

**Universiti Teknologi MARA**

**The Integrated  
Prescription System:  
The Process Flow & the Shortcoming of none  
automated process**

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## **ABSTRACT**

Technology, the use of automated equipment, electronic prescribing devices, computer data systems and the Internet was the cornerstone underlying improved patient medical and pharmaceutical care. But the potentials of technology were not being fully realized to bring about the changes that were needed in a healthcare system that was seen as seriously flawed. Integrated prescription system, often abbreviated to e-prescribing or eRx, was a form of computer-based physician order entry. The first objective of this research was to determine the process flow of the general prescription system and integrated prescription system. 3 key sections have been proposed in the prescription process. There were registration unit, doctor's room and pharmacy. Workflow of each section was presented in the form of flow chart. These processes were determined by conducted an interview sessions in two university medical centers which were UiTM Medical Centre and UTHO Medical Centre. The second objective was to identify the shortcoming of none automated prescription system. The results presented in the table which showed the shortcoming and problem which both of the medical centers faced while practice the general and automated prescription system. Moreover, the summarization was determined with concerned the technology acceptance, hardware and security to identify the shortcoming of none automated prescription process flow which were cost, complexity and connectivity.

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