



# What's New in Analyst 4.17

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Positive Solutions



## What's New Guide: Analyst 4.17

### Overview

Analyst 4.17 introduces a range of improvements designed to help pharmacy teams work more safely, efficiently and consistently. This release focuses on clearer patient communication, safer prescription status updates, improved stock control, better support for hub and Handout workflows, and more reliable day-to-day system behaviour. Together, these changes are designed to reduce manual work, improve accuracy, and help pharmacy teams manage busy dispensing, collection, delivery and stock workflows with greater confidence.

### Key benefits at a glance

<b>Benefit</b>	<b>What this means for your pharmacy</b>
Clearer patient communication	Helps ensure patients receive updates at the right point in the prescription journey.
Safer dispensing workflows	New checks and prompts help reduce the risk of incorrect labels, missed warnings and stock issues.
Better stock control	Improved scanning and Goods In processes support more accurate stock handling.
More flexible hub workflows	Improved support for bags, containers and totes helps pharmacies manage hub-assembled medication more effectively.
Improved mobile working	Handout can now support more stock receiving activity, helping keep Analyst workstations free.
Smarter workflow automation beta	Rules Manager is being beta tested with selected customers to explore how automated prompts and actions could support dispensing and collection workflows in future.
Everyday quality improvements	Fixes and refinements improve reliability and reduce avoidable manual work.



### Clearer prescription status updates

#### Prescription-ready notifications

Ready notifications can now be delayed until medication has been scanned into storage. This is particularly useful for pharmacies using a label-first workflow, where the label may be printed before the medication is ready for collection. For hub-assembled medication, notifications can now be sent when the medication arrives back at the pharmacy and is scanned.

##### ***Why this matters***

Patients are less likely to be told their prescription is ready too early. This helps reduce avoidable queries, improves the patient experience and supports a more accurate collection process.

#### Delivered vs collected medication

Analyst now better supports delivery workflows by sending status updates that reflect when medication is being dispatched for delivery, rather than collected in person.

##### ***Why this matters***

Pharmacies and patients get a clearer view of where a prescription is in the journey. This helps distinguish between medication waiting for collection and medication being delivered to the patient

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### Hub, Handout and stock workflow improvements

#### Analyst Central Fill

Analyst Central Fill v1.13 adds support for container and tote workflows, alongside existing bag workflows.

##### ***Why this matters***

This gives pharmacies more flexibility when handling hub-assembled medication as it arrives back in store, is placed into storage, or is handed out to patients.

#### Goods In improvements

Goods In now supports incremental scanning, so each scan can increase the received quantity without repeatedly reopening the quantity screen. A new option can also prevent manual quantity entry. This encourages teams to scan each pack individually where tighter stock control is needed.

Analyst can now warn if the same 2D barcode is scanned more than once and can flag short-dated stock using expiry dates from 2D pack barcodes.

##### ***Why this matters***

These changes help improve stock accuracy, reduce manual entry and give teams better control when receiving stock into the pharmacy.



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### Receiving orders with Handout

Handout can now be used to receive inbound orders. Teams can receive stock by scanning 1D or 2D barcodes, searching by description where needed, and handling substitute or unordered items directly in the mobile workflow.

#### **Why this matters**

Pharmacies can keep Analyst workstations free for dispensing and sales activity while still receiving stock efficiently using mobile devices.

### Handout feedback improvements

Handout now includes audible and vibration feedback for short-dated and duplicate 2D barcode scans during Goods In. Substitute-item handling has also been improved so that it more closely matches the options available in Analyst.

#### **Why this matters**

Clearer feedback helps users spot issues quickly while scanning, supporting better stock handling

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## Dispensing safety and stock accuracy

### Negative stock prevention

New safeguards help prevent stock levels from dropping below zero during dispensing. Depending on pharmacy configuration, Analyst can warn when the selected quantity would take stock negative and guide the user to amend the quantity, create an owing, or record the stock that remains.

This protection also supports Scan to Assemble, Assisted Dispensing, item amendments and owing fulfilment.

#### **Why this matters**

This helps pharmacies maintain more accurate stock levels and reduces the risk of stock discrepancies building up over time.

### Scan to Assemble dose instruction warnings

If a prescriber's dose instructions have changed, Analyst now raises the warning inside the Scan to Assemble workflow before labels are printed.

#### **Why this matters**

This helps reduce the chance of an incorrect label being used and cuts down on unnecessary reprints.

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### Care home and MDS workflow improvements

#### Sending MDS information to care homes

A new option gives pharmacies more control over whether updated care home information is sent immediately from the MDS Processing dialogue.

***Why this matters***

Teams can review paperwork first before electronic updates are sent. This supports more controlled care home communication and helps reduce the risk of information being shared before it has been checked.

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### System tools and data visibility

#### Data Source updates

The OrderHeaders table now includes an Origin column to identify where an order came from. The OrderLines table now includes fields that show whether stock was received using an Analyst workstation or the Handout app.

***Why this matters***

These updates give pharmacies and head office teams better visibility of order activity and how stock is being received.

#### Event Pulse updates

The RxLabelled payload now includes a Category element when Analyst is running in a pharmacy that uses prescription category management.

***Why this matters***

This helps connected systems receive more complete information where prescription categories are being used.

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### Quality improvements and fixes

Analyst 4.17 also includes a number of smaller fixes and refinements designed to improve reliability and reduce avoidable manual work.

#### Product Modeller

An issue where Broken Bulk Mode values were not imported correctly has been fixed.

***Why this matters***

Product settings are more reliable, reducing the risk of incorrect claim settings being applied.



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### Postcode lookup

Analyst has been updated to use a new postcode lookup provider, with no change to the existing user experience.

#### ***Why this matters***

Users can continue using postcode lookup in the same way as before.

### ETP items with unknown dm+d codes

English ETP prescriptions containing items with unknown dm+d codes now bring through dose instructions correctly.

#### ***Why this matters***

This reduces the need for manual re-entry and helps keep dispensing information accurate.

### Simultaneous dispensing and stock levels

Stock update issues affecting the same item being dispensed at the same time on different workstations have been fixed.

#### ***Why this matters***

Stock levels are updated more reliably across workstations, while patient medication records remain accurate.

### 2DRx picking lists

Dispensary picking list barcodes for 2DRx prescriptions now work correctly on SQL Server systems.

#### ***Why this matters***

This supports smoother picking workflows for pharmacies using 2DRx prescriptions.

### Dose instructions

Analyst no longer incorrectly treats an equals sign in EPS dose instructions as a trigger to create a new short dose code.

#### ***Why this matters***

Dose instructions are handled more accurately, reducing unnecessary corrections.

### Order transmission

When scheduled orders are sent automatically, Analyst will no longer retry previously failed orders if automatic retry is turned off.

#### ***Why this matters***

This gives pharmacies more predictable control over automatic order sending.



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### Primary picking locations

Analyst now correctly uses the option to identify hub assembly candidates when deciding a prescription's main picking location.

#### ***Why this matters***

This helps prescriptions move through the correct picking and assembly route.

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## Workflow automation and patient engagement

### Time-limited patient flags

Patient flags can now be set to expire automatically. A flag can expire after a set number of days, on a specific date, or on the patient's next birthday.

#### ***Why this matters***

Temporary prompts, reminders and campaign flags can stay accurate without needing manual clean-up. This helps reduce outdated information in the patient record and keeps prompts relevant for the team.

### Rules Manager (beta)

Analyst 4.17 includes early access to Rules Manager, a new capability designed to help pharmacies automate selected prompts and actions during dispensing and collection workflows.

Rules Manager is intended to help teams deliver timely messages, reminders or workflow actions based on specific events in Analyst. For example, it may help support patient communication, in-pharmacy prompts or connected workflow activity at key points in the prescription journey.

Rules Manager is currently being beta tested with a limited number of customers. Access is not available to all pharmacies at this stage, and the feature may change based on feedback from the beta programme.

Following beta testing, we will review whether Rules Manager is suitable for wider rollout.

#### ***Why this matters***

Rules Manager has the potential to help pharmacies reduce manual prompts, improve consistency and support more tailored patient and workflow communication. The beta phase will help ensure the feature is useful, safe and practical in real pharmacy settings before any broader release.

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## Summary

Analyst 4.17 is focused on practical improvements that support safer dispensing, clearer patient communication, more accurate stock control and more flexible pharmacy workflows. The release includes improvements to prescription-ready notifications, delivery status updates, Goods In, Handout, Central Fill, stock safeguards and care home communication. It also introduces Rules Manager as a limited beta with selected customers. This beta will help assess how automated prompts and actions could support pharmacy workflows in future, before any decision is made on wider rollout.

**Overall, Analyst 4.17 is designed to help pharmacy teams reduce manual effort, improve consistency and work with greater confidence in busy pharmacy environment.**