



Training

Troubleshooting Pharmacy Issues

Pharmacy Informatics Training

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The Indian Health Service
Office of Information Technology



Session Content

- This presentation shows some common issues that may happen with EHR and Pharmacy.
- It is NOT a comprehensive list of potential issues.
- The solutions proposed represent the most common causes of the listed issues, and again, are NOT comprehensive.
- This presentation is designed to develop basic troubleshooting skills for Pharmacy Informaticists.

Issue:

Inactivated Medication

- When attempting to order a medication from the quick order menu the user receives a message stating that the item “has been inactivated and may not be ordered anymore.”



Potential Solution: Inactivated Medication

- Check both drug and orderable item for an inactive date
- REMOVE inactive dates to make item active again—NEVER set a future date!
- Check quick orders—if a new NDC was put in as a new drug instead of editing the existing entry, will need to change all the quick orders.

Potential Solution: Inactivated Medication (cont.)

Select Pharmacy Data Management Option: Drug Enter/Edit

Select DRUG GENERIC NAME: FOSINOPRIL 10MG TAB (90'S) CV800 -24391 11-27-08
00781-5083-92

This entry is marked for the following PHARMACY packages:

Outpatient

GENERIC NAME: FOSINOPRIL 10MG TAB (90'S) Replace

...

[pharmacy package stuff not applicable here]

...

INACTIVE DATE: NOV 27,2008// @

SURE YOU WANT TO DELETE? Y (Yes)

...

[more pharmacy stuff not applicable here]

...

** You are NOW in the ORDERABLE ITEM matching for the dispense drug. **

FOSINOPRIL 10MG TAB (90'S) is already matched to

FOSINOPRIL TAB

This Orderable Item has an Inactive Date. *** NOV 27, 2008

To modify the Orderable Item, use the 'Edit Orderable Item' option.

Do you want to match to a different Orderable Item? NO//

Potential Solution: Inactivated Medication (cont.)

Select Pharmacy Data Management Option: ORDERABLE ITEM Management

- Edit Orderable Items
- Dispense Drug/Orderable Item Maintenance
- Orderable Item/Dosages Report
- Patient Instructions Report

Select Orderable Item Management Option: EDit Orderable Items

This option enables you to edit Orderable Item names, Formulary status, drug text, Inactive Dates, and Synonyms.

Select PHARMACY ORDERABLE ITEM NAME: FOSIN

1 FOSINOPRIL TAB 11-27-08

2 FOSINOPRIL/HYDROCHLOROTHIAZIDE TAB 09-23-04 N/F

CHOOSE 1-2: 1 FOSINOPRIL TAB 11-27-08

Orderable Item -> FOSINOPRIL

Dosage Form -> TAB

Dispense Drugs:

FOSINOPRIL= 10MG TABS	NOV 27, 2008
FOSINOPRIL= 20MG TABS	NOV 27, 2008
FOSINOPRIL= 40MG TABS	NOV 27, 2008
FOSINOPRIL 10MG TAB (90'S)	
FOSINOPRIL 20MG TAB (90'S)	NOV 27, 2008
FOSINOPRIL 40MG TAB (90'S)	NOV 27, 2008

Are you sure you want to edit this Orderable Item? NO// YES

Potential Solution: Inactivated Medication (cont.)

Now editing Orderable Item:

FOSINOPRIL TAB

Orderable Item Name: FOSINOPRIL//

This Orderable Item is Formulary.

Select OI-DRUG TEXT ENTRY:

INACTIVE DATE: NOV 27, 2008// @ Inactive Date deleted!

DAY (nD) or DOSE (nL) LIMIT:

MED ROUTE:

SCHEDULE TYPE:

SCHEDULE: DAILY//

PATIENT INSTRUCTIONS: FOR KIDNEY PROTECTION AND BLOOD PRESSURE

Replace

There are inactive drugs,
matched to this Pharmacy Orderable Item.

Do you want to reactivate all Drugs/Additives/Solutions
that are matched to this Orderable Item?: (Y/N/L): N// NO

Select SYNONYM:

Issue:

No Doses in the Quick Order

- User is attempting to order Losartan but discovers there are no available doses in the quick order.
- Note that in addition to the empty dosage box, there is no indication of a tablet strength in the preview box.

The screenshot shows a 'Medication Order' window for 'LOSARTAN TAB'. The 'Dosage' field is empty, and the 'Route' is set to 'ORAL'. The 'Schedule' dropdown is open, showing options: 'DAILY', 'PRN', 'BID (DIURETIC)', 'BID (HYPOGLYCEMIC)', 'BID (INSULIN)', 'BIW', 'BL', 'BS', and 'DAILY'. The 'Comments' field is empty. The 'Days Supply' is 30, 'Quantity' is 30, and 'Refills' is 11. The 'Pick Up' options are 'Clinic', 'Mail', and 'Window', with 'Window' selected. The 'Priority' is 'ROUTINE'. The 'Chronic Med' checkbox is unchecked, and the 'FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE' checkbox is checked. The preview box at the bottom shows: 'LOSARTAN TAB TAKE ONE (1) TABLET BY MOUTH DAILY FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE Quantity: 30 Refills: 11 Chronic Med: NO'. Buttons for 'ADR's', 'Accept Order', and 'Quit' are visible.

Potential Solution: No Doses in the Quick Order

- Providers can free text a dose into the dosage field in order to complete the medication quick order.
- Note there is still no tablet strength indication in the preview box.
- See next slide for more

The screenshot shows a 'Medication Order' window for 'LOSARTAN TAB'. The 'Dosage' field contains '1 tablet', the 'Route' is 'ORAL', and the 'Schedule' is 'DAILY'. A dropdown menu for 'Schedule' is open, showing options like 'DAILY', 'BIW', 'BL', 'BS', 'DAILY', 'BID (DIURETIC)', 'BID (HYPOGLYCEMIC)', and 'BID (INSULIN)'. The 'Comments' field is empty. The 'Days Supply' is 30, 'Quantity' is 30, and 'Refills' is 11. The 'Pick Up' method is 'Window', and the 'Priority' is 'ROUTINE'. There are checkboxes for 'Chronic Med' (unchecked) and 'FOR KIDNEY PROTECTION AND/OR BLOOD PRESSUF' (checked). The 'Preview' box at the bottom contains the following text: 'LOSARTAN TAB', 'TAKE ONE (1) TABLET BY MOUTH DAILY FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE', and 'Quantity: 30 Refills: 11 Chronic Med: NO'. Buttons for 'ADR's', 'Accept Order', and 'Quit' are visible.

Potential Solution: No Doses in Quick Order

- Populate Dosages
 - Preferred if possible
- Populate Local Possible Dosage
 - If Dosages are not possible to meet your needs
 - Check that you have deleted Dosages so that Local Possible Dosages will show

Issue: Local Possible Dosages are Confusing

- Is it one puff of the 250/50mcg inhaler or one puff at the 500/50mcg inhaler?
- Note: the orderable item is generic, “FLUTICASONE/SALMETEROL INHL, ORAL”

The screenshot shows a 'Medication Order' window with the following details:

- Medication:** FLUTICASONE/SALMETEROL INHL, ORAL
- Complex:** Dosage
- Dosage List:**
 - 1 PUFF FLUTIC/SALMET 250-50MCG/INH DISKUS
 - 1 PUFF FLUTIC/SALMET 250-50MCG/INH DISKUS
 - 1 PUFF FLUTIC/SALMET 500-50MCG/INH DISKUS
- Route:** ORAL
- Schedule:** BID (selected from a list including 3PM, AC, AC BID, AC TID, AC&HS, ACCU-CHEK, AC&HS, BB, BDA, BID, BID (DIURETIC), BID (HYPOGLYCEMIC), BID (INSULIN), BIW, q)
- Comments:** (empty)
- Days Supply:** 30
- Qty (PUFF):** 60
- Refills:** 11
- Clinical Indication:** (empty)
- Chronic Med Dispense as Written:** (unchecked)
- Priority:** ROUTINE
- Pick Up:** Clinic (selected), Mail, Window, Outside Pharmacy - Print
- Summary:** FLUTIC/SALMET 250-50MCG/INH DISKUS, INHALE ONE (1) PUFF BY MOUTH TWICE A DAY, Quantity: 60 Refills: 11 Chronic Med: NO Dispense as Written: NO
- Buttons:** ADR's, Accept Order, Quit

Solution: Local Possible Dosages are Confusing

- Separate out the orderable items, “FLUTICASONE 250MCG/SALMETEROL 50MCG INHL, ORAL

The screenshot shows a 'Medication Order' window with the following details:

- Medication:** FLUTICASONE 250MCG/SALMETEROL 50MCG INHL,ORAL
- Complex:** Dosage
- Dosage List:**
 - 1 PUFF FLUTIC/SALMET 250-50MCG/INH DISKUS
 - 1 PUFF FLUTIC/SALMET 250-50MCG/INH DISKUS
- Route:** ORAL
- Schedule:** BID (with PRN checkbox)
- Comments:** (Empty text area)
- Days Supply:** 30
- Quantity:** 60
- Refills:** 11
- Clinical Indication:** (Empty dropdown)
- Chronic Med:**
- Dispense as Written:**
- Priority:** ROUTINE
- Pick Up:** Clinic Mail Window Outside Pharmacy - Print
- Checkboxes:** FOR BREATHING
- Instructions:** FLUTIC/SALMET 250-50MCG/INH DISKUS
INHALE ONE (1) PUFF BY MOUTH TWICE A DAY FOR BREATHING
Quantity: 60 Refills: 11 Chronic Med: NO Dispense as Written: NO
- Buttons:** ADR's, Accept Order, Quit

Recommendation: Separate Descriptive Orderable Items

- It is important to use separate descriptive orderable items that include strength as part of the orderable name in the following circumstances:
 - Drugs that have local possible dosages (combo drugs, topicals, ophthalmics, inhalers, etc.)
 - Drugs where the strength is expressed as a percentage (i.e IV solutions, topicals, etc)
 - IV Additives where there is more than one strength used at the facility (i.e. Cefazolin 1gm and Cefazolin 2gm)
 - Medications that may be dispensed from Omnicell/Pyxis when the pharmacy is not open.

Issue: Standard Schedule Not Available

Why is the Standard Schedule of “AC TID” not showing as an available option?

Medication Order

METOCLOPRAMIDE TAB Change

Dosage Complex

Dosage	
10MG	
5MG	0.0045
10MG	0.009
20MG	0.018

Route

ORAL

Schedule

AC TID PRN

AC BID

AC&HS

ACCU-CHEK AC&HS

BB

BDA

BID

BID (DIURETIC)

BID (HYPOGLYCEMIC)

BID (INSULIN)

BIW

BL

BS

DAILY

DENTAL

Comments:

Days Supply: 30 Qty (TAB): 90 Refills: 0 Clinical Indication: Chronic Med Dispense as Written Priority: ROUTINE

Pick Up

Clinic Mail Window Outside Pharmacy - Print

FOR STOMACH

METOCLOPRAMIDE TAB 10MG
TAKE ONE (1) TABLET BY MOUTH AC TID FOR STOMACH
Quantity: 90 Refills: 0 Chronic Med: NO Dispense as Written: NO

ADR's Accept Order Quit

Potential Solution

- The administration schedule needs to be built into the Standard Schedule File located under Pharmacy Data Management (PDM)

```
*****
Select Pharmacy Data Management Option: STANdard Schedule Edit

Select ADMINISTRATION SCHEDULE: AC TID
  Are you adding 'AC TID' as a new ADMINISTRATION SCHEDULE (the 82ND)? No//
      Y
  (Yes)
NAME: AC TID//
OUTPATIENT EXPANSION: 3 TIMES A DAY BEFORE MEALS
OTHER LANGUAGE EXPANSION:
TYPE OF SCHEDULE: CONTINUOUS//      CONTINUOUS
STANDARD ADMINISTRATION TIMES: 0730-1230-1730
FREQUENCY (IN MINUTES): 1440//
Select WARD:
```

Issue: Standard Schedule is NOW Available

Medication Order [Close]

METOCLOPRAMIDE TAB [Change]

Dosage Complex

Dosage	Route	Schedule
10MG	ORAL	AC TID <input type="checkbox"/> PRN
5MG 0.0045		AC
10MG 0.009	ORAL	AC BID
20MG 0.018		AC TID
		AC&HS
		ACCU-CHEK AC&HS
		BB
		BDA
		BID
		BID (DIURETIC)
		BID (LYNENGLYCEMI)

Comments:

Days Supply: 30 Qty (TAB): 30 Refills: 0 Clinical Indication: Chronic Med Dispense as Written Priority: ROUTINE

Pick Up: Clinic Mail Window Outside Pharmacy - Print

FOR STOMACH

METOCLOPRAMIDE TAB 10MG
TAKE ONE (1) TABLET BY MOUTH 3 TIMES A DAY BEFORE MEALS FOR STOMACH
Quantity: 30 Refills: 0 Chronic Med: NO Dispense as Written: NO

[ADR's] [Accept Order] [Quit]

Issues: Unknown Quantity when Ordering Medication

- Provider goes to “All Other Meds” to order a medication, but is not sure what to put for the QTY?

Medication Order

ERYTHROMYCIN SOLN, TOP Change

Dosage Complex

Dosage	Route	Schedule
THIN FILM 2%	TOPICAL	<input type="checkbox"/> PRN
THIN FILM 2%	TOPICAL	(5) TIMES/DAY
SMALL AMOUNT 2%		3PM
MODERATE AMOUNT 2%		AC
LARGE AMOUNT 2%		AC BID
		AC TID
		AC&HS
		ACCU-CHEK AC&HS
		BB
		BDA
		pid

Comments:

Days Supply: 90 Qty (ML): 0 Refills: 0 Clinical Indication: Chronic Med Dispense as Written Priority: ROUTINE

Pick Up: Clinic Mail Window Outside Pharmacy - Print

ERYTHROMYCIN SOLN, TOP 2%
APPLY THIN FILM TO AFFECTED AREA
Quantity: 0 Refills: 0 Chronic Med: NO Dispense as Written: NO

ADR's Accept Order Quit

Possible Solution: Add a “QTY Dispense Message”

```
Enter your choice(s) separated by commas : 0
                                                0 - Outpatient
** You are NOW editing OUTPATIENT fields. **

AN Outpatient Pharmacy ITEM? Yes// Y (Yes)
CORRESPONDING INPATIENT DRUG:
MAXIMUM DOSE PER DAY:
STANDARD SIG: AP TO FACE HS UD
LOCAL NON-FORMULARY:
NORMAL AMOUNT TO ORDER:
SOURCE OF SUPPLY: 3//
CURRENT INVENTORY: -10245.5//
ACTION PROFILE MESSAGE (OP):
MESSAGE:
QUANTITY DISPENSE MESSAGE: 1 BOTTLE=60ML
OP EXTERNAL DISPENSE:
```

Possible Solution: Add a “QTY Dispense Message”

Medication Order [Close]

ERYTHROMYCIN SOLN, TOP [Change]

Dosage Complex

Dosage	Route	Schedule
SMALL AMOUNT 2%	TOPICAL	BID <input type="checkbox"/> PRN
THIN FILM 2%		3PM
SMALL AMOUNT 2%	TOPICAL	AC
MODERATE AMOUNT 2%		AC BID
LARGE AMOUNT 2%		AC TID
		AC&HS
		ACCU-CHEK AC&HS
		BB
		BDA
		BID
		BID (DIURETIC)

Comments:

>> Quantity Dispensed: 1 BOTTLE=60ML <<

Days Supply	Quantity	Refills	Clinical Indication	Chronic Med	Dispense as Written	Priority
30	60	0		<input type="checkbox"/>	<input type="checkbox"/>	ROUTINE

Pick Up: Clinic Mail Window Outside Pharmacy - Print

ERYTHROMYCIN SOLN, TOP 2%
APPLY SMALL AMOUNT TO AFFECTED AREA TWICE A DAY
Quantity: 60 Refills: 0 Chronic Med: NO Dispense as Written: NO

[ADR's] [Accept Order] [Quit]

Issue: “Pop-up” Fatigue

Medication Order

LOSARTAN TAB Change

Dosage Complex

Dosage	Route	Schedule
50MG	ORAL	DAILY <input type="checkbox"/> PRN
25MG	ORAL	BDA
50MG	ORAL	BID
100MG		BID (DIURETIC)
200MG		BID (HYPOGLYCEMIC)
		BID (INSULIN)
		BIW
		BL
		BS
		DAILY
		DENTAL

ACE FAILURE

Comments:

Days Supply: 30 Quantity: 30 Refills: 11 Clinical Indication: Chronic Med Dispense as Written Priority: ROUTINE

Pick Up: Clinic Mail Window Outside Pharmacy - Print

FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE

LOSARTAN TAB 25MG
TAKE TWO (2) TABLETS BY MOUTH DAILY FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE
Quantity: 30 Refills: 11 Chronic Med: NO Dispense as Written: NO

ADR's Accept Order Quit

- Providers can start to experience “Pop-up” Fatigue if too many pops occur while trying to order medications, labs, etc.
- “Pop-ups” should be kept to a minimum and only used when absolutely necessary

Possible Solution: Use Drug Text to Minimize “Pop-ups”

CMOP Mark/Unmark (Single drug)

DOS Dosages ...

DRED Drug Enter/Edit

Drug Interaction Management ...

Electrolyte File (IV)

Lookup into Dispense Drug File

Medication Instruction File Add/Edit

Medication Route File Enter/Edit

OIM Orderable Item Management ...

Orderable Item Report

Formulary Information Report

Drug Text Enter/Edit

Drug Text File Report

Pharmacy System Parameters Edit

Standard Schedule Edit

Synonym Enter/Edit

Controlled Substances/PKI Reports ...

Possible Solution: Use Drug Text to Minimize “Pop-ups”

Medication Order

LOSARTAN TAB Change

ACE FAILURE

Dosage Complex

Dosage	Route	Schedule
50MG	ORAL	DAILY <input type="checkbox"/> PRN
25MG	ORAL	BDA
50MG	ORAL	BID
100MG		BID (DIURETIC)
200MG		BID (HYPOGLYCEMIC)
		BID (INSULIN)
		BIW
		BL
		BS
		DAILY
		DENTAL

Comments:

Days Supply: 30 Qty (TAB): 60 Refills: 11 Clinical Indication: Chronic Med Dispense as Written Priority: ROUTINE

Pick Up: Clinic Mail Window Outside Pharmacy - Print

FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE

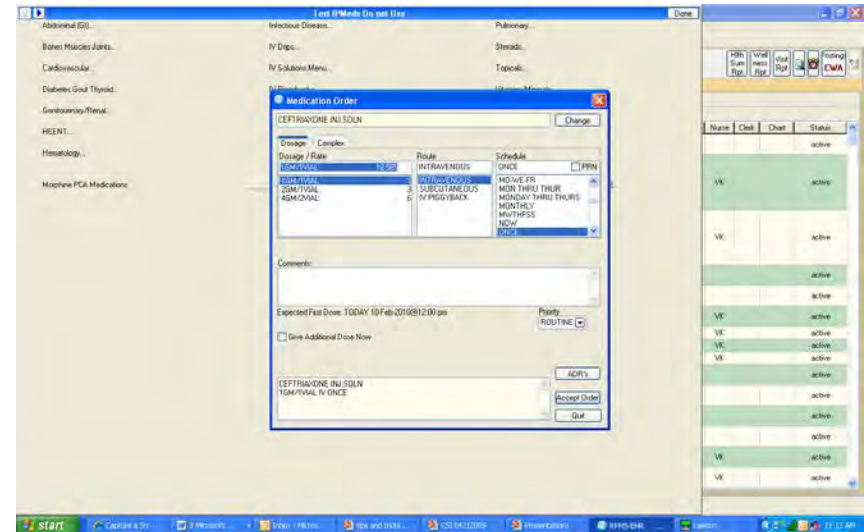
LOSARTAN TAB 25MG
TAKE TWO (2) TABLETS BY MOUTH DAILY FOR KIDNEY PROTECTION AND/OR BLOOD PRESSURE
Quantity: 60 Refills: 11 Chronic Med: NO Dispense as Written: NO

ADR's Accept Order Quit

Issue:

The Route of “IM” is Not Available

- Provider wants to order a one-time dose of Ceftriaxone to be given “IM” but that route is not available



Potential Solution:

The Route of “IM” is Not Available

```
Solution:  RPMS>PDM>Dosages>Dosage Form File Enter/Edit
*****
Select DOSAGE FORM NAME:  INJ,SOLN
    1    INJ,SOLN
    2    INJ,SOLN,SA
CHOOSE 1-2:  1    INJ,SOLN
NAME:  INJ,SOLN
Select MED ROUTE FOR DOSAGE FORM:  IV PIGGYBACK//
INTRAMUSCULAR
    1    INTRAMUSCULAR          IM
Are you adding 'INTRAMUSCULAR' as
    a new MED ROUTE FOR DOSAGE FORM (the 4TH for this
DOSAGE FORM)?  No//  YES
```


Potential Solution: The Route of “IM” is NOW Available

The screenshot displays a medical software interface. A central dialog box titled "Medication Order" is open, showing the following details:

- Medication: CEFTRIAZONE INJ,SOLN
- Dosage / Rate: 1GM/1VIAL, 2GM/1VIAL, 4GM/2VIAL
- Route: INTRAMUSCULAR (highlighted)
- Schedule: ONCE (with PRN checkbox)
- Priority: ROUTINE
- Buttons: ADP's, Accept Order, Quit

The background interface shows a list of patients with columns for Nurse, Clerk, Chart, and Status. The status for all listed patients is "active".

Nurse	Clerk	Chart	Status
			active
VK			active
VK			active
			active
			active
VK			active
VK			active
VK			active
			active
			active
			active
VK			active
VK			active

Issue: Need to Add Route to a Drug

- Example:
I want to CIPRO eye drop for OTIC use

The screenshot shows a 'Medication Order' window with the following details:

- Drug:** CIPROFLOXACIN 0.3% SOLN OPH NF
- Complex:** Yes
- Table:**

Dosage	Route	Schedule
1 DROP 0.3%	RIGHT EYE	TID
1 DROP 0.3% NF	RIGHT EYE	REG LAN QID
	LEFT EYE	TAT FINF
	BOTH EYES	TID
- Patent Instructions:** (Empty field)
- Days Supply:** 0
- Qty (ML):** 0
- Refills:** 0
- Clinical Indication:** (Dropdown menu)
- Chronic Med Dispense as Written:** (Checked)
- Pick Up:** Clinic Mail Window
- Duplicate Pharmacy - Print:** (Checked)
- Priority:** ROUTINE
- Notes to Pharmacist:**

CIPROFLOXACIN 0.3% SOLN OPH 0.3%
PLACE ONE (1) DROP IN RIGHT EYE THREE TIMES A DAY
Quantity: 0 Days: 0 Refills: 0 *Chronic Med: NO Dispense as Written: NO
- Buttons:** ADR's, Accept Order, Quit

Potential Solution

- Add ROUTE to that Dosage Form
 - Be aware this will change for ALL drugs with that dosage form
- Go to Dosage Form File Enter/Edit and find dosage form you need – in this case
 - SOLN,OPH

Potential Solution

NAME: SOLN,OPH

Select MED ROUTE FOR DOSAGE FORM: BOTH EYES// ?

Answer with MED ROUTE FOR DOSAGE FORM

Choose from:

RIGHT EYE

LEFT EYE

BOTH EYES

You may enter a new MED ROUTE FOR DOSAGE FORM, if you wish
Screen prevents selection of any NDF-Only Med Route.

Answer with MEDICATION ROUTES NAME, or ABBREVIATION, or
ACTIVITY DATE AND TIME

Do you want the entire MEDICATION ROUTES List? n (No)

Select MED ROUTE FOR DOSAGE FORM: BOTH EYES// right ear AD Enter

NEW ROUTE here

Are you adding 'RIGHT EAR' as

a new MED ROUTE FOR DOSAGE FORM (the 4TH for this DOSAGE FORM)? No//

Issue: Unable to Order Refills

- A provider called me, and they can't add refills to a prescription? It is not a CII and they are able to add refills on other prescriptions on this patient and other patients. What is going on?

Potential Solution

- Check DEA Special Hdlg field of that drug in the drug file
- DEA, SPECIAL HDLG: 6F
- Look for an F marked here – anything marked with an F will not allow refills

Issue: Spacing Quick Order Menus

- I need to create some space on my menu, but there isn't a direct way to insert space in a single column. What is the best way to insert space into a single column?

Potential Solution

- Method 1:
 - Add any item where you want the space.
 - Immediately remove it and answer “no” when asked if you want to move items up
- Method 2:
 - Create a “blank” menu – might call it ORZM BLANK
 - Put a few spaces in as Display Text
 - Insert this menu anywhere you would like to have a blank space

Issue: Max Dose warning

- I'm processing this medication, but at the DAYS SUPPLY prompt, I get the following error – even though I know the dose is safe?

DAYS SUPPLY: (1-365): 30//

QTY (TAB) : 45 Greater Than Current
Inventory! Below Reorder Level.

Greater than Maximum dose of 1 per day

Potential Solution

- In Drug Enter/Edit, at the end, when you mark the drug for the Outpatient Pharmacy Package
 - Check what is entered at the prompt
 - MAXIMUM DOSE PER DAY:

Issue: Dispense Drug Validation

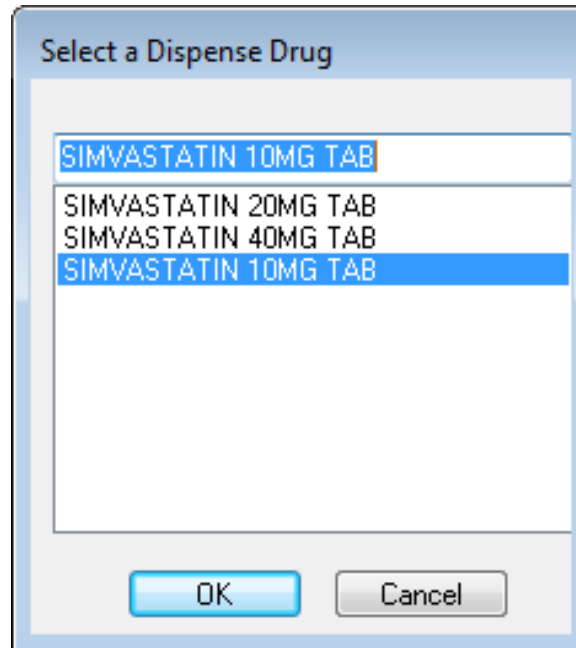
- “EHR is making me choose the drug twice” “extra click”
- New feature with EHRp14/APSP 1018 known as Dispense Drug Validation

Issue: Dispense Drug Validation

This occurs when a provider free texts a dosage.

It prevents the “No Dispense Drug Selected” issues that we used to see

The provider is likely referring to a pop up box that looks like this:



Dispense Drug Validation

- In the normal medication ordering process, it is always recommended to pick from the list of available dosages. If the dosage you want is not available speak with the pharmacy informaticist managing your local drug file about adding the needed dosage(s).

Dispense Drug Validation

What if the dosage is NOT available? For the **short-term until the dosage can be added** the provider can FREE-TEXT a dose into the dosage area.

In this example, the 5MG dose is not available in the dosage list, so was free texted in

Medication Order

SIMVASTATIN TAB Change

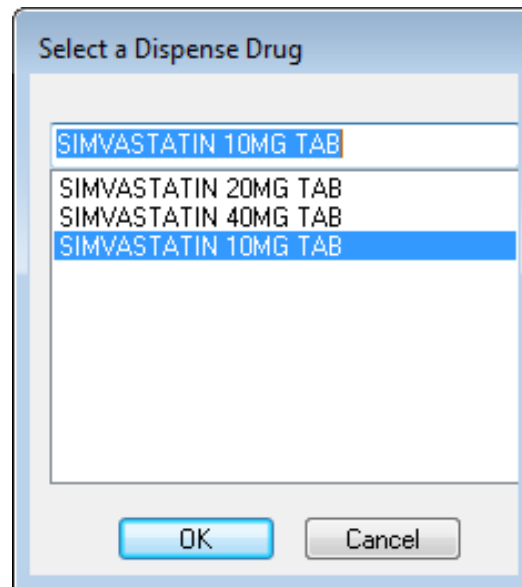
Dosage Complex

Dosage	Route	Schedule	<input type="checkbox"/> PRN
5MG	ORAL	QPM	<input type="checkbox"/>
10MG	ORAL	QAC&QHS (ACCU)	
20MG	J TUBE	QAM	
40MG	G TUBE	QAM (NOVODLOG)	
80MG		QAM (REG INSULIN)	
		QAM BB	
		QDAY	
		QHS	
		QHS (INSULIN)	
		QID	
		QPM	

Patient Instructions: FOR CHOLESTEROL

Dispense Drug Validation

Upon clicking “Accept Order” the system will prompt the provider for clarification. At least one choice will appear in the list based on the drug file set-up. It is mandatory that the provider pick which dispense drug they are ordering for the patient. In this example, $\frac{1}{2}$ of a 10mg tablet will achieve the desired dosage of “5MG”



Dispense Drug Validation

- The medication can be signed as usual and should complete the “auto-finish” process accurately resulting in a successful electronic transmission (or the ability to print the prescription) for outside pharmacies. The order can be signed as usual and sent to an inhouse RPMS pharmacy if available.

Solution: Dispense Drug Validation

- If a provider encounters this, it is a symptom of the desired dosage not being available to order.
- The solution is to consult with the provider and add the desired dosage to the drug file if appropriate

Solution: Dispense Drug Validation

Positives:

- This functionality is available to help resolve issues of missing dosages in the drug file but should not be used on a routine basis to achieve desired sig.
- This should eliminate the issues you may have experienced in which you see “No Dispense Drug” selected when finishing orders as well as issues with CII medications printing with no drug strength

Negatives:

- It is somewhat easier for providers to order doses that are not clinically recommended or doses that do not make sense
- Educate providers that getting the validation pop up is potentially a red flag that they may have a different drug selected or have the wrong dose in their mind and to take a moment to double check.

Dispense Drug Validation

Example of potential error:

Ibuprofen – Can free text a dose above max dose for the drug chosen. 2 tabs (1600mg) or 3 tabs (2400 mg) of Ibuprofen 800mg is not a safe dose.

The screenshot shows a 'Medication Order' window with the following details:

- Drug: IBUPROFEN TAB
- Patient: Pt Wt on 04/28/2015, 135 lb (61.23 kg)
- Dosage: 1-3 TABLETS
- Route: ORAL
- Schedule: Q6H (checked), PRN
- Other schedules: Q4H RETIRE, Q4M, Q4WK, Q5M, Q5MIN, Q68H, Q72H, Q812H, Q8H
- Patient Instructions: FOR PAIN AND FEVER
- Days Supply: 10, Qty (TAB): 30
- Priority: ROUTINE

A 'Select a Dispense Drug' dialog box is open, showing a list of options:

- IBUPROFEN 800 MG TABLET (highlighted)
- IBUPROFEN 400 MG TABLET
- IBUPROFEN 600 MG TABLET
- IBUPROFEN 800 MG TABLET
- IBUPROFEN 200 MG TABLET

The highlighted option is 'IBUPROFEN 800 MG TABLET', which is the drug selected in the main form. The text above the screenshot indicates that a dose of 2 or 3 tablets of this strength is not a safe dose.

Dispense Drug Validation

Example of potential error:

Warfarin – free texting a dose and then choosing a strength that does not make sense with the dose. Can result in a very confusing order that could be a patient safety issue.

The screenshot shows a 'Medication Order' window for 'WARFARIN TAB'. The 'Dosage' field contains the text '6MG TODAY ONLY, THEN 3MG'. The 'Route' is 'ORAL' and the 'Schedule' is 'QDAY'. A dropdown menu titled 'Select a Dispense Drug' is open, showing a list of Warfarin strengths: 1 MG, 2 MG, 3 MG, 4 MG, 5 MG, 6 MG, 7.5 MG, and 10 MG. The '4 MG TABLET' option is selected. The 'Patient Instructions' field contains 'TO PREVENT BLOOD'. The 'Days Supply' is 30 and the 'Qty (TAB)' is 30. The 'Priority' is set to 'ROUTINE'. The interface also shows patient information: 'Pt w/t on 04/28/2015' and '135 lb (61.23 kg)'. The 'Change' button is visible next to the drug name.

Dispense Drug Validation

- Consider unique OI for warfarin as a special case
- This allows for more control of doses – is 5mg 1 tab of 5m or 2x2mg plus 1mg etc. This also eliminates dispense drug validation pop up

Other examples of Dispense Drug Validation

- Insulin
 - A common practice is to have something like “Enter dosage in UNITS here” set up as a local possible dosage and then train the provider to free text in the dosage
 - This will trigger the validation pop up
 - Make sure you have appropriately separated your Orderable Items to make this as smooth as safe as possible

Questions?

More real life scenarios that you've learned from?

Any real life issues that are stumping you at home?