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# BCMA Troubleshooting for Pharmacists

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These are some topics that can be considered when troubleshooting issues that come up with BCMA.

## Investigating Scanning Failures

1. If possible, obtain the barcode the RN was attempting to scan that failed.
2. Ensure the nurse was scanning the medication for the correct patient.
3. Ensure the barcode is intact and not damaged in a way that could prevent scanning.
4. Review the DISPENSE DRUG selected for the medication attempting to be scanned, for the intended patient. The DISPENSE DRUG should match the actual product being given to the RN for administration, for example:
  - a. Lisinopril 20mg is ordered for a patient.
  - b. The RN is scanning a Lisinopril 20mg tablet but the order was finished with Lisinopril 10mg tablets as the DISPENSE DRUG.
  - c. This discrepancy will create a scanning error.
5. Choose DISPENSE DRUGS titled “Unit Dose” whenever possible.

## Unit Dose Menu > BCMA > Drug File Inquiry

1. Scan the barcode of the item failing to scan; if this does not pull up a drug, ADD a SYNONYM:
  - a. **^PDM > Synonym Enter/Edit > Enter the Drug Name** (be sure to select the Unit Dose or appropriate Inpatient choice).
  - b. Scan the barcode at the synonym field.
2. If the bar code does scan and pull up the correct drug in the BCMA Drug File Inquiry Menu, review the other synonyms to ensure there are no duplications:
  - The BCMA Drug File Inquiry menu will show the synonyms marked for Inpatient Use.
  - The **^PDM > Synonym Enter/Edit** will show ALL the synonyms for that drug.
3. Remove duplicate or obsolete synonyms by entering an at sign (@).
4. Check with your informaticist if you are still having difficulty getting a specific drug item to scan in BCMA.

## Meds are not appearing on the VDL for RNs

1. Ensure that the dose is actually due...one hour before or one hour after the scheduled time:
  - The RN can change the time interval of the VDL.

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2. Ensure the RN is looking on the correct tab in BCMA for the medication:
  - BCMA Unit Dose tab for unit dose medications.
  - BCMA IVP/IVPB tab for IV Push or IV Piggyback medications.
  - BCMA IV tab for infusions such as maintenance fluids.

### **Meds or Patients are not appearing on Omnicell**

- Omnicell Customer Support: 1-800-910-2220.
- CIHA IT: x6217...may need to restart the server.
- From the Omnicell Brain:
  - **Admin > Omni Supplier List Maintenance > Select correct ward > Basic Actions > Send to Cabinet: Patients > Process.**
  - **Admin > Omni Supplier List Maintenance > Select correct ward > Basic Actions > Send to Cabinet: Med Orders > Process.**