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Overview of *RxStation* Nursing Workflow

*Cerner RxStation* is a medication dispensing system with a seamless approach to the medication process, and delivers the following features:

- Increased patient safety by reducing opportunities for error
- Support for clinician workflows
- Closes the loop in the medical process by automating every step of the process, from order and dispense to administration
- Functions as a single source of truth through one Medication Administration Record (MAR), person database, personnel file, formulary, order catalog, and inventory file

The Nursing workflow provides the following features:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count Back</td>
<td>Remove and Override transactions for medication tasks can be set up to require that a count back be performed during each of these transactions. The medication transaction cannot be completed without completing a count. If a discrepancy appears with the medication count, a discrepancy is recorded in the system and includes the date, time, and user information.</td>
</tr>
<tr>
<td>Discrepancy Management</td>
<td>Audits and resolutions can be performed on all discrepancies that are recorded in the system. Reason codes and nurse or pharmacy access privileges are set up to record the discrepancy resolutions.</td>
</tr>
<tr>
<td>Drug References List</td>
<td>From the <em>RxStation</em>, you can quickly access medication reference information.</td>
</tr>
</tbody>
</table>
| Other Functionality:     | - Nurse Review  
                          - Display Medication Stocked, Medication Out of Stock, and Medication Not Stocked  
                          - Reference to the medication stock of other *RxStation* devices  
                          - Last Dispense Date and Time  
                          - Patient Specific Bins |
<p>| Override Medication      | You can dispenses a medication from the <em>RxStation</em> on a patient when there are no medication tasks appearing on that patient’s profile. This transaction can only be performed on items in the drug formulary that have been set up as override medications and in which the nurse has been assigned override privileges. The dispensed override medication is recorded with the date, time, and user, and is reflected in the Medication Administration Record for the patient. |</p>
<table>
<thead>
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<th>Feature</th>
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</tr>
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<tbody>
<tr>
<td><strong>Patient Banner</strong></td>
<td>Patient clinical results are displayed in the patient banner, which can be expanded to display the latest results and customized to display additional or different results depending on the nursing unit the RxStation device services.</td>
</tr>
<tr>
<td><strong>Patient Lists</strong></td>
<td>Patient Lists are available through integration with PowerChart. Patient list assignments from PowerChart are displayed based on the assigned nurse, allowing quick access to the nurse’s assigned patients.</td>
</tr>
<tr>
<td><strong>Patient Search</strong></td>
<td>The Patient Search option allows you to search for patients by their last name, first name, gender, date of birth, and Financial Identification Number (FIN), as well as by Nursing Unit location. You can also view the list of patients served by an RxStation cluster.</td>
</tr>
<tr>
<td><strong>Remote Queue</strong></td>
<td>Use the remote queue to queue a medication for dispensing.</td>
</tr>
<tr>
<td><strong>Remove Medication</strong></td>
<td>Medication tasks are generated from physician and pharmacy orders and are displayed for each patient in the RxStation. A nurse can sort and view an individual patient’s medication tasks alphabetically or by the time the medication task is due. The nurse can also remove the medication from the station for administration. Upon removal, the station automatically decrements the inventory and records the amount dispensed, the date and time, and the user’s information.</td>
</tr>
<tr>
<td><strong>Return Medication</strong></td>
<td>You can return an unused dose of a medication task by placing the unadministered dose in the return bin. The RxStation records the return date and time, the user, and the reason for the return, and generates a patient credit that is channeled through PharmNet. Returned medications are isolated from the remaining available inventory in the RxStation.</td>
</tr>
<tr>
<td><strong>Waste Medication</strong></td>
<td>You can perform a waste of a medication that was originally dispensed through the RxStation. The waste date, time, and user are recorded along with a reason for the waste.</td>
</tr>
</tbody>
</table>

**Note**
As you enter search criteria, RxStation automatically matches your search term to an option in the patient list. For example, if you are searching for a patient with the last name of Howard and you enter H, the system displays patient names beginning with H in the list.

**Note**
The Credit reason code must be configured. The reason code selected for a returned medication is saved to the RxStation database.
<table>
<thead>
<tr>
<th>Feature</th>
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<tbody>
<tr>
<td>Witness</td>
<td>Remove, Return, Waste, and Override transactions for medication tasks can be set up to require that a Witness action be performed for each of these transactions. The medication cannot be accessed and the transaction cannot be completed without a witness. Transactions requiring witnesses are recorded with the date, time, and user.</td>
</tr>
</tbody>
</table>
Accessing *RxStation*

Access *RxStation* by entering your *Cerner Millennium* username and password, then tap **Log In**.

After logging in for the first time, when you enter the letters for your username the system automatically displays previous usernames to select.

Tap the **discrepancy** button in the upper-right corner to view the current discrepancies for the *RxStation*.

Tap the **information** button to open an online medication research website.
Tasks

Viewing Patient Lists

The following views may be displayed after logging in:

- **Single Patient List**: If you are assigned one patient list, the patient list view is displayed.
- **Multiple Patient List View**: If you are assigned multiple patient lists, you must select the appropriate patient list(s) to view.
- **Location List View**: If you are not assigned a patient list and there is only one nursing unit (serviced location) available, you can only access the patient list view for that nursing unit.
- **Multiple Location List View**: If a cluster services multiple locations, you can select multiple location lists.

**Single Patient List**

![Patient List Screenshot](image)

You can select the column heading to sort. For example, Room, Nurse Unit, FIN, DOB, Patient.
Multiple Patient List View

You can multi-select patient lists in order to merge multiple lists into one. You can tap one or more list and then tap Done.
Location List View

Upon logging in, if you have no patient list and a single available nursing unit (serviced location), you see this view, which displays all available patients in that nursing unit.
Multiple Location List View

You can select multiple location lists if the cluster services more than one location.

Searching for a Patient

You can search for patients by last name, first name, gender, date of birth, and financial number (FIN), as well as by nursing unit location. You can also view the list of patients served by an RxStation cluster.

Complete the following steps to search for a patient:

1. Tap the search button . The Search Criteria view is displayed.
2. Tap an option and use the keyboard to enter information. By default, the Last Name box is active. The following search criteria are available:
   - Last name
   - First name
   - Middle name
   - Gender
   - Date of birth
   - FIN
3. If you want to include discharged encountered in your initial search, tap **Search All Encounters**.
4. Tap **Search** when you are finished entering criteria.

A successful search displays a patient list. This patient list includes an Arrival column that contains either the estimated arrival or actual arrival date for the encounter to assist with selection of the correct patient encounter.

An unsuccessful search displays a **No Results Found** message, and there is an option to conduct another search or to add an individual as a new patient.

Complete the following steps to conduct another search:

1. Modify your original search to broaden or narrow it.
2. Tap **Search All Encounters** to include discharged or other encounter types not included in initial search. This option does not appear if all encounter types have previously been included in your search.
3. Tap **Add New Patient** to create an ad hoc patient. You must be authorized to add a new patient. If you do not have this system privilege, this function is unavailable.

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**Note**

As you enter search criteria, the RxStation display automatically moves through the search list to a spot matching the criteria that has been entered. For example, if you are searching for a patient with the last name of Howard and you enter *how*, the display moves to the point in the patient list where patient names beginning with *how* are listed.

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**Note**

RxStation Ad Hoc Patient functionality allows medications dispensing, tracking, and billing for unidentified patients in your facility. This is generally more common in the emergency department (ED) setting.

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**Removing Medications Alphabetically**

Medication tasks are generated from verified physician and pharmacy orders and displayed for each patient in RxStation. You can sort and view a patient’s medication tasks alphabetically or by the time the medication task is due. When you remove the medication from the station for administration, the station automatically decrements the inventory and records the amount dispensed, the date and time, and data on the dispensing individual.

Complete the following steps to remove medications alphabetically from RxStation:

1. Tap **Remove** on the touchscreen to view the selected patient’s medication profile.
2. From the Patient Medication Profile view, tap **Brand** or **Generic** to change how the medications are displayed.

   **Note**

   Both brand and generic names are displayed. Tapping one makes it the primary view and the name is displayed first in large, bold font, with the other name displayed underneath.

3. Tap **Alpha** to sort the medication list alphabetically.
4. Tap a letter of the alphabet to filter the list of medications by that letter.
5. Tap the medication to be removed.
6. Tap the **order details** button to open the Order Details view.
7. Continue filtering by letter and selecting medications until you have selected all the required medications.
8. When you are finished selecting medications, tap Remove in the lower-right corner to begin removing medications. *RxStation* cycles through all the medication tasks selected. A light is displayed on the tray containing the medication.
9. Pull the tray open. A light is displayed on the appropriate compartment. Open the compartment.
10. Perform countbacks for items identified as Confirmed or Blind. A discrepancy is logged for Blind countback items if the count does not match the expected amount after two countback attempts.
11. Remove the quantity of the medication to be dispensed.
12. Close the compartment.
13. Close the tray. If additional medications are being removed, a light is displayed on the next tray.
14. Once you have removed all the medications for the selected tasks, the Done and Log Out options become available.
15. Tap Done to return to the Patient List.
16. Tap Log Out to exit *RxStation*.

**Note**

You must tap Done or Log Out to complete the transaction.

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### Removing Medications by Task

Medication tasks are generated from verified physician and pharmacy orders and displayed for each patient in *RxStation*. You can sort and view a patient's medication tasks alphabetically or by the time the medication task is due. When you remove the medication from the station for administration, the station automatically decrements the inventory and records the amount dispensed, the date and time, and data on the dispensing individual.

Complete the following steps to remove medications by task listing:

1. Tap Remove on the touchscreen to view the selected patient’s medication profile.
2. From the Patient Medication Profile view, tap Brand or Generic to change how the medications are displayed.

**Note**

Both brand and generic names are displayed. Tapping one makes it the primary view and the name is displayed first in large, bold font, with the other name displayed underneath.

3. Tap Task to sort the medication list by task.
4. Tap one of the Jump To categories at the bottom of the view to view tasks for that category. The following categories are available: Scheduled, Unscheduled, PRN, Continuous, and Unverified. For example, tapping PRN allows you to view the list of PRN medications for the selected patient.

5. Tap the order details button to open the Order Details view.

Note
Tasks are buttons displaying the brand and generic name of the medication and the quantity to be removed from RxStation. Only pending tasks that have not been documented as Completed in the Medication Administration Record (MAR) are displayed. Once a medication is updated in the MAR as Administered, the task is no longer displayed in the RxStation Remove view.

6. Tap each medication to be removed from RxStation.

7. When you are finished selecting medications, tap Remove in the lower-right corner to begin removing medications. RxStation cycles through all the medication tasks selected. A light is displayed on the tray containing the medication.

8. Pull the tray open. A light is displayed on the appropriate compartment. Open the compartment.

9. Perform countbacks for items identified as Confirmed or Blind. A discrepancy is logged for Blind countback items if the count does not match the expected amount after two countback attempts.

10. Remove the quantity of the medication to be dispensed.

11. Close the compartment.

12. Close the tray. If additional medications are being removed, a light is displayed on the next tray.

13. Once you have removed all the medications for the selected tasks, the Done and Log Out options become available.

14. Tap Done to return to the patient list.

15. Tap Log Out to exit RxStation.

Note
You must tap Done or Log Out to complete the transaction.

Adjusting Task Time Range
You can make adjustments to the Scheduled Task Time Range as necessary to keep a task in the task list or to view overdue tasks.
Both historical and pending task time ranges can be adjusted.

**Historical:** Increase or decrease this number to determine the time range by hour to view overdue scheduled tasks (maximum hours to go back is 12 hours).

**Pending:** Increase or decrease this number to determine the time range by hour to view pending tasks (maximum hours to go forward is 12 hours).

Complete the following steps to adjust the time range for historical or pending tasks:

1. Tap the **clock** button in the Remove view. The Scheduled Time Range view is displayed.
2. Tap the **increase (+)** or **decrease (-)** buttons to adjust the time range for viewing historical or pending tasks. Time is entered in increments of one hour. The maximum number of hours is 12.
3. Tap **Save** to save your changes and return to the Remove view.

**Changing Quantity**

You can use the Change Quantity function in both the Remove and Override workflows if the amount needed is not available or the amount to administer does not require the full quantity from the task. For example, if you need two but only one is available, you need to decrease the quantity to **1**.

Complete the following steps before changing the quantity of a medication:

1. Select a patient from your patient list.
2. Select a medication from a task list or an alphabetic list.

Complete the following steps to change the quantity of a medication for a patient:

1. Tap **Remove** on the touchscreen, and then tap **Change Quantity**. The Change Quantity view is displayed.
2. Tap the **increase (+)** and **decrease (-)** buttons to change the quantity.
3. Select a reason for the quantity change from the Reason list.
4. Tap **Save** to save the new quantity. The new quantity is entered and you return to the Remove view.

**Note**

Adjustments to the time ranges only apply to this specific remove activity. The system settings are reset with each login.
Using and Skipping a Witness

Remove, Return, Waste, and Override transactions for medication tasks can be set up to require a witness for each transaction. If set up, the medication cannot be accessed and the transaction cannot be completed without a witness. Transactions requiring witnesses are recorded with the date, time, and user. The Witness and Skip options are displayed in the lower-right corner of the screen when a medication requires a witness.

Complete the following steps to use a witness to remove a medication:

1. Tap **Witness** on the touchscreen and the Witness Remove view is displayed. The medication name and the quantity to be removed are displayed in the Witness Remove view for verification.
2. The witness enters their credentials (their Cerner Millennium username and password) in the Witness’s User Name and Witness’s Password boxes using the touchscreen keyboard.
3. Tap **OK**. The Remove process continues and the medication drawer is available.

If you cannot get a witness or you are unable to complete the witness action, tap **Skip** to skip the removal of the medication. The next medication on the list is displayed or the medication removal workflow ends.

**Note**
The Log Out button is not available when RxStation is unlocked. You must complete the selected transactions and close the device before logging out or ending the workflow.

Performing a Countback

Remove and Override transactions for medication tasks can be set up to require that a countback be performed during each of these transactions. Some medications, especially controlled substances, require a countback before removal. The medication transaction cannot be completed without completing a count. If a discrepancy appears with the medication count, a discrepancy is recorded in the system. The discrepancy includes the date and time and dispensing nurse information. When a countback is required, you must enter the quantity of medications in the compartment before removing any medications.

Complete the following steps to perform a countback:

1. In the Count Before Remove box, enter the quantity in the compartment.
2. Tap **OK**.
3. If the count entered is incorrect compared to the expected quantity, a discrepancy message is displayed. Ensure that the count is correct and adjust the number if needed.
4. Tap **OK**.
5. Remove medications from the compartment.
6. Close the compartment.

The Remove process continues if there are additional medications to be removed. If there are no more medications to remove, the Remove workflow ends and Log Out becomes available.

**Note**
If the quantity is still wrong after a second count, the medication removal continues, but a discrepancy is logged.
Overriding Medications

You can remove a medication from **RxStation** for a patient when there are no medication tasks for that patient’s profile. This transaction can only be performed if the following criteria are met:

- The items being removed are from a drug formulary set up as override medications.
- The nurse has been assigned override privileges.

The override medication is recorded with the date and time and the person performing the override. The override is reflected in the patient’s medication administration record (MAR).

Complete the following steps to remove medications using Override:

1. From the Available Actions view, tap **Override**. The Override view opens and the available medications to override are displayed alphabetically.
2. Tap **Brand** or **Generic** to determine the primary view for medications.

   - **Note** Both brand and generic names are displayed. Tapping one makes it the primary view and the name is displayed first in large, bold font, with the other name displayed underneath.

3. Tap a letter of the alphabet to filter the list of medications by that letter.
4. Tap the name of the medication to be overridden. The information necessary to complete the override is displayed.
5. If the quantity needs to be changed, tap the **increase (+)** or **decrease (-)** buttons. The dose is automatically calculated as the quantity is changed.
6. From the Reason list, select a reason for the override.
7. If this is the only medication to be overridden, tap **Remove** to return to the Remove view and immediately remove the medication.
8. If additional medications are being overridden, tap **Add to List**. The Medication Override list is displayed.
9. Tap additional medications to override.
10. When all necessary medications have been added to the list, tap **Confirm List**. The Override Confirmation view is displayed.

   - **Note** If you need to change the override reason, tap the **order details** button and select a new reason. Tap **OK** to return to the Override Confirmation view.

11. If the quantity needs to be changed, tap the **increase (+)** or **decrease (-)** buttons.
12. If you need to add more medications to the list, tap **Select Another**.
13. Tap **Remove** to remove the selected medications and end the workflow.
If enabled, the Override workflow can display a blank default dose and require you to select the ordering provider. The dose entered in the Override workflow is used to create the chartable task on the MAR. Once a provider is selected for the override order, subsequent overrides during the same *RxStation* conversation default to the selected provider.

Wasting Medications

The Waste functionality allows you to dispose of medications that were originally dispensed through the *RxStation*. The waste date and time and the person wasting the medication are recorded, along with a reason for the waste.

Complete the following steps to dispose of a medication:

1. From the Available Actions view, tap **Waste**. The medications on your task list are sorted according to the scheduled dispense date and time. The medications available to waste are displayed in the following columns:
   - **Time**: When the medication was dispensed in the format of mm/dd/yyyy hh:mm
   - **Order**: The order sentence
   - **Dispensed Product**: The medication dispensed, including dosage
   - **Additional Information**: The dispensed product, including whether or not a witness is needed
2. Tap **Brand** or **Generic** to determine the primary view for medications.

   **Note**
   When Brand is tapped only the brand name is displayed. When Generic is tapped only the generic name is displayed.

3. If you want to view the order details, tap the **order details** button.

   **Note**
   From the Order Details view you can review the following items:
   - Order comments
   - Alternate locations where the medication is available (such as another *RxStation*)
   - Special instructions
   - Dispense history
   - Administration history from the Medication Administration Record (MAR)
   - Alert history

4. Tap the name of the medication to waste.
5. If a witness is required, the Witness Waste view is displayed. The witness must have the *RxStation* Witness privilege and cannot be the same user who is performing the waste task.
6. The witness enters their credentials (their *Cerner Millennium* username and password) in the Witness's User Name and Witness's Password boxes.
7. Tap **OK**. The information necessary to complete the waste action is displayed.
8. Enter the amount being wasted in the Amount Being Wasted box. Medications can be wasted according to strength, volume, or dose quantity. You only need to enter the amount to be wasted in one of the boxes.
displayed. The amounts displayed in the other boxes are calculated based on the amount entered. You cannot waste more than the amount dispensed.

9. Tap the **increase (++)** or **decrease (--)** buttons to adjust the quantity wasted. You can also enter numbers using the touchscreen keyboard.

10. Select a reason for the Waste action.

11. Tap **Done** to complete the action and return to the Patient List view.

In the waste workflow, you can document overfill volume on any order that includes an item assigned with the **RxStation** catalog type of **RxStation Overfill**. The Overfill Volume box allows up to six characters to be recorded as a free-text documentation of overfill waste.

You can also document remote waste transactions from the Medication Availability **MPages** view instead of at the **RxStation**. In the **MPages** view you can filter by legal status when viewing wasteable medications. For example, you may only want to view narcotics. Once you select the medication that needs to have a waste documented, define the amount that was given and the amount that was actually wasted. A witness may be required, and the witness can enter their credentials directly from the **MPages** view.

**Returning a Medication**

You can return an unused dose of a medication task by placing the un-administered dose in the return compartment. **RxStation** records the return date and time, and who returned the medication. Returned medications are isolated from the remaining available inventory in the **RxStation**. **RxStation** can also be configured to generate a patient credit that is channeled through **PharmNet**.

Complete the following steps to return a medication:

1. From the Available Actions view, tap **Return**. The medications on your task list are sorted according to the scheduled dispense date and time.

2. Tap **Brand** or **Generic** to determine the primary view for medications.

3. If you want to view the order details, tap the **order details** button.

4. Select the name of the medication to return. You can select more than one medication at a time.

5. Tap **Return** to proceed. The information necessary to complete the return is displayed.

6. Enter the amount being returned. Medications can be returned according to strength, volume, or dose quantity. You cannot return more than the amount removed.
7. Tap the **increase** (+) or **decrease** (-) buttons to adjust the quantity returned. You can also enter numbers using the touchscreen keyboard.

8. Select a reason for the return from the reasons displayed on the screen.

9. Tap **Next** once the amount returned is entered and a reason is selected. The product details for the returned item are displayed and **RxStation** provides instructions to finish the return.

<table>
<thead>
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</table>
| The following is an example of the return instructions displayed by **RxStation**:
  a. Open the tray and place the item in return compartment.
  b. Close the tray and press Done. **RxStation** also displays the compartment to which the return should be made. |

10. Tap **Done** to complete the return transaction and return to the Patient List view.

<table>
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<tr>
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</table>
| If enabled, the Return to Stock button is displayed on the Product Details view. The button can only be tapped if a stock location is available and the return does not exceed the maximum stock quantity. Tapping the Return to Stock button before tapping Done causes the stock location for the item to open during device communication. If you have the privilege to skip bar code scanning, the option to skip this step is displayed when you are prompted to scan a bar code in the Return to Stock workflow. Enabling the Return to Stock functionality requires device return by device. If items are returned to separate devices in a cluster, only the first device’s items are displayed in the initial list. The next device’s items are displayed upon completion of the return to the first device. The **RxStation** Return to Stock privilege is required for you to return to stock. Options include: No, Yes, No except for, and Yes except for. Exception categories for the **RxStation** Return to Stock privilege include: Dispense Category, Legal Status, and Route of Administration. The following safety mechanisms can be required to help you make an accurate return:
  • Bar code scanning for an item before placing it in the compartment.
  • Obtaining a witness so that two users must review the item and onscreen information before returning the item. If return to stock is needed, it is highly recommended that you use one or both of these safety mechanisms. |

**Dispensing Medications With Remote Queue**

In addition to viewing Medication Availability information from the Workflow Medications component, you can also perform remote queuing operations. The **MPages** view contains similar information the nurse generally views on the Medication Administration Record (MAR). The **MPages** view gives you the ability to view other locations where an item is stored (for example, **RxStation**, Pharmacy, and so on).

Complete the following steps to remotely queue a medication:

1. In the Workflow Medications component, click **Queue** to select the items you want to dispense from the **RxStation**. Once selected, the button changes to **Remove from Queue**.
2. Once you have selected the items you want to dispense from the **RxStation** (remotely queue), go to the **RxStation** to pull the items.
3. When logging in to the *RxStation*, you are notified that there are queued items. Tap **Dispense** to remove the queued items. Tapping Ignore allows you to select a different workflow.

4. The Remove view is displayed with the queued items pre-selected. Selected items can be modified as needed and you can proceed through the Remove workflow as you would normally. For example, if you no longer want to dispense the medication previously selected for Remote Queue, you can deselected it at this time.

### Managing Discrepancies

The *RxStation* system keeps a perpetual inventory count of each item in stock.

The following count settings assist in keeping an accurate count:

- **Blind Count**: This count has the highest level of security and requires you to count all items in the accessed compartment, then enter that number in the system. If the count does not match what the system expects, a discrepancy is logged.
- **Confirm Count**: Similar to the blind count, you are asked to count all items in the accessed compartment, then confirm that the expected count displayed on the screen matches what you counted.
- **No Count**: The least secure count level. You access the compartment and are not required to count items. The system continues to keep a running inventory count based on increments and decrements to the inventory.

Discrepancies occur when the count you entered (for example, a blind count) does not match what the system expects. Discrepancies can be managed and resolved either in the pharmacy or at the cabinet itself.

Complete the following steps to manage discrepancies:

1. Tap the **discrepancies** button ![discrepancies](image) (if the button is not available, there are no active discrepancies at the cluster). The Resolve Discrepancies view is displayed. You can view the items by brand name or generic name by tapping the buttons at the top.
2. If you are not logged in, this is a read-only view. Tap **Log In** to resolve the listed discrepancies.
3. From the Options menu, select **Manage Discrepancies**. The ability to resolve discrepancies is privilege based.
4. Select an item from the list to view the product history in its current location. Each row represents a transaction performed against this product. The history ends at the transaction that created the discrepancy.
5. Tap **Get More** to add additional transactions. Each time this is selected, the system adds up to ten additional transactions.
6. If you want to print the product history, tap **Print**. A maximum of two pages can be printed per product.
7. Tap **Count** and enter the current quantity. If your count does not match the current inventory according to *Cerner Millennium*, a message is displayed.
8. If further investigation is needed to resolve the discrepancy, tap **Investigate** located at the bottom of the view. If this is tapped, the discrepancy stays active, but it is assigned to whoever you select to investigate.
9. Once you are ready to resolve the discrepancy, tap **Resolve**.
10. A witness is required to enter their *Cerner Millennium* username and password. The witness must have correct witness privileges and cannot be the same person investigating the discrepancy.
11. Once the witness has entered their username and password and tapped OK, a message displays **User Interaction Required**. You must close the compartment and tray in the device to continue.
12. Select a reason why the discrepancy occurred. If it is a Required Text reason, enter the reason in the free-text box.
13. Tap **Done**. The discrepancy is removed from the cluster discrepancy list and you can move onto the next item.

**Note**

The nurse department manager should resolve discrepancies on a routine basis. For example, every 24 hours. The pharmacist can be included for discrepancies that are not easily resolved or discrepancies that involve pharmacy staff transactions.

The following recommendations can optimize the Discrepancy Management workflow:

- Enable blind count on all narcotics. Additionally, a blind count can be used on other items for increased accuracy (for example, expensive items).
- Review and resolve discrepancies in a timely manner (once a shift or once per day).
- Create an accurate list of discrepancy reasons for users to select. You are encouraged to enter free text to further explain the discrepancy.
- Where necessary, run an Activity by Item or Activity by User report to supplement the onscreen views and Discrepancy report.

**Understanding the ADM Failure Process**

The Automated Dispensing Machine (ADM) is intended for the routine control and distribution of medications throughout the organization. It is not intended to replace crash carts as the primary medication access point during patient critical situations (for example, codes, shock, and so on). In time-sensitive situations, use the ADM as a supplementary access point for medication distribution.

The ADM could become inaccessible for any of the following reasons:

- Power outage
- Physical damage to the device
- Computer failure
- Hardware failure
- Software failure

Complete the following steps if the ADM cannot be accessed:

**Note**

In a patient critical situation, access the nearest crash cart for the necessary medications. If the needed medications are not available, call the pharmacy immediately.

1. Notify the pharmacy of the problem accessing medications.
2. Inquire with the pharmacy if they would prefer one of the following alternatives:
   - Direct the user to another ADM nearby for the necessary medications
   - Deliver the medications to the user from the pharmacy
   - Come to the floor with the override key to manually override the ADM and remove medications that might be on limited supply (for example, snake anti-venom)

**Printing Labels**

Complete the following steps to print patient-specific labels:
1. Once the patient has been selected, tap **Print Label** from the Available Actions view.
2. Select which orders to print a patient-specific label for.
3. You can use the patient-specific label during the Return process (bar code scanning step).