

EFFECTIVE DATE: 12/01	<u>DEPARTMENT OF PHARMACY</u> POLICY & PROCEDURE	SECTION: Operations
REVIEW DATE: 4/05		Page 1 of 2
<u>PYXISCONNECT ORDER MANAGEMENT SYSTEM</u>		

POLICY

To optimize the consistent and efficient use of PyxisConnect scanners by delineating procedures useful in training new, and existing pharmacy and nursing personnel, as well as outlining responsibilities and expectations for both pharmacy and nursing personnel.

PROCEDURES

I. PROCESSING ORDERS: Patient Care Unit Responsibilities

1. The Unit Clerk, RN or designee will pull newly written medication orders and forward to the Unit Clerk for processing. (If no unit clerk is available, RN will process orders.)
2. The Unit Clerk will scan orders to pharmacy using the PyxisConnect scanner.
3. Patient Care Unit personnel should communicate with primary pharmacy contact as needed to clarify order.

II. PROCESSING ORDERS: Pharmacy Responsibilities

1. Scanned orders will automatically route to appropriate queues. Specific pharmacy personnel will be responsible for the majority of physician order processing occurring in one area of the hospital based on log-on parameters.
2. Scanned orders queue up similar to e-mail, with the first order scanned listed at the top of the queue for processing by pharmacy personnel. Location and time of receipt are recorded by the system for each scanned order.
3. Pharmacy personnel primarily responsible for order processing will view their respective queue and open the first order in the queue. A digitalized copy of the physician order will appear on a monitor with the pharmacy computer system in view on an adjacent monitor.
4. Once entered, orders will be linked by pharmacy personnel to the pharmacy computer system in order for the digitalized order can be recalled for the particular patient at any time within the next five days by pharmacy personnel.
5. A registered pharmacist must verify all physician orders.
6. Once a pharmacy technician or pharmacist is finished processing all orders from their respective area, they will view the "master workflow queue" and process first in line orders regardless of what unit they originated from.
7. If orders are in a particular area's queue for longer than 60 minutes, the team will ask for assistance to expedite the verification process.

EFFECTIVE DATE: 12/01	<u>DEPARTMENT OF PHARMACY</u> POLICY & PROCEDURE	SECTION: Operations
REVIEW DATE: 4/05		Page 2 of 2
<u>PYXISCONNECT ORDER MANAGEMENT SYSTEM</u>		

III. DOWN TIME PROCEDURES: Patient Care Unit Responsibilities

1. When the scanner is down, the Unit Clerk or RN will notify their floor pharmacist or the central pharmacy to initiate down time procedures. The Unit Clerk or RN may also call the Pyxis Worldwide Support Center (WSC) at 1-800-727-6102 for assistance. The account number is 1773.
2. The Unit Clerk, RN or designee will pull newly written medication orders and forward to the Unit Clerk for processing. (If no Unit Clerk available, RN will process orders.)
3. The Unit Clerk will fax medication orders to the central pharmacy (ext. 2392) using the unit fax machine.
4. In the event the Pyxis Connect System is down on all patient care units and the pharmacy, orders will be processed in the same manner as before PyxisConnect Operational System.
5. In the event of multiple systems failing hospital wide, procedures may be initiated.

IV. DOWN TIME PROCEDURES: Pharmacy Responsibilities

1. When the scanner or system (scanners, server, Order Station PCs) is down, pharmacy personnel will notify the patient care units immediately to initiate down time procedures. Pyxis Worldwide Support Center (WSC) is responsible for all hardware and software. ITS will be responsible for the Novell and our standard software (e.g. Groupwise etc.).
2. Pharmacy personnel will notify the Pyxis Worldwide Support center (WSC) for evaluation and repair at 1-800-727-6102. The account number is 1773.
3. Orders from the patient care unit where scanner is down will use their floor fax machine to process medication orders. Pharmacy personnel will take the orders and scan them into the Pyxis Connect System from the pharmacy.
4. In the event the Pyxis Connect System is down on all patient care units and the pharmacy, orders will be processed in the same manner as before PyxisConnect Operational System.
5. In the event of multiple systems failing hospital wide, the Pharmacy Administrator on-call will be contacted and disaster procedures may be initiated.

RESPONSIBLE FOR REVIEW: Assistant Director of Pharmacy



Director of Pharmacy