Inpatient Pharmacy Technician Guided Practice

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# Logging into Epic

* Open Citrix with your credentials then open the Epic Playground.
  + Epic > Training > Playground (PLY).
* Find your user and password on your classroom info sheet.
* Log in as the pharmacy technician from your classroom info sheet.
  + If you see a What’s New pop-up when you login in, click Remind Me Later.

# Redispensing, Returning Orders and Using Bulk Charge

## Redispensing Orders for Christina

In this activity you will practice redispensing an order for Christina.

* PATIENT: Christina

SCENARIO:

Christina’s nurse called down to the pharmacy and requested a redispense of the methylprednisolone order.

TRY IT OUT:

* Open Christina’s chart.
* Navigate to the **Medications** activity.
* **Dispense** another vial of methylprednisolone for the nurse from AWH Central Pharmacy.
  + Hint: Click **Dispense.**
* Open **Order Hx** for Christina’s methylprednisolone order and confirm there is a new Dispense Action.
* Note that the new Dispense Actions is Dispense (Pending), which means the label is routed to the Dispense Queue.
* Click **Queued Dispenses** to print the label from the Dispense Queue.
* Confirm that the Dispense Action is new Redispense.

### Confirming that Appropriate Labels Printed for a Dispense

SCENARIO:

Now, you want to confirm that the appropriate label has printed. You have seen the dispense action, but you know that a dispense action really just triggers label printing. It's possible that the dose was printed incorrectly, or not at all.

TRY IT OUT:

* If you're not already there, open your Christina patient and go to Order Hx for her methylprednisolone order.
* To confirm that the correct label was printed for this methylprednisolone order, click **Label Hx.** You may have to click **More** to find the Label HX option.
  + The Label History activity appears.
  + This activity includes every label that has been printed for this order.
* Look at the label that was printed. How many labels were printed for the Redispense action?
* You go to the printer to check for the label, but it isn’t there. You ask around, but no one has seen the label and no one has prepped the methylprednisolone to go to the floor. You'll need to reprint the label.
* Before we print the label, let's check out what it looks like. Highlight the label and click **Reprint/Preview Labels**.
* In the window that appears, click **Show Preview**.
  + You see the label that would be put on the methylprednisolone.
* Click **Print** to print this label.
  + You just reprinted the label.

## Returning Orders for Christina

In this activity you will practice returning more orders for Christina.

* PATIENT: Christina

SCENARIO:

Christina is about to be discharged and some of her orders are sent back to the pharmacy. You know the medications are Christina’s from her name on the drawer of the cart.

TRY IT OUT:

* Open Return Orders
  + Hint: Click Epic > Pharmacy > Return Orders OR use Chart Search.
* Look up your Christina patient.
* Why do you want to use Add by Patient rather than adding each order by Order ID?
* In Christina 's drawer, you find the methylprednisolone vial.
* What quantity do you enter for methylprednisolone?
* What is the final step for a returned order to file to the patient's chart?
* Finish returning the orders.

CHECK YOUR WORK:

Go to Order Hx for Christina's methylprednisolone order from the Medications activity. Confirm that you see a new line indicating a returned dispense.

## Entering Charges with Bulk Charge

In this activity, you will practice entering charges in Bulk Charge for Christina.

* PATIENT: Christina

SCENARIO:

Christina was resuscitated this morning. You received a copy of the medications used during the code. These crash cart medications are not ordered in Epic; the ordering and administration documentation is all kept on paper. However, you do need to make sure these medications are charged correctly in Epic.

TRY IT OUT:

* Click Bulk Charge and search for Christina.
  + Use Chart Search or Epic > Pharmacy > Bulk Charge.
* You need to select an encounter because:
  + Different encounters have different hospital accounts associated.
  + Christina's only encounter is her current admission; other patients might have a number of encounters.
* Indicate that Christina was resuscitated and used medications without an associated order today.
  + Note: the service date automatically populated in for today. If you were documenting for last night, you would need to adjust the service date.
* Why is it important to specify the service date?
* Confirm the pharmacy to dispense from AWH Central Pharmacy.
* Add medications to Christina's account using the **Add Product** button.
  + Atropine 1 mg/10 mL syringe: 1 pkg
  + Dextrose 5% IV: 500 mL
  + Procainamide HCL 100 mg/mL: 5 mL
  + Norepinephrine bitartrate 1 mg/mL: 1 pkg
* Finally, apply the charges to Christina's account but clicking Create Bulk Charges.

CHECK YOUR WORK:

Confirm that you can see charges for the above medications in the charges report.

SCENARIO:

You notice that, in addition to the crash cart charges, Christina received one 10 mL vial of epinephrine 1 mg/10 mL during her code. She also received 10 mLs of lidocaine HCL 2% in a procedure after the code.

TRY IT OUT:

* Add the package of epinephrine to Christina's account in Bulk Charge.
  + Hint: Click Add Product and search for the medication.
* Add the 10 mL of lidocaine to Christina's account. It was pulled from a 20 mL vial.
  + Hint: Use the Dispense Amt column and Package field.
* After entering all of your charges, send the charges to Christina’s account.

CHECK YOUR WORK:

Confirm that you see the charges for the above medications in the Most Recent Charges report.

SCENARIO:

You realize after dropping charges for Christina that the lidocaine order was for a different patient!

TRY IT OUT:

* Open Christina 's account in Bulk Charge if it is not already open.
  + Hint: Enter an equal sign (=) to quickly look up the last patient you accessed.
* Find the entry for lidocaine in the All Charges report in the lower half of the screen.
* Click the Credit Charges link, confirm the return amount, and complete the return.

CHECK YOUR WORK:

Confirm that you see the credit in the All Charges report and close the Bulk Charge activity.

# Handling Interruptions

These exercises will walk you through several scenarios that might occur during the course of a shift. These interruptions include tracking down missing medications, dispensing a new dose or package of a medication, and handling label printer trouble.

## Looking Up a Patient

SCENARIO:

You are busy in the pharmacy when you receive a call from a nurse about you Lucy patient. The nurse tells you that there's an order for midazolam injection, but the doses aren't there on the floor.

To see what's going on with this order, you'll first need to open the patient's chart.

TRY IT OUT:

* Log in to Hyperspace as the technician on your classroom information sheet
  + Your Pharmacy Dashboard appears.
* Access the patients report by clicking the **Patient Lists** tab.
* On the right side, there is a search field that says **Search All Admitted Patients**. In the **Search All Admitted Patients** field, enter your Lucy patient's name and press **ENTER**.
  + In real life, you might find it easier to ask the nurse for the patient's MRN. If so, enter the MRN in this field.
* Double-click the correct Lucy patient from the list.
  + The patient's chart opens to the Patient Summary.

## Help a Nurse Find a Medication

SCENARIO:

Now that you've opened the patient's chart, you need to check on the status of this order. Has it been verified? Dispensed? Where is it being dispensed from? You'll use the Medications activity to track down this information.

TRY IT OUT:

* Click the **Medications** tab.
  + The Medications activity opens, showing you Lucy's active medication orders on the Current tab. Can you see the midazolam order that the nurse is calling about?
  + Before you can tell whether the midazolam has been dispensed, you need to know if it has been verified. If an order has not been verified in Epic, it has not yet been dispensed.
* Find the midazolam order the nurse is calling about. Note that the V column for this order has a green check mark. Hold your mouse pointer over this icon.
  + A tooltip appears that says, "Verified by pharmacy."
  + Unverified meds display a red stop sign icon.
* Because the midazolam order has been verified, it's possible that it has already been dispensed. Select the midazolam order, and then click **Order Hx** at the top of the Medications activity. (Do NOT click the **Order Hx** button in the main toolbar.)
  + The Order Hx activity opens for the midazolam order
  + Each row in the Order Hx activity is an action. You should see only one action (that is, one row): the Verify action.
  + There are no dispense actions, which means Epic has never dispensed this medication. Maybe the nurse is right, and something happened with this order.
* Look under the Pharmacy column and see what it says.
* From which pharmacy is the midazolam being dispensed?
* It's being dispensed from the Pyxis on the patient's unit. That means the nurse just needs to get it out of the cabinet when the dose is needed. Order History won't show a dispense action until the nurse actually pulls it from the cabinet.
* At this point, you might just tell the nurse to check the dispensing cabinet for the med, but it would be better to remind her that she can see this information herself.
* Click the **MAR** tab on the top of the patient chart.
  + The MAR activity appears. This allows you to see what the nurse is seeing on the MAR.
* Find the midazolam (VERSED) 2 mg injection order on the MAR. Do NOT click the name of the order - that will open a report.
  + The MAR shows the Disp Location of any verified order.
  + You might want to direct the nurse to the MAR activity, have her find the missing midazolam order, and look for the dispense location.
  + Reminding nurses that they can find this information on the MAR will help them find many missing medications without having to call pharmacy.
* You've helped this nurse find the med. Close the patient's chart.

## Help a Nurse with an Unverified Order

SCENARIO:

About an hour later, the same nurse calls back. "What's going on with Christina’s aspirin? I looked at the MAR, and it says it hasn't been verified yet. The patient was supposed to get the first dose almost an hour ago!"

### Looking Up the Order

TRY IT OUT:

* Find and open you Christina patient’s current hospital chart. Use the appropriate option below:
  + Double-click the patient on **Patient Lists**.
* First, the nurse mentioned that the MAR says the order hasn't been verified. Let's see what that looks like. Click the MAR tab.
  + The MAR activity opens.
  + Close the Overdue Documentation window.
  + Look to the right side of the activity. What's different about the aspirin order? What does it have that the other orders don't?
    - The aspirin appears with a red stop sign. If you hold your mouse pointer over that icon, you see what it means: this order is not yet verified by pharmacy.
* Now click the **Medications** tab. Find the aspirin order.
  + How can you tell in this activity that the order is unverified?
    - You can tell from the red stop sign under the V column.
  + Orders can't be dispensed until they are verified, which is why the nurse doesn't have this med yet!
  + With CPOE, physicians enter most orders and pharmacy has to verify them. So why isn't this order verified? The verification queue might be backed up. Or the order might have been missed. Or there might be something wrong with the order.

# Answer Key

## Answers – Redispensing, Returning Orders and Using Bulk Charge

### Answers - Confirming that Appropriate Labels Printed for a Dispense

* How many labels were printed for the Dispense (First Dose) action?
  + 1 label

### Answers - Returning Orders for Christina

* Why do you want to use Add by Patient rather than adding each order by Order ID?
  + Because you are returning a group of orders for the same patient
* What quantity do you enter for methylprednisolone?
  + 1 vial
* What is the final step for a returned order to file to the patient's chart?
  + Click Return Orders

### Answers - Entering Charges with Bulk Charge

* Why is it important to specify the service date?
  + Entering the service date/time ensures that the system captures when the medication was actually given

## Answers – Handling Interruptions

### Help a Nurse Find a Medication

* From which pharmacy is the acetaminophen being dispensed?
  + Pyxis