

BCMA Medication Display Troubleshooting

Inpatient Medications Incorrectly Displaying

Medsphere® Helpdesk and developers have determined the most likely workflow that is causing the issue of Inpatient Medications incorrectly displaying as Outpatient Medications on a recently admitted patient. The sequence of events that causes this problem appears to be:

1. Select a Patient.
2. Select a Clinic (Outpatient) visit.
3. Leave the Patient/Clinic Visit displayed in EHR.
4. Have the Patient admitted thru RPMS and then wait a minute to make sure that processes.
5. In EHR, without changing patients, click the encounter box and choose the inpatient admission.
6. Place the admission order and then the other orders.

Choosing the Inpatient visit changes the Encounter Context but not the Patient Context. Testing RPMS produced the same behavior, so this issue is present in the VA's application as well. A user should never have to select the inpatient encounter to have it appear in the encounter box. If it is not showing in that box, the user should change patients and then selected the patient from the Wards list before writing orders.

This is a GUI issue and not related to RPMS, Pharmacy (IHS has special programming to synchronize Patient selection in RPMS Pharmacy with the EHR GUI), Orders, etc. That's why the orders appear correctly on the Meds Tab. Medsphere Development is investigating the best way to avoid this behavior (to be included in a future patch).

In the meantime, train users to not change the Encounter from a Clinic visit to the Inpatient admission; instead:

1. Select a different patient, (or use the Clear function)
2. Select the patient from the Wards list
3. Enter the new inpatient orders.

Now that the sequence of actions that causes this problem is known, users can change process and avoid the problem until a programmatic fix can be included in an EHR release.

It appears that this issue may also impact pharmacists using RPMS. Therefore it is also recommended that pharmacists utilize the same process to select the inpatient in the EHR GUI so that the RPMS synchronization function also selects the correct inpatient and encounter.