Patient Care Workflows – Profile

A quick reference for nurses working on profiled cabinets.

Log On

Use of Omnicell cabinets is restricted, and all users are required to log on.

- Some cabinets may require strong passwords. Follow screen prompts.
- Always remember to log off when you are done on the system and whenever you exit the room. This ensures that no transactions can be completed by another user with your ID.

Patient Lists

When you log on, tabs at the bottom of the screen help you locate the patient you need. Some tabs may not show on all cabinets.

- The **Global Patient List** lists all patients in the facility.
- The **Local Patient List** lists all patients in this area.
- The **Partial Dose List** displays a list of patients who have undocumented medication issues.
- The **Case List** displays a list of all cases.
- **My Patients** displays a list of patients assigned to you (used with Anywhere RN).

Add Patient

- Use this task to add a temporary patient if they cannot be found on one of the patient lists.
- Enter the information correctly so that pharmacy can reconcile the information for proper billing.
- Adding patients should be a rare occurrence.
- Follow hospital policy.

1. Log on.
2. Press **Add New Patient**.
3. On the *New Patient Information* screen, enter as much information about the patient as possible: first name, last name, date of birth, OR number, etc.
4. Once all the information is entered, press **Add New Patient** or press **Enter** on the keyboard.
5. The patient screen for the temporary patient is displayed. The patient's name is displayed on the patient list as TMP (temporary).

Medication Order Tabs

Med order tabs help you locate the med order you need for the patient. Some tabs may not show on all cabinets.

- A profiled med order is one that has been reviewed and approved by a pharmacist.
- **Display Meds to Remove** displays the list of items that you have selected to remove for this patient during this session.
- **Stocked Meds** lists all items stocked in this cabinet. Use for overrides when you cannot find an item on the **Scheduled Meds or Active Med Order** tabs.
- **Active Med Orders** displays a list of the all active profiled orders for the patient. Includes PRN and STAT items.
- **Inactive Med Orders** displays med orders that are currently inactive, on hold, have not yet started, or discontinued.
- **PRN** displays a list of PRN (as needed) med orders.
- **Scheduled Meds** displays a list of active med orders that are due to be administered. Updates as scheduled times update.

Medication Order Icons

Some med orders will be tagged with an icon or group of icons to indicate important information about the order.

- A med order requires a witness
- Give this med order as needed
- New — This med order is new
- This med order cannot be issued because it is not time to administer it to the patient
- This med order cannot be issued because it is not an active order

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Issue a Med

- You will either issue items by quantity or by dose depending on how your cabinet is configured.
- You cannot issue items that appear gray on screen.
- These items are either not assigned to the cabinet or you do not have appropriate access rights to them.

1. Log on.
2. Select patient.
3. Press **Remove Meds/Items.**
4. From any med order tab, select desired item.
5. Acknowledge on-screen alerts, if prompted.
6. Modify quantity or dose to remove, if necessary. Press **OK**.
7. When all desired items are selected, press **Remove Now**.
8. Follow screen prompts to access items.
9. Press **Exit** to conclude.

Waste Partial Dose During Issue

- The ability to waste partial doses at time of issue may not be available on all cabinets.
- If not available, waste must be recorded separate from the issue transaction.

1. During issue, after you select the item, modify the default **Intended Dose** as needed. Press **OK**.
2. Press **Remove Now**.
3. Follow screen prompts to access items.
4. You may be prompted to waste a partial dose. If not, press **Waste Partial Dose**. If you cannot find the item, press **All Meds**. If you still cannot find the item, select item from **Stocked Meds**. Selecting items from this list may result in a **Miscellaneous Waste**.
5. Modify the waste amount, if necessary. Press **OK**. The waste amount is computed automatically based on the intended partial dose.
6. Close bin and drawer.
7. Press **Exit** to conclude.

Record Your Waste

- Enter waste amount for a given issue (recommended) or multiple issues.
- If you need to complete return and waste transactions, complete the return first.
- A witness may be required.

1. Log on.
2. Press **OK** to acknowledge the message, `You have partial dose issues that require waste documentation.`
3. Select patient.
4. Press **Waste Meds**.
5. On the **Meds Requiring Waste** tab, select med. This tab provides a list of your issued meds with outstanding waste. If you cannot find the med, press **All Meds** (undocumented meds by all users).
6. Enter or modify **Administration Amount**, **Waste Amount**, and **Waste Reason**.
7. Have witness enter their ID, if prompted.
8. Press **Record Waste Now**.
9. Dispose of waste following hospital policy.
10. Press **Exit** to conclude.

Return a Med

- Enter return amount for a given issue (recommended) or multiple issues.
- A witness may be required.

1. Log on.
2. Select patient.
3. Press **Return Meds/Items**.
4. On the **Meds Eligible for Return** tab, select desired med. This tab provides a list of your issued meds. If you cannot find the med, press **All Meds** (undocumented meds by all users).
5. Enter or modify **Administration Amount** and **Quantity to Return**. Note: Make sure to enter an administration amount, even if it is zero.
6. **Press Return Now**.
7. Have witness enter their ID, if prompted.
8. Follow screen prompts for where to return med.
9. Press **Exit** to conclude.

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Fingerprint Enrollment

A quick reference for nurses on enrolling nurses with bioID.

Enrollment Basics

- A high-quality enrollment is key to logging on reliably with a fingerprint scan.
- Most users will be able to enroll in under 2 minutes.
- Instruct users to place their finger flat on the sensor so that it is centered
- Instruct users not to press too hard or too soft.

Enroll User Fingerprints

This task is intended for fingerprint registrars to enroll other users' fingerprints. You must be set up at OmniCenter to perform this task. See your system administrator for details.

1. Log on to the cabinet.
2. From the Main Menu, press **User Menus**.
3. Press **Add User Fingerprint**.
4. Have the user to be enrolled log on with their – and password.
5. Review the on-screen instructions and video with the user to be enrolled, then press **Next**.
6. Have the user place their right index finger on the sensor and follow the prompts. For best results, advise the user to press, then lift their finger. Two quality scans are required to move on to enrollment.
7. Have the user place the requested finger on the sensor and follow the on-screen prompts. Four scans are required for enrollment.
8. Press **Next** to acknowledge enrollment scans. To save and complete enrollment, you must continue to the next screen.
9. Continue with enrollment of the user's alternate finger (recommended) or press **Finish** to save and complete enrollment of the user's primary finger.
10. Acknowledge final enrollment confirmation. Press **Finish** to save enrollments. Important: If you do not press **Finish**, then the fingerprint enrollments will not be saved, and the user will need to enroll again.
11. Make sure the user understands their primary and alternate enrollments and where they can use them to log on.
12. Advise users to log on with their user ID and fingerprint scan or user ID and password at the beginning of each shift to get on the short list. After that, they can log on by scanning their fingerprint only. Remind users that they will need to do this at each cabinet they use since each cabinet maintains its own short list.

When to Make User Fingerprint Exempt

Consider discontinuing the enrollment process and making the user exempt if:

- The user has tried 4 to 5 different fingers and is unable to consistently generate images on the practice screen using best practice techniques.
- User has hobbies or recent activities that have degraded finger condition.
- Enrollment has taken 10 minutes or longer.
- User has extremely dry, inelastic fingers.

Fingerprint Enrollment

A quick reference for nurses on enrolling nurses with bioID.

Fingerprint Help

Help is available to users during enrollment, reenrollment, and log-on tasks. The help provides tips, a video, and a fingerprint image guide.

- The tips are general best practice tips for ensuring a good scan.
- The video plays on a loop and shows users how to place and position their fingers on the sensor.
- The fingerprint image guides shows users samples of a good fingerprint scan and poor fingerprint scans to show them what to do to correct their scan.

Logon Prompts

Arrows guide you to better position their fingers on the sensor. The fingerprint image on-screen should fill the window. If it does not, re-position your finger on the sensor.

Scan quality is good enough, but there is no match with this fingerprint scan. Try entering your user ID first, then scanning your fingerprint.

Clean the Sensor

- Clean the sensor on a regular basis or anytime an oily residue appears. Residue build-up can affect logon performance.
- Abrasive cleaners should not be used to clean the sensor.
- Nylon brushes, scouring pads, abrasive cleaning fluids or powders, or steel wool should not be used to clean the sensor.
- Tissues that include lotion should not be used as this worsens a dirty sensor.
- Sanitize the sensor using a slightly damp alcohol wipe. Do not spray or saturate the sensor with alcohol.

FAQs

I am already enrolled. Why do I need to re-enroll?

BioID supports 2 fingers, is easier to use, and offers better performance.

Why do I have to enroll 2 fingers?

Enrolling 2 fingers is recommended but not required. Having the alternate finger allows you flexibility if for any reason you are unable to scan your primary finger.

Can I use my left hand?

Yes. The system will automatically direct you to try your right index finger first, but you have the option to use your left hand. Specify your preference during enrollment.

Can I use my primary and alternate fingers on any cabinet?

Yes. Follow on-screen instructions for using alternate fingers.

Why do I have to practice before I enroll?

The guided enrollment system is determining which finger is best for you to enroll. The better your practice scans, the better your enrollment; the better your enrollment, the better your log on success.

Periodically, check myomnicell.com for updates to this material.

Patient Care Workflows

A quick reference for nurses when performing common tasks at the cabinet.

Issue Items

1. From the Patient Care menu, select patient.
2. Press **Remove Meds**.
3. From the **Stocked Meds** list, select desired item.
4. Modify quantity or dose to remove, if necessary. Press **OK**.
5. Select next item. When all items have been selected, press **Remove Now**.
6. If prompted, do the following:
    - Have a witness enter user ID and password.
    - Confirm or edit count for item. Press **OK**.
    - Scan item bar code.
    - Indicate whether to commit previous dose as administered. If you choose to commit, the previous dose amount is considered administered. The previous PMA is closed.
7. Close drawer or door. Press **Exit** to conclude.

Waste Items

1. From the Patient Care menu, select patient.
2. Press **Waste Meds/Items**.
3. From the **Meds Requiring Waste** tab, select desired item. If you cannot find the item, press **All Meds**. If you still cannot find the item, select item from **Stocked Meds**. Selecting items from this list may result in a **Miscellaneous Waste**.
4. Enter or modify **Administration Amount**, if requested. Enter waste amount. Enter or select a waste reason. Press **OK**.
5. Have a witness enter user ID and password, if prompted.
6. Indicate whether to place contents into return bin, if prompted:
    - Yes: Press **Access Return Bin Now**. Place waste in return bin; close bin.
    - No: Press **Record Waste Now**. Follow hospital policy to dispose of waste.
7. Submit waste receipt to pharmacy if required by policy.
8. Press **Exit** to conclude.

Return Items

1. From the Patient Care menu, select patient.
2. Press **Return Meds/Items**.
3. From the **Meds Eligible to Return** tab, select desired item. If you cannot find the item, press **All Meds**. If you still cannot find the item, select item from **Stocked Meds**. Selecting items from this list may result in a **Miscellaneous Return**.
4. Enter or modify **Administration Amount**. Enter an amount, even if it is zero. Enter or modify **Quantity to Return**. Press **OK**. Make sure to enter administration amount for proper account balance. Consider total amount administered to patient not just most recent issue. Use **Outstanding Issued Amount** as guide.
5. Select next item. When all items have been selected, press **Return Now**.
6. Do one of the following to return the item:
    - If directed, return item back to original cabinet location.
    - Have a witness enter user ID and password, if prompted.
    - Or, if directed, open return bin and place contents inside. Enter or select a return reason, if requested.
7. If prompted, do the following:
    - Confirm or edit count for the item. Press **OK**.
    - Scan item or bin confirmation bar code.
8. Close drawer or door. Press **Exit** to conclude.

Patient Care Workflows

A quick reference for nurses when performing common tasks at the cabinet.

Resolve Discrepancies

1. From the Main Menu, press **Resolve Discrep**.
2. Select **Control Level 2-5**; press **Resolve Discrep**.
3. Find your discrepancy:
   - Press **Next Discrep** to find other discrepancies, if necessary.
   - Press **Print Discrep** to print the information, if desired.
4. If you do not know the reason and need to research the cause, follow these steps:
   - Press **Reports**. Select **Admin Reports**; select **Discrepancy by User**.
   - Analyze the information on this report to determine previous users with access to the item.
   - Press **Exit** to log off cabinet. Follow up with previous users.
   - listed on report to determine cause.
   - Once cause of discrepancy is determined, return to cabinet
   - with a witness.
   - Log on. Press **Main Menu**.
   - Perform cycle count to ensure correct bin level quantity. This will help prevent another discrepancy.
   - Continue with step 5.
5. If you know the reason for the discrepancy and are ready to resolve, follow these steps:
   - Enter a **Resolution Reason** or press **List of Resolve Reasons** to select one from the list.
   - Press **Resolve Discrep** to resolve discrepancy.
   - Have a witness enter user ID and password. Press **OK**.
6. Press **Exit** to conclude.

Add New Patient

1. From the Patient Care menu, press **Add New Patient**.
2. On the *New Patient Information* screen, enter the patient's first and last name.
3. Enter the patient's assigned account number. If you do not know the account number, enter as much information about the patient as possible.
4. Press **Add New Patient**.
5. Press **Exit** to conclude.

Cycle Count

1. From the Main Menu, press **Inventory Menus**.
2. Press **Cycle Count**.
   - To count an individual item, press Find Item, select the item from the list. Press **OK**. Follow guiding lights to access item.
   - To count a remote item, press **Select Remote Item**. Select item from list.
3. Press the drawer button to open the drawer to count.
4. Open lid to be counted, press the green button on button bar shelf, enter bin number, or select item on screen.
5. Have a witness enter user ID and password, if prompted.
6. Enter current count for the item. Edit or enter the expiration date for item, if prompted. Press **OK**.
7. Continue until all items have been counted.
8. Close drawers and doors. Press **Exit** to conclude.

Resolving Discrepancies

A quick reference for nurses on how to resolve discrepancies at the cabinet.

How to Resolve Discrepancies

You may need to communicate with the user with prior access to figure out how the discrepancy occurred before you can actually resolve it.

1. Log on to the cabinet. The patient list is displayed.
2. From the patient list, press **Main Menu.**
3. Press **Resolve Discrep**.
4. Select **Control Level 2–5**. See screen 1.
5. Press **Resolve Discrep**.
6. Select your discrepancy.
7. Enter a resolution reason. Press **List of Resolve Reasons** to select one from the list.
8. Press **Resolve Discrep**.
9. Have your witness enter their user ID and password. Press **OK**.
10. Press **Exit** to conclude.

How to Research Discrepancies

This task describes how to research discrepancies by using the *Discrepancy by User* report. If you need more information to resolve the discrepancy, you can generate the *Transaction by Item* or *Transaction by User* reports at the cabinet.

1. Press **Reports**.
2. Select **Discrepancy by User**.
3. Analyze the information on this report to determine previous users with access to the item.
4. Press **Exit** to log off cabinet.
5. Follow up with previous users listed on report to determine cause.
6. Once cause of discrepancy is determined, return to cabinet with a witness.
7. Log on and press **Main Menu**.
8. Perform cycle count to ensure correct bin level quantity. This will help prevent another discrepancy.
9. Press **Exit** to conclude.

How to Verify Bin Level Quantity

1. From the Main Menu, press **Inventory Menus**.
2. Press **Cycle Count**.
3. To count an individual item, press **Find Item**, select the item from the list. Press **OK**. Follow guiding lights to access item.
4. To count a remote item, press **Select Remote Item**. Select item from list.
5. Press the drawer button to open the drawer to count.
6. Open lid to be counted, press the green button on button bar shelf, enter bin number, or select item on screen.
7. If prompted, have a witness enter a user ID and password.
8. Continue until all items have been counted.
9. Close drawers and doors.
10. Press **Exit** to conclude.

Discrepancy Receipt

```
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****Discrepancy Receipt****

Omni: OCRecovery

Meperedine 50MG/1ML 1 ML INJ
Friday 09/21/2012 03:42:06 PM
Main Zone 1, Drawer 3, Bin 2
By: Omni User
Patient ID: 5554879
Room 210
Physician: Smith
Discrepancy Transaction
Qty Expected................9
INJ
Qty Fount....................8
INJ!
Qty Adjusted Done.......1 INJ
```


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Resolving Discrepancies

A quick reference for nurses on how to resolve discrepancies at the cabinet.

What is a Discrepancy

A discrepancy is the difference between the expected amount of an item stocked in the cabinet and the actual amount. When an item is accessed and the quantity in the bin differs from what is expected, a discrepancy is created. Discrepancies can occur during return, cycle count, or bin level change.

Examples:

- You indicate 1 item to remove on screen but you actually remove 2.
- You remove a remote item without accessing or indicating it in the system.
- You close the drawer without actually removing the item.
- The count was off during restock or countback.

How Do You Know When You Have a Discrepancy

1. The **Resolve Discrepancy** button is active on the logon screen, even before you log on. Press to view the message.
2. A discrepancy receipt prints as soon as a discrepancy is triggered (if configured). You may need to give this receipt to a nurse manager or to Pharmacy.

The screen saver displays on the cabinet if there is an outstanding discrepancy.

When to Resolve Discrepancies

- Resolve your discrepancies by the end of the shift in which the discrepancy was created or found.
- You may need to communicate with the user with prior access to figure out how the discrepancy occurred before you can actually resolve it.
- Finding a discrepancy does not indicate that the discrepancy is yours, only that an open discrepancy exists and needs to be addressed.

The Discrepancy by User Report

The Discrepancy by User report provides information to help you determine why the discrepancy occurred.

- Who found the discrepancy: This is the name of the user whose transaction triggered the discrepancy at the cabinet. This could be you or another user.
- Users with previous access: Follow up with the users on this report to figure out what happened.
- Print Report: The printed report provides further detail on the transactions leading up to the discrepancy. You may need to provide the report to the system administrator.

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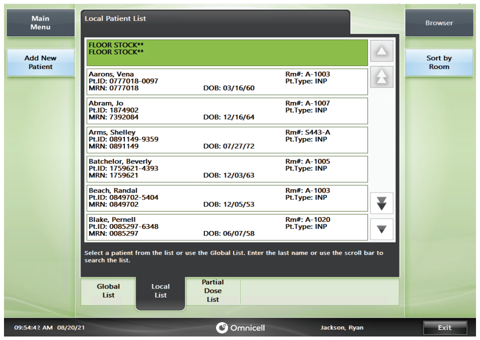
Waste At Time Of Dispense

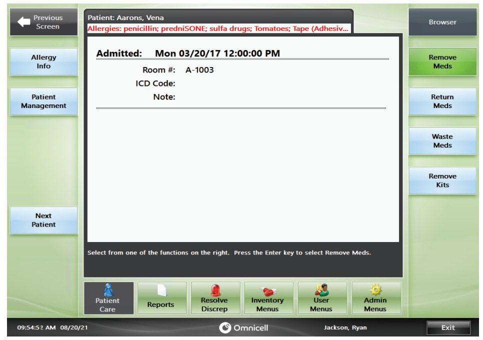
Best Practice For Wasting Partial Dose

Omnicell
Quick Tips

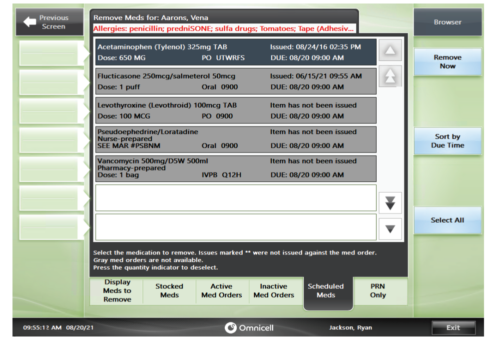
1 From the Patient Care menu, Select A Patient.



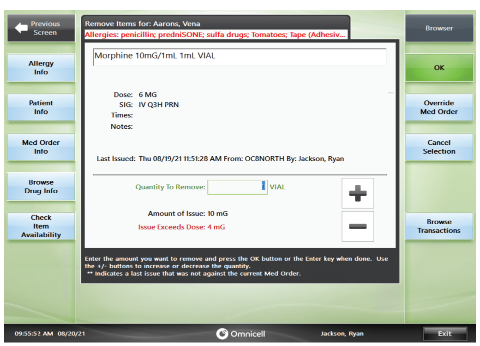
2 Select Remove Meds.



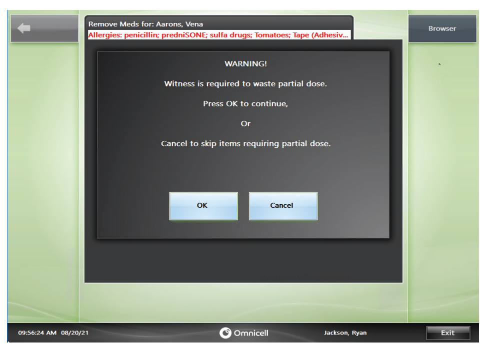
3 Select a medication to issue from the Scheduled Meds or Active Med Orders tab and select Remove Now.



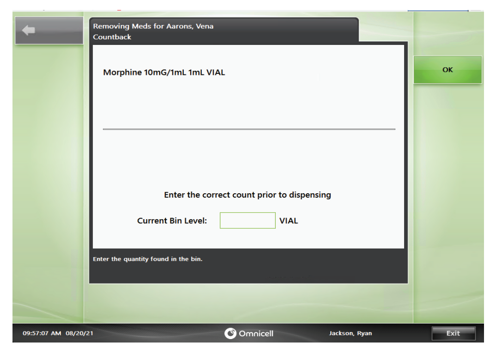
4 Review Quantity to Remove (update if needed) and select OK.



5 Review the prompt and Select OK.



6 Follow the prompts to locate the medication, and then complete the countback.



Waste At Time Of Dispense

Best Practice For Wasting Partial Dose

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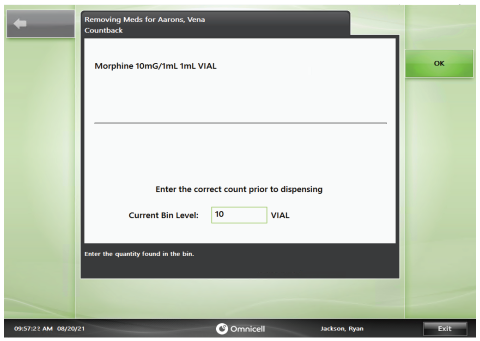
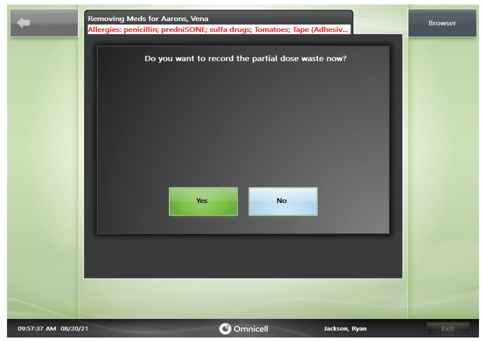
Quick Tips

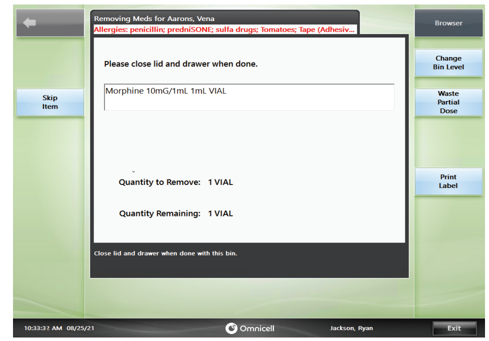
7 Select OK.



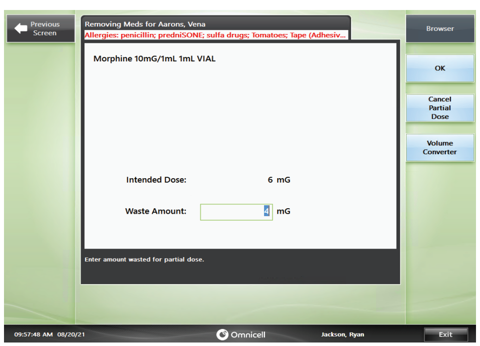
8 Select YES to record the partial dose waste now.



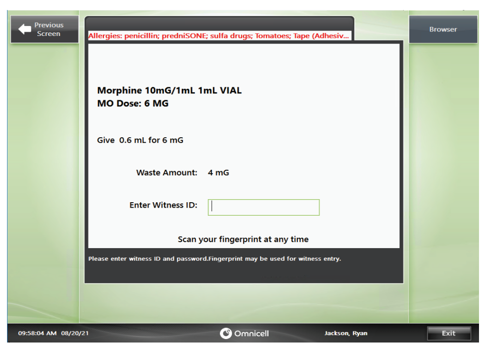
9 Note: If you select NO to record the partial waste, you still have time to select Waste Partial Dose. Keep in mind, the bin must be open to utilize this function.



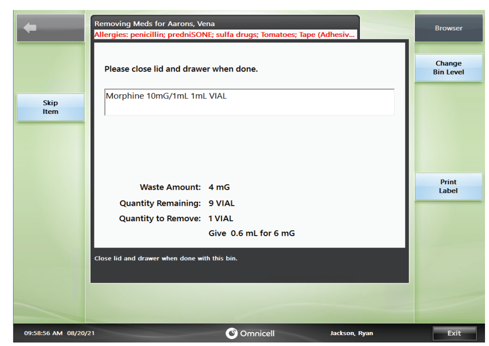
10 Enter the waste amount and Select OK.



11 Request witness to enter his/her ID and password.



12 Follow the prompts and select Exit to log off.



Note: To permit a partial dose waste and to always prompt the nurse for waste when issuing a partial dose, the following configuration must be set: Category: Pharmacy > Modifiable Options: Waste Partial Dose > Current Value: Enable Prompt.

Medication Label Printer – Troubleshooting

If you are experiencing issues with the medication label printer, reset the printer, perform a test print, or unload the label roll. Contact your system administrator if the issue persists.

Procedure

1. Unload and reload label roll/unlock and relock release lever.

Detailed instructions are provided inside the printer bay for each cabinet type.

a). Open the printer door to access the printer bay.

b). Remove the label paper roll and reload the paper.

c.) Unlock the release lever, then lock it again.

2. Perform a test print.

a). From the Main Menu, press **Admin Menus**.

b). Press **Test Printer**.

c). Press **Label Printer**. If the printer is functioning properly, a test label will print.

Reset Label Printer

If the label printer did not produce a test print, then try resetting the label printer to see if this clears the issue. If there is a known error with the label printer, then the **System Message** button will appear on the log-on screen.

Procedure

1. Press the **System Message** button.

> **Important:** The system monitors printer service status. If the printer service stops working, A message appears in System Messages: **Warning: The Omnicell service stopped! The cabinet will reboot in 3 minutes to restart the service.** The system automatically restarts after the delay. The restart takes approximately 70 seconds to complete.

2. Press **Reset Label Printer**.

a). If you do not see the System Message button on the log-on screen, then the reset button can also be accessed from the **Admin Menus** screen.

3. From the Admin Menus, press **Test Printer**.
4. Press **Test Printer**.
5. Press **Reset Label Printer**. There is no interaction on screen during the resetting process.
6. Once the printer has reset, a confirmation is displayed on screen; press **OK** to acknowledge the message.

> **Important:** Resetting the printer is available for the label printer only.

Receipt Printer – Troubleshooting

Unload and Reload Paper Roll/Unlock and Relock Release Lever

Detailed instructions are provided inside the printer bay. See "Omnicell XT Cabinet Printer Label".

Procedure

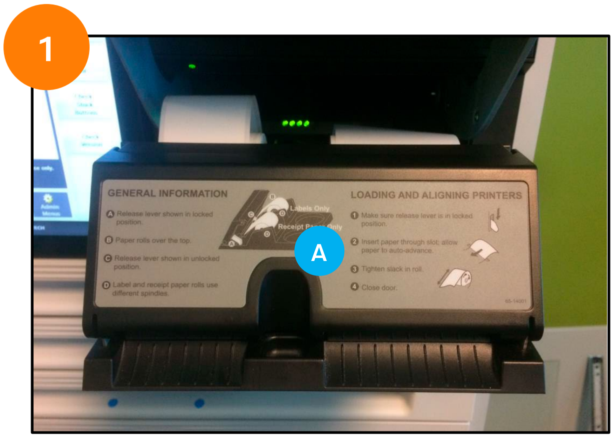
1. Open the printer door to access the printer bay.
2. Remove the receipt paper roll and reload the paper.
3. Unlock the release lever, then lock it again. If loading and locking release lever is unsuccessful, try performing a test print.

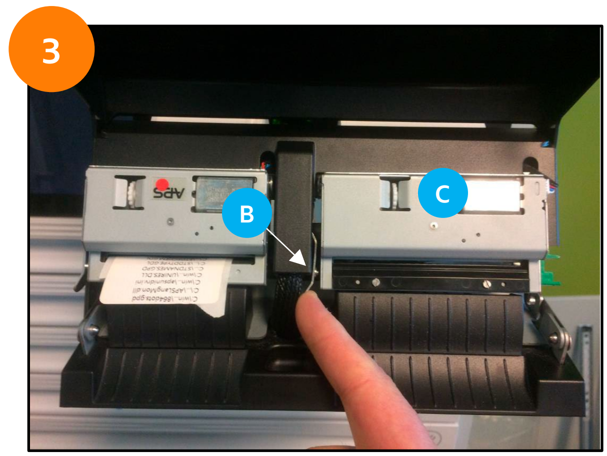
Receipt Printer – Performing a Test Print

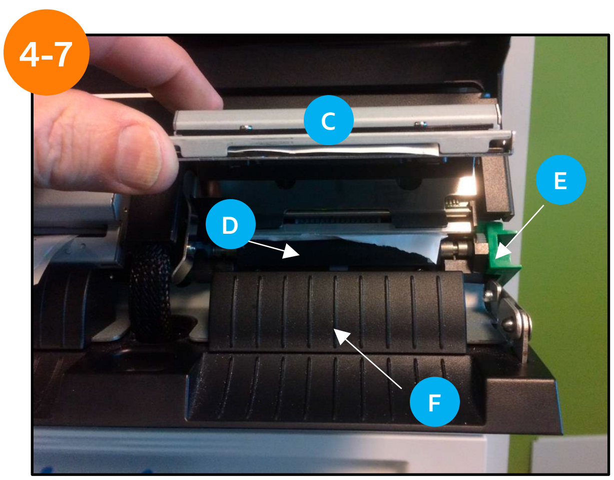
Procedure

1. Press **Admin Menus** if not already accessed.
2. Press **Test Printer**
   a). If the receipt printer is the only printer installed, the test print will print after pressing this button. If not, then select the receipt printer.
3. Press **Receipt Printer**. –If the printer is functioning properly, a test receipt will print.
   a). If the printer is not functioning properly, printer error message(s) will be displayed on screen.

 TM-01086 Rev B







Instructions for Fixing XT Printer Jam

Procedure

1. Slide out Printer Tray.
2. Flip-up printer cover (A)
3. Press lever (B) to the left with finger.
4. Flip-up cutter mechanism (C) to expose printer roller (D) underneath.
5. Tear off any excess paper inside. Plastic paper guide (F) can be pulled
   off if needed to get additional access (no tools).
6. Flip green paper release lever (E) to pull paper out from back side.
7. Cut/Tear a new clean edge on paper and reinstall per the instructions on cover. (A)

