Trouble Shooting Scanning Problems with Medications

1

Medication won't scan?

- Verify/Complete Medication orders in EHR 1st
- Must be in **Open Patient Record,** time frame for med pass, right tab (PO, IV, IVPB)
- CAN NOT be in Read Only/Limited Access for med pass
- Now you can Scan Medications

2

Still not able to scan med?

- Open note pad and scan med on the notepad (if cursor **is not** on the next line, scan the Add CR suffix barcode in the notepad then reattempt to scan med in BCMA--> recalibrates scanner)
- If the cursor is on the next line, scan med in BCMA again
- If medication is scanned continue with med pass

3

Only continue med pass if you are sure you **HAVE THE RIGHT DRUG** and need to give the medication before Pharmacy determines the barcode problem

- Right click on drug, select unable to scan, enter in the Human Readable Barcode number (or IEN on flagged labels)
- If still unable to document med, select the 5 rights box

Call Pharmacy

If Pharmacy is not open, place medication label or backing of medication label in "**DROP BOX FOR MEDICATIONS NOT SCANNING CORRECTLY". THIS IS LOCATED IN EACH MEDICATION ROOM. A PHARMACY REPRESENTATIVE WILL REVIEW THIS DURING OPERATIONAL HOURS".**

Trouble Shooting Scanning Problems with Wristbands

1

- Open note pad and scan patient's wrist band (facility code and patient's HRN should appear)

Wristband still not scanning?

If scan is successful continue with med pass

- If wristband still will not scan **Contact Registration** to obtain new wristband

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