

Making a Recommendation

16/09/2025 4:00 pm BST

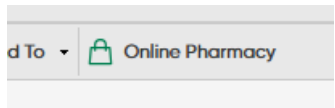
Summary

This page documents creating a standard and pre-approved product recommendation for a patient in Merlin to allow the customer to place an order via Vetsource.

Note: Vetsource carry out specific training on their platform. This relates only to the workflow in Merlin.

Details

When in the patient 'History' or 'Add Treatment' tab, the user will be able to select 'Online Pharmacy' at the top right.



The user is then taken to create a recommendation that will be sent through to the pet owner via Vetsource. The screen in Merlin will display the client and patient information.

To begin creating the recommendation, select 'Add item'.

Client

John Smith

Email address

at137695@amerisourcebergen.com

Address

Mewslade Blackmore Road

-

Kelsall

CM15 0BE

Phone number

07812828282

Pet

Kevin

Species	Breed	Weight	Age	Sex	Neutered / spayed
FELINE	DLH	2.9 KG	2 years 1 month	Male	Yes
2023-06-29					

Create recommendation

Product	Dose	Packaging	Price	Quantity	Repeats	Actions
No recommendation items						
Add item						
Personal note						
						Send as recommendation

Standard Recommendations

1. Begin typing to search for the product to recommend. A list will start to populate that displays the product name, price, pack size, strength, species and manufacturer.

Create recommendation

Product	Dose	Packaging	Price	Quantity	Repeats	Actions
No recommendation items						
Product search						
Nexg						
Search results for: Nexg						
Name	Price	Packaging	Strength	Species	Manufacturer	
NexGard Combo Spot-On Solution for Cats	295	3 Pipettes	2.5kg - <7.5kg, 0.9ml	FELINE	biahuk	
NexGard Combo Spot-On Solution for Cats	47.57	3 Pipettes	0.8kg - <2.5kg, 0.3ml	FELINE	biahuk	
NexGard Chewable Tablets for Dogs	31.33	6 Chewable Tablets	25kg - 50kg, 136mg	CANINE	biahuk	
NexGard Chewable Tablets for Dogs	45.45	6 Chewable Tablets	10kg - 25kg, 68mg	CANINE	biahuk	
NexGard Chewable Tablets for Dogs	30.06	6 Chewable Tablets	4kg - 10kg, 28mg	CANINE	biahuk	
NexGard Chewable Tablets for Dogs	57.51	6 Chewable Tablets	2kg - 4kg, 11mg	CANINE	biahuk	
NexGard Chewable Tablets for Dogs	43.68	3 Chewable Tablets	10kg - 25kg, 68mg	CANINE	biahuk	
NexGard Chewable Tablets for Dogs	59.22	3 Chewable Tablets	4kg - 10kg, 28mg	CANINE	biahuk	

2. Select the correct product. The information is now displayed in a table.

3. Input the quantity that's being recommended.

Create recommendation

Product	Dose	Packaging	Price	Quantity	Repeats	Actions						
No recommendation items												
Product name												
NexGard Combo Spot-On Solution for Cats				Quantity								
				1								
Product name	NexGard Combo Spot-On Solution for Cats			☐ Pre-authorise this item?								
Product strength	2.5kg - <7.5kg, 0.9ml											
Product packaging	3 Pipettes											
Price	29.5											
SKU id	30515327EA											
				<button>Cancel</button> <button>Add recommendation item</button>								
Personal note												
<button>Send as recommendation</button>												

3. A personal note can be added. This note is displayed to the client *in addition to the standard email text received on the email the client receives* to purchase the recommendation.

4. Add recommendation item then either add additional items or send the recommendation as it is.

Create recommendation

Product	Dose	Packaging	Price	Quantity	Repeats	Actions
NexGard Combo Spot-On Solution for Cats	2.5kg - <7.5kg, 0.9ml	3 Pipettes	295	1	0	

Add another item

Personal note

Send as recommendation

The recommendation will be sent to the pet owner powered Vetsource. Once the client purchases the product, it will be sent to the [Approvals List](#) for the vet to approve the products.

On approval, the prescription will be fulfilled by MWI Pharmacy.

Pre-Approved Recommendations

1. Begin typing to search for the product to recommend. A list will start to populate that displays the product name, price, pack size, strength, species and manufacturer.

Create recommendation

Product	Dose	Packaging	Price	Quantity	Repeats	Actions
No recommendation items						

Product search

Nexg

Search results for: Nexg

Name	Price	Packaging	Strength	Species	Manufacturer
NexGard Combo Spot-On Solution for Cats	295	3 Pipettes	2.5kg - <7.5kg, 0.9ml	FELINE	biahuk
NexGard Combo Spot-On Solution for Cats	47.57	3 Pipettes	0.8kg - <2.5kg, 0.3ml	FELINE	biahuk
NexGard Chewable Tablets for Dogs	31.33	6 Chewable Tablets	25kg - 50kg, 136mg	CANINE	biahuk
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NexGard Chewable Tablets for Dogs	59.22	3 Chewable Tablets	4kg - 10kg, 28mg	CANINE	biahuk

2. Select the correct product. The information is now displayed in a table.

Any items that are out of stock at the MWI Pharmacy will display a warning symbol. When hovering over the symbol, it will display an out of stock message.

NexGard Chewable Tablets for Dogs

3. Tick 'Pre-authorise this item'

Create recommendation

Product	Dose	Packaging	Price	Quantity	Repeats	Actions
No recommendation items						

Product name

NexGard Combo Spot-On Solution for Cats

Quantity

1

Product name

NexGard Combo Spot-On Solution for Cats

Product strength

2.5kg - <7.5kg, 0.9ml

Product packaging

3 Pipettes

Price

29.5

SKU id

30515327EA

☒ Pre-authorise this item?

Repeats

0

Expiration date

21/02/2026

Usage instructions

Apply contents of one applicator directly to skin on back of neck once monthly.

Clinical notes to pharmacist

Prescribing veterinarian

Select a veterinarian...

PIN

Cancel

Add recommendation item

4. Input any approved repeats and an expiration date for the client to make use of those repeats.

5. The usage instructions are populated by Vetsource but the user still has the ability to amend them.

6. Add in any optional clinical notes that will be visible only to MWI Pharmacists.*NOTE: In the event an off license medication/drug has been recommended to a client, clinical notes to pharmacist must be added in order to prevent the order from being rejected at MWI Pharmacy"*

7. Select the correct prescribing vets name and input the unique code provided by Vetsource.

8. There is an option to add a personal note that will be sent to the client in addition to the standard email text received on the email the client receives to purchase the recommendation

9. Add the recommendation then either send or add more to the list before a final send as recommendation.

Once the recommendation is sent, the request does not need to come back to the approvals list and the prescription will be fulfilled by the MWI Pharmacy.

Any recommendations made will be displayed within the patient history.