



Frequently Asked Question (FAQ)

1. What is Medication Error Reporting System (MERS)?

Medication Error Reporting System (MERS) is a non-punitive system that incorporates all processes involved in the management of medicines, to collect relevant information for necessary remedial actions and ultimately improve patient safety.

2. Who can report medication error through MERS?

All healthcare providers from public and private health facilities are encouraged to report medication errors through MERS and share lesson learnt. Example: doctors, pharmacists, dentists, nurses, pharmacist assistants, medical assistants etc.

3. How to register for MERS account?

- Log on to <http://mers.moh.gov.my> and click on the option “Don’t have Username? Register Here.”
- Fill in the Registration Form and click on submit.
- Once the pop up message “Congratulations! You are now registered.” is shown, you may log in using your username and password.
- Kindly refer to the Guideline on Medication Error Reporting System (MERS) > User Guide I: User Registration (Reporter) for detailed steps.



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4. I am the pharmacist in-charge of a Pejabat Kesihatan Kawasan(PKK). How should I report the medication error for a health clinic under my supervision?

- You need to get a HQ account to make reporting on behalf of others.
- Send the following details to mers@moh.gov.my:
 - a) Name & contact number for the pharmacist in-charge
 - b) Facility name
 - c) A valid and active e-mail address

5. If I lost my password, what should I do?

- Click on the option “Forget Password” in the log in page.
- Fill in all the compulsory fields and click submit.
- A temporary password and access link will be sent to your registered e-mail.
- Kindly refer to Guideline on Medication Error Reporting System (MERS) > User Guide II: Forget Password/ Unblock Account for detailed steps.



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6. How to unblock my account after 3 failed login attempts?

If your account has been blocked, kindly contact the administrator through email mers@moh.gov.my to reset your password. E-mail details as followed:

Title: To unblock MERS user account

Information to be included:

- a) Full name of the user/ Name registered for that account
- b) Username
- c) Facility name
- d) E-mail address

7. What should I do if the product is not listed in the drop down list?

- Send an email to mers@moh.gov.my along with the generic name of the drug that you want to add.
- If you would like to add a brand name, please also include manufacturing company and MAL number (if available)



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8. How should I write in the product details if the error does not involve drug? Example :incorrect patient's detail written

For the product details, fill in the drug involved in the prescription and fill in the error dose as "Wrong patient".

9. How do I fill polypharmacy in the product detail?

Fill in the correct drug in the intended product, and the other drug (that is in the same group or same pharmacological action) as product error

10. Why I can't upload the attachment?

Kindly make sure that the attachment you wish to upload fulfill all these criteria:

- a) File type must be png, jpeg, MS Word, MS Powerpoint, pdf.
- b) Size is not more than 20MB

If your file fulfilled all these criteria but still failed to upload it, kindly e-mail to mers@moh.gov.my.