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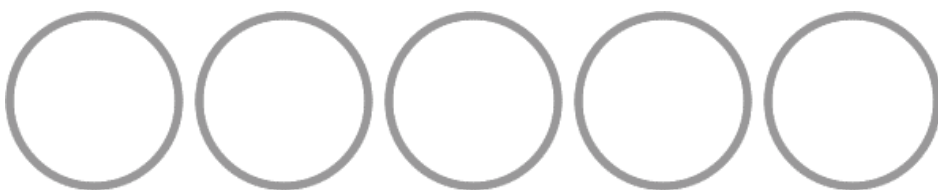
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# Why use the Methasoft™ Treatment Management System?

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# Why use the Methasoft™ Treatment Management System?

## Contents

Section	Page Number
1.0 Current Situation	2
2.0 Benefits of using the Methasoft™ Treatment Management System	3
3.0 Further Information	5

## 1.0 Current Situation

At present, the dispensing and administration of Methadone and other substitution therapies in a clinical setting takes the form of a manual service delivery. Current pharmacy systems are simply able to record what dose has been dispensed, and if supervised, administered.

This process involves the manual entry of a patient onto the system on each occasion, pouring the dose by hand (either when the patient arrives or in advance) and, once the patient has been dosed, making a manual entry in the statutory Controlled Drug Register. As can be imagined, this is a time intensive process, and even then does not take into account staff time spent in supervising patients while they are at the clinic.

As well as being time consuming, manual systems pose a greater risk of staff failing to comply, in part or fully, to accepted procedure and best practice. These 'shortcuts' can be taken as a result of attempting to save time, or by simply becoming over familiar with the processes involved to the point where some are missed. It has been known, for example, for entries to be missed because they are too time consuming to make.

Such discrepancies are a major area of risk and poor clinical governance compliance, with possible legal and financial consequences in the event of an Adverse Patient Event.

On average, manual systems can take up to five minutes per patient dose (in dosing and administration tasks), which equates to half an hour of staff time per patient each week. This is a conservative estimate at best. For a clinic with fifty clients, this equates to a minimum of 25 hours a week of staff time, not including any administrative time involved in the preparation and analysis of statistical data required by the regulatory authorities (something that is set to increase in the near future after the 'Shipman' incident has been fully analysed). It is set to become a national requirement to report statistical data to the National Treatment Agency (NTA) via the National Drug Treatment Monitoring Service (NDTMS).

As well as the time in-effective nature of manual systems, there is also increased risk of abuse. Patients of community clinics have been known to try obtaining multiple prescriptions from multiple clinics, and obtaining multiple doses on any one day. This gives rise to the possibility of either diversion of medication into the illicit market or potentially fatal intoxication. Drug related deaths are a major concern to the health economy of the country and have financial implications in the resources needed to fully investigate such events.

Problems stretch further than the community pharmacy scene of course. In the Prison Service one problem is preventing inmates from obtaining medication not due to them, particularly medication subject to abuse. Many attempts are made every day to confuse staff and trick them into providing doses of medication to the incorrect individuals. Bullying for medication is not uncommon and inmates are often forced to hand over identity cards for other individuals to obtain their medication, or their medication itself once it has been obtained.

Positive identification is not always easy in a busy wing based clinical environment and the nature of the individuals being treated means this is a constant challenge for clinical staff.

## **2.0 Benefits of using the Methasoft™ Treatment Management System**

### **1. Positive identification by the use of fingerprint biometrics if required**

The use of a fingerprint recognition device at the point of use provides a fast and accurate method of registering and identifying individual patients. This can be coupled with the capture of digital photographs of registered patients. This gives a double system of identification of individuals registered on the system.

In the prison setting the fingerprint registration has proved to be popular with inmates registered on the system as it means that only that individual may collect their dose of medication, and as consumption is fully supervised it means less intimidation for diversion of doses is possible.

### **2. Capture of electronic signature into the Controlled Drug Register for every dose if required**

In a community setting the use of the dynamic signature pad allows the capture of a signature from every individual collecting a dose. This is inserted in the Controlled Drug Register entry and provides positive confirmation of the dose having been collected by the patient.

### **3. Accurate mechanical dispensing of doses**

The use of a mechanical dispensing pump gives confirmed accuracy with error rates of less than 1%; far better than achieved manually. This gives better control over the inventory of a treatment setting, with improved Clinical Governance and Risk Management from the fully auditable record of every key operation performed through the Methasoft™ system.

Although Methasoft™ recommends the use of the SciLog pumps the system can be interfaced with other pumps such as Baxa Repeater, on request.

### **4. Accurate and automatic recording of all transactions**

All of the keystrokes made on the system are stored in a log so there is a full Audit Trail for Clinical Governance compliance. Methasoft™ also automatically records all of the data required for entry into the Controlled Drug Register; it does not require a separate register to be kept. The system records who received what dose from who, and when. It will also record the prescribing doctor and the signature of the individual collecting the dose.

### **5. Full Assessment and Counselling functionality**

The Methasoft™ system has a full psychosocial medical and psychiatric assessment tool built into a counselling suite within the program. This allows for agreed treatment goals to be set with an individual patient and recorded on the system. The system also allows for recording of all urinalysis results for future treatment planning.

**6. Treatment Care Plan facility**

The counselling suite also allows for the formulation of individual treatment care plans or the application of standard care plan templates. The next version of the Methasoft™ system, due for release in November 2005, and included in the annual support fee, will have enhanced counselling functionality.

**7. Integration with other systems for clinical records**

Methasoft™ will allow the export of all its reports including care plans and onward referral data in many different formats, indeed all report exports can be customized to interface with any of the clinical systems currently in use. This will allow for a truly integrated medical record even if differing assessments and functions are carried out on differing clinical systems.

**8. Compliance with ‘Shipman’ recommendations on Controlled Drug recording**

The Controlled Drug Register reports have been reformatted in the light of recommendations from the Shipman Report, and will keep data in the required standard format for transmission to the central Controlled Drug Register once this is in operation.

**9. Automatic collection of data for demographic profile of clinic and NDTMS reporting requirements**

Report formats are customisable by Methasoft™ and the system will automatically produce the statistics required for the NDTMS in an XML format allowing for direct transmission of the statistics to the NTA system.

**10. Fast and efficient customer support**

Methasoft UK Ltd is aware of the critical nature of the use of an IT system within a substance misuse clinic environment. Methasoft UK will respond to calls for support within 30 minutes and many will be addressed by the use of remote desktop access to diagnose and address system issues. Hardware issue response times will depend on the contracts put in place with the hardware supplier. The minimum standard for hardware supplied by Methasoft UK will be a next business day fix or replacement. This will be available 24 hours a day, 7 days a week.

**11. Working with a company that truly understands the requirements of the customer**

Methasoft UK Ltd is owned and managed by a pharmacist with extensive experience in the fields of both Substance Misuse and the Prison Service. This means that the company has a real empathy with and insight into the issues that need to be addressed by the introduction of a clinical substance misuse management system. Methasoft™ is a system that fulfils the requirements of the Criminal Justice System as well as other treatment modalities.

### 3.0 Further Information

For further information please contact

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