Repeat Prescription Set Up

13/10/2026 2:41 pm BST

Summary

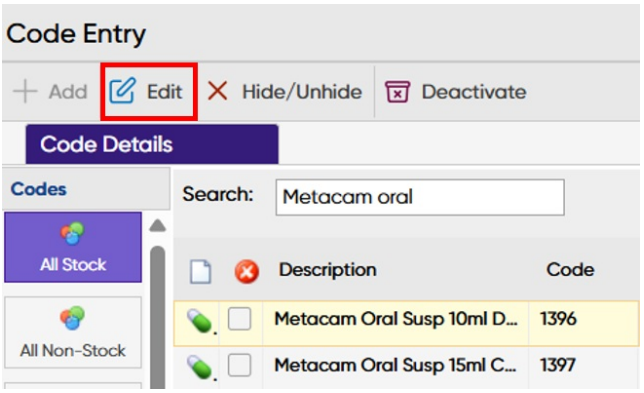
If you would like your client's to have the ability to request a prescription via MWI Pet, there are several configurations that require setting up in Merlin and on the MWI Pet Portal.

Details

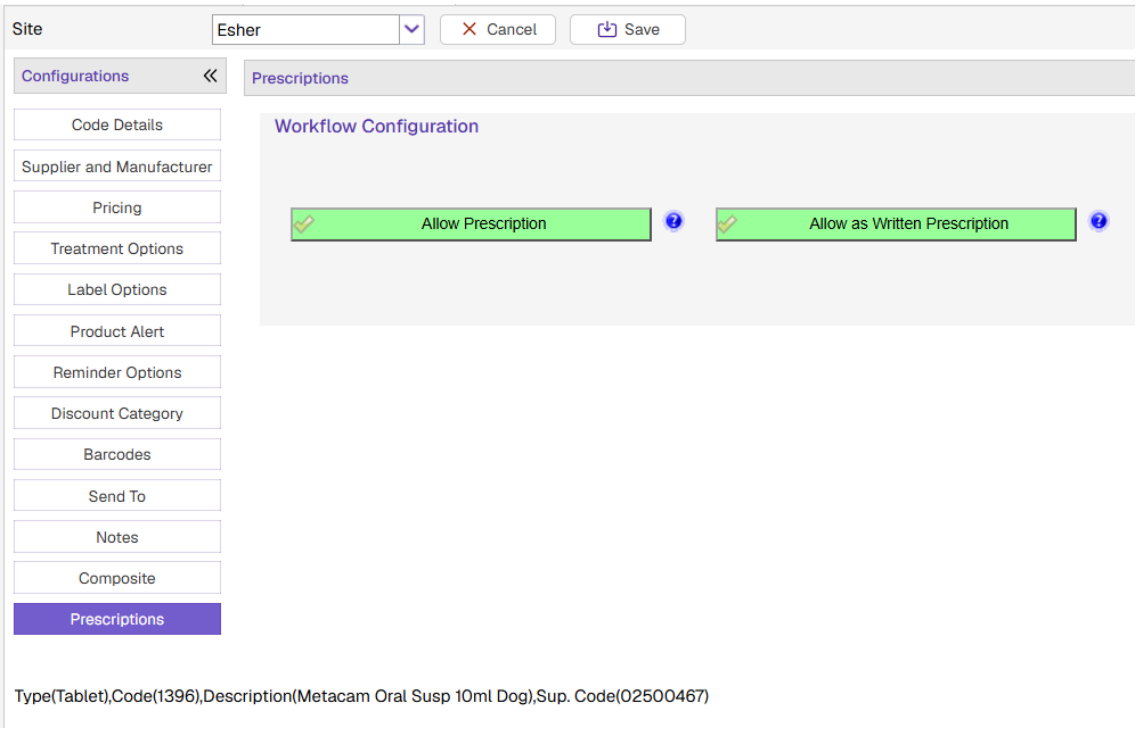
This page details how to ensure Merlin and MWI Pet are set up accurately so clients can request a prescription.

Step 1 - Flagging which products you would like clients to be able to request via MWI Pet.

- Navigate to Administration > Code Entry > Code Maintenance.
- Search for the relevant product and press 'Edit'



- Navigate to the 'Prescriptions' tab in the Configurations from the land-hand panel.
- Ensure 'Allow Prescription' is enabled:



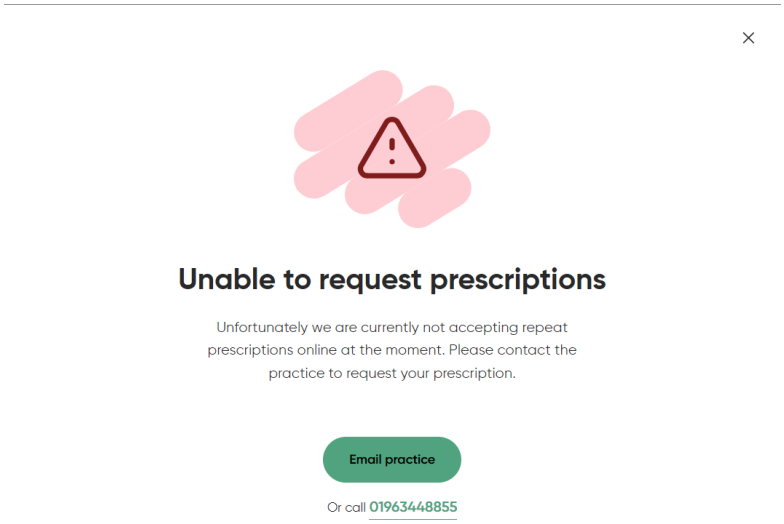
- Press 'Save' to save any amendments.
- The code will have updated.

Note - When requesting a prescription via MWI Pet, clients will only be able to see products their pets have received previously from the practice, only showing those products that have this flag turned on by the practice.

Step 2 - Create a Repeat Prescription Surgeon. For more information, please see Diary > Appointment Daylists > Daylist Administration.

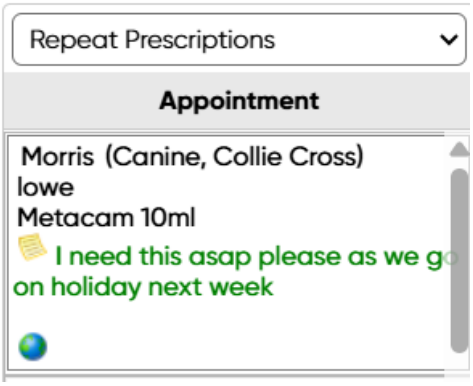
Note - if you do not wish to have a Repeat Prescription column on the Diary, and you would prefer to see the prescription requests via the 'Prescriptions' Daylist icon, ensure 'Display in Diary' is unticked.

Step 3 - Log into the MWI Pet Portal and specify which Merlin Diary column the prescription requests will be placed. For more information, please see MWI Pet > Admin Set Up > Admin Settings . Note - if you have blocked clients from being able to request prescriptions, the following message will appear when they attempt to request one:



You can view how many prescription requests have been made. For more information, please see MWI Pet > Admin Set Up > Admin Home page.

Once the client has submitted the prescription request, this will automatically show in Merlin. Note the Globe icon to indicate it has been requested via MWI Pet:



Users can then proceed to progress the prescription request as normal.