

## APPENDIX 2

The purpose of this guide is to outline a process on how to resolve a Controlled Drug (CD) discrepancy via Omnicell.

*The balances in the Omnicell CD register should always tally with the amount of CDs in the cabinet. If they do not, the discrepancy must be reported, investigated and resolved.*


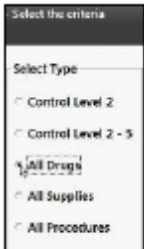
Resolving Discrepancies:	
Info	<p>Ensure you understand the facility's policies for when (e.g., daily, at end of shifts), how, and who resolves discrepancies.</p> <p>If there are unresolved controlled Drug discrepancies on the cabinet the Resolve Discrep button is highlighted to logging on.</p> <p>Also, the screen saver will display There are Unresolved Discrepancies at This Cabinet.</p> <p>When a discrepancy is created, a report will automatically print the quantity expected, quantity found, and the names of the last two people who accessed that bin.</p> <p><i>Before resolving a discrepancy it is recommended that a cycle count of the medication be done to verify the correct count by using the FIND ITEM button within open cycle count.</i></p>



prior

**NB:** If a user notices a CD discrepancy it should be reported, investigated and resolved at the time, only in certain circumstances should it be left unresolved.

See Below – Once the user has logged into the system using their fingerprint or ID and password and have selected a drug to administer for a patient, if the remaining quantity entered does not match the systems records then the following message will appear.

<p>The message Is this the correct count prior to dispensing will display</p> <p><i>This is indicating that the quantity entered is different to the Omnicell stored quantity.</i></p>	
<ul style="list-style-type: none"> <li>Select Yes and continue with the transaction</li> </ul> <p>A Discrepancy will be created and a receipt will be printed</p>	
<ul style="list-style-type: none"> <li>Select Exit</li> </ul>	
<p>The Resolve Discrep button is highlighted</p> <p><i>An alert will also be sent to Pharmacy</i></p>	
<ul style="list-style-type: none"> <li>Log in</li> <li>Select Main Menu</li> </ul>	<ul style="list-style-type: none"> <li>Select Resolve Discrep</li> </ul>
	
<ul style="list-style-type: none"> <li>Select Control Level 2</li> <li>Resolve Discrep</li> </ul>	

- **Locate the discrepancy**

Previous Screen

Reports: Discrepancy by User  
User Selected: All All Discrepancies

Item: Morphine 10mg/ml 1ml Inj

Bin ID: 53568  
Location: Main Zone 1, Drawer 7, Bin 7  
Found by: Omnicell On: Thu 08/02/18 12:07:00  
Qty Found: 100 ML  
Qty Expected: 150 ML  
Adj Down: 50 ML

Prev: Supplemental Restock transaction By: Craig Edinborough  
Access: Modify Bin Transaction By: Craig Edinborough  
Reason: All Thu 08/02/18 11:32:35

Next Page  
Print this Page  
Print all Pages

Display previous/next pages or Print this or all pages using buttons on the side.

- **Enter Error in countback**
- **Select Resolve Discrep**

(Have the user log in as a witness if required).

*Sometimes 2 discrepancies will be created relating to a single error.*

1. *Miscount – creates the Discrepancy*
2. *Cycle Count back to correct quantity – creates another Discrepancy*

*Both discrepancies will have to be resolved.*

- **Press Exit**

*Show that the highlighted Resolve Discrep has gone (as long as all discrepancies have been resolved).*

All CD discrepancies should be investigated and reported within 3 days, the following should be carefully checked.

- All requisitions received have been received correctly through the Omnicell system.
- All CDs administered have been entered into the Omnicell system.
- Items have not been accidentally put into the wrong place.

If no errors or omissions are detected then the discrepancy should be reported to the ward pharmacist and ward charge nurse. If the discrepancy cannot be resolved it must be reported to the Controlled Drug Accountable Officer without delay and a local incident form completed in line with the healthcare organisation's policy or procedure for reporting incidents