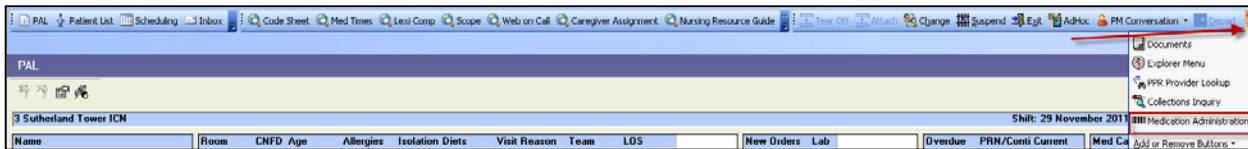


BCMA Troubleshooting Tips

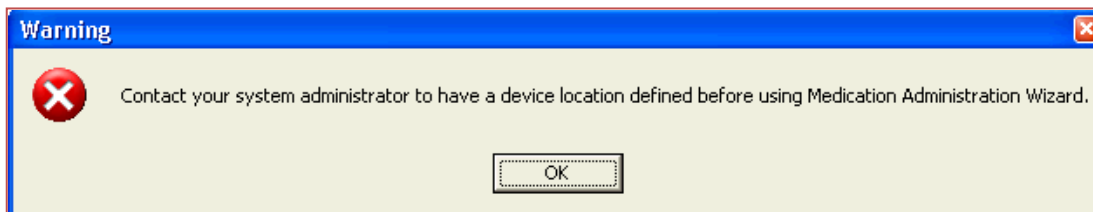
1. If the MAW can't be found on the toolbar:

- Click on one of the down arrow carrots to find hidden icons



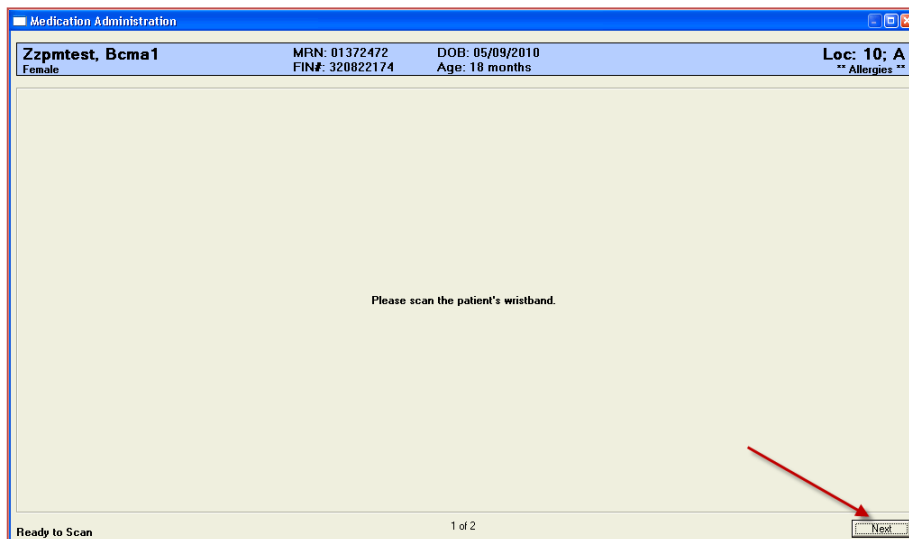
2. If this alert is seen:

- Open the patient's chart to access the eMAR and MAW

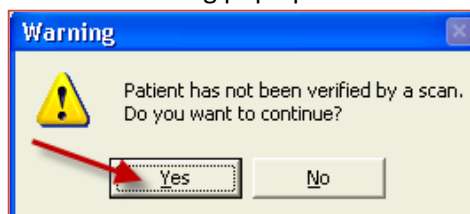


3. If a patient's Identification band won't scan:

- While the sticker should have both a linear and an Aztec bar code, be sure the Aztec is scanned
- Try a different Aztec (there are 3 on the identification band)
- If still unsuccessful, obtain a new identification band from the Unit Secretary or Charge Nurse
- If no identification band will scan, click *Next* on the MAW



- Select Yes on the warning pop up



- Proceed by scanning the medications
- Email phredinpatienthelp@cmh.edu with patient's account number, unit and bed space

4. If a medication doesn't scan:

- a. Try the bar code on the pharmacy patient specific label first
- b. If there are multiple bar codes on the pharmacy patient specific label, first try should be the one closest to the patient's name
- c. If the bar code on the pharmacy patient specific label does not work, try the bar code on the medication package
- d. If no bar code will scan, utilize the eMAR for rights checking, as well as documentation
- e. Fill out details on provided *DOES NOT SCAN* envelope which can be found in the med rooms; add the account number and details of the alert, if known

The image shows a rectangular envelope form titled "DOES NOT SCAN" in large, bold, underlined letters. The form is framed by a blue border. In the top corners, there are QR code-like symbols. The main text reads: "Please place any product that does not scan perfectly for you into this envelope. The PHRED Bar Code Team will investigate the issue." Below this, it says "ENVELOPES GO ON INTO THE PHARMACY MEDICATION RETURN BIN" and includes a note: "*Narcotic products should be emptied * Larger products can be stapled on*". There is a line for "Additional comments:". At the bottom, there is a section for PHRED's use with fields for "Physical Bar Code", "Linking", "Dose Form", "VolDose", and "Other".

- f. Place the *empty* medication package or vial inside the envelope; if it is a bulk medication (cream, IVF, insulin, etc) that still has medication to be used, add the drug information to a piece of paper and place the paper in the envelope
- g. Place the envelope in the Pharmacy return bin
- h. A fix should be in place in 1-3 days

5. If the patient's identification band AND medication won't scan:

- a. Call the Help Desk @ 53454 for scanner troubleshooting