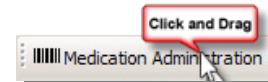


# BARCODE MEDICATION ADMINISTRATION TROUBLESHOOTING QUICK GUIDE

## Relocating the Medication Administration Button on the Toolbar

If the Medication Administration button is not visible on your toolbar, follow the steps below to customize the toolbar:

1. *Right click* anywhere on the **Toolbar** area and select **Customize**; the **Customize Tool Bars** window opens.
2. With the **Customize Tool Bars** window open, *left click* on the **Medication Administration (MAW)** button and *drag & drop* it to the beginning of the **Action Toolbar**. (May need to reposition **AdHoc**, **Exit** and **Suspend buttons** as necessary).
3. Click **Close** from the **Customize Tool Bars** window.
4. In order for this new toolbar setting to “stick”, *click* the **Exit** button; when you log back into PowerChart, the **Medication Administration** button will be visible.

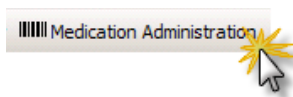


## Medication Administration Wizard Icons

	Opens chart details for additional charting options such as pain intensity and pain location		Scanned drug is an overdose, incorrect drug form or incorrect drug route
	Task is ready to be signed		Scanned dose is an underdose
	Required details need to be completed		Task is not associated to the current encounter
	Overdue med task		Medication interval – the system is not performing interval checking for the medication









## Barcode Medication Scanning Steps

1. Open patient's **MAR** to review current medication orders.
2. Log-in to **RxStation** to compare patient's MAR to tasks in the RxStation.
3. Retrieve medications from **RXStation**.
4. Transport medications to patient's room using a med tray.
5. Greet patient and ask if they have seen the barcode device before; explain if they have not.
6. Scan the **modem** of the computer to sync with the barcode device.
7. With the patient's chart open to the **MAR**, view medications due to be administered.
8. Click the **Medication Administration Wizard** button:



9. **Scan the patient's wristband**, shielding with your hand to protect their eyes.
10. Perform **It Takes Two** for positive patient identification.
11. **Scan medications** to be given, retaining the packaging.
12. **Prepare, explain and deliver** medications to patient.
13. When all medications have been administered, click the **Sign** button within the MAW window.
14. Dispose of medication packaging **AFTER** all meds are administered.
15. Review the **MAR** to confirm documentation.

## Bar Code Medication Administration Warning Messages

	<p><b>The patient wristband scanned could not be identified.</b></p> <p><b>Reason:</b> Occurs if the barcode is not associated to a <b>FIN Nbr.</b></p> <p><b>Action:</b> Click <b>OK</b> to dismiss the message. Check the <b>Medication Management Barcode Medication Administration (BCMA): Banding or Re-banding of Blue Wristband</b> Standard Process.</p>
	<p><b>The scanned patient does not match the open chart.</b></p> <p><b>Reason:</b> Occurs when the patient you are scanning does not match the patient on your computer.</p> <p><b>Action:</b> Click <b>No</b> and then <b>open the correct patient's MAR and Medication Administration</b> window and <b>scan armband</b> again.</p>
	<p><b>Patient has not been verified by scan. Do you want to continue?</b></p> <p><b>Reason:</b> Occurs when you have not scanned the patient's wristband.</p> <p><b>Action:</b> Click <b>No</b> and then scan the patient's wristband.</p> <p><b>Action:</b> If the barcode on the wristband is damaged; confirm two forms of identification and click <b>Yes</b> to proceed. You must obtain a new wristband from PFC/Admitting.</p>
	<p><b>The medication scanned could not be identified.</b></p> <p><b>1<sup>st</sup>:</b> Check to make sure there is not another barcode on the product that could be scanned.</p> <p><b>Reason:</b> Occurs when a barcode's NDC (National Drug Code) has not been entered into the pharmacy system.</p> <p><b>Action:</b> If a med barcode is not scanning, continue to give the medication following the <b>5 rights</b> of medication administration. A "Non Scanned" report will be generated. Place the <b>empty non scanned medication packaging</b> in an envelope labeled "<b>Non Scannable Med</b>".</p>
?	<p><b>Nothing happens when you scan a medication and no warning message appears:</b></p> <p><b>Reason:</b> You may need to re-sync the barcode device to modem.</p> <p><b>Action:</b> Rescan the modem.</p> <p><b>Reason:</b> You may have a defective/torn barcode.</p> <p><b>Action:</b> Continue to give the medication following the <b>5 rights</b> of medication administration; right patient, right medication, right dose, right time, right method/technique.</p> <p><b>Reason:</b> The battery may be dead.</p> <p><b>Action:</b> Replace the battery.</p>
	<p><b>Task has not been verified by a scan. Do you want to continue without scanning?</b></p> <p><b>Reason:</b> Occurs when bypassing the scanning of a med by clicking the box to activate the med.</p> <p><b>Action:</b> Click <b>No</b> to scan the medication.</p> <p><b>Action:</b> Click <b>Yes</b> when the barcode on the medication is not scannable following the <b>5 rights</b> of medication administration; right patient, right medication, right dose, right time, right method/technique.</p>
	<p><b>The form of medication scanned is different from the ordered form of the medication.</b></p> <p><b>Reason:</b> Occurs when scanning a medication that was ordered with a dosage form that differs from the medication the clinician is scanning.</p> <p><b>Action:</b> Click <b>OK</b> to dismiss the message. Verify you have the correct medication in your hand. <b>This medication should not be administered</b> as it is not the ordered dosage form.</p> <p><b>Example 1:</b> The <b>RxStation</b> dispenses the wrong form.</p> <p>RN must call the Pharmacy to report, obtain the correct form of the medication and log a PSA.</p> <p><b>Example 2:</b> - The medication was removed via override and the order was then written for a different form.</p> <p>The RN needs to contact the MD to clarify the order before administration.</p>
	<p><b>&lt;Medication name &amp; scanned dose&gt;is not the correct dose as indicated on the order profile. The correct ordered dosage is &lt;medication name and dose&gt; Continue?</b></p> <p><b>Reason:</b> Occurs when scanning a medication and the dose scanned is different from ordered dose.</p> <p><b>Action:</b> Click <b>No</b> to close message and return to the MAW to complete scanning the additional dose(s) of medication. If you click <b>Yes</b>, the <b>MAW</b> will be signed and document that only a partial dose was administered.</p>
	<p><b>Pharmacy generated label not dispensed for this patient.</b></p> <p><b>Reason:</b> Occurs when scanning a patient specific label that is not for the patient in context.</p> <p><b>Action:</b> Click <b>OK</b>. Verify you are scanning the correct barcode for the right patient.</p>



**The scanned medication, <medication name>, is not on the patient's current active profile.**

**Reason:** If a medication is removed via **OVERRIDE** and scanned before the order has been entered.

**Action:** Click **OK** and **Close MAW**. **NOTE:** Patient identification has been **confirmed**, but the **RN must wait** for the **order to be placed** to **manually document** the administration on the **MAR**.

**Reason:** If the RN has scanned a med **not due within the MAW's 90 minute** display timeframe.

**Action:** Click **OK** and **Close MAW**. Go to the **MAR** and review the medication's ordered administration schedule. Reschedule as appropriate.

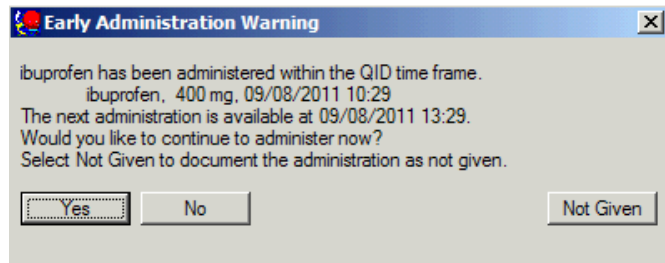
**Note:** The RxStation displays medication tasks that are due for the next 120 minutes; therefore a medication **may not be** available on the MAW for administration if it is outside of the 90 minute timeframe.

**Reason:** If the **wrong medication was removed from the RxStation**, (e.g. RN took the wrong medication out of a room specific bin).

**Action:** Click **OK** and **Close MAW** and review the medication against the **MAR**: then return wrong medication to the **Room Specific Bin**.

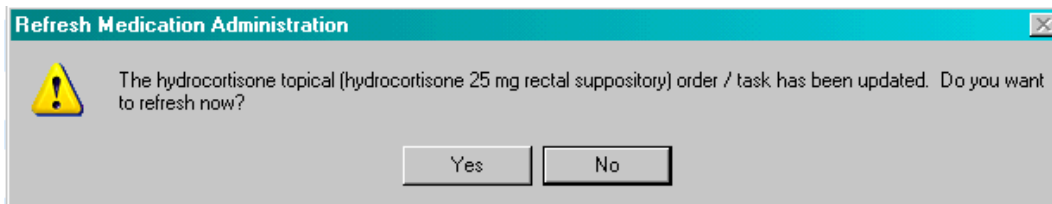
**Reason:** If **incorrect medication is in the locked bin of the RxStation**.

**Action:** The RN must call the Pharmacy to report and obtain correct medication and log a PSA.



**Reason:** This warning represents the **new interval checking feature**. It will display for medications with a frequency of **BID, TID or QID** that are scanned earlier than scheduled.

**Action:** Verify the correct administration time on the MAR. Click **No**. **NOTE:** If appropriate, you may administer by **clicking Yes** then documenting an override reason for early administration.



**Reason:** Occurs while scanning a medication order that the provider has **discontinued** in the meantime.

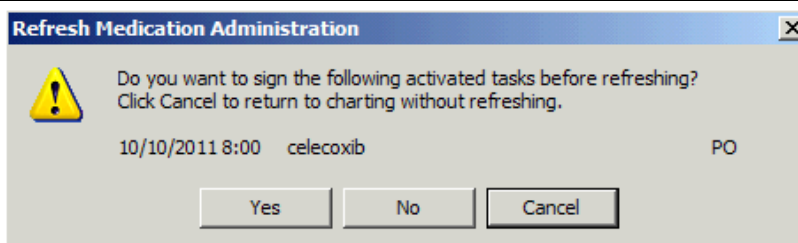
**Action:** Click **Yes** to refresh the **MAW** and the discontinued order will no longer appear on the MAW.



**Contact your system administrator to have a device location defined before using Medication Administration Wizard.**

**Reason:** Occurs when trying to **open the Medication Administration Wizard** BEFORE opening the patient's chart.

**Action:** Click **OK** to dismiss the message, **open patient's chart** and **go to the MAR**, then click **MAW** button.



**Reason:** Occurs when you click **Refresh** while the MAW is open and you have unsigned scanned meds.

**Action:** Click **Yes**; the scanned meds will be signed, the MAW will refresh and remain open.

**Tip:** Using the **Refresh** button is a good way to scan, administer and **Sign a few meds at time**. Since the MAW remains open, you can then scan, administer and **Sign the remaining meds**.