

BCMA Basic Troubleshooting for Scanning Failures

1. Open Notepad and scan the medication in question into the Notepad application. Observe the results of the scan to ensure the following:
 - a. The number that appears in the Notepad application should match the human readable number next to the bar code on the medication package. If the number from the scanned bar code does not match the human readable number below the bar code on the medication package, there could be a manufacturing or packaging problem.
 - b. The number that appears should not contain more characters than the human readable number next to the bar code on the medication package. For example, you should only see the NDC number when the medication is scanned. If additional numbers appear on the screen, such as a lot number and expiration date, then your scanner may not be configured correctly. Ensure that the scanner is configured correctly by scanning the set-up card or codes that came with your scanner.
 - c. The cursor should drop to the next line after the medication is scanned. If the cursor remains on the same line, then the carriage return feature is not set-up on the scanner (improperly configured). Ensure that the scanner is configured correctly by scanning the set-up card or codes that came with the scanner.
2. If none of the above solves the problem, open RPMS and locate the “Drug File Inquiry (PSB DRUG INQUIRY)” menu option in RPMS. All nursing and pharmacy staff members who deal with BCMA in any way should have the menu option assigned. The easiest way to locate the option is to type ^DRUG at the “Select option” prompt in VistA. When the option appears on the screen, scan the drug in question into the “Select Drug:” prompt:
 - a. If you receive the “??” response after the scan, this indicates that the medication in hand has not been added to the drug file. Please follow local policy for adding the drug to the drug file.
 - b. If you receive more than one response (such as a list to choose from), this indicates there are multiple entries for this drug in the drug file. In order for BCMA to work properly, each drug must appear in the drug file only once. For example, if you have the bar code for acetaminophen 325mg entered as a synonym for both acetaminophen 325mg and acetaminophen 650mg, BCMA will not know which drug you intend to give and will generate an error. Ensure the drug is mapped only to the correct drug in the drug file.
 - c. If VistA returns a match on the screen, answer “Yes” to view the drug file information on this drug. Very carefully compare the information on this screen to the order information in BCMA (double click the order in BCMA and compare the name from the RPMS drug file to the Dispense Drug Name in the order details window in BCMA):

IHS BCMA Troubleshooting

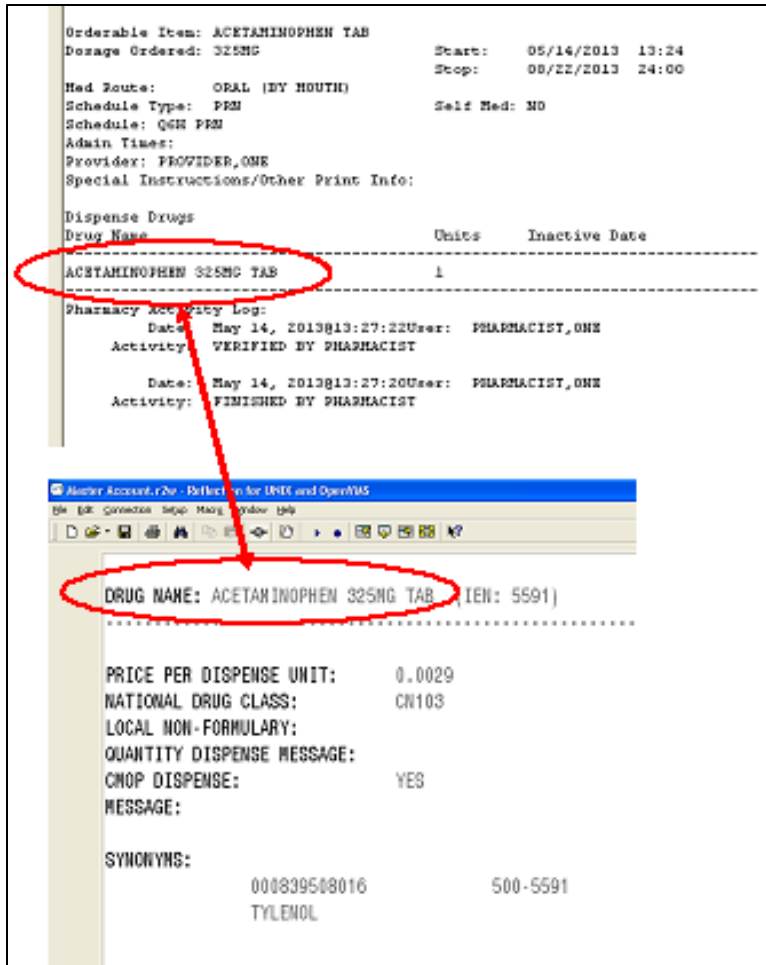


Figure 1 Comparing RPMS to BCMA

If they are not identical, then the medication dispensed to the floor for administration does not match and BCMA will reject the entry. Please ensure the medication dispensed to the floor matches the medication ordered for the patient. For sites using automated dispensing cabinets (Pyxis[®], Omnicell[®], etc.), it is very important that pharmacists are aware of what is available in these cabinets and finish the medication order to match what is available. For example, if a the pharmacist finishes a medication as a single 50mg tablet and only 25mg tablets are stocked in the cabinet, BCMA will reject an attempt to substitute two 25mg tablets for one 50mg tablet.

3. If none of the above solves the problem, please work with the Inpatient Pharmacy Informaticist to identify and resolve the issue. The Pharmacy Informaticist may refer to the BCMA_ScanningTroublshootingMatrix to further identify and resolve bar code labeling/scanning problems. This matrix can be found at www.ihs.gov/bcma/resources.