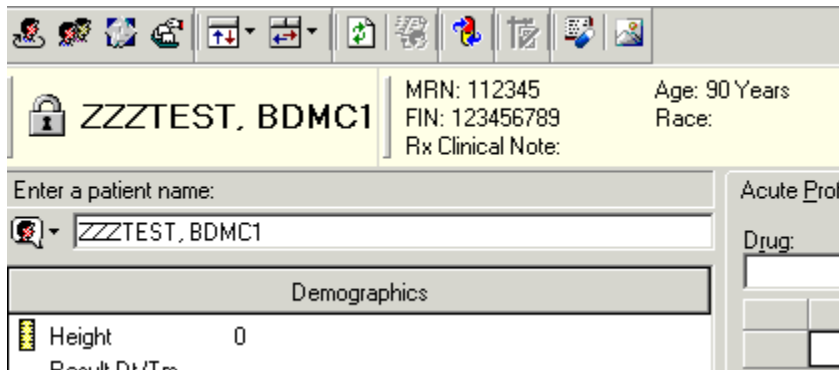


Pharmnet On-Call Training Tips

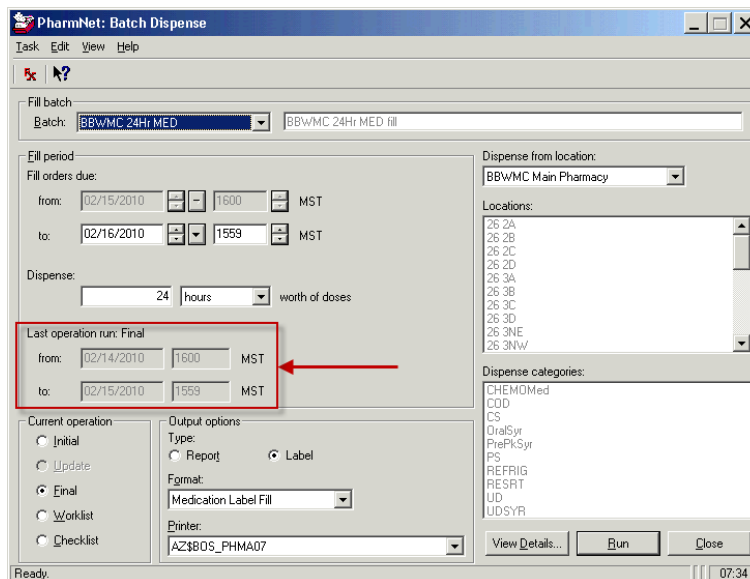
1. Our internal schedule may be found [I/Cerner/Oncall 2010.xls](#). The [On Call Scheduler](#) may be found on the Banner Intranet/Teams & Projects/Information Technology/Links/On Call-Paid Time Off. Each analyst must enter their own on call schedule into the On Call Scheduler. We are on call for one week (Monday 8:00am to Monday 8:00am).
2. When paged by the Support Desk with a ticket, you need to go into Service Center and place the ticket in a 'Work in progress' status or you may call the Support Desk at [602-747-4444](#) (after the message hit 9) and ask them to WIP the ticket for you.
3. If you need to use the Broadband card, click on the Sprint SmartView icon, insert the card into the bottom slot, hit go and then VPN in. To get out, exit from VPN, disconnect from Sprint, and then remove the card.
4. **If the ticket needs reassigned**, type a brief explanation why and let the Support Desk know so that they can page someone else and reassign the ticket to them.
5. **Use Cerner's E-Service to enter in error codes or messages to try to find solutions.** There is a lot of good information on Cerner's Website and Ucern. By typing in the exact message as it reads you may be able to get some more information on why something is happening. You can also put the application name after your error message to try to get more relevant hits.
6. **If you get a page about Pyxis Connect not linking**, (linking is a Pyxis term and refers to the screen scrape that Pyxis is performing on the monitor where Cerner is located). To fix this it could be that they need to re-align their slider bars in Medmanager. If you have multiple people at the same facility report this and it is only at that facility then this is usually an ImageNow.ini issue and must be fixed by Pyxis. If it is happening Banner wide then it could be something with Citrix or Cerner has occurred to have the screen look different somehow and the change would either need to be backed out or Pyxis would have to do new ImageNow screen scrapes. Either way if this happens you may want to get other member of the team involved.
7. Below is an example of how the slide bars should look on a FULL screen.



The screenshot shows a software interface with a Windows taskbar at the top. The main window has a yellow header bar with a lock icon and the text "ZZZTEST, BDMC1". To the right of this header, patient information is displayed: "MRN: 112345", "Age: 90 Years", "FIN: 123456789", and "Race:". Below the header is a search field labeled "Enter a patient name:" containing "ZZZTEST, BDMC1". To the right of the search field is a dropdown menu labeled "Acute Prof" with "Drug:" below it. Below the search field is a section titled "Demographics" with a table containing the following data:

Field	Value
Height	0
Result D/T/M	

8. **Orders not crossing to Pyxis** – pharmacist can modify the order by placing a period in the order comment to resend order to Pyxis. If doesn't resolve then Pyxis needs to be contacted by the user.
9. **If you get a page stating that nursing is getting an allergy alert and they do not know why**, this is usually an issue from the Old classic allergies rule firing even when they supposedly fixed them. Activate all of the allergies in capital letters and then deactivate these same ones which will make the system reread the backend tables and the rule should stop firing. This should be done by the nurse or pharmacist.
10. **To reprint fill batches:** (Fill lists are labels). ***Never run a "Fill List" unless you are absolutely positive that it didn't run!* Only reprint a fill list. If you run a fill list, the clock gets advanced and the department gets charged.**
 - a. Go into **phabatchdispense.exe**
 - b. Find the batch that they need reran. If they don't know the name of it exactly you can go into the history and look at the print times:



View → History The Perform Date will give you the times that it ran so you can get it exactly (The one at the top should match the "Last Operational Run:Final" time). Most of the times when they know the med fill or the large volume fill but they almost always call the "IVPB fill" just the "IV fill". So you may need to check a few to make sure you are going to rerun the correct batch.

- c. Once you have highlighted the one you want to reprint, click **History Task** and then **reprint**.

Perform Date	Run By	Printer	Operation	From Date	To Date
08/22/2009 11:10 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/22/2009 12:00	08/23/2009 12:00
08/26/2009 11:10 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/26/2009 12:00	08/27/2009 12:00
08/25/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/25/2009 12:00	08/26/2009 12:00
08/24/2009 11:10 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/24/2009 12:00	08/25/2009 12:00
08/23/2009 11:07 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/23/2009 12:00	08/24/2009 12:00
08/22/2009 11:08 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/22/2009 12:00	08/23/2009 12:00
08/21/2009 11:10 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/21/2009 12:00	08/22/2009 12:00
08/20/2009 11:11 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/20/2009 12:00	08/21/2009 12:00
08/19/2009 11:10 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/19/2009 12:00	08/20/2009 12:00
08/18/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/18/2009 12:00	08/19/2009 12:00
08/17/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/17/2009 12:00	08/18/2009 12:00
08/16/2009 11:08 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/16/2009 12:00	08/17/2009 12:00
08/15/2009 11:08 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/15/2009 12:00	08/16/2009 12:00
08/14/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/14/2009 12:00	08/15/2009 12:00
08/13/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/13/2009 12:00	08/14/2009 12:00
08/12/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/12/2009 12:00	08/13/2009 12:00
08/11/2009 11:09 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/11/2009 12:00	08/12/2009 12:00
08/10/2009 11:08 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/10/2009 12:00	08/11/2009 12:00
08/09/2009 11:08 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/09/2009 12:00	08/10/2009 12:00
08/08/2009 11:08 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/08/2009 12:00	08/09/2009 12:00
08/07/2009 11:26 MS SYSTEM	26 Phr LBL 3	PHO-C01247185	A23805, Final	08/07/2009 12:00	08/08/2009 12:00

- d. Then Click **OK** on the next window. You could change the printer if needed but that printer is that batch default printer. So normally this is fine.

11. **Breaking A Lock: Medprofile being locked issue:** Go into the patient and if you cannot see the lock, begin to enter a med and the lock will appear. Verify that it is locked by the user and break the lock. The pharmacy should do this. (Symptom: Nursing is locked out of a patient and cannot order a med and lock will appear).
12. **Remote into another user's PC:** Always ask their permission before entering. Then click on the 'Banner Remote Control' icon and enter either the computer name or the IP address which they can find under 'My Info' (bottom lefthand corner, white circle with blue 'i') or in Start/All programs/Banner programs.
13. **Medmanger:** demographic bar color changes, filters and views. Check user preferences, unverified orders monitor view and order entry defaults. (*Foreground and Background colors are probably matching).

14. How to reprint a MAR or PMP:

- a. Go into phabatchreport.exe

PhamNet: Batch Report

Task Edit View Help

To reprint a single MAR

Pay attention to the date
If reprinting after midnight => Change Start Date Offset to 0 (Today)
If reprinting prior to midnight => No change needed

Batch Reports

- APATIENT MAR - 316444
- APATIENT PMP - 315989
- BBHH MAR ADDBE - 1552
- BBHH MAR HOPI - 15529
- BBHH MAR KACHINA - 15
- BBHH MAR SAGUARO - 1
- BBHH PMP ADDBE - 1853
- BBHH PMP HOPI - 18531
- BBHH PMP KACHINA - 18
- BBHH PMP SAGUARO - 1
- BBWMC MAR 2A - 517857941**
- BBWMC MAR 2B - 518098
- BBWMC MAR 2C - 518102
- BBWMC MAR 2D - 518111
- BBWMC MAR 3A - 518127
- BBWMC MAR 3B - 518128
- BBWMC MAR 3C - 518132
- BBWMC MAR 3D - 518133
- BBWMC MAR 3NE - 518137
- BBWMC MAR 3NW - 518141
- BBWMC MAR 4A - 518162
- BBWMC MAR 4B - 518174
- BBWMC MAR 4C - 518178
- BBWMC MAR 4D - 518180
- BBWMC MAR 5A - 537951
- BBWMC MAR 5B - 518184
- BBWMC MAR 5C - 518188
- BBWMC MAR 5D - 518188
- BBWMC MAR ACUTE REF
- BBWMC MAR GA - 518191
- BBWMC MAR GB - 518191
- BBWMC MAR GC - 518191

Batch name: BBWMC MAR 2A 517857941

Description: BBWMC MAR 2A

Batch Information

Batch type: Medication Administration Rep PreQual script: MAR

Start date offset: 1 (Tomorrow)

Report will qualify for: 1 day(s)

Date range from: 02/16/2010 0001 MST

Date range to: 02/17/2010 0000 MST

Patient Selection

Nursing Station Patient

26 2A

Select NS Find Patient

Order Types

Medication

Intermittent

Continuous

Order Status

Discontinued for

0

Suspended

Dispense Categories

BULK

CHEMOInt

IFR

IVFB

Dispense Categories

Stop Types

Soft Stop

Hard Stop

Physician Stop

Time Range Refers To

Admin Times

Output Options

Report Label

Format: Medication Administration Report - CD Printer: AZ\$BOS_NRSA01

Status

Active Inactive

Run Save Cancel

Ready 07:50

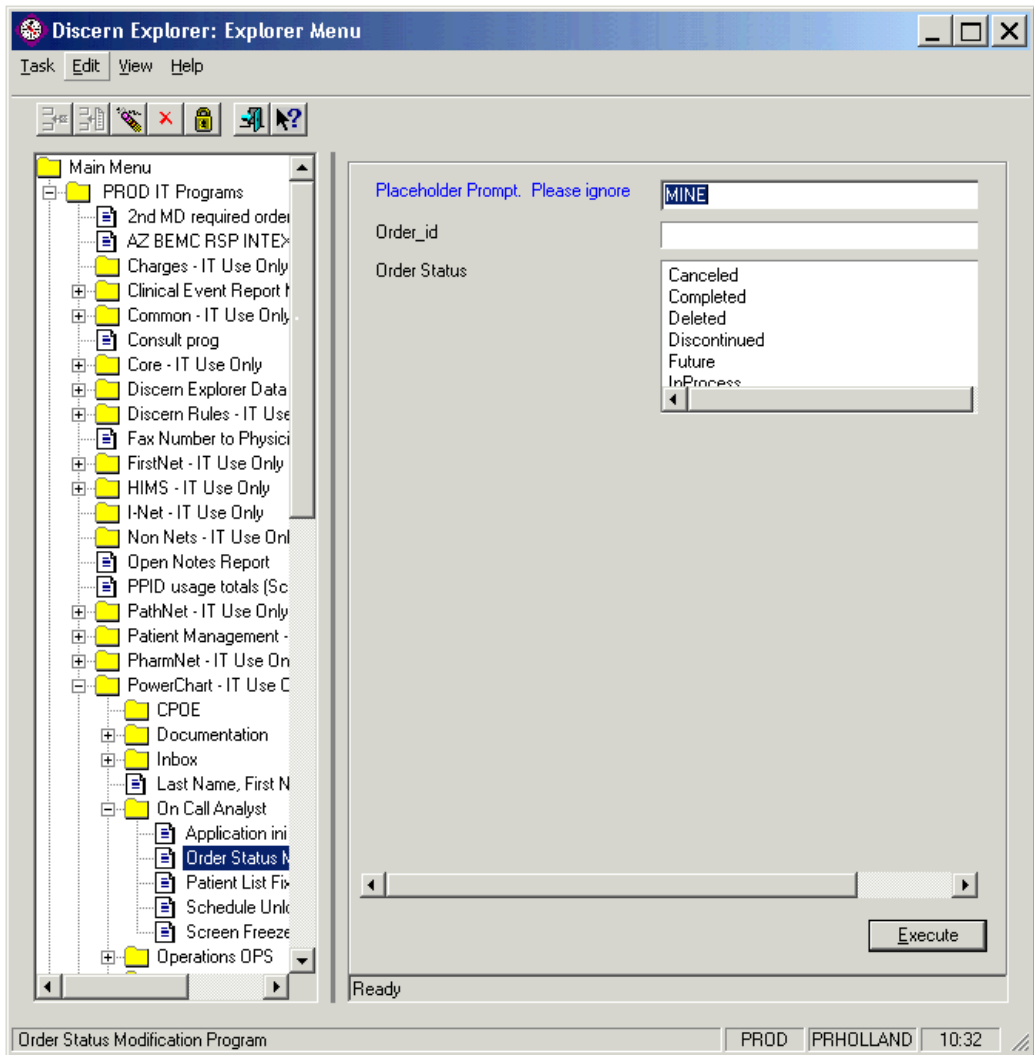
- b.

15. Having dc'd meds show on the MAR (use the following to fix) – enter the order_id and highlight Discontinued.

a. DiscernLaunch.exe



b.



c.

Fill lists-X Worklists-W Mars/Pmps-M/P	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	
BBH						X				X			X												
BBMC	X	X				X X			X	X			X	X			X	X			X	X			
BDMC					XX WW	XX XW WW		XW			XW	XX XW WW	XXX WW W		XX WW			XXX WW W			XX WW	XXX WW W		XX WW	
BEMC				XX				XX				XX				XX				XX				XX	
BGSMC					XX	X	XX		XX		XX		XX		XX		XX		XX						
COH					XX	X	XX		XX		XX		XX		XX		XX		XX						
BGMC	XX			X		XX XX	XX	X				XX	XX			X	X	XX	XX					XX	
BTMC							XXX XXX	XX					XX		XXX X								XXX XX		
BBWMC					XX				XX			X		X			XX							M/P	
BDWMC							X		X	X		X	X	X	X		X	XX		X				M/P	
BBHH																								M/P	
PAGE													XXX X												
Mountain																									
WMC													XX												
TCH									P	XX X															
PCMH											XX														
MMC							XX XX WW WW			XX WW		XX WW													
EMCH								XXX																	
SRM										XX WW					X										
NCMC						XX XX WW WW						XX XW WW			X										
OCH						X	XX XX																		
Pacific																									
BCCH														XX XX											
BLMC			P								XX			X	XX										