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. Call Pharmacy
   - 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

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?

2

- If scan is successful continue with med pass
- If wristband still will not scan Contact Registration to obtain new wristband