Pharmacist User Guide
The knowmalaria site has been designed to be intuitive and easy-to-use. It probably doesn’t need any notes or explanation. Login for the first time, explore the page (which have been deliberately kept minimal, with clear actions) and quickly find your way around the site.

The following pages describe this journey, with a few explanatory notes of why we have designed the site like it is.
Pharmacist login

From the homepage simply enter your username and password.
We know that usernames and passwords can often seem like a hassle but protecting confidential medical information is something we take very seriously. That is why you have to go through these steps, to ensure we meet Data Protection requirements.
This is your pharmacist homepage where you arrive after entering your username, password and memorable word details. From here you can start all the actions you may want to do on the knowmalaria site.
A quick malaria check

From your homepage you can do a quick check to see if there is any malaria risk in a country. Some countries have a different malaria risk in different regions.
Regions - a worked example

Two travellers are arriving in the UK, flying in to Bristol airport. Both are then travelling on to the Scilly Isles. **Traveller A** is travelling by road and stopping off along the way. **Traveller B** is flying directly from Bristol to the Scilly Isles.

**Traveller A**
- Is visiting the Scilly Isles
- Will drive through this region
- Is going through Devon and Somerset, which aren’t listed

**Traveller B**
- Is flying directly to the Scilly Isles without travelling through any other regions

Antimalarials are not needed in the UK but this trip is used to demonstrate how the Region boxes should be selected.
Details of arrival dates must be entered. Malaria is seasonal and the tool uses these dates to establish if the trip is within the malaria season. If malaria is present and antimalarials are required the tool uses this date to establish if there is sufficient time before arrival to start the different antimalarial courses. The arrival date is also used to calculate the number of tablets required.

Dates with a return date up to a maximum of 12 months forward are allowed. Malaria advice can change over time and cannot be defined for periods too far in the future.
Trips to only one country

1. The details of the country and regions are summarised here.

2. If all the details are correct click on “Next”.
The knowmalaria simplifies antimalarials for itineraries that involve more than one country. The algorithm takes into account the individual risks for all the countries being visited when it identifies appropriate antimalarials.
Removing countries from the itinerary

1. The trip details are summarised here.

2. Clicking the red cross removes the country from the itinerary.
Removing countries from the itinerary

3. A final check pops up to confirm that the country is to be deleted.
1. The trip details that have been added are summarised here.

2. If the trip details are correct click “Next”
Adding return date

1. Click the cursor in the box to enter the last date the traveller will be in the final country of their trip.

This date information is used by the tool to check whether the dates are in the malaria season and to calculate the number of tablets required for the duration of the trip.
Adding return date

This date information is used by the tool to check whether the dates are in the malaria season and to calculate the number of tablets required for the duration of the trip. Dates with a return date up to a maximum of 12 months forward are allowed. Malaria advice can change over time and cannot be defined for periods too far in the future.
Quick malaria check results - no risk

If there is no malaria risk for the trip entered this is shown on this page. The traveller can be told there is no risk and the consultation ended.
Quick malaria check results - bite avoidance

1. Antimalarials are not required but Bite Avoidance measures are required.

In some regions the risk of malaria is very low and antimalarials are not recommended. There is still a very small risk and steps to avoid being bitten should be taken. A PDF with advice on how to avoid being bitten must be printed off and given to the traveller.

2. You MUST click on this blue link to open a PDF on bite avoidance advice to print off and give to the traveller.

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Quick malaria check results - malaria risk

There is a malaria risk for this trip. The traveller needs to proceed with a full consultation.
The Search for a Traveller utility saves you and the customer the time of re-entering their details if they are already on the system.
2. As an additional check you may want to confirm the details entered are accurate, add the date of birth and search again. The traveller may have changed address and the new postcode may not match that on the system.

1. For this name and postcode no record has been found.
1. If no Travel Health Record can be found on the system a new traveller record must be created.

2. Click here to create a new Travel Health Record.
1. Details entered to search for the record (surname and postcode) are pre-populated.

2. Enter all the other details that are requested to create a Travel Health Record.

3. Click on the blue "info" buttons for an explanation of what is required and why this is important.

4. Weight can be entered as either Kg or imperial (stones and pounds). This is used to calculate the dosage. If the weight is outside of the normal range for the age a warning will flag up to check if the age and weight details are correct.

5. When all the information has been added press "Submit".

Create a new traveller

The Travel Health Record only requests information which is important for the consultation.
Create new Travel Health Record

1. If any information is missing an error message appears

2 errors prohibited this record from being saved:
Phone number can't be blank
Postcode is invalid

Submit
For data protection purposes the traveller needs to agree that their medical data is stored securely and not shared with anyone apart from medical professionals who are providing the prescription. A link to the full T&Cs will be automatically emailed to them should they want to read them in detail. Their email will not be used for any marketing communications.
This is the personal Travel Health Record that has been created for this traveller. This is the traveller’s homepage. A full history of any previous trips they have made is kept here. The current trip will be at the top of the list with a “Create a prescription” option.

1. To progress with the consultation for this trip click on “Create a prescription”
It is important that any medical conditions on this list that the traveller has are correctly identified and ticked. This is used to establish if any antimalarials are contraindicated.
Medical conditions

1. Check with the traveller that all medical conditions on the list that they have are correctly identified and ticked.

Only medical conditions that are contra-indicated or have conditions for antimalarial use are included. Some travellers may have conditions which are not listed. These do not need to be included.

2. Once the Medical Condition checklist is complete and checked click on “Next”

It is important that any medical conditions on this list that the traveller may have are correctly ticked. This is used to establish if any antimalarials are contraindicated.
It is important that any medicines that the traveller is taking that are included in the “Medicines” list are added to the “Medicines being taken” list. The tool uses this information to check for any drug-drug interactions with antimalarials. It is not a complete list of every medicine. Only medicines that are known to have interactions with antimalarials are included. So do not worry if the traveller is taking a medicine that is not listed, it simply means this drug has no known interaction with any antimalarial.
Select antimalarial

1. Clicking on the blue Patient leaflet link opens the patient information leaflet for the antimalarial if additional information is required.

2. You should confirm that the antimalarial is in stock before the “Select” button is pressed.

3. Click the “Select” button for the antimalarial that the traveller has selected.

All the information provided on the trip and the traveller’s personal medical status have been used to identify which antimalarials are suitable for this individual traveller on this specific trip. All suitable options are presented with practical information on dosage details and price to enable the traveller to decide which they prefer.
Confirmation of trip details

1. Traveller’s name, address, date of birth and weight.

2. A list of all medical conditions that the traveller has stated they have that may be contraindicated with antimalarials.

3. A list of any medicines that the traveller has stated they are taking that may interact with antimalarials.

4. Trip details: countries; regions; arrival and departure dates.

5. The antimalarial that the traveller has selected. With cost and dosage details.

6. If any details are incorrect click here to go back to the Traveller Health Record to make any corrections.

7. If all the details are correct click on “Create Order”. A prescription charge is incurred when an order is created.

This is to allow a final check before the prescription is requested. It contains a summary of all the information used to identify which antimalarials are suitable along with the details for the antimalarial selected by the traveller.
Consultation summary

This is a full record of the consultation. The antimalarials can now be dispensed and once the Bite Avoidance advice is printed off and given to the traveller the consultation is complete.

1. These are the details of what needs to be dispensed.

2. The electronic prescription can be viewed by clicking here.

3. Preventative advice MUST be given to the traveller. Click here to open a PDF to be printed off and given to the traveller.
The private prescription can be viewed. There is no need to print it off for record keeping, an electronic copy is permanently attached to the consultation record. It cannot be taken to other pharmacies to be dispensed since it is only a printed copy of an electronic prescription.
Search for an existing Travel Health Record

1. Enter at least two of: surname, postcode and date of birth
2. Then click on “Search”

If the traveller is already registered on the knowmalaria system enter two of either name, postcode or data of birth to find their details.
Search for an existing Travel Health Record

1. Travel Health Records on the system which match the details entered are listed.

2. Click on the name to bring up the Travel Health Record.
1. Details of all previous consultations completed for the traveller are listed here.

2. The PDF of any prescription generated for a consultation can be viewed by clicking here.

3. The full consultation details can be viewed by clicking here.
If the traveller is registered and already has a Travel Health Record on the knowmalaria system details of their medical conditions and any medications may need to be updated if they are making a new trip.
A new trip for a traveller who already has a Travel Health Record

1. To add a new trip for a traveller with an existing Travel Health Record click here to add the first country of the new trip.

2. Then add the arrival date for this country.

3. When the country and arrival date are added click on “Add destination”.

4. The itinerary for this trip is created here as countries are added.
Viewing your consultation history

1. Click here to go to a full history of all your consultations.
Consultation history

1. A date range can be set to search for the consultations completed between these dates.

2. Click on “View” to see a copy of the prescription that was created for this consultation.

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Optional training and CPD

1. Clicking here takes you to an optional malaria training programme.
You do NOT have to complete this training to use the service.
It does provide a background training on malaria and antimalarials and completing the training qualifies for CPD points.
In some cases no antimalarials can be recommended without further review by our online Doctor. You can type in extra notes to the Doctor, for example, if a traveller is pregnant, you could type in their due date so the Doctor is aware of what trimester they are in. Let the traveller know you will contact them after a Doctor has reviewed their case. This will be completed in a maximum of one working day. Extra time needs to be allowed at weekends and during bank and national holidays.
Escalation process

1. Click here to go back to your Pharmacist's homepage.

This page confirms that the case has been escalated.
Escalation process

1. Your escalated cases are listed in this box.

2. Names appear as XXX. This is so that customers sat with you if you are doing a Quick Malaria Check or Traveller Search cannot see the names of any escalated cases. This is for patient confidentiality reasons.
   If you click on the XXX names they become visible so you can identify the record you are looking for.

3. If the doctor decides it is not safe to prescribe any antimalarial it is “rejected”. You will provided with advice to give to the customer.

4. This case has been reviewed and a prescription has been released.

5. Still waiting for escalation to be completed.
1. The reason for the rejection and advice on what the traveller should do are given here.
1. The doctor has concluded that the best option is for the traveller to take this antimalarial and has issued a prescription.

2. Click on “Select” to receive the electronic private prescription and to proceed with the consultation and dispensing.