. For dispensing drugs for Continuous Phase for a patient currently on IP, follow the below steps-

1. In the Patient management module, go to Treatment details tab of the patient.
2. Click the 'Update' button to update the Treatment Phase to CP

3. Add the End of IP date as a back date or a future date.
4. Go to Dispensation tab of the patient, where the Phase would be changed to CP
5. Dispense the drugs for CP phase.

Q4. Currently Drug can be dispensed for any no. of days with patient's Id. The limit should be fixed to maximum 60 days. This would help in buffer stock management, monitoring and minimizing the retrieval/wastage.

This requirement will be discussed with the ministry and upon approval, this can be added in the future changes for Dispensation module.

Q5. Can we dispense drugs to patients outside the logged in hierarchy?

The drugs can be dispensed to patients belonging to any hierarchy even if the patient belongs to a hierarchy other than the logged in hierarchy. The dispensation can be done through the 'Add dispensation' module in Nikshay.

Q6. What is the process of consumption of CBNAAT and Truenat Cartridges, with inactivation of PHI login?

Nikshay Aushadhi would reopen the PHI Module only for NAAT stores. The CBNAAT and TrueNat consumables would be reported in the NAAT consumable module of Nikshay Aushadhi.

Q7. Where can the user view the stock of all the medicines at their facility (District, TU, and PHI) without open patient's profile.

The stock can be viewed only by the Aushadhi team by using the stock search API. A report would also be made available in Nikshay portal on stock and consumption.

Q8. How to distribute medicines on the portal from District to TU and TU to PHI?

The stock management up to TU level including transfer to PHI would be handled by Aushadhi software, while PHI to patient would be handled by Nikshay.

Q9. The drugs transferred from TB unit to PHI are not visible in dispensation module PHI stock.

The Drugs transferred from TBU to PHI would be visible in the Nikshay Aushadhi system. The transfer of drugs from TU to PHI would happen using the stock credit API. A report would be made available in Nikshay portal on the PHI stock and consumption.

Q10. Box preparation of Modified regimen of AOL regimen is not available in Nikshay aushadhi.

Nikshay Aushadhi team will convert the existing stock of DRTB boxes into loose drugs and the stock to be updated on the system. The updated stock would then be consumed by Nikshay using API and available for users to dispense.

Q11. Districts are not able to view PHI drug stock as a whole, It can only be viewed while dispensing to every patient. Which makes it difficult to assess the requirement of PHI

Since Nikshay is handling the dispensation of drugs from PHI to patient, the available quantity of a particular product will be available only while dispensing the product. A report would be made available in Nikshay portal on the PHI stock and consumption that can be used to check the stock levels of the products.

Q12. Users unable to dispense NTEP drugs from private chemist and private health facility.

Private Health facilities and chemists which are presently registered as third-parties will be registered as Health facilities in Nikshay Aushadhi and the NTEP drug stock will be updated for the same. Nikshay will consume the stock status of these facilities from Nikshay Aushadhi and make it available to users for dispensation

Q13. The district alert dashboards shows acknowledgement pending in Nikshay Aushadhi. How can phi acknowledge without login to PHI module?

Nikshay Aushadhi will disable the feature of acknowledging the drugs from PHI module from backend

Q14. How to return drug from DRTB/ PHI to DDS/ TU?

The return from PHI to TU would be handled by Nikshay Aushadhi using the backend stock debit API.

Q15. How are drugs in DRTB boxes dispensed in Nikshay?

The DRTB boxes are sent to Nikshay in the form of loose drugs by Nikshay Aushadhi. There will be no issue of boxes from PHI to Patients in Nikshay instead the drugs that were part of the boxes will be dispensed in loose form.