Pyxis MedStation 3000 Educator Reference Manual

Table of Contents

\\racfdm02\PROJECTS\Clinical IS MM Phase II\Teams\06 Profile\06 Training Material\Final Education documents sent to Dawn Saik\Sep09 Pyxis MedStation Reference Manual for Nurse Educators.doc

2

Overview of Training Manual

This manual is meant to be a quick resource for Clinical Nurse Educator (CNE)/Instructor use with the Training MedStation. It is not a comprehensive resource and users are directed to the UAH/Stollery Pyxis User Manual for more in-depth discussion and direction where necessary. CNE's/Instructors are required to be familiar with both resources.

Booking the MedStation Training Unit

Prior to being able to book into the MedStation Training Unit calendar, you will need to be granted access; to do this, contact the Learning Centre.

1. Go to **Microsoft Outlook**

2. In **Calendar**, click **File** menu, **Open** command, select **Other User's Folder.**

3. In the window that appears, select the calendar from the address book by clicking **Name** (to see the Global Address List) and type **edm.meeting room**

4. Scroll to find **EDM.Meeting Room WMC 0C2.57,** click to highlight, then click the **OK**.

5. Under **Other Calendars** in your Calendar window, you will now see an entry for the training room. When it is checked, you will see and be able to enter training times. **ALWAYS** enter your name, program and phone number for the slot you are booking.
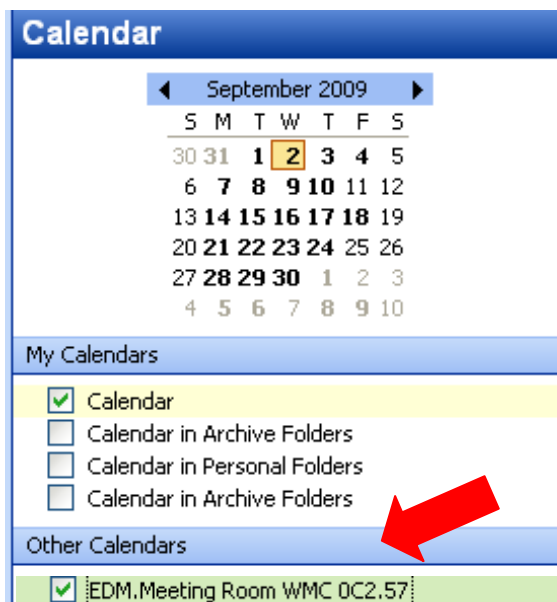
6. Under Pyxis Training, enter your name and contact number.

Room OC2.57 Access

This room is kept locked at all times. It requires opening by security. There is telephone access in the alcove outside of OC2.57. Please dial Security at 7.8347 and ask for a room unlock for OC2.57. Hospital identification must be shown to security personnel. Staff should allow at least 15 minutes for arrival of security, and realize they should be present at time of security's arrival. Security will not wait and another phone call will be necessitated.

Pyxis MedStation Mode – Profile or Non-Profile

⚠️ Contact a Pyxis Superuser to ensure the Pyxis is in the mode (profile/non-profile) that you require. Call close to your booked time in case another user required a different mode for the time slot immediately prior to you. Pager: 445 – 5915

Expectations of Users

Refilling Medications:

- It is the expectation of all educators/instructors that product will be re-stocked & all discrepancies removed at the end of every training session. *(To prevent any 'surprises' during' training, it is suggested users do an* **Inventory** *of the product they'll be using prior to the training session).*

- To refill medications, you must go in under the **PHARM** username. The **RN** username will not give you access to the **Refill** button.
    - Username – enter PHARM
    - Two passwords are available. The passwords are alternated every 3 months.
        - 654321
        - 123456

- Codeine 30mg/Acetaminophen 325mg (Tylenol #3) and Morphine 10 mg/ml should have a maximum quantity of 12.

- There is no limit to the maximum for non – narcotics.

To Refill a Non-narcotic Medication:

1. From the **Main Menu,** touch **Refill**
2. The **Refill – Select by Med** screen appears
3. To refill specific medications, select **All Medications**
4. Type in medication name
5. Select **Refill Selections**
6. **Beginning Count** screen appears for non narcotics
7. You will be asked **"Is This Correct?"**
8. Select **Yes**
9. Enter number to refill
10. Touch **Accept**

To Re-fill a Narcotic Medication:

1. The **Verify Medication** count screen appears
2. Enter beginning count, touch **Accept**
3. Refill the medication and enter the number added
4. Touch **Accept**

Environment

- Paper should be loaded in the training machine

- Room is tidy upon exiting

- Mechanical defects such as jammed drawers etc. should be reported immediately to Pharmacy (see contact in Resources section of this manual).

Registering New Users

- The instructor/educator must complete a **Pyxis New User form** requesting to be added to the training machine, form is faxed to Pharmacy where a **Pyxis superuser** enters the information.

- Pyxis New User Forms can be found on the Intranets' **Virtual Learning Center →** **Educator Resource** tab → scroll down to **Pyxis MedStation**. CNE's and unit managers will often house hard copies of the form.

- All new employees/students must have completed a **Pyxis New User form** to gain entrance to the system. (Best to do this at least 2 days prior to teaching session, to enable staff to register their log on during the training session).

- **The Pyxis New User** form **must** be signed by a CNE, PCM (Patient Care Manager or UM (unit manager). ** Nursing programs please take note and, when possible, have training done prior to student's arrival on the unit.*

- New staff/students should enter their first initial and last name as their username on the **Pyxis New User form**.

- If staff/student has no middle initial, please cite this on the form

- Please use 123456 as the password for everybody. This number is temporary until they enter their own; this prevents staff from forgetting their password when training occurs.

Activating Users

- Educator/instructor **Activates** the new employee(s). This is done by touching **User Menu → Activate User → Select** user's last name → touch **Activate.**

- Have the newly activated employee log on with their personal username and *assigned* password. Pyxis will prompt them to change their password by citing **Your BioID is not on record. Do you want to register?** Touch **Yes → BioID screen** appears → touch **Scan** → scan one finger 4 times → confirmation screen appears → touch **OK.**

- Once on the unit, only permanent staff of the site (CNE, Manager or RN) may **Activate** new employees for use on Pyxis, and only if they themselves have been added to that particular MedStation (training or ward station).

  - This is done by touching **User Menu → Activate User → Select** user's last name → touch **Activate.**

- After first time log in procedure completed, new employee can use his/her Username and BioID on any of the unit's MedStation's to which they've been added, either temporarily or permanently.

- Only staff with the following designations, RN, PCM, UM, CNE, can add a *Temporary User* to the MedStation i.e. staff forget their password or haven't completed the **Pyxis New User** form. They are activated for exactly 14 hours duration.

- **Temporary users** are activated *only when*:

  1. They've completed a **Pyxis New User** form, but they have not yet been put into the console by pharmacy

2. They have permanent access to the MedStation but have forgotten their password

Logging On & Off (CNE/Instructors)

Instructors/Educators require both a user name & password to enter the Pyxis system

Generic Username

Two usernames are supplied so the educator/instructor can witness discrepancies, fill ward stock etc.

1. Username – enter <u>RN</u>
2. Username – enter <u>PHARM</u>

Generic Password

Two passwords are available; each one can be used with one or the other username i.e. between the RN and PHARM username. The passwords are alternated every 3 months.

1. 654321
2. 123456

- When prompted by Pyxis to Change Password, *always* change it to one of the above combinations.

- Usernames and passwords are located on top of the MedStation in plastic sleeve.

- If you are the one prompted to change the password, communicate the change to all users by checking off the appropriate box on the piece of paper located in plastic sleeve.

- Below is an example of the information that is in the plastic sleeve.

Generic User ID's		Generic Password's	
• **RN**	☐	• **654321** ☐	
• **PHARM**	☐	• **123456** ☐	
Place a check mark ☑ beside the password currently being used.			
Password requires changing every 3 months. Always change password to one of the above combinations.			

Remember to log off after transactions completed. System is automatically logged off after 7 minutes if the drawer is left open and 3 minutes if the drawer is closed.

MedStation Resources

For problems with the Pyxis training machine contact:

> Carole Dugas (Pyxis Super User)
> PH: 407 – 2600
> Pager: 445 – 5915
> Available: Monday - Friday 0730 – 1530 hours

For Pyxis Supplies

The *training* MedStation supplies will be located in the back of the Matrix drawer. These supplies are the responsibility of the CNE's; pharmacy is not accountable to this duty.

Written Resource Information

A hard copy of the Cardinal Health MedStation 3000 User Guide & a copy of the Nursing Reference Manual are located on top of the MedStation. Both of these resources are also located on the **Medication Management Portal,** which can be found by accessing the **Start Menu** → **Clinical Applications,** and on the intranet's **Virtual Learning Center.**

Technical Support

Pharmacy Pyxis Technician: is available from 0730 – 2230 Monday through Sunday @ pager 445-5911 for supplies and mechanical problems staff are unable to trouble shoot.

Cardinal Pyxis Technician (Field Services Technician) needs to access the back of the MedStation, will need to call Security to get the keys if Pharmacy is closed. If accessing any of the drawers, they will need to have someone stay with the FST.

- **1-800-727-6102. UAH Customer File #107681.**

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9

Training Session

Overview of Nursing Unit Medication Area

The medication rooms' design is replicated on every ward & is equipped with: phone, Main Pyxis MedStation, Pyxis Tower, exchange cart containing necessary IV/medication supplies, resource texts, patient specific bins, ward stock bins, fridge & flat screen computer.

- Reference materials include:

    1. UAH/Stollery Pyxis Medstation 3000 Training Manual

    2. Pyxis MedStation 3000 System User Guide

    3. Cardinal Health P&P Manual

    4. Cardinal Health icon – Including: Lexicomp Drug Information Database for Nursing, Patient Information Sheets

- Narcotics & non-narcotics are contained in Pyxis, including 90% of ward stock

- Patient specific meds will be located in room/bed specific bins, either at room temperature or in refrigerator.

- Non-formulary meds do not display on the Pyxis screen **EXCEPTION profiled units will display Non-formulary meds on the profile OR the medication is loaded in Pyxis**

- BioID works via infrared light. Should finger print not be detected, try cleaning the lens with water and 2X2 gauze; avoid use of products that leave residue i.e. Lint from tissue paper. Pyxis will give user the option of re-scanning their finger should print not be discerned within 3 attempts.

- Screen and keyboard can be cleaned with a slightly damp facecloth

- Paper does not come on unit exchange carts, requires staff call the Pyxis Technician for more supply

- Learn to pay close attention to the ENTIRE screen, not just the amount section. **Always read the screen prompts that are highlighted in yellow & red, these colors indicate something of particular importance.**

Non-Profiled vs Profiled

Throughout this manual, there are references that are either Profile or Non-Profile specific. The icon below (pharmacy icon) will be used to identify these points.

Non-profiled MedStations

MedStations that are non-profiled offer staff access to all medications located within the cabinet at all times.

Profiled MedStations

Profile is a safety enhancement feature that provides pharmacy verified, patient-specific medication lists. This feature offers qualified staff the greatest level of confidence in the accuracy, appropriateness and safety of their patients' medications prior to administration. Profile is active on Pyxis 24 hours a day, 365 days a year. All inpatient units are profiled with the exception of ICU's, OR, PARR, ER, EIP, 5F3 and 4E3.

Staff is always expected to work off the patient's profile in Pyxis to obtain medications. If a medication does not appear on the profile that has been ordered, staff is expected to **wait one hour from the scan time** for pharmacy to process and put on profile. After that hour is up, if the medication is still not on Profile, staff is expected to contact pharmacy to inquire about the status of the order. Staff must have the scan time available when making this call to assist pharmacy in location of their order.

At times it will not be possible to wait one hour to access the medication on Profile. In these cases, the override feature may be accessed. The **OVERRIDE** function allows you to bypass the profile to access medications in the MedStation. When accessing a medication on override, staff is required to ensure dose, route, and frequency are appropriate for the patient. The Caution Sheet must also be reviewed to ensure there are no reported allergies or adverse reactions to the medication.

Limited Override

- Effective during the hours of 0800-1600 Mon-Fri and allows access to a <u>limited</u> list of medications.
- ***It is meant to be used for an urgent or emergent clinical condition ONLY.***
    - A list of the medications available during this time can be found on the Virtual Learning Center at XXXX
- Whenever selecting a medication from this urgent or emergent clinical condition list, you will be required to enter a reason for the override.
- Medications required STAT that are not on this list, must have the orders sent STAT to pharmacy and will be processed in priority order.

Complete Override

- In effect during the hours of 1600-0800 on weekdays as well as weekends, and Stat holidays.
- Provides access to the **<u>complete</u>** list of medications in the MedStation.
- ***Is meant to be used:***
    - ***in emergent/urgent clinical conditions,***
    - ***if it has taken greater than one hour for pharmacy to profile the medication, or***
    - ***if the order was written when pharmacy was closed.***
- You will always be required to enter an override reason for the medications on the urgent/emergent list only

Please refer to the UAH/Stollery Pyxis User Manual for more details on Profile differences.

Removing Medications

Medication Removal Tips

- It is possible to remove one medication or several at a time.

- Read the screen prompts (information is highlighted in yellow) when completing MedStation activities. This helps to prevent errors and reduces time at the MedStation.

- Check pocket for correct medication before removing. This prevents errors as meds can move around due to the high quantity stored with in the MedStation so *always double check*.

- Exit MedStation after removing medications. Check (against MAR and/or chart) and prepare your medications away from the MedStation. This reduces the amount of time at the MedStation.

- NON-PROFILE - Patient specific medications do not appear on the medication list as the MedStation only displays the medications that are part of the MedStation inventory

Removal of Non-narcotic Medications

1. Touch Remove and the Patient List screen appears
2. Select a patient by touching the screen, or type the beginning letters of the patient's last name to search the patient name and then select
3. Select the meds to remove.
4. Type the beginning letters of the medication to search. You can select Generic or Brand name to change the display
5. Verify/Enter the quantity required. If entering the quantity:
   a. Type the quantity that you are *actually removing*
      i. This prevents stock outs by ensuring that pharmacy is always aware of when the pocket needs refilling.

    IMPORTANT: Always check the unit of removal when accessing medications. Ex. tabs, mls, bottles, tubes, etc.

6. To remove single medication, touch <u>Remove Now</u>.
7. To remove multiple medications:

    On profiled units you will highlight all required meds on the list and you must verify/enter quantity required. Non-profiled units must touch <u>Select next Med</u> and repeat steps 3, 4 and 5.
   a. The medication(s) you have selected will be highlighted in blue across the screen. You can deselect the medication by touching that particular medication selection.
   b. To view a list of the medications that you have selected, touch the <u>List Selections</u> button located on the bottom right hand side of the MedStation screen
   c. Touch <u>Remove Selections</u>
8. To cancel the removal of a medication at any time, touch the <u>Cancel Med</u> button or <u>Skip this Med</u> prior to closing cubie or drawer.

9. The final screen in the Remove process displays the name of the patient, the specified remove quantity, the medication name, the drawer and pocket, and the date and time last removed.
10. The required medication pocket(s)/drawer(s) will open.
11. When the drawers open, they do not open in the order that you entered the medications, but in the drawer order.
12. If several medications are being removed from the same cubie drawer, after you remove the first medication and close the lid, the next medication will appear on the screen and the next cubie pocket will open.
13. Remove the medication from the pocket checking against the MedStation screen that you have removed the <u>correct quantity</u> and the <u>correct medication.</u>
14. Close the drawer

Removal of Multi-dose Medications

- Some examples include: Tylenol elixir, potassium suspension, Heparin & insulin

- A screen prompt on the MedStation will ask you to check the patient specific bin *prior* to removal

- The quantity may be edited as long as the drawer is open. ENSURE to enter the appropriate value based on the units provided, ex. Bottle, mLs.

- Place patient identification label on multi-dose container ensuring drug name, concentration & expiry date are visible. Placing the label on as a 'flag' works best. Place med in patient specific bin after initial dose is given.

- Only when another bottle of medication is given will staff require visiting the MedStation again.

- Any unused medication is discarded in the garbage. Do not return to pharmacy or use for another patient as it's not in keeping with infection control practice.

Narcotic Removal

1. Select medication to remove
2. Enter or verify quantity to remove
3. Select physician from list (This is only done on NON-PROFILED units)
   a. Touch <u>Accept Response</u>
   b. If physician not on list, touch <u>Other Response </u>and type in admitting physician
   c. Touch <u>Accept Text</u>
4. <u>Verify Medication Count</u> screen displays
5. Enter the number of medications in the pocket **prior** to removal
6. Touch <u>Accept</u>
7. When the count and the meds in the pocket do not match, a discrepancy icon appears and a print out of the discrepancy occurs. (Keep this paper until the discrepancy is resolved. See **Discrepancy Resolution**)

Narcotic Wastes during the Remove Process

1. An on – screen message asks whether you are administering a full dose:
   a. Touch Yes if administering a full dose
   b. Touch no if not administering a full dose
2. Medication to be witnessed displays
3. Touch <u>Accept</u>
4. Witness enters Id and presses <u>Enter</u>
5. Witness enters Password/BioID and presses <u>Enter</u>
6. Enter amount to administer and touch <u>Accept</u>
7. Amount to waste is calculated for you

> The witness is required *by law* to stay and observe the actual wastage.

Narcotic Wastes after Prior Removal

1. On the Main Menu, touch <u>Waste</u>
2. Select the patient and a list of previously removed medications appears
3. Select the med to waste; ensuring it is the correct medication, time and person removing the medication
4. Touch <u>Waste Selections</u> and the medication to be wasted is listed for verification
5. Touch <u>Accept</u>
6. Witness enters ID and presses <u>Enter</u>
7. Witness enters password/BioID and presses <u>Enter</u>
8. Enter the amount given, the amount wasted is displayed
9. Touch <u>Accept</u>

Medication Discrepancies

What is a Discrepancy?

During the removal process for narcotics and controlled drugs or during inventory of these same medications, all users are prompted to do a BEGINNING COUNT. A discrepancy occurs whenever the beginning count is different than the count the MedStation expects to be found in that pocket or drawer.

Discrepancy Creation

The user is given two attempts to enter the correct beginning count. If an incorrect quantity is entered on the first try, a message to Please Recount will be shown and recount the medications and enter the value.

If, on the second attempt you enter a value discrepant to what Pyxis understands as the correct count, then a Discrepancy will be created.

When this happens:

- **DISCREPANCY CREATED** displays on the screen (See previous page)
- A DISCREPANCY ICON appears on the bottom right hand side of the MedStation screen
- A print out of the discrepancy occurs
- Document Discrepancy button appears on the Main Menu

Resolving a Discrepancy/Narcotic Inventory

The charge nurse is responsible to ensure all narcotic discrepancies are resolved as per corporate policy (CAD 2.3.11). Discrepancy Resolution is a Health Canada requirement and compliance is monitored by Health Canada auditors.

When the discrepancy occurs:

When a discrepancy occurs, continue to remove the medication you are accessing and administer as required.

- Ensure to keep the print out of the discrepancy with you. This print out identifies the drawer and pocket number, along with the user and prior access information to assist you in resolution of the discrepancy.

Complete a Controlled Medication Inventory

Doing an inventory is key in resolving discrepancies. It confirms the current count in the pocket. *You will need a witness to complete this process.*

1. Go to the Main Menu, touch Inventory
2. Select By Med
3. Select medication to inventory
   a. Medication may be in more than one drawer
   b. Refer to discrepancy transaction slip for drawer/pocket number
4. Select Inventory Selections

5. A witness is required to inventory the pocket
6. Enter Beginning Count
7. Touch Accept

Documenting Discrepancies

Investigate to determine the cause of the discrepancy. This may involve doing a chart review, discussing with other staff that accessed the drawer, or run a report of the drawer activity. Then complete the following. ***You will need a witness to complete this process.***

1. From the Main Menu, touch <u>Document Discrepancy</u>
2. A discrepancy list appears, select discrepancy to resolve
3. A predefined list of resolution reasons appears on the screen. Select the appropriate response. If none of the reasons are appropriate, touch Other and type in the reason

NOTE: If you are unable to determine the cause of the discrepancy, see <u>Unresolvable Discrepancies.</u>

4. Touch Accept
5. A print out of the discrepancy resolution occurs
6. Discard print out in confidential bin
7. The discrepancy icon and document discrepancy button are gone

Unresolvable Discrepancies

Every effort must be made to resolve a discrepancy. If all best efforts have been exhausted and unresolvable is chosen as the discrepancy resolution reason, then a netSAFE report MUST BE COMPLETED.

Examples: Here are some sample discrepancies you may like to use.

Codeine Scenario 1	Codeine Scenario 2
(10) Codeine in Drawer 6 **Nurse A wants to remove 1 tablet** **Enters 10 for Beginning Count** **Enters 1 to remove,** **but removes 2 Codeine** **Nurse B** **Enters beginning count of 8** **Discrepancy Created** **Station Expects 9, Found 8** **Removes 1 Codeine tab** **Nurse B and Nurse A** **Inventory Pocket** **Inventory 7 Codeine** **No second discrepancy** **(Station expects 7)** **Resolve discrepancy**	**(10) Codeine 30 mgs in Drawer 6** **Nurse A wants to remove 1 tablet** **Enters 9 for Beginning Count** **(enters the end count)** **Discrepancy Created** **Station Expects 10 Found 9** **Removes 1 Codeine tab** **Inventory Pocket** **Inventory 9 Codeine** **(Station expects 8),** **When you enter the correct beginning count, you will get a second discrepancy** **Second discrepancy created because of changing the count to the correct count** **If you don't inventory the pocket, the next person who comes and removes Codeine will get a discrepancy** **(Station expects 8, found 9)** **2 discrepancies to resolve. One for incorrect beginning count and second one is correction of incorrect beginning count.**

Returns for ALL Medications

Only medications that are <u>unopened</u>, <u>unused</u>, <u>non-contaminated</u> may be returned to Pharmacy for reissue.

- **Do not** return any medications that have been handled by patients
- **Do not** return any medications that have been in an isolation room
- **Do not** return any medications that have been handled with unclean hands
- Return unneeded medications in a timely way so they cannot mistakenly be given.

Discard opened or used medications in the sharps container or biohazard box.

Return of Non-narcotic Medications

- Return non - narcotic medications to the room temperature or refrigerator Pharmacy Return Bin

Return of Narcotics (excluding PCA and Patches)

- Return to the Return Bin located in the first drawer of the MedStation.
- You will need a witness to return a narcotic or controlled medication
- See instructions below for returning

PCA and Narcotic Patches

- Return to the correct MedStation pocket OR
- See instructions below for returning

Return to Pocket or Return Bin in MedStation

1. On the main Menu, touch <u>Return</u>
2. Select the patient
3. A list of previously removed medications appears
4. Select the med to return; ensuring it is the correct medication, time and person removing the medication
5. The Witness Screen appears
6. Witness enters his or her User ID and password and press <u>Enter</u>
7. Enter the number of meds to return
8. Touch <u>Return Now</u>
9. Touch <u>Accept</u> and one of the following will happen:
   a. Drawer Number 1 opens. Place in Return Bin, turning roller until you no longer see the medication
   b. The drawer and pocket opens that contains the narcotic patch or PCA vial, return to pocket

⚠️ **DO NOT** return liquids, opened pills, syringes, etc to the Return Bin in the MedStation

Adding a Patient

Two scenarios when you may need to add a patient include:

- When borrowing a medication from another unit and

- when the patient is not listed on the MedStation (ALWAYS check in Tandem to see if patient has been admitted and if has not been admitted, follow up with admitting to do this first as this will put the patient on the MedStation)

Steps for adding a patient:

1. **ALWAYS** search for the patient first (even if on a different unit)

This search is critical because if you double enter a patient manually, the patient will remain on the MedStation for ONE YEAR!!

2. From the **Main Menu** go to **Remove** → chose **Add a Patient** from icon on lower toolbar

3. Enter patient's first /last name and identification number → touch **Accept**

4. Name stays on host MedStation for 24 hours, then disappears

Troubleshooting

Data Problems

Patient's Name does not appear on the MedStation list

Patients appear on your MedStation ONLY after admitted to your unit through Tandem. If the patient's name does not appear on the MedStation of their unit, it could be related to the following:

- Is this a new admission?
  - Check Tandem ATD to see if patient admitted.
- Is this a transfer from another unit?
  - Check Tandem ATD to see if the patient has been transferred by the sending unit. If sending unit has not transferred the patient, the receiving unit may transfer the patient in Tandem.
- Is the patient discharged but has not left the unit yet?
  - Check Tandem ATD to see if patient has been discharged.

If you are unable to determine why you do not see the patient, contact admitting to follow up.

Patient's Name Listed Twice

If you should ever see a patient appear on the MedStation twice, select the patient name that has the complete ID number and case number e.g. 16987620/102.

Profile Problems

Profile is blank

- Check to see if patient was accidently discharged from the unit in Tandem
- Check Patient list to see if patient double entered. If so, the manual entry will NOT display the profile.
- Ensure Post op orders were not rescanned
- Ensure POP is complete
- Ensure that if the patient has been on the unit for greater than one year, that pharmacy is made aware to reload the profile.

What if a one time order medication needs to be re-removed (ex. Was dropped or spilled)

- Call pharmacy to reload the order thus allowing the medication to be removed again.

Profile is missing meds

- Is the medication only given on certain days? If so, will not see on Profile for days it is not due.
- Check the chart to ensure order scanned
- If there is still a concern, phone pharmacy refill line; tell them specifically what you are missing and where it is missing.

- You must provide the patient name, UAH MRN, and Scan Time.
- If not STAT order, wait one hour from time of scan to phone pharmacy.

Physical Problems

Recover a Failed Drawer

A failed drawer can occur if a drawer is left open too long; a package is protruding above the pocket, or if there is a mechanical failure.

When a drawer fails, four things happen:
- A drawer failure icon appears on the screen to alert all users of a failed drawer
- An attention notice appears
- The medications in the failed drawer display in gray on the screen
- The Recover Drawer button appears on the Main Menu

1. From the Main Menu, touch Recover Drawer, a list of failed drawers appears
2. Select the drawer to recover
   a. ***A witness is required if the jammed drawer contains narcotics***
3. The MedStation attempts to force the drawer open. If the drawer opens, a message appears prompting you to verify that the contents do not extend above the pockets. Check the medication packages in the pocket to make sure none are above the top of the pocket and the bottles are lying flat

Additional Steps for **Carousel Drawer** only:

4. Touch Unlock button on MedStation screen and pull the drawer all the way out. Lift the top cover. You are prompted to inventory the contents of the drawer. Each pocket has a letter starting with A and ending with L

   When you enter the beginning count:
   - **ensure that the pocket letter listed on the MedStation screen is the same pocket that you are entering the Beginning Count for,**
   - **ensure that you put the medication back into the correct pocket,**
   - **for all non narcotics, just touch Accept, there is no need to count**
5. Close the drawer when finished
6. The system does a self check to verify the drawer is operational
7. Touch OK

If while recovering a drawer, the MedStation indicated that the drawer needs maintenance, follow the trouble shooting resources guide.

Recover a Failed Cubie Pocket

1. When a cubie pocket lid fails to open during an attempt to access a medication, an ALERT appears on the MedStation screen
2. The title bar at the top of the screen identifies the pocket that failed e.g. C6

The following grid illustrates pocket locations within the Cubie drawer. You visually will not see the letter or number on the cubie.

E1	E2	E3	E4	E5	E6
D1	D2	D3	D4	D5	D6
C1	C2	C3	C4	C5	C6
B1	B2	B3	B4	B5	B6
A1	A2	A3	A4	A5	A6

Front of drawer

3. Briefly press or tap down on the red circle or lock area located on the Cubie pocket and touch <u>Retry</u>
4. If the lid still does not open, repeat step 3 one more time
5. If the lid does not open after a second attempt, touch <u>Fail Pocket</u>
6. An alert appears "Go to Main Menu and select Recover Drawer"
7. Touch <u>OK</u> and follow the instructions on the screen to recover the pocket

You will be allowed one attempt to recover the cubie pocket, and if unsuccessful, a message will state that you do not have sufficient privileges to recover the pocket. Refer to trouble shooting resources guide.

Station Display Screen is Black

1. If the Station LCD is black, check to see if the Station is plugged into the wall socket.
2. Touch the screen on the Station and listen for a key click. If there is no click, the Station may not have properly started up after a power failure or some other cause.
3. If the screen remains black, turn the power switch (located on the right rear of the Station) to the off position and wait at least one minutes before switching it on.
4. If this does not work, follow trouble shooting resources guideline.

Keyboard is Unresponsive

Sometimes the Station keyboard seems unresponsive because the computer is processing another transaction. Wait a few minutes and try again. The Station is fully functional through the touch screen. Therefore, in the event of a keyboard failure, the system will still function properly in all other aspects, until the keyboard is repaired.

1. If the keyboard remains unresponsive, turn the power switch (located on the right rear of the Station) to the off position and wait until the screen turns black and then wait ten more seconds before switching it on. Try to type on the keyboard again.
2. Do any characters appear in the ID field at the standby screen? If yes, press delete to remove the characters and enter your ID and password/BioID.
3. Is the time on the clock changing? If it is not, the Station is down.
4. If you are at a screen other than the Standby screen, wait a few minutes to see if the Station times out and returns to the Standby screen
5. If unable to resolve, follow the trouble shooting resources guide.

The Touchscreen is Unresponsive

Sometimes the Station touchscreen may seem unresponsive because the computer is processing another transaction. Wait a few minutes and try again.

1. Take a small piece of paper and move it around the perimeter of the screen. Dust accumulated within the edges may cause the screen to freeze.
2. Touch the screen on the Station and listen for the beep the screen makes when active. If there is no beep, the Station could be down.
3. Is the time on the clock changing? If it is not, the Station is down.
4. If the touchscreen remains unresponsive, turn the power switch (located on the right rear of the Station) to the off position and wait to the off position and wait until the screen turns black and then wait ten more seconds before switching it on.
5. If you are at a screen other than the Standby screen, wait a few minutes to see if the Station times out and returns to the Standby screen
6. If unable to resolve, follow the trouble shooting resources guide.

BioID Lens Failure

If the infrared light on the lens is not working, you will not be able to log on the MedStation using BioID. Notify Pharmacy so that the MedStation Console in Pharmacy can be changed to password access until the lens is fixed.

Instructor/Educator Skills Checklist

You may choose to use this list as a reference when instructing your class. If followed in order of presentation, it will provide all components contained within this information package. Optional items are marked as such.

Gain Access to MedStation

☐ Allow all staff to enter their temporary username & passwords

☐ Allow staff to change their passwords

☐ Register all staff's biometrics

Overview of Medication Area

☐ Review medication area; including patient specific bins, cassettes, computer, exchange cart

☐ Cleaning the BioID lens

☐ Cleaning the MedStation touch screen

☐ Reviewing staff resources and where they can be located

Creating Users *Specific to RN, CNE or UM/CS

☐ Activate a user already in Pyxis.

☐ Create a temporary user

- Explain when this is appropriate to do.

Removing Medications from Pyxis MedStation

☐ Profiled MedStations – General Information

☐ Non-Profiled MedStations – General Information

☐ Remove a single medication

- Demonstrate how to search a medication under both generic & brand name.
- Demonstrate the use of the **Volume Calculation** button. E.g. Tylenol Elixir
- KEEP DRAWER OPEN & describe **Matrix drawer** configuration
- Demonstrate proper use of **Narcotic Return** bin

☐ Remove multiple medications

- Demonstrate **"Next Selection"** button.
- Cancel Penicillin before removal

☐ Remove a multi – dose vial/bottle on MedStation

- Give information on procedure for all multi-dose vials.

☐ Remove a medication for a patient not listed

- Use **Add Patient** function; describe when this option may be needed and what precautions to take.

Wasting Non-narcotic Medication

☐ **Waste** un-opened medication to both the refrigerated & non-refrigerated return bins

☐ **Waste** opened medication to either the sharps container or garbage

Wasting Narcotic Medication

☐ **Waste** medication when witness available at MedStation

☐ **Waste** medication when witness not available at MedStation

☐ Cite the difference between wasting and returning narcotic medication

Returning Narcotic Medication (unopened and unused)

☐ Return a Narcotic/Controlled medication to the pocket or return bin

Discrepancy Procedure

☐ Create a discrepancy while removing a narcotic

☐ Explain **Discrepancy Created** display on screen

☐ Print out discrepancy for staff to review

☐ Inventory the narcotic with a witness

☐ Research the discrepancy

☐ Document the discrepancy

Troubleshooting

☐ Understand the **Recover Drawer** procedure

☐ Wrong medication removed

☐ Drawer closed before medication removed

☐ Identify trouble shooting resources

Reports

☐ View an activity report on a medication

☐ View an activity report on a patient

☐ View a report on your activity