



Frequently Asked Question (FAQ)

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

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 Manual User : Chapter 1 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 Manual User : Chapter 1 User Registration (Reporter) for detailed steps.



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

- Send an e-mail to mers@moh.gov.my to unblock your account.
- Information required (information used to register in MERS):
 - a) Name
 - b) Username
 - c) Facility
 - d) E-mail address
- A temporary password will be sent to your registered e-mail.

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 doc, pdf, tif, jpg, jpeg, gif, png, zip or bmp
- b) The file name didn't contain any symbol except for underscore _, hyphen -, dot . and blank ()
- c) Size is not more than 20MB