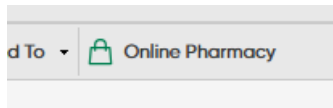# Making a Recommendation

27/08/2025 9:14 am 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 Vetsource. The screen in Merlin will display the client and patient information.

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

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	29.5	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
Product strength	2.5kg – <7.5kg, 0.9ml
Product packaging	3 Pipettes
Price	29.5
SKU id	30515327EA

☐ Pre-authorise this item?

Cancel   Add recommendation item

Personal note

Send as recommendation

3. A personal note can be added. This note is displayed to the client when they go into their Vetsource account to purchase the recommendation.

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

The recommendation will be sent to 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.

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.

3. Ticket '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   ⊗

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

Quantity

1

☑ 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 the MWI Pharmacist.

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

8. There is the option to add a personal note that will display to the client on their Vetsource account.

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.