

Request Prescription

15/07/2025 12:16 pm BST

Summary

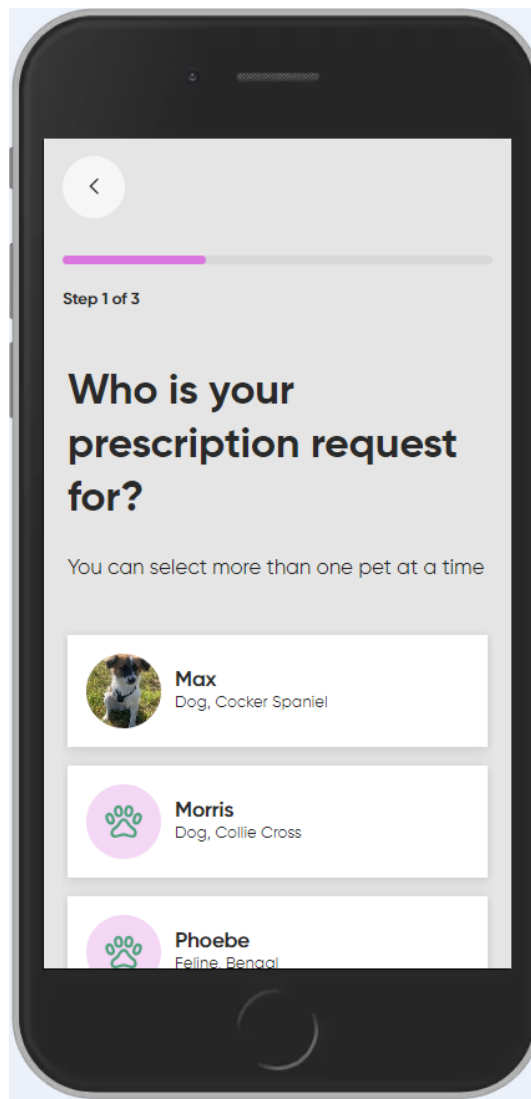
Practice clients can request prescriptions for their pets via MWI Pet. This is a seamless process and the request will display on the appropriate Merlin Diary column.

Details

This page details the process of how a practice client requests a prescription via MWI Pet.

Note - all workflows below are demonstrated on a mobile view of MWI Pet. If the client is using a desktop browser to access, workflows may differ slightly but have the same functionality.

In the Home screen, the client can 'Request prescriptions' for their pet. Once clicked, MWI Pet will ask which pet the prescription is for. Note - if more than 1 pet is registered, all pets will display:



Select the pet and press 'Continue'.

Press the field under 'Select an item...'. The client can now Request New Item, or request a previously prescribed item by the practice. Note - only those treatments previously added onto the pet's treatment history screen will display. For more information, please see [MWI Pet > Repeat prescription set-up](#).

Once the required prescription has been selected, the client will select 'Confirm Selection' and can also add any optional Additional Notes and this has a 250 character limit. This note will display on the Appointment Note on the Merlin Diary screen.

Before pressing 'Continue', the client can choose to go back to the previous screen via the back arrow, or now 'Add another item'.

required?

Select from the list of previously prescribed items or enter a new item below

 **Max**
Dog, Cocker Spaniel

 **APOQUEL 16MG X 100 TABS DOG** 

APOQUEL 16MG X 100 TABS DOG 

Additional Notes (optional):

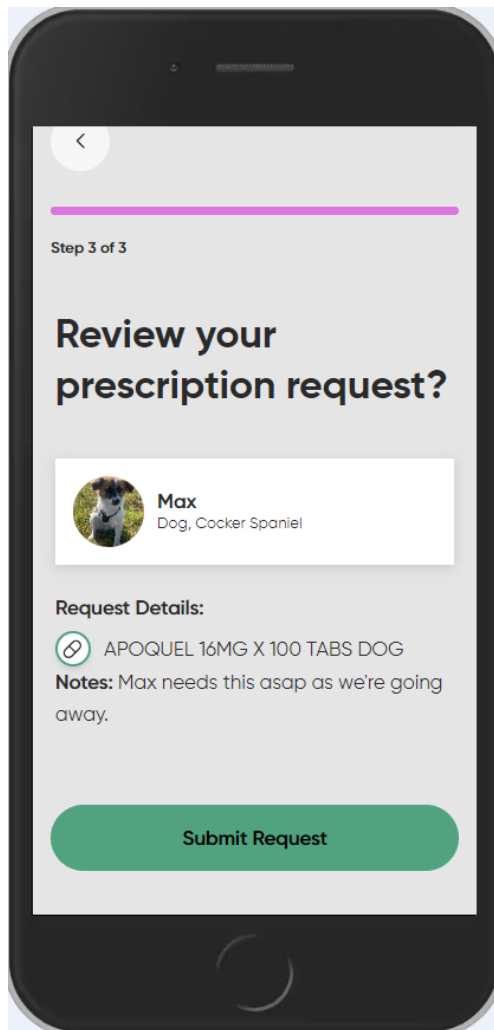
Max needs this asap as we're going away.

40/250

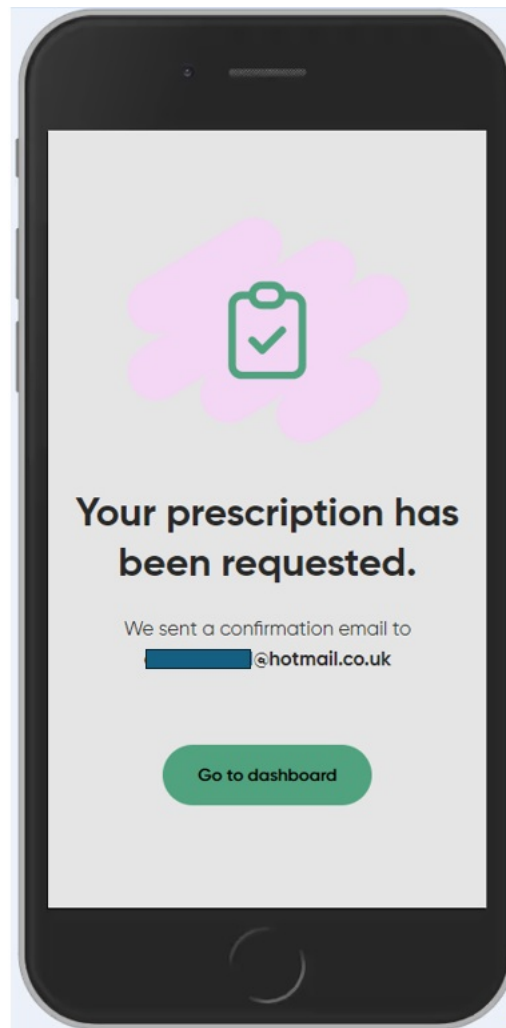
[+ Add another item](#)

Press 'Continue'.

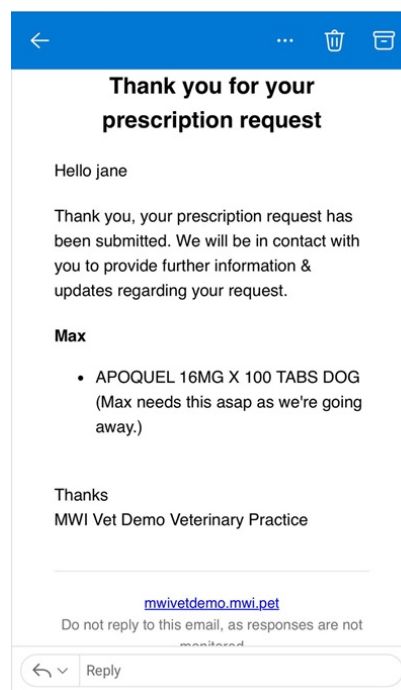
The review prescription request window will now display, and the client can press 'Submit Request'.



Another window will appear to confirm the prescription has been requested:



The client will now receive an email confirmation:



They can now select 'Go to dashboard' which will direct them to the Home screen.

This request will now display on the Diary screen in Merlin. Note the globe icon, indicating it has been booked via MWI Pet:



Note – The prescription request will appear in the diary column on the date it is submitted by the client. Please check the Prescription tab to ensure no requests are overlooked.

For more information on prescription set-up, please see [MWI Pet > Repeat prescription set-up](#).
