RxNow

Quick Start Guide

RxNow Support 877-581-6337

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RxNow

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RxNow

Basic Support Functions

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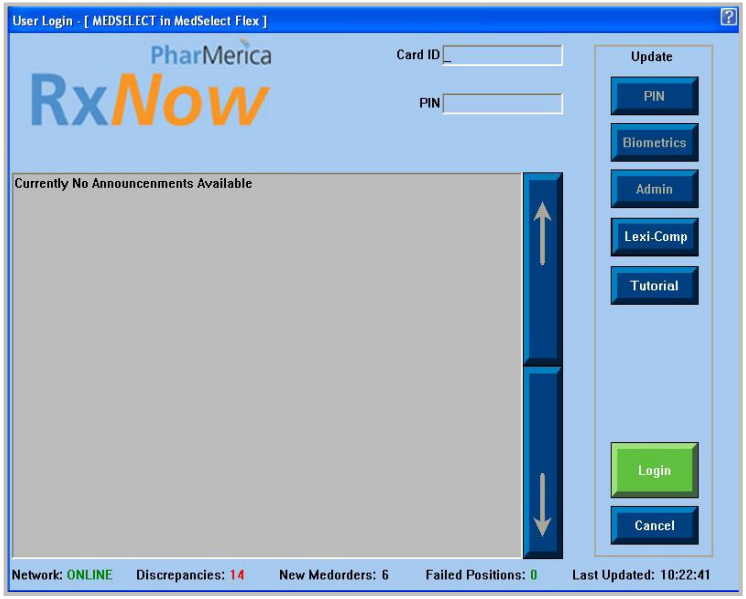
First Time Logon

1. Enter **Card ID**
   - The Card ID is the first initial of the users first and last name followed by the last 4 digits of the users social security number
2. Enter **PIN** (9999 is the default PIN for first time users)
3. Tap **Login**.
   - The **Change PIN** prompt is displayed.
4. Tap **OK**.
5. Enter your new PIN in the **PIN** field.
6. Enter your new PIN a second time to verify accuracy.
7. Press **Enter** on the keyboard.
8. Tap **Continue** to confirm your new PIN.



Biometric Setup

1. Enter **Card ID** and **PIN**
2. Tap the **Biometric** button on the login screen
3. Witness must enter their **Card ID** and **PIN** to verify new biometrics set-up
4. The display will show both hands on the screen
5. Decide which finger on the left hand will be used for the biometric (the index finger or thumb are recommended).
6. Tap the screen on the designated digit to be scanned and the finger changes from solid lines to broken lines.
7. You will be prompted to put your finger on the biometric scanner.
8. The scanner will turn red and a picture of the finger print will appear on monitor. You must lift the finger off of the scanner to repeat this process.
9. The above step must be repeated three more times. If the scan is accepted the finger on the monitor will turn to green. If the scan is not accepted the finger on the monitor will turn red.
10. The entire process is repeated for a finger on the right hand.
11. If the scan is not accepted and it turns red a new finger should be selected and the steps are to be repeated until there are two solid biometric scans.
12. When both fingers are green, tap **OK** to save the information.

NOTE

New users or users who have requested a PIN change will use the temporary PIN 9999 to enter the application. The user will then be prompted to enter their own unique PIN (4-8 characters-numbers, letters, or a combination) and confirm the entry to establish their PIN.

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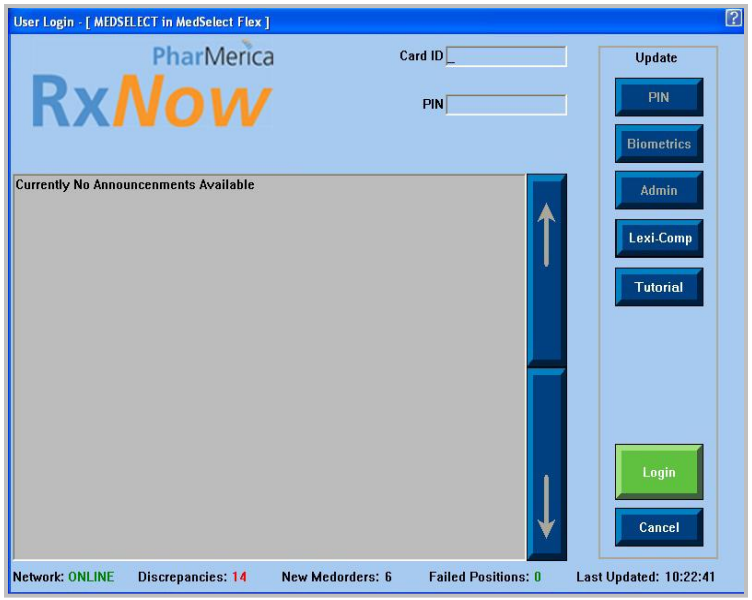
Logging On

1. Enter your **Card ID**.
   - Enter your card ID in the **Card ID** field.
   - The Card ID is the first initial of the users first and last name followed by the last 4 digits of the users social security number
2. Press **Enter** on the keyboard**.**
3. Scan your finger on the biometric reader.

OR

4. You may enter your PIN (a PIN must be established prior to creating a biometric ID and is utilized in the event the biometric reader is unable to scan i.e.-machine is in offline status)
5. Tap **Login** on the screen.



NOTE

Administrative users must enter their PIN to access ADMIN functions.

Logging Off

Tap **Back** until you reach the login screen

NOTE

Always remember to log off before walking away from the cabinet.

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Changing Your PIN

- If at any time you feel that your PIN may have been compromised, you may elect to change your PIN

1. Enter your **CARD ID**
2. Enter your current **PIN** **(Note: Entering the application with your biometric scan will not allow you to change your PIN, you must enter your PIN)**
3. Tap **PIN**
4. Enter your new PIN (4-8 characters, numbers, letters, or a combination)
5. Confirm your new PIN

NOTE

Changing your PIN will not alter your previously stored Biometric identification

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Finding a Resident

1. Enter the first several letters of the Patient/Resident's last name.
2. When the Resident is found, tap the correct Patient/Resident's name.
3. Tap **Continue**.
4. Resident/Patient with the same name will be reconciled by the pharmacy, usually the following business day.

NOTE

If the Resident is not listed, follow the *Adding a Resident* instructions on the next page.

NOTE

You will see the term "Patient" used throughout the Rx*Now* system. In your training materials, the term "Resident" will be used when referring to a guest in an extended care facility.

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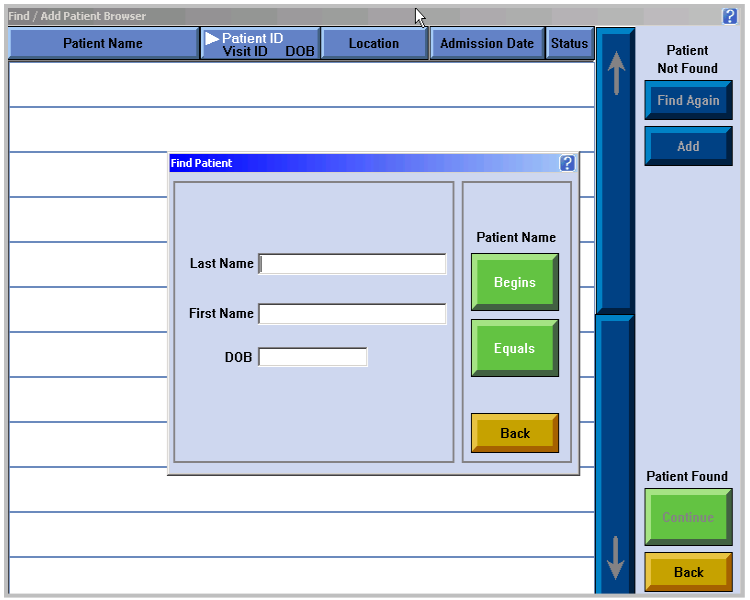
Adding a Resident

1. Tap **Find**.
2. Enter Resident's last and first name.
3. Tap **Begins**.
   - If a Resident can be found, a list of matching Patients/Residents will be displayed. Select the Patient and visit number.
4. If the Resident is not found, tap **Find Again**
5. Enter Patient information, including **Last Name**, **First Name**, and **Date of Birth**. (Entry of DOB is formatted as 2 digit month, 2 digit date, 4 digit year – (i.e. April 7, 1946 is entered as 04/07/1946)
6. Tap **Equals** on the monitor
7. A window will appear asking if you want to add this resident. Tap **Yes**
8. Tap **Close**. The added Resident should now appear in the **Patient Browser**. The facility shall continue to notify the pharmacy of admissions using the current established process. The detailed information will be processed and updated within the cabinet.



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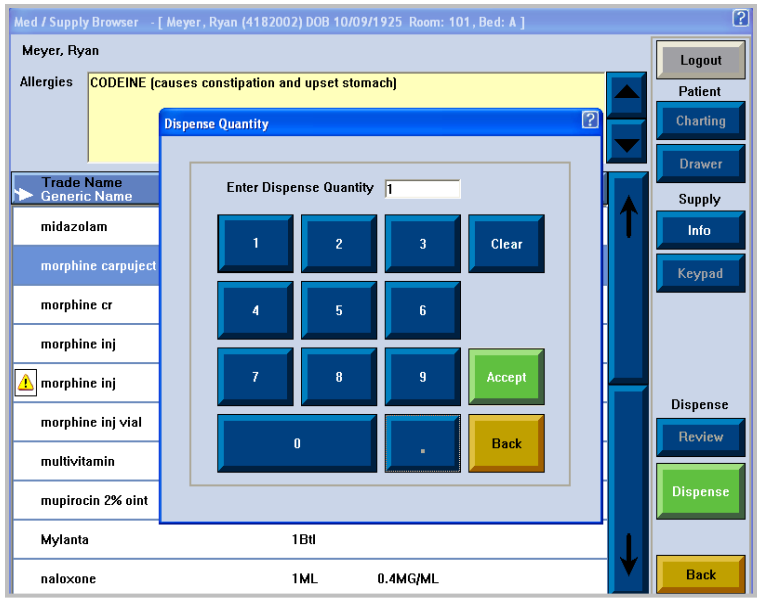
Dispensing Medications

1. Select the Resident.
2. Tap the Resident's name.
3. Tap **Continue**.
4. Select the **Medication** on the touchscreen monitor
   - Tap **Trade/Generic** to switch between viewing the medication list by trade or generic names.
5. Enter **Dispense Quantity** and tap **Accept**.
6. Tap **Dispense**.
   - When the drawer opens, a window will be displayed on the screen showing the medication to be dispensed with the cabinet location. You will then need to remove the requested medication(s) in the requested amount(s). It is recommended that medications are dispensed for one resident at a time. All medication should be administered timely.
7. Tap **Medication(s)** and
   a. Scan the medication for verification
   b. If the medication will not scan tap **Verify** to signify a visual verification has been completed.
8. Upon receiving an indication in green that the process is complete, tap **Accept**.
9. You can review orders again by tapping **Review**.
10. Tap **Accept**.
11. Tap **Back or Logout**.



NOTE

Drawers open one at a time if multiple medications have been requested. The next drawer/location will not open until the previous drawer/location has been closed.

NOTE

If an incorrect medication is scanned, a window will appear alerting the user that further action needs to be taken to acquire the correct dose that was entered to be dispensed.

NOTE

CAUTION: Resident ALLERGIES are displayed for reference but the application will not stop a user from dispensing a medication for a resident with an allergy.

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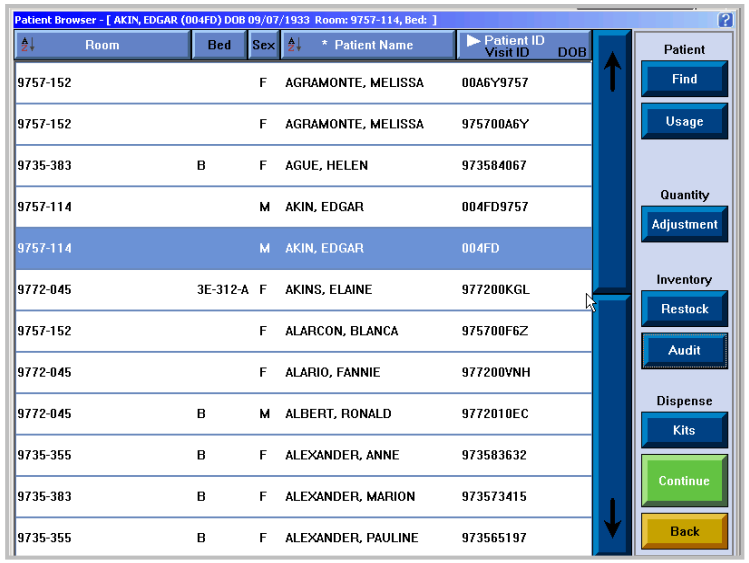
Returning Medications (Non-Controlled Substances)

1. Select the Resident's name, and then tap **Usage**.
2. Select the **Medication** that you want to return.
   - The item being returned must be recyclable, re-dispensable, and reusable in order to return it.
3. Tap **Return**.
4. Select the **Amount** you are returning.
   - Remember that returns are entered in whole quantities.
5. On the left side of the screen tap/choose the reason for return
6. Tap **Return**.
   - Wrap the printed receipt around the item that you are returning and place the medication in the drawer, if applicable.
7. Close the drawer and tap **Back**.



NOTE

Returning a medication allows the user to return the medication(s) to the original drawer if the medication packaging is intact and has not been tampered with in any way. Wasted medications are to be disposed of per facility policy.

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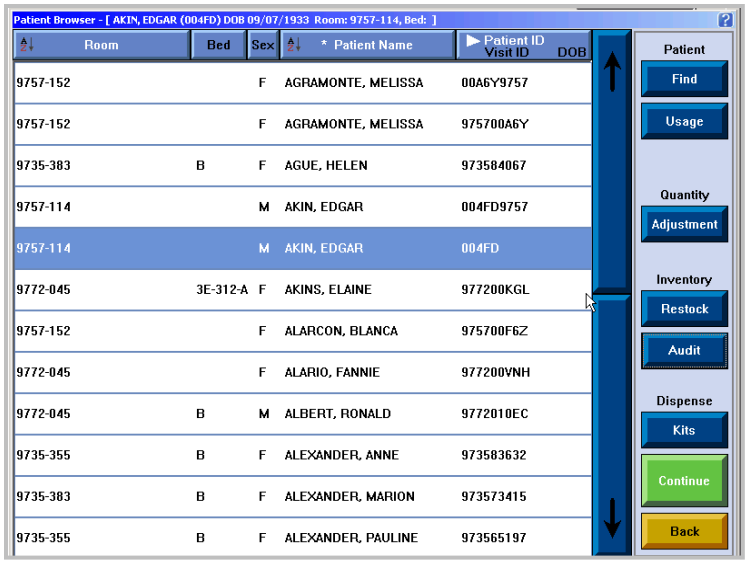
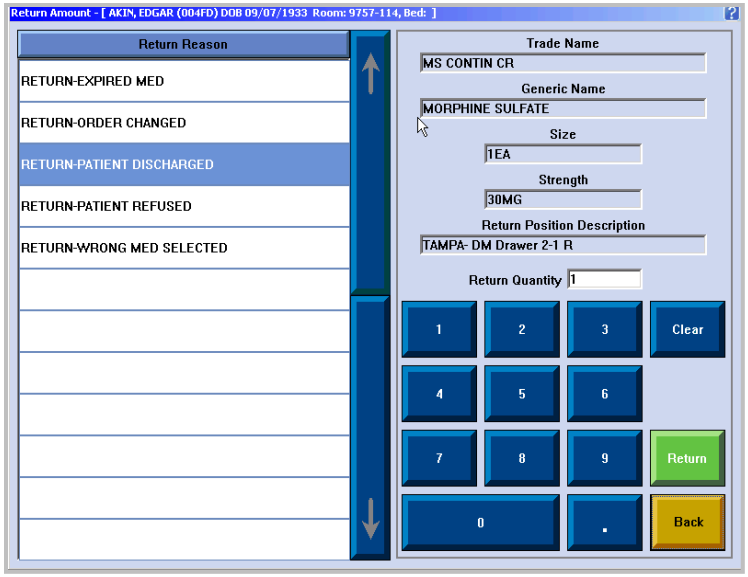
Returning Medications (Controlled Substances)

1. Select the Resident and tap **Usage**.
2. Select the medication that you need to return.
   - The item being returned must be recyclable, re-dispensable, and reusable in order to be returned.
3. Tap **Return**.
4. Select a **Reason** for the **Return**.
   - Select the **Amount** you are returning.
5. The **Return** drawer will open for storage of the Controlled Substance until it can be retrieved by the consultant pharmacist or facility designee as permitted by the state board of pharmacy.





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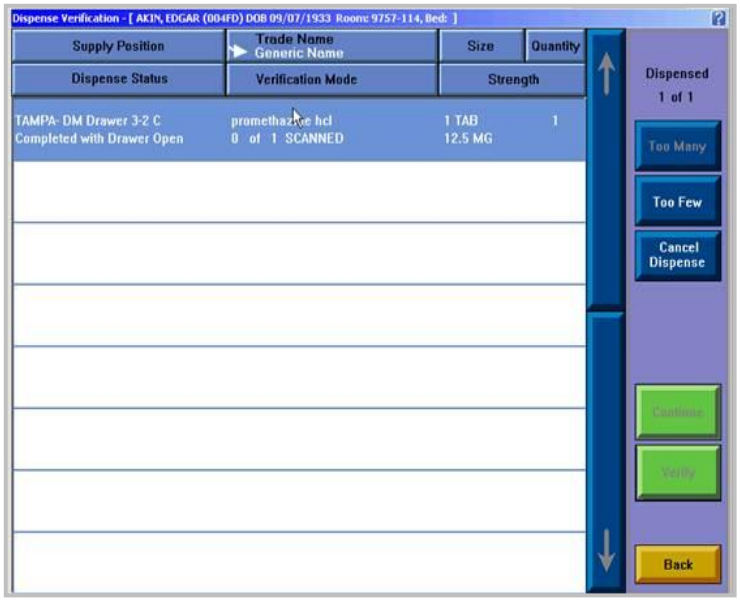
Cancel Dispense

1. From **Dispense Verification**, select the medication and tap **Cancel Dispense**.
2. From **Med Browser**, tap **Review**.
3. Tap the medication.
4. Tap **Cancel Dispense**.
5. Tap **Accept**.
6. Tap **Back**.



NOTE

If medication is dispensed due to a user error, the cabinet count and Resident billing can be corrected by cancelling a dispense. Medication must be in the original dispense location prior to canceling a dispense. If the medication is in-hand and the original dispense drawer is closed, the medication must be returned. **You may not cancel the dispense of medications dispensed from Unit Dose Module (UDM).**

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Secondary Support Functions

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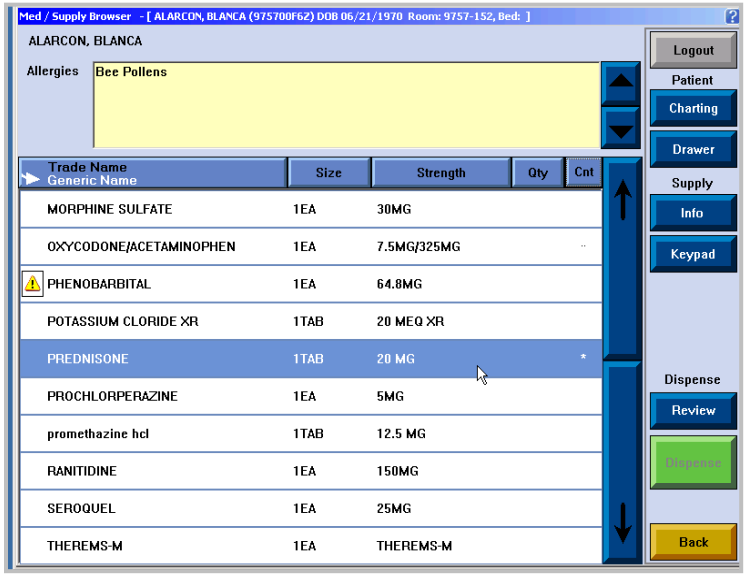
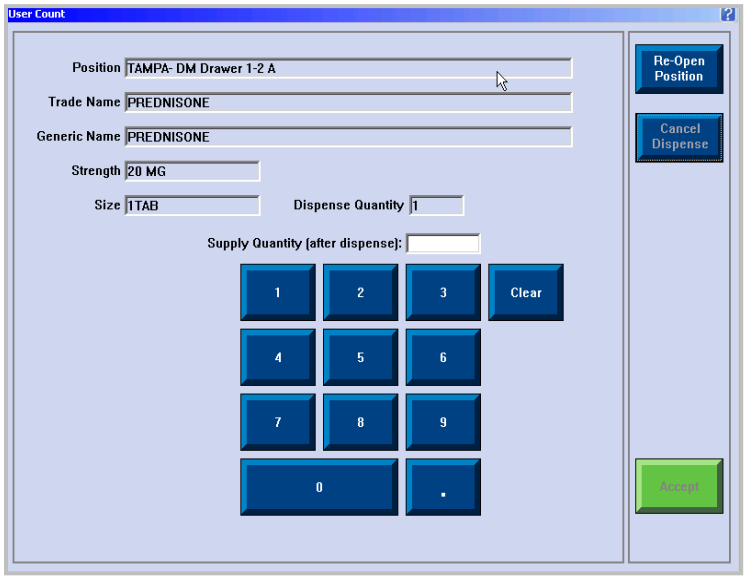
Count Remaining Medications

1. After selecting the **Resident Name**, **Medication**, **Dosage**, **Quantity, Accept, and Dispense** the drawer containing the medication will open.
2. Remove the medication.
3. The **User Count** screen prompts you to enter the quantity remaining after the medication has been dispensed.
   - Count the number of doses that are remaining.
4. Type the number of medications that remain in the drawer.
5. Tap **Accept**.
6. If you are prompted to confirm the number, it means that your count doesn't match the system count.
   - If your count is accurate, tap **Yes** and close the drawer. A discrepancy will print.
   - If your count does not match the system count, tap **No** and re-open the drawer if needed by selecting **Re-Open Position**.
   - Any discrepancies in the counting of controlled substances that are not resolved by a second count must be immediately reported to your servicing pharmacy for resolution. The Pharmacy will review the report for discrepancies and attempt to resolve remotely. If unable to resolve, the Pharmacy will dispatch qualified personnel to the facility in order to resolve the issue.
   - If the amount matches the blind count remaining, the user will enter the verification screen to scan or verify that the correct medication has been retrieved.
7. Once all verifications have been completed, **Tap Back** to exit the system.





NOTE

For all count remaining medications that are dispensed, you will need to count before closing the drawer.

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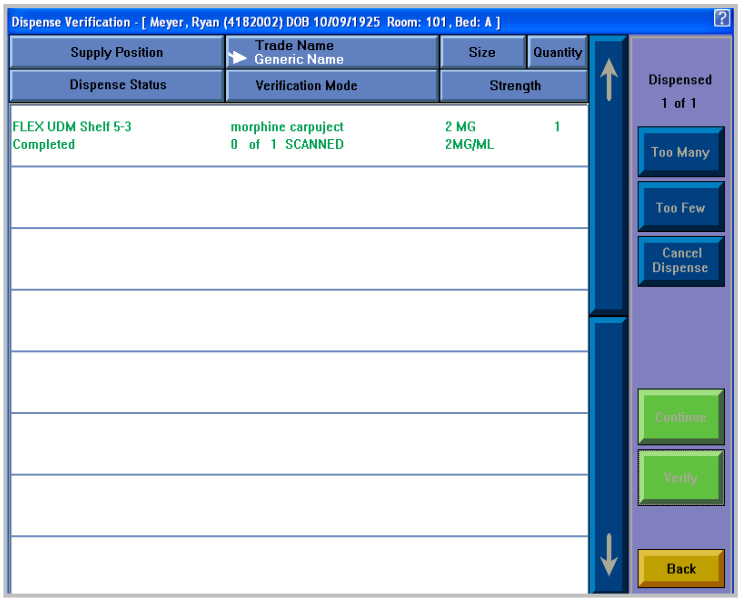
Dispense Errors

1. From **Dispense Verification**, select the medication and tap **Too Few** or **Too Many**.
2. From **Med Browser**, tap **Review**.
3. Select the medication, then tap **Too Few** or **Too Many.**
   - Define too few - not enough dispensed, Too Many - more dispensed than prescription directs.
4. Type in the actual quantity dispensed.
5. Tap **Accept**.
   - If you tapped **Too Many**, place the overage in the return drawer, and then close it.
   - If you tapped **Too Few**, try to dispense again. If the medication is stocked in an additional position, the dose is dispensed.
6. Contact the pharmacy.



NOTE

A dispense error can occur while you are dispensing from the UDM, or if the drawer/cabinet/tower location is empty due to additional doses/items being taken, but the dispense was not recorded.

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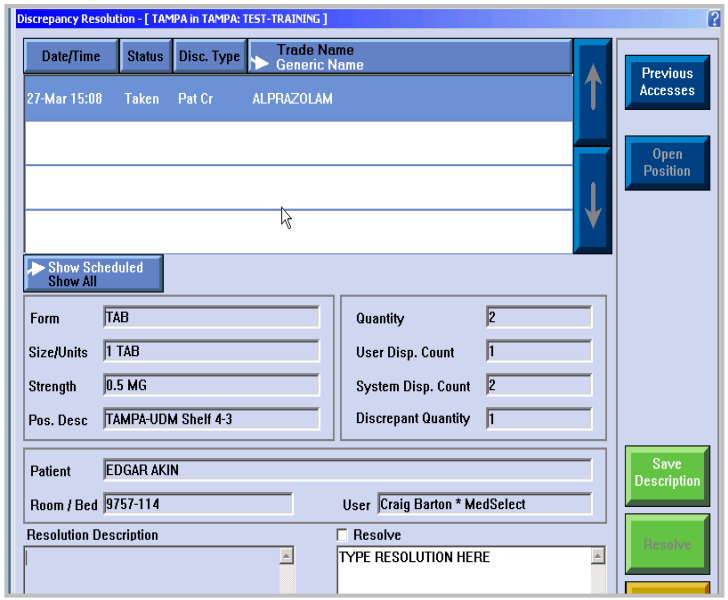
View Discrepancies Report

1. Enter your **Card ID**
2. Enter your **PIN**
3. Tap **Admin** (User must have Administrative access rights to perform this function)
4. Tap **View Discrepancy**
   - The controlled substances are displayed by default.
5. Tap **Show Schedule**. To view all of the discrepancies, tap **Show All**.
6. Enter Resolution in the resolve box, open position if a count verification is needed.
7. Review previous Accesses to address shortages or overages.
8. Once all items have been entered to resolve the discrepancy, **Save Description**.
9. Tap **Resolve**
10. Tap **Back** out until you reach the Login screen



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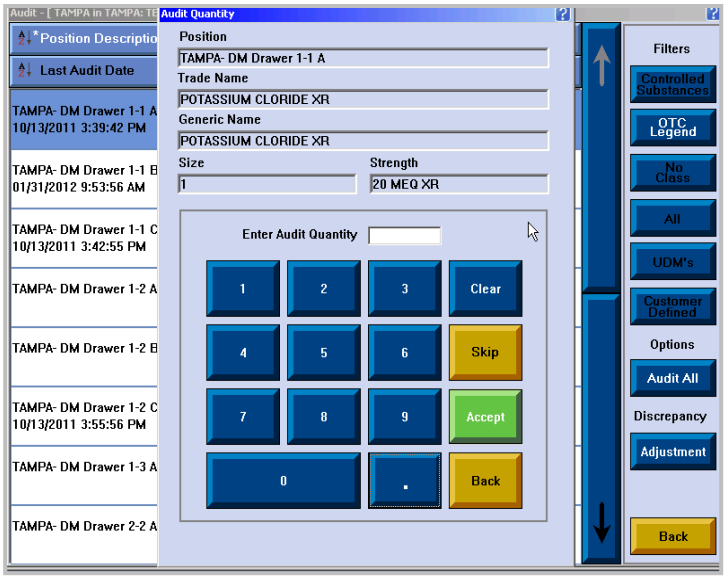
Audit Window Report

1. Tap **Audit** on the **Patient Browser**.
2. Select a column header so that you can sort by title.
3. Choose a filter to set the audit criteria.
   - This requires administrator rights.
   - Control, OTC, Legend, UDM, or All
4. Select a row to audit a specific location.
5. Tap **Audit All**.
   - Audit All allows the user to enter the quantity of each medication in order of position.
6. If you want to skip an item on the **Audit Quantity** window, tap **Skip**.
7. Exit the Audit feature by tapping **Back** on the **Audit Quantity** window.



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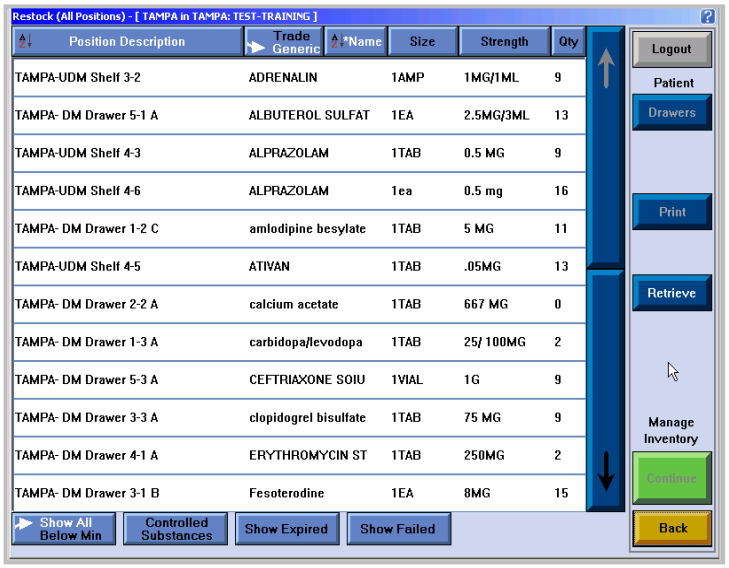
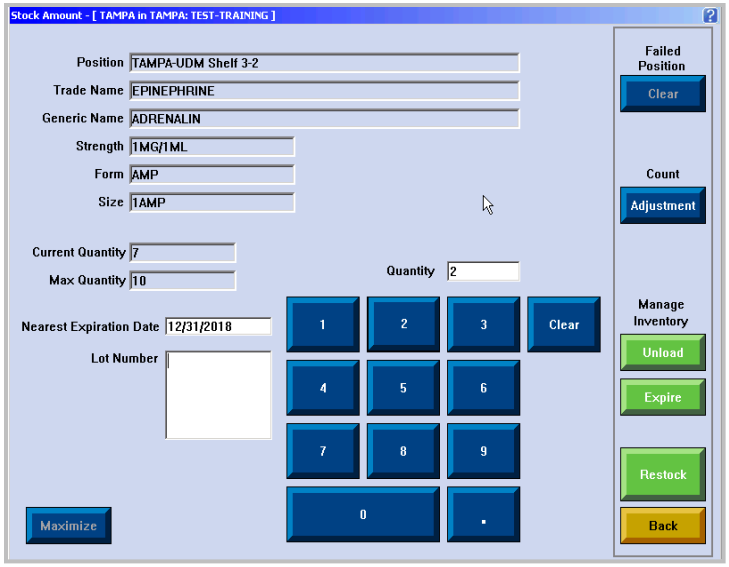
Retrieving and Restocking Medications (Facility Staff May Restock)

1. Tap **Restock**.
2. **Scan Item Barcode** If the position does not automatically open you must select the medication from the medication list.
3. Verify the accuracy of the current count.
   - If the count is not correct, tap **Adjustment** and create a discrepancy to correct the count.
   - If the count is correct, continue with step 7.
4. Place the items in the appropriate location.
5. Enter the quantity that is being restocked using the touch-screen.
   - Enter the new expiration date and lot number if needed.
6. Tap **Restock**.
7. Tap **Back**.
8. Select the next item or scan the item barcode to restock, and then repeat steps 3-9.
9. Tap **Back** and **Log Out**.





NOTE

Every time a position is restocked **ALWAYS** check for the following: the right medication, position, strength, form, count, and expiration date.

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Retrieving and Restocking Medications (Pharmacy Must Restock)

PharMerica staff members will be responsible for restocking the cabinet and no action will be needed by the facility for completion. RxNow stock is delivered in a separate container than routine deliveries. The container should remain unopened and stored in a secure location until the PMC associate arrives to restock the RxNow cabinet.

NOTE

Every time a position is restocked **ALWAYS** check for the following: the right medication, position, strength, form, count, and expiration date.

Expiring a Medication vs. Unloading (Pharmacy Must Restock)

PharMerica staff will facilitate this function where required by applicable state board of pharmacy laws.

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Expiring a Medication vs. Unloading (Facility Staff May Restock)

1. Tap **Expire** when a medication is being removed from the RxNow cabinet.
   - The medication should be close to or beyond the manufacturer's expiration date.
2. Tap **Unload** when a medication needs to be removed from this position, or possibly needs to be relocated to a different position within the RxNow cabinet.

RxNow stock is delivered in a separate container than routine deliveries. The container should remain unopened until the facility is ready to restock the RxNow cabinet.

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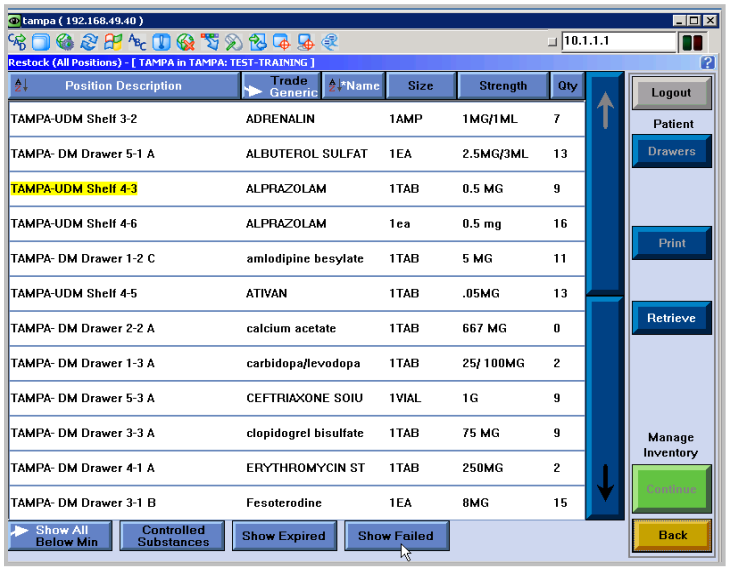
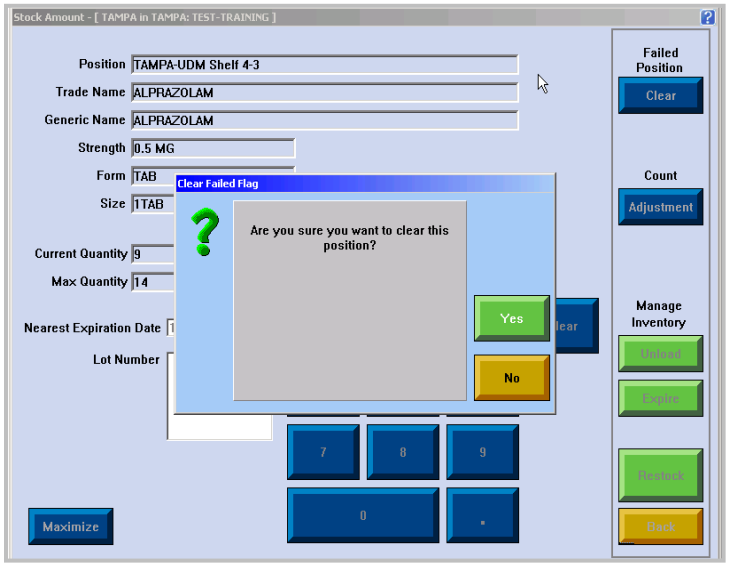
Clearing a Failed Flag

1. Tap **Restock**.
2. Select the item that "failed."
   - It will be highlighted in yellow.
3. Check the position to make sure it is clear and the quantity is correct.
   - If it is a UDM position, test the coil to determine why the position failed.
4. Check for the following: *Is there a wrong size coil? Has it been loaded incorrectly? Is the bin out of adjustment?*
5. Tap **Clear**.
6. When asked "Are you sure you want to clear this position?" tap **Yes**.
7. Tap **Back**.





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Disaster Recovery

RxNow is dependent upon electrical power and a data connection to be fully functional, but has the ability to remain functional under less than ideal conditions.

- **Loss of Data Connection** – If the data connection to PharMerica drops, the cabinet will automatically re-establish the connection when it becomes available. Short-term drops are expected and should never be noticed by the nursing staff. If the connection is lost for an extended amount of time, functionality should not be affected. However, you should avoid restarting or turning off the system as functionality may be effected when the system is restarted.
- **Short-term Loss of Power** - RxNow is equipped with an uninterrupted power supply that will keep it running through short power interruptions. This will keep it functioning in brown out and short-term outages, but is not meant for more than several minutes of operations. This is why PMC recommends the cabinet be connected to a generator backed up power outlet.
- **Long-term Loss of Power** – In an extended power loss situation, the cabinet can be operated with keys. These keys will be provided to the nursing staff to be secured in case of emergency. A resident-specific log should be kept recording the medications removed that should be faxed to the pharmacy when possible. In a disaster situation, RxNow should be integrated into the facility plan. Regular Pharmacy deliveries may be delayed and RxNow may be the only solution for periods of time. Please consult with your PharMerica Pharmacy Director to remain compliant with state and federal regulations regarding non-patient specific medications and disaster planning.

PLACEHOLDER
FOR
SCREENSHOT

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