

Quick Reference Guide




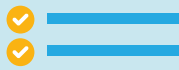





Thank you for choosing to use the Doctor Care Anywhere (DCA) secure transfer and dispensing platform of electronic prescriptions.

We serve over 2.2 million patients where if needed, a prescription is created after a 20min consultation with a GP on our telemedicine platform. We are a CQC registered telemedicine healthcare provider and take pride in consulting to the highest standards we can, to offer our patients the best healthcare they can access. All our prescriptions are written by GMC-qualified doctors on the GMC national performers list. Some of these GP's are dual registered with the Irish Medical Council and thus you may notice 2 registration numbers for a particular GP.

We want you to know that using this platform is safer and easier for both you and our patients, ensuring that medication is only dispensed once and prescriptions are obtained directly from DCA.

Our E-Prescription is an electronic prescription generated and available to the patient which they can download from their account, before taking it into the pharmacy either a) by printing it out or b) presenting the prescription on their smartphone app. The PDF includes an authorisation code that the pharmacy staff enters online into the pharmacy portal along with the patient's date of birth to verify the prescription. This is then marked as dispensed, so the patient can only use the prescription once.

The prescription is securely uploaded to the website for download by the dispensing pharmacy. The PDF copy that the patient may present in the pharmacy is not the legal entity, as it has not remained in the sole control of DCA. Therefore, the pharmacy will need to follow the steps below to obtain the legal prescription.

Dispensing Guide			
1		Access the prescription	To access the prescription, you will need to first visit our website, using this link: prescriptions.doctorcareanywhere.com
2		Enter the authorisation code and date of birth	Once here the system will ask you for the authorisation code and the patient's date of birth – this will either have been given to you over the phone (by a member of our patient experience team) or by asking the patient to confirm these details. For added security, the patient will also be able to show the prescription to you at the time of dispensing as required.
3		Select the correct pharmacy group from the drop down menu	Please select “ other ” from the pharmacy group dropdown if your pharmacy name is not listed.
4		Search for prescriptions	Once all the details are entered, click ‘ search for prescriptions ’ and you will be able to access and dispense the prescription. <div><div>ePrescription DCARZHKWLJ</div><div>Status: Available for dispensing</div></div>
5		View the prescription	The status of the e-Prescription appears as available for dispensing – click ‘ view prescription ’ to view the prescription. Then fill in the pharmacy and pharmacist details.
6		Click ‘mark as dispensed’	Click ‘ Mark as dispensed ’ which will then allow you to download the prescription and complete the process. <div>Mark as dispensed ></div>
7		If the prescription has already been dispensed.	<p>Check with the patient if they have collected the prescription elsewhere. If they have not, please ask the patient to contact us. If you are uncertain if the patient has attempted to collect the prescription elsewhere, then please advise the patient that you cannot dispense the prescription and they would need to contact DCA for further support.</p> <p><i>View of a prescription that has already been dispensed</i></p> <div><div><div><div>ePrescription DCARZHKWLJ</div><div>Status: Already dispensed</div></div><div><div>ⓧ Prescription details</div><div>View prescription</div><div>Download prescription</div></div><div><div>Patient name</div><div>Prescriptions Patient</div></div><div><div>Address</div><div>12 Monkey Lane, London, W9 5TY</div></div><div><div>Doctor Care Anywhere GP</div><div>Test Automation3 (GMC:)</div></div><div><div>(OXIS 12) Formeterol fumarate dihydrate</div><div></div></div></div><div><div>Pharmacists private EPS guidance</div><div>Private Electronic Prescriptions Guidance</div><div>Download guide (PDF)</div><div>Standard Operating Procedure</div><div>Download guide (PDF)</div></div></div>

FAQs

Who is Doctor Care Anywhere?

We are a private telemedicine provider, with 24-hour access to a GP by video or phone call.

You can learn more about us here: [DCA Website](#)

Where is the original prescription?

The original prescription would be downloaded from our website directly by the pharmacy. The PDF copy that the patient has downloaded is not the prescription, as it has not remained in sole control of DCA.

What makes your e-prescriptions legal?

The prescription has been delivered electronically in line with the prescription legislation and is therefore legal and the original prescription as it contains an 'advanced electronic signature'. See the legislation below:

The Human Medicine Regulation 2012

[You Can Review The Regulation Here](#)

The regulation states that prescriptions can be signed with an advanced electronic signature. In the regulation, "advanced electronic signature" means an electronic signature that is:

- a. Uniquely linked to the person ("P) giving the prescription- Only the consulting GP can issue/amend the prescription to the patient,
- b. Capable of identifying P; The prescribing GP's name, signature and GMC number are visible on the prescription
- c. Created using means that P can maintain under P's sole control; Only the consulting GP can make amendments to the prescriptions once the prescription has been issued.
- d. Linked to the data to which it relates in such a manner that any subsequent change of data is detectable. Our system is specifically set-up and designed to ensure that we are legally compliant with the regulation. All prescriptions are linked to the patient's identification number, therefore any changes to the prescriptions or patient data are auditable.

If I have a question, who do I contact?

Please give our Patient Experience team a call on **0330 088 4980** if you have any issues.

Our Patient Experience co-ordinators can liaise with the prescribing clinician, should you have any prescribing queries between 8am-10pm.