

SELF-GUIDED PRACTICE WORKBOOK [N5]
CST Transformational Learning

WORKBOOK TITLE:

Pharmacy Technician (Workbook #1)

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SELF-GUIDED PRACTICE WORKBOOK

Duration	4 hours
Before getting started	<ul style="list-style-type: none"> ■ Sign the attendance roster (this will ensure you get paid to attend the session). ■ Put your cell phones on silent mode. ■ You will be allowed to take this workbook with you so feel free to make notes for your future reference.
Session Expectations	<ul style="list-style-type: none"> ■ This is a self-paced learning session. ■ A 15 min break time will be provided. You can take this break at any time during the session. ■ The workbook provides a compilation of different scenarios that are applicable to your work setting. ■ Each scenario will allow you to work through different learning activities at your own pace to ensure you are able to practice and consolidate the skills and competencies required throughout the session.
Key Learning Review	<ul style="list-style-type: none"> ■ At the end of the session, you will be required to complete a Key Learning Review. ■ This will involve completion of some specific activities that you have had an opportunity to practice through the scenarios. ■ Your instructor will review and assess these with you.

■ Using Train Domain

You will be using the train domain to complete activities in this workbook. It has been designed to match the actual Clinical Information System (CIS) as closely as possible.

Please note:

- Scenarios and their activities demonstrate the CIS functionality not the actual workflow
- An attempt has been made to ensure scenarios are as clinically accurate as possible
- Some clinical scenario details have been simplified for training purposes
- Some screenshots may not be identical to what is seen on your screen and should be used for reference purposes only
- Follow all steps to be able to complete activities
- If you have trouble to follow the steps, immediately raise your hand for assistance to use classroom time efficiently
- Ask for assistance whenever needed

■ PATIENT SCENARIO 1 - PowerChart - Using the Pharmacy Patient Monitor (PPM)

Duration	Learning Objectives
25 minutes	<p>At the end of this Scenario, you will be able to:</p> <ul style="list-style-type: none">■ Manage Pharmacy Patient Monitor (PPM) Queue through PowerChart■ Access a patient's chart and review patient care information related to Medication regime■ Manage Discern Alerts

SCENARIO

As Pharmacy Technician, you will be completing the following activities:

- You will set up your PPM Queue related to Medication Requests.
- You will access your assigned patient's chart and look for relevant information regarding their medication profile.

(NOTE: medication requests found through the PPM will be processed in a later activity in Pharmacy Technician Workbook #2)

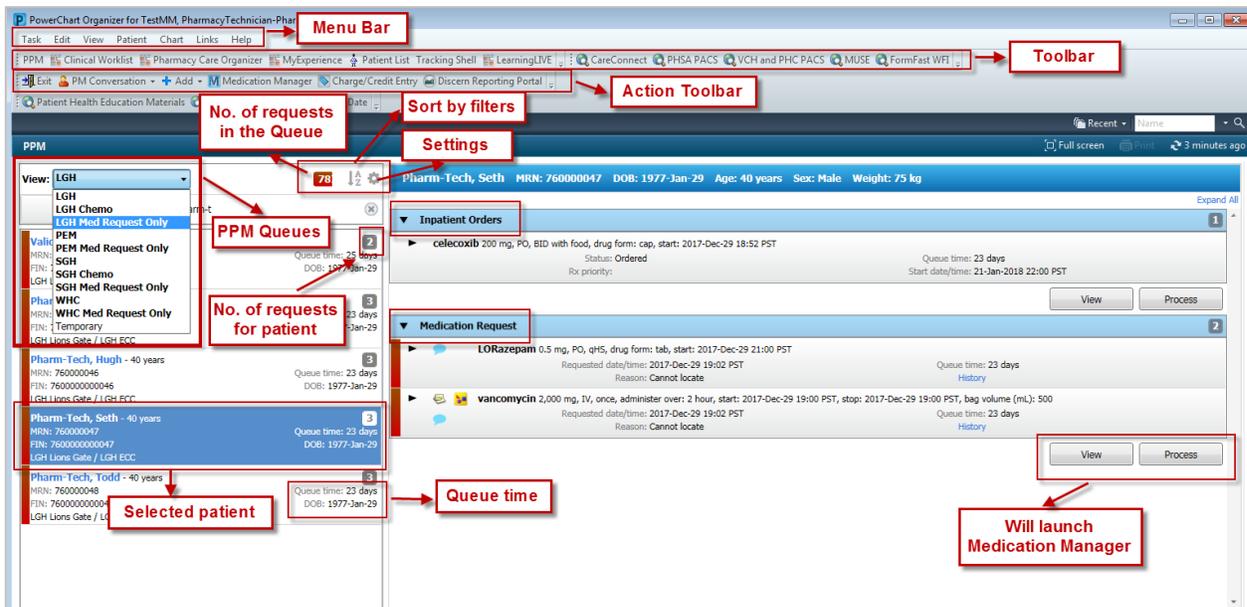
Activity 1.1 - Setting the default refresh for the PPM

Estimated Completion Time: 10 min

By default, the PPM will only refresh on demand by manually clicking the refresh button unless this setting is changed. You will change this setting to refresh at regular intervals.

1 Login to PowerChart with the provided Username & Password.

2 Default Screen upon login.

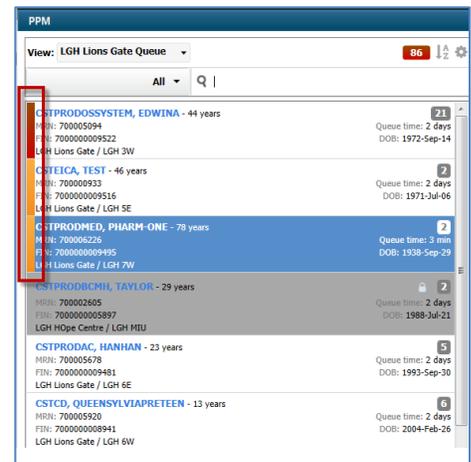


3 As a Pharmacy Technician, your default page at log on is the Pharmacy Patient Monitor (PPM).

All patients with unverified orders and medication requests will be shown for your facility.

The PPM acts as a launching point for the Pharmacy Medication Manager application.

For this activity, you are only interested in the Medication Request queue, but can reference the inpatient unverified orders queue if needed.

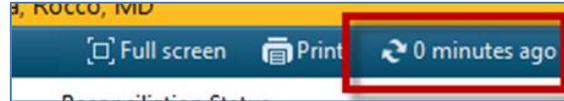


4 Setting your PPM refresh interval

The PPM list does not refresh automatically unless a preference is set.

This will only need to be set up **one time**.

NOTE: Setting the Refresh Time for the PPM does not affect any other screens seen in PowerChart.

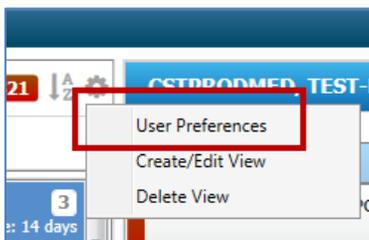


When in the patient's chart, every screen, such as Allergies, Orders, Results Review should be manually refreshed at regular intervals for the newest information.

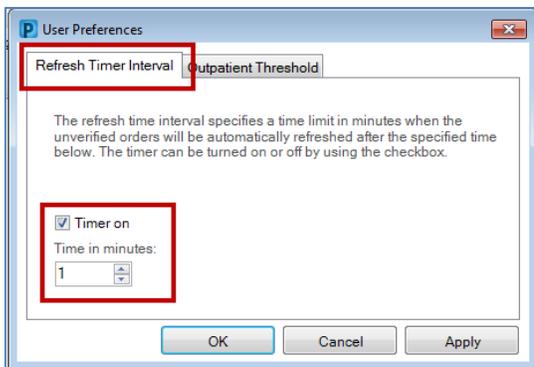
1. Click the Settings icon 



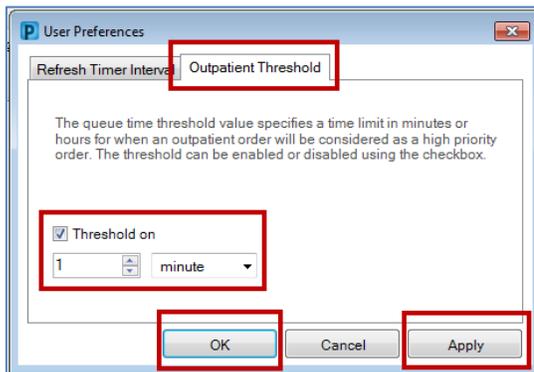
2. Select User Preferences



3. Select Refresh Timer Interval tab, click the checkmark box for Timer On and set **Time in minutes:** field to 1.



4. Select the Outpatient Threshold tab; click the checkmark box for Threshold on and set time field to **1 minute**.



5. Click the Apply button.

6. Click the OK button.

5 Identifying your patient from the PPM queue.

The patient list will be sorted by priority of unverified orders and medication requests.

Band: The colored band to the left of the patient name denotes Rx priority of the order(s).

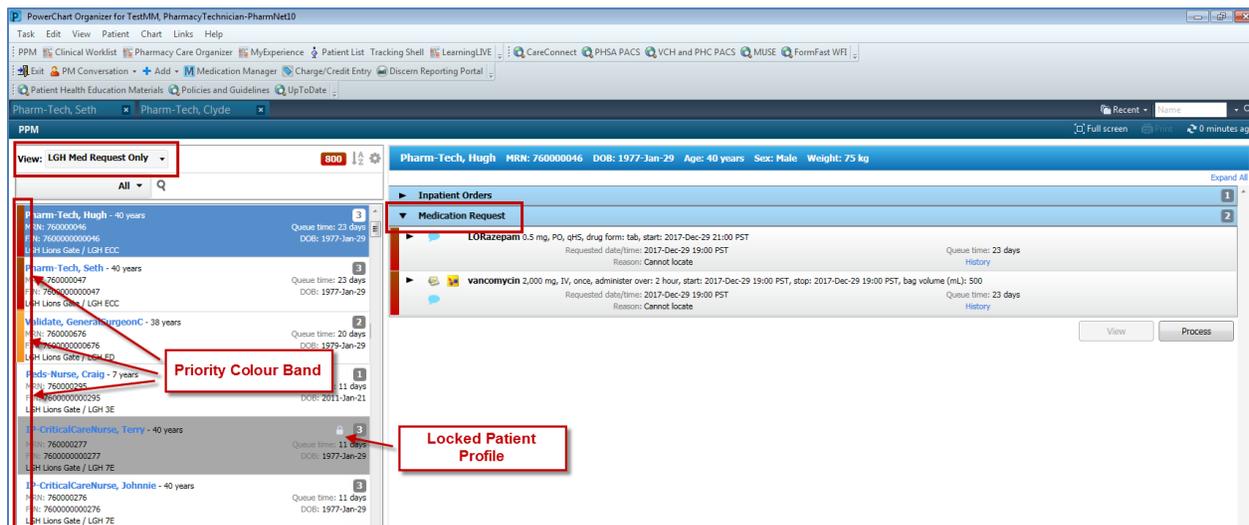
Red: Rx Priority = STAT (15 minutes)

Orange: Rx Priority = NOW (60 minutes)

No color: Rx Priority = Routine (next admin time)

Grey background: Denotes patient chart is locked to another Provider or Pharmacist.

(Managing a locked patient profile will be discussed in Pharmacy Technician, Workbook #2)



Activity 1.2 – Access the Patient Chart from the PPM

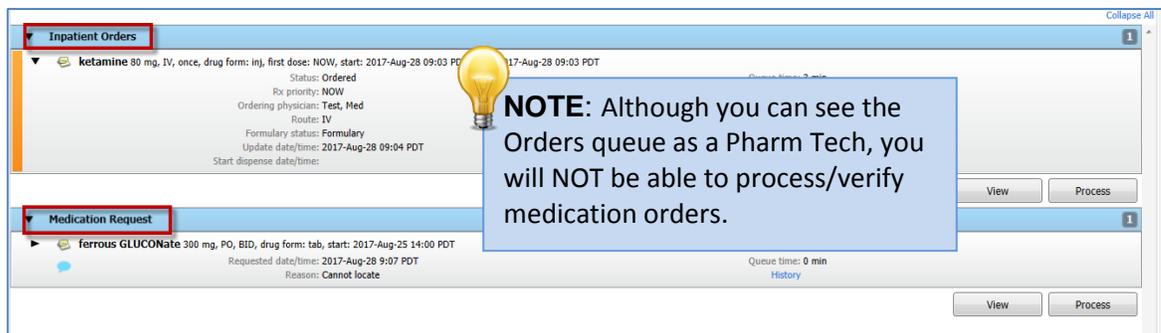
Estimated Completion Time: 5 min

You need to look at your patient’s chart to find their allergy profile, existing orders and Medication Administration Record (MAR).

1 View your patient’s chart prior to processing their medication request:

1. Scroll down the list using the scroll bar to the right of the patient list to find your assigned patient.
2. Find your assigned patient but **DO NOT CLICK** on the patient’s name as it is a hyperlink to open the patient’s chart.
3. Click in your patient’s box to select your patient.

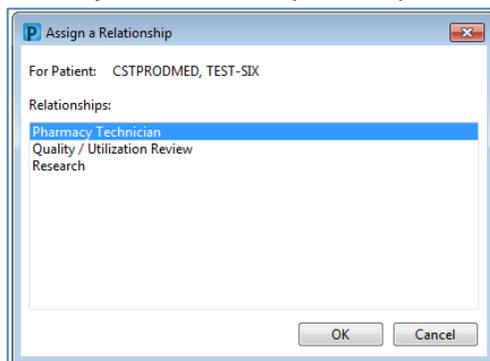
On the right hand side, a listing of all pending medication requests and/or medications orders will appear.



The screenshot displays the PPM interface with two sections: 'Inpatient Orders' and 'Medication Request'. The 'Inpatient Orders' section shows an order for ketamine 80 mg, IV, once, with status 'Ordered'. The 'Medication Request' section shows a request for ferrous GLUCONate 300 mg, PO, BID, with status 'Cannot locate'. A lightbulb icon is placed over the 'Medication Request' section, pointing to a note.

NOTE: Although you can see the Orders queue as a Pharm Tech, you will NOT be able to process/verify medication orders.

4. Now to open your assigned patient’s chart, click on the patient’s name (blue hyperlink).
5. Select your relationship to the patient.



The 'Assign a Relationship' dialog box shows the patient name 'CSTPRODME, TEST-SIX' and a list of relationships: 'Pharmacy Technician', 'Quality / Utilization Review', and 'Research'. The 'Pharmacy Technician' relationship is selected and highlighted in blue. 'OK' and 'Cancel' buttons are at the bottom.

 **TIP:** It is recommended to click the blue hyperlink for your patient’s name instead of performing a manual patient search as it will open the correct encounter record for this visit.

2 Opening the Patient's Chart in PowerChart.

In the Menu at the left hand side of the screen, the first 4 items at the top are most pertinent to the Pharmacy Technician role.

The Banner Bar, which contains demographics information, also displays Allergies.

The screenshot displays the PowerChart interface for a patient named CSTPRODME, BRIAN-ONE. The interface includes a menu on the left with options for Allergies, Orders, Medication List, and MAR. The main area shows patient demographics and a list of allergies. A red box highlights the 'Banner Bar' containing patient information, and another red box highlights the 'Allergies' section in the menu.

Banner Bar

DOB: 30-Jun-1970 MRN: 700008767 Code Status:
Age: 47 years Enc: 7000000016374
Gender: Female PHN: 9876413187 Dosing Wt: 80 kg

Allergies: codeine, penicillin, shellfis.

D.	Substance	Type	Category	Severity	Reactions	Interaction	Comments	Source	Reaction Status	Reviewed
✓	codeine	Allergy	Drug	Severe	Rash			Patient	Active	13-Dec-2017 1...

Activity 1.3 – Navigating the Patient’s Chart in PowerChart

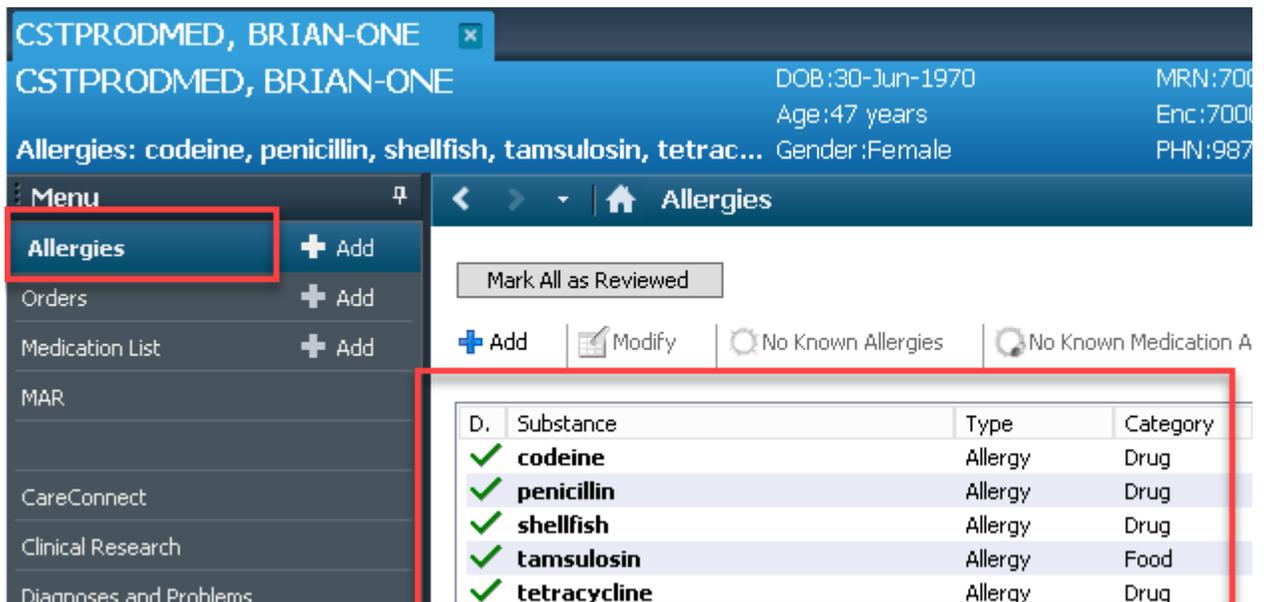
Estimated Completion Time - 10 min

Let’s look at the other pertinent parts of your patient’s chart related to your Pharmacy

1 Allergies Menu

Click on the Allergies Menu to see documented allergies, intolerances, side effects, and contraindications to:

- Drugs
- Food
- Environment
- Contrast



Menu

- Allergies + Add
- Orders + Add
- Medication List + Add
- MAR
- CareConnect
- Clinical Research
- Diagnoses and Problems

DOB:30-Jun-1970 MRN:7000
Age:47 years Enc:7000
Allergies: codeine, penicillin, shellfish, tamsulosin, tetrac... Gender:Female PHN:987

Mark All as Reviewed

+ Add | Modify | No Known Allergies | No Known Medication A

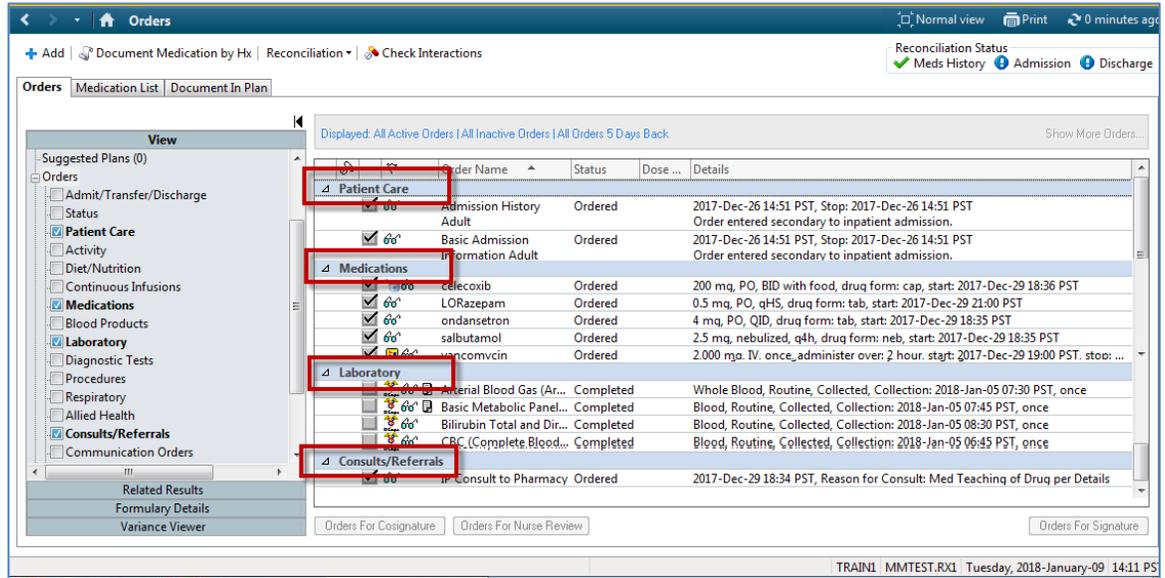
D.	Substance	Type	Category
✓	codeine	Allergy	Drug
✓	penicillin	Allergy	Drug
✓	shellfish	Allergy	Drug
✓	tamsulosin	Allergy	Food
✓	tetracycline	Allergy	Drug

If documented, information such as severity, reaction type, date of reaction, as well as the source of information will be displayed.

2 Orders Menu

a. Click on the Orders Menu, you may see the following headers:

- Patient Care
- Medications
- Laboratory
- Consults/Referrals

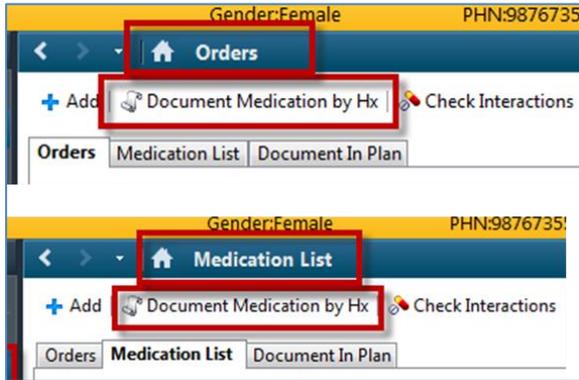


b. List 1-2 orders under each header/category that are currently placed for your patient.

Best Possible Medication History (BPMH)

Document Medication by Hx—can be accessed from both the **Orders** or **Medication List** menus.

We will visit BPMH in Activity #3.0.



Orders Menu vs. Medication List Menu

NOTE: The Orders menu will display an inclusive list of all orders placed on your patient, such as but not limited to medications, lab, consults, dietary, and communication orders.

3 Medication List Menu

The medication list in PowerChart is comprehensive.

1. Click on the Medication List Menu
2. List the Medication orders currently placed for your patient.

The Medication List is also viewable from Pharmacy Medication Manager.

Note: Icons are associated with the medication orders.

Order Name	Ordering Physician	Status	Start	Dose ...	Details
Amino Acids 10% (Aminosyn B) 700 mL + fat emulsion, intr...	TestCST, General...	Discontinued	2017-Jun-07 10:00 PDT	order rate: 40 mL/h, drug form: inj, IV, start: 2017-Jun-07 10:00 PDT	
Bupivacaine-fentanyl 0.08%-2 mcg/mL epidural (maternit...	Test, Med	Ordered	2017-Jul-06 11:21 PDT	8 mL/h continuous rate, 8 mL intermittent bolus, 8 min to	
amiodarone	CERNER, CERNER	Ordered	2017-Jul-26 11:15 PDT	200 mg, PO, qdaily with food, drug form: tab, start: 2017-J	
ramipril (Reordered from: ramipril)	Test, Med	Discontinued	2017-Jun-19 15:51 PDT	10 mg, PO, qdaily with food, drug form: cap, start: 2017-J	
ziorasidone	Test, Med	Proposal		10 mg, PO, BID, drug form: cap, start: 2017-Jul-18 14:48 PD	
ziorasidone	Test, Med	Ordered	2017-Jul-20 17:00 PDT	20 mg, PO, BID, with food, drug form: cap, start: 2017-Jul-	
ziorasidone	Test, Med	Ordered	2017-Aug-23 09:53 PDT	50 mg, IV, qdaily, Eye, ear, nose or throat infection, admin	
ziorasidone	Test, Med	Ordered	2017-Aug-31 08:52 PDT	6.25 mg, PO, qHS, drug form: tab, start: 2017-Aug-31 08:5	
		Prescribed	2017-Apr-07 13:36 PDT	2 tab, PO, qth, drug form: tab, dispense qty: 360 tab, refill	
		Prescribed	2017-Jul-20 13:38 PDT	qinseng, See Instructions, non weight bear injured lea, dis	
		Prescribed	2017-Jul-06 17:16 PDT	crutches, See Instructions, nwb injured lea, dispense qty: 2	



NOTE: For a complete list of medication related icons, refer to the Quick Reference Guide (QRG) **Foundational – Medication Icon List**.



NOTE: If a PowerPlan has been ordered with medication related orders, the non-medication related items part of the PowerPlan it will NOT appear on this list.

4 Medication Administration Record (MAR)

By default, the MAR is set to display the last 24 hours from the current time and the future 24 hours.

1. Click on the MAR menu
 - 1) The current time will always display in the yellow column.
 - 2) Past administration times will be displayed with the dose and status. i.e. 4.5 g (Verified)

REFERENCE: Depending on your screen resolution or type of workstation, to view future administration times, use the scroll bar at the bottom of the screen and scroll to the left. This will not work in this training environment.

2. For your assigned patient, list all medications on the MAR and their next administration time.

NOTE: The MAR is displayed in Reverse Chronological Order in Cerner. By default the next administration time will be seen closest to the medication name.

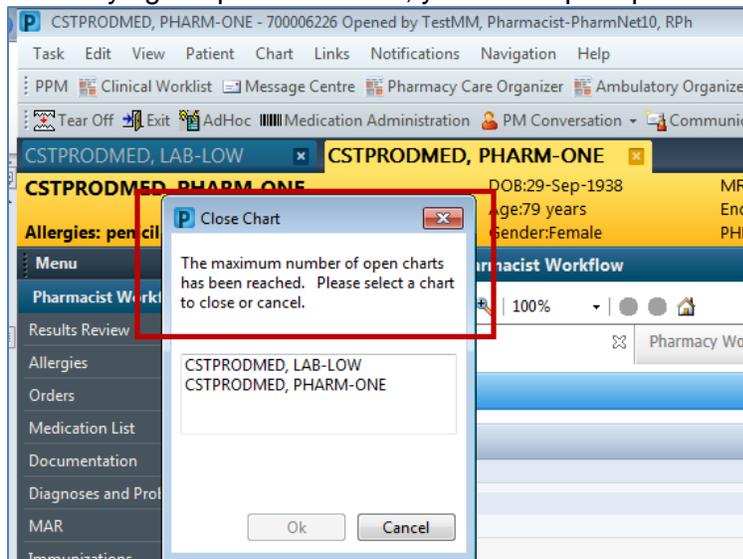
Medication #1 - _____ Next administration time _____

Medication #2 - _____ Next administration time _____

Medication #3 - _____ Next administration time _____

REFERENCE: Maximum number of Open Charts

You will only be able to open 2 charts in PowerChart at one time. When trying to open a 3rd chart, you will be prompted to close a chart.



Key Learning Points

- Use the PowerChart application to access the Pharmacy Patient Monitor (PPM)
- All patients with unverified medication orders and medication requests will appear on the PPM
- Menu items on the left hand side of the chart show content pertinent to your Pharmacy Technician Role.
- Accessing the patient's chart through PowerChart will allow you to view pertinent information related to your patient's medication regime such as Allergies, Orders, Medication List, BPMH and the MAR.

PATIENT SCENARIO 2 - Pharmacy Organization Tools

Duration	Learning Objectives
15 minutes	At the end of this Scenario, you will be able to: <ul style="list-style-type: none">  Use the Pharmacy Organization tools to help guide your day.  Use the Pharmacy Care Organizer to view a concise listing of all patients and their relevant statuses concerning their medication regime.  Use the Clinical Worklist to view a listing of all medications based on a inclusion and exclusion criteria for a specific category.

SCENARIO

As Pharmacy Technician, you will use the Pharmacy Organization tools to help identify which patients in a particular area or unit require assessment.

You will use the Pharmacy Care Organizer to quickly gauge your patient’s status regarding Allergies, Medication History, Unverified Order(s), Medication Request(s), Consult Order(s), Problems and Diagnose(s).

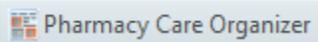
The Clinical Worklist is another tool which displays patients based on inclusion or exclusion criteria for a specific category. You will find your patient on this list and note which category they appear on.

Activity 2.1 – Pharmacy Care Organizer

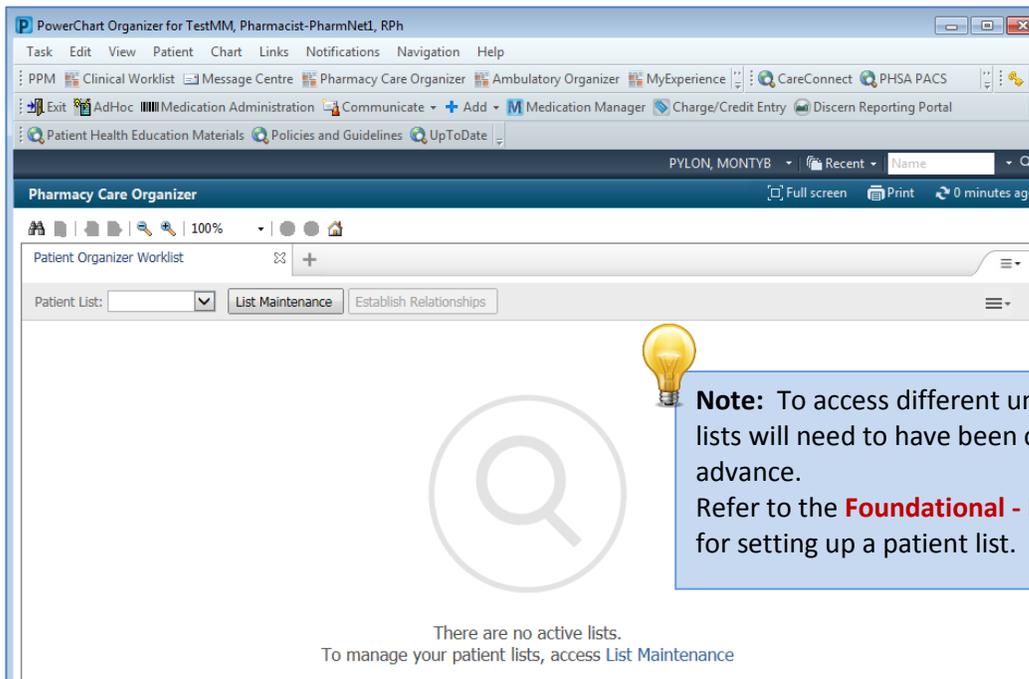
Estimated Completion Time - 15 min

You are assigned to work in the ED department and will need to view all patients. You will set up your Pharmacy Care Organizer for the entire unit, however for the rest of this activity, you will be most interested in your assigned patient and their status in this tool.

1. Click on the **Pharmacy Care Organizer** icon from the toolbar.



By default as a new Cerner user, you will see the following screen stating 'There are no active lists'.



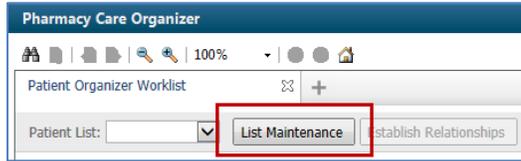
Note: To access different units, your Patient lists will need to have been created in advance. Refer to the **Foundational - Patient List QRG** for setting up a patient list.

The Patient Care Organizer utilizes existing Patient Lists. Use List Maintenance to create a new list.

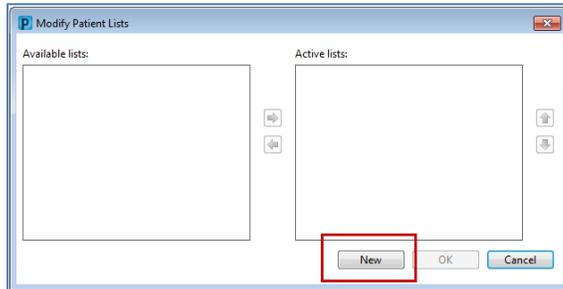
The Pharmacy Technician patients are located at **LGH 2E Cardiac Care**.

Setting up your patient List

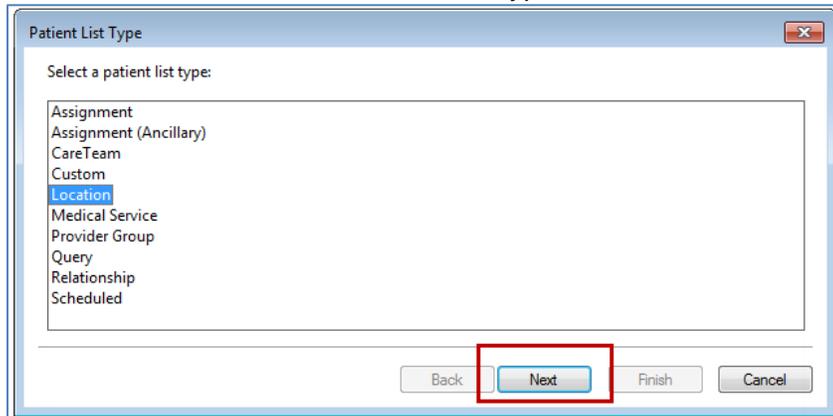
1. Click on the **List Maintenance** button.



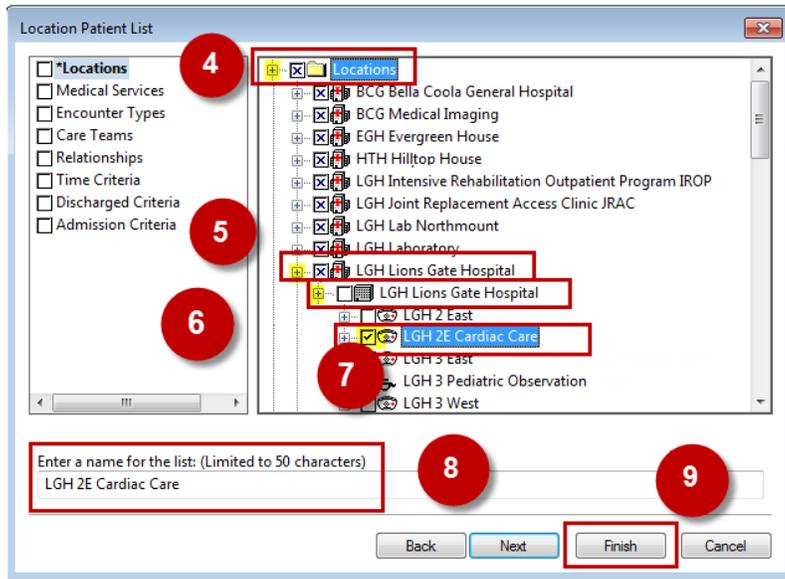
2. Click the **New** button



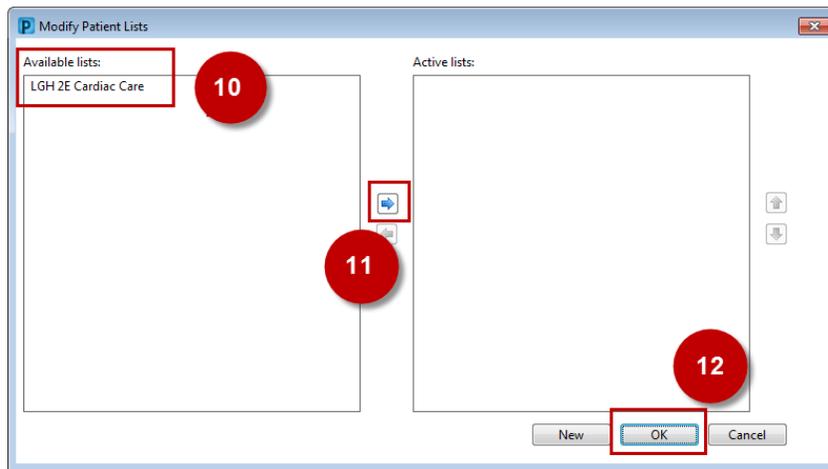
3. Select **Location** from the Patient List Type screen and click **Next**.



4. Click [+] to expand for Locations
5. Click [+] to expand Facility name – **LGH Lions Gate Hospital**.
6. Click [+] to expand LGH Lions Gate Hospital
7. Check the box your desired unit. Ie. LGH 2E Cardiac Care
8. The unit’s name will be populated.
9. Click **Finish** button.



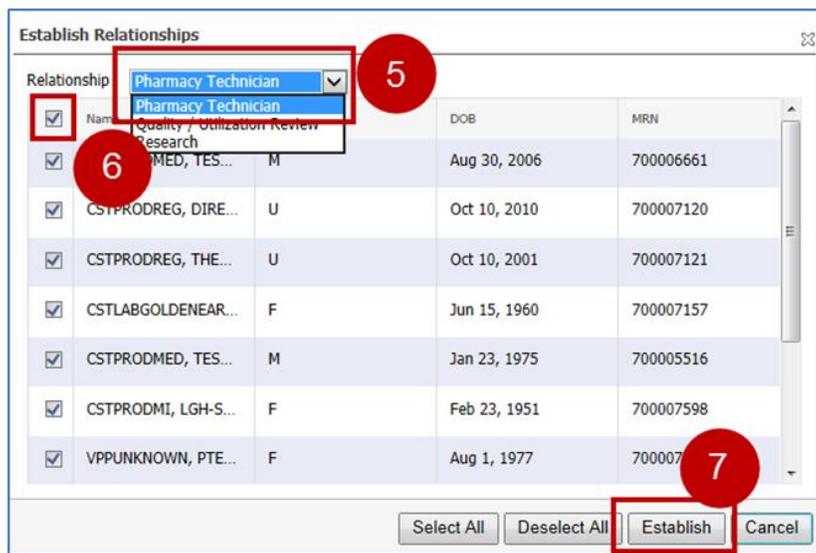
- 10. Select your list from the available list column.
- 11. Click the arrow to move list from Available lists column to Active lists column.
- 12. Click the OK button.



The screen will return to the Pharmacy Care Organizer page with your new list for LGH 2E Cardiac Care.

Establishing Patient Relationship

1. A listing of all patients on this unit will appear.
2. Locate the Ht/Wt/SCr column.
3. Currently, 'No Relationship Exists' displays for each patient on the list.
4. As you will be covering for the entire unit, click the Establish Relationships button.
5. Select **Pharmacy Technician** for Relationship.
6. Check the box on the header line to the left of Name column. This will select all patients on the list.
7. Click the Establish button.



8. The patient list will refresh to include all information for all patients where a relationship has been established.

Views include: Patient info, location, height, weight, Creatinine, IBW, Visit, Allergy, Medication History, Unverified Orders, Medication Request, Consult Orders, Diagnoses and Problems.

9. Locate your assigned patient on the **Pharmacy Care Organizer** and list any items for all columns.
 - a. Allergy: _____
 - b. Med Hx: _____
 - c. Unverified Orders: _____
 - d. Medication Requests: _____
 - e. Consult Orders: _____
 - f. Diagnosis: _____
 - g. Problems: _____

PATIENT SCENARIO 2 - Pharmacy Organization Tools



PowerChart Organizer for Test, Med

Task Edit View Patient Chart Links Notifications Navigation Help

PPM Multi-Patient Task List Patient List Perioperative Tracking Clinical Worklist Tracking Shell Discharge Dashboard Message Centre MyExperience PACS Remin.: 0 Msg.: 0 Saved.: 0

Suspend Exit Message Sender Ad-Hoc Medication Administration Communicate Patient Education Add Medication Manager Charge/Credit Entry Discern Reporting Portal

Pharmacy Care Organizer Full screen Print 2 minutes ago

Patient Organizer Worklist

Patient List: LGH ICU List Maintenance Establish Relationships

Patient	Location	Ht/Wt/Scr	Visit	A	M	U...	M...	C	D	P
CSTPRODREG, CMTESTLGHPT J... 47 yrs M DOB: Mar 1, 1970 MRN: 700005540 FIN: 7000000008323	LGH ICU IC01 - 01	-- CrCl: Missing IBW: Missing	Length of Stay: 4 weeks 2 days Admit Date: Jul 31, 2017 Anticipated Discharge Date: --	⚠	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
CSTPROMED, CHLOE 86 yrs F DOB: Sep 29, 1930 MRN: 700006130 FIN: 7000000009330	LGH ICU IC02 - 01	80 kg -- CrCl: Missing IBW: Missing	Length of Stay: 6 days Admit Date: Aug 23, 2017 Anticipated Discharge Date: --	⚠	✅	✅	--	--	1	3
*CSTPROMED, TEST-R 47 yrs F DOB: Apr 20, 1970 MRN: 700005005 FIN: 7000000008094	LGH ICU IC04 - 01	65 kg -- CrCl: Missing IBW: Missing	Length of Stay: 5 weeks 4 days Admit Date: Jul 25, 2017 Anticipated Discharge Date: --	⚠	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
*CSTADTJAMTWO, PATIENTFIVE 18 yrs F DOB: Apr 21, 1999 MRN: 700005393 FIN: 7000000008085	LGH ICU IC05 - 01	-- -- CrCl: Missing IBW: Missing	Length of Stay: 5 weeks 4 days Admit Date: Jul 25, 2017 Anticipated Discharge Date: --	⚠	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
CSTEICIA, UTTEST 27 yrs M DOB: May 4, 1990 MRN: 700002097 FIN: 7000000009486	LGH ICU IC06 - 01	60 kg -- CrCl: Missing IBW: Missing	Length of Stay: 5 days Admit Date: Aug 25, 2017 Anticipated Discharge Date: --	⚠	✅	✅	13	--	--	--
*CSTPROMED, APATEST-ONE 35 yrs M DOB: Aug 29, 1982 MRN: 700006263 FIN: 7000000008554	LGH ICU IC07 - 01	75 kg -- CrCl: Missing IBW: 62.31 kg	Length of Stay: 1 day Admit Date: Aug 29, 2017 Anticipated Discharge Date: --	⚠	ⓘ	ⓘ	107	--	--	--

Unverified Orders Allergy Consult Orders Problems Medication History Medication Request Diagnoses

Icons found in the Pharmacy Care Organizer

To open the patient’s chart from the Pharmacy Care Organizer, click on the patient name (hyperlink to open the patient’s chart).



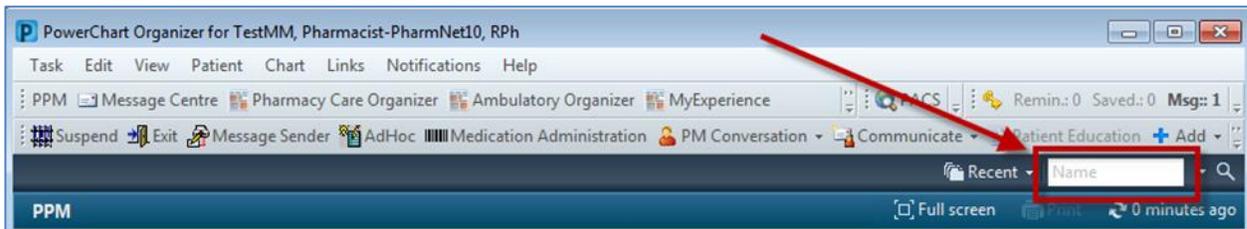
NOTE: Opening a patient’s chart from the Pharmacy Care Organizer will ensure you choose the correct active encounter.

<p>A.</p>	<table border="1"> <thead> <tr> <th>Allergy</th> <th>Reaction</th> <th>Severity</th> </tr> </thead> <tbody> <tr> <td>penicillin</td> <td>Anaphylaxis</td> <td>Severe</td> </tr> <tr> <td>shellfish</td> <td>Rash</td> <td>Moderate</td> </tr> </tbody> </table>	Allergy	Reaction	Severity	penicillin	Anaphylaxis	Severe	shellfish	Rash	Moderate											
Allergy	Reaction	Severity																			
penicillin	Anaphylaxis	Severe																			
shellfish	Rash	Moderate																			
<p>A.</p>	<p>No Known Medication Allergies</p>																				
<p>A.</p>	<p>No Allergies Recorded</p>																				
<p>M.</p> 	<p>Medication History</p> <ul style="list-style-type: none"> ▶ Meds History Complete ▶ Admission Partial ▶ Discharge Not Started 																				
<p>U...</p> <p>13</p>	<p>Unverified Orders</p> <ul style="list-style-type: none"> heparin 2 days ago potassium chloride 2 days ago Needs Product Assignment levothyroxine 2 days ago methylPREDNISolone 2 days ago <p>Launch Pharmacy Medication Manager</p>																				
<p>U...</p> <p>2 </p>	<p>Unverified Orders</p> <ul style="list-style-type: none"> non-formulary medication 24 hours, 11 minutes ago PHARMACY ROUTE FORM COMPATABILITY RULE Needs Product Assignment ketamine 2 days ago 																				
<p>M...</p> <p>2</p>	<p>Medication Request</p> <ul style="list-style-type: none"> melatonin 1 hour, 9 minutes ago bisOPROLOL 2 hours, 24 minutes ago <p>Process Med Requests</p>																				
<p>C.</p> <p>1</p>	<p>Consult Orders</p> <ul style="list-style-type: none"> IP Consult to Pharmacy 																				
<p>D.</p> <p>1</p>	<table border="1"> <thead> <tr> <th>Term</th> <th>Confirmation</th> <th>Classification</th> <th>Diagnosis date</th> </tr> </thead> <tbody> <tr> <td>Mediastinitis</td> <td>Confirmed</td> <td>Medical</td> <td>08/17/2017</td> </tr> </tbody> </table>	Term	Confirmation	Classification	Diagnosis date	Mediastinitis	Confirmed	Medical	08/17/2017												
Term	Confirmation	Classification	Diagnosis date																		
Mediastinitis	Confirmed	Medical	08/17/2017																		
<p>P..</p> <p>3</p>	<table border="1"> <thead> <tr> <th>Term</th> <th>Confirmation</th> <th>Classification</th> <th>Status</th> <th>Onset</th> </tr> </thead> <tbody> <tr> <td>Arrhythmia</td> <td>Confirmed</td> <td>Medical</td> <td>Active</td> <td></td> </tr> <tr> <td>Diabetes</td> <td>Confirmed</td> <td>Medical</td> <td>Active</td> <td></td> </tr> <tr> <td>MI (myocardial infarction)</td> <td>Confirmed</td> <td>Medical</td> <td>Active</td> <td>09/29/1980</td> </tr> </tbody> </table>	Term	Confirmation	Classification	Status	Onset	Arrhythmia	Confirmed	Medical	Active		Diabetes	Confirmed	Medical	Active		MI (myocardial infarction)	Confirmed	Medical	Active	09/29/1980
Term	Confirmation	Classification	Status	Onset																	
Arrhythmia	Confirmed	Medical	Active																		
Diabetes	Confirmed	Medical	Active																		
MI (myocardial infarction)	Confirmed	Medical	Active	09/29/1980																	

2 Performing a Patient Search

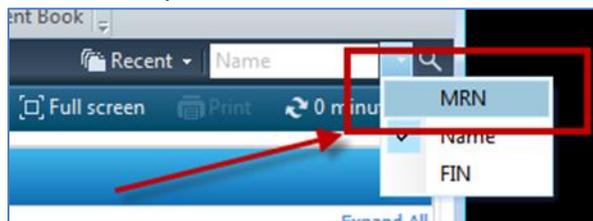
Alternatively, to find a patient who is not quickly accessible from your worklist, perform a Patient Search.

Locate the Patient Search field at the right of the screen.



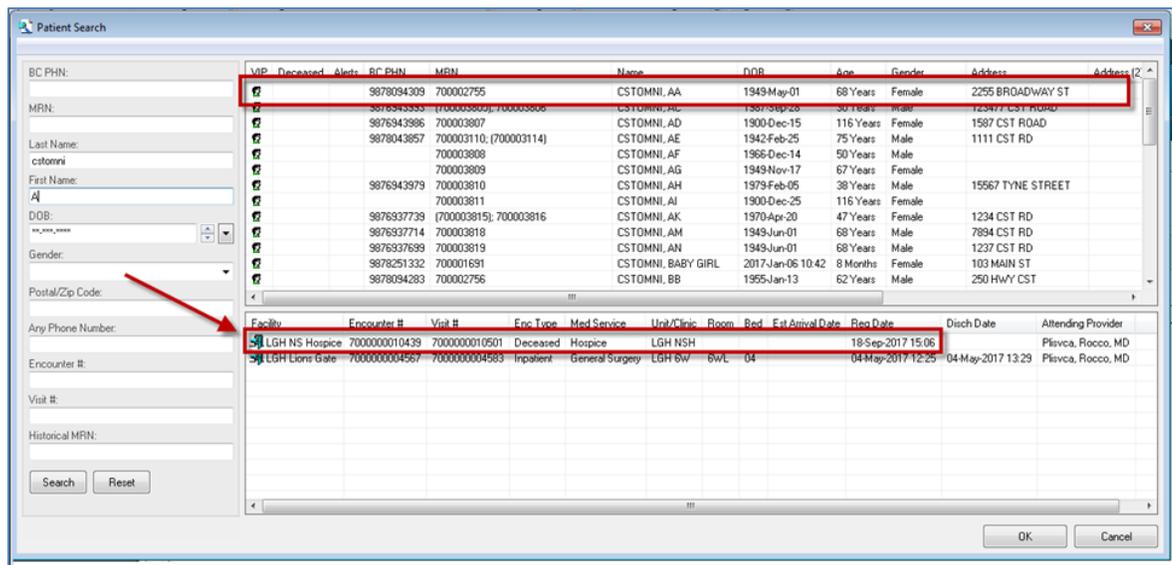
The recommended method of searching for a patient is by MRN.

1. Click the dropdown menu in the Name field and select MRN.



2. Type patient's MRN and click the magnifying glass.
3. A listing of all of the patient's encounters will appear at the bottom of the screen. Ensure you select the CORRECT encounter.

REFERENCE: You will only see one encounter in the training environment.



4. Click the OK button.

PATIENT SCENARIO 3 - PowerChart - Best Possible Medication History

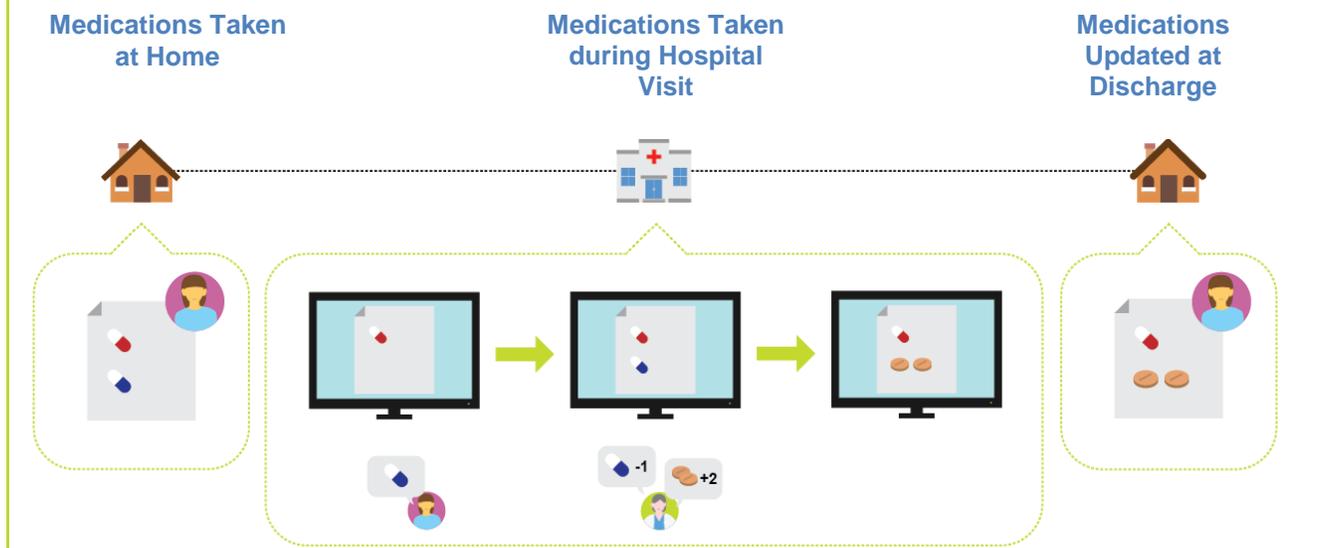
Duration	Learning Objectives
20 minutes	At the end of this Scenario, you will be able to: <ul style="list-style-type: none"> Enter and manage Best Possible Medication History (BPMH) in the Patient's chart

SCENARIO

An important part of an admission is completing the patient's Best Possible Medication History (BPMH) allowing for admission medication reconciliation to be performed.

The CIS will provide a list of any previously documented home medications when a patient is admitted. Still, the BPMH must be updated based on PharmaNet information and information obtained during the patient interview.

Please note: BPMH can be done by nurses, medical students, residents, providers including pharmacists and nurse practitioners, and in certain departments, pharmacy technicians



Activity 3.1 – Entering Best Possible Medication History

Estimated Completion Time - 15 min

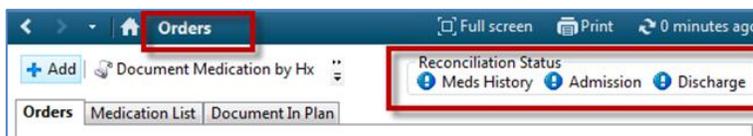
As a Pharmacy Technician, there will be a need to document BPMH in certain departments. BPMH must be completed prior to Admission Medication Reconciliation.

The Home Medications component contains medications entered manually for the current encounter and prescriptions carried over from the previous encounters if on record in the Clinical Information System (CIS).

You will enter 4 home medications for this patient.

Medication Name	Source	Dose	Route	Frequency	Comments
1. Glyburide	PharmaNet	5 mg	PO	qdaily	Taking as prescribed
2. Multivitamins	PharmaNet	1 tab	PO	qdaily	Taking NOT as prescribed. Patient states 'Do not take regularly. Only when remembers.'
3. Ramipril	PharmaNet and Patient	5 mg	PO	qdaily	Taking as prescribed
4. Ginseng	Patient	1 cap	PO	qdaily	Self-prescribed

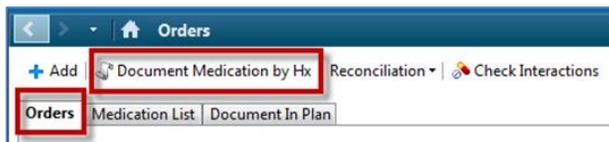
Where to find Indicators of Home Medication Status



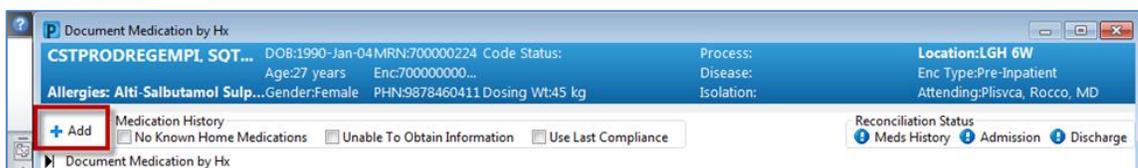
Hint: Home medications can be updated at any time, even if status states 'complete'

Adding Home Medications

1. In the Orders or Medication List tab, select **Document Medication by Hx**



2. Click the **+Add** button



1

1st Medication - Glyburide

1. In the Search field, type *glyburide 5 mg*, select the correct medication from the drop down list or click the magnifying glass



HINT: Entering a partial search for the medication name and a dose will truncate the selection list.

Note: two types of orders may appear: strength dosing and volumetric dosing. When applicable, you will choose the strength dosing type when entering medications for a BPMH.

For our example, following the name, the volumetric type has the dosage in mg and the amount of tabs in parenthesis.

Published Desktop - ProdBC - Citrix Receiver

CSTPRODME, PHARMTECH-ONE - Add Order

CSTPRODME, PHARMTECH-ONE DOB:22-Mar-1979 MRN:700008064 Code Stat

Age:38 years Enc:700000013484

Allergies: Kiwi, penicillin Gender:Male PHN:9876482862 Dosing Wt

Search: glyburide 5 mg Type: Document Medication by Hx

Strength Dosing

- glyBURIDE (5 mg, PO, BID with food, order duration: 30 day, drug form: tab, dispense qty: 60 tab)
- glyBURIDE (5 mg, PO, qdaily with food, order duration: 30 day, drug form: tab, dispense qty: 30 tab)
- glyBURIDE 5 mg oral tablet
- glyBURIDE 5 mg oral tablet (1 tab, PO, qdaily, after breakfast or the first meal of the day, drug form: tab)
- glyBURIDE 2.5 mg oral tablet (2 tab, PO, qdaily, after breakfast or the first meal of the day, drug form: tab)
- Apo GlyBURIDE 5 mg oral tablet
- Apo GlyBURIDE 5 mg oral tablet (1 tab, PO, qdaily, after breakfast or the first meal of the day, drug form: tab)
- Apo GlyBURIDE 5 mg oral tablet (2 tab, PO, qdaily, after breakfast or the first meal of the day, drug form: tab)
- Ava-GlyBURIDE 5 mg oral tablet

Volumetric Dosing

2. From the list that populates, click to select *glyBURIDE 5 mg (PO, qdaily with food...)* Glyburide is now selected in the Document Medication by Hx screen behind the Add order Screen.
3. Click the **Done** button to close the Add Order screen and to see the Pending Home Medications list.
4. Under the Pending Home Medications header, click on glyBURIDE. Details for glyBURIDE screen will appear.

Document Medication by Hx

Home Medications

Pending Home Medications

glyBURIDE Document 5 mg, PO, qdaily with food, order duration: 30 day, drug form: t...

Details for glyBURIDE

Details Order Comments Compliance

Dose: 5 mg Route of Administration: PO Frequency: qdaily with food Duration: 30 day Dispense: 30 tab Refill: 0

PRN: Drug Form: tab Start Date/Time: 30-Jan-2018 1412 PST Stop Date/Time: No Substitution: Yes No Performing Location: BC Cancer Protocol Code: Special Instructions: Type Of Therapy: Acute Maintenance

0 Missing Required Details Document History Cancel

5. For the Type of Therapy, ensure **Maintenance** is selected.

Type Of Therapy: Acute Maintenance

Acute Therapy: For medications short term medication treatments
 Maintenance Therapy: For medications for ongoing, long-term medication treatments.

6. When documenting some medications, values may pre-populate for
 - a. Duration
 - b. Dispense
 - c. Refill
7. You will remove these values for these fields and select **None** from the drop down menu.

Details for glyBURIDE

Details Order Comments Compliance

Dose: 5 mg Route of Administration: PO Frequency: qdaily with food Duration: (None) Dispense: (None) Refill: (None)

8. Click the **Compliance** tab
9. For the Status field, select **Taking as prescribed**.



Note: The Compliance tab needs to be clicked on to be activated. It will default to Taking as prescribed unless otherwise specified.

10. For the Last dose date/time, enter today's date and time.

**Do not click the Document History button at this time.
Continue to enter the next medication.**

2

2nd Medication – Multivitamins—Taking not as Prescribed

1. Search for *multivitamins* and select the correct medication from the recommended drop down list or click the magnifying glass
2. From the list that populates, click to select *multivitamins tab (1 tab, PO, qdaily)*

Note: this medication only has a volumetric strength dosing option as it is a combination product.

3. Click multivitamins under the Pending Home Medications header. Details for multivitamin screen will appear.
4. Under the PRN field click the drop down menu and select **other (see comment)**
5. For the type of therapy ensure **Maintenance** is selected

6. Remove the pre-populated values for Dispense and Refill and select **None**.

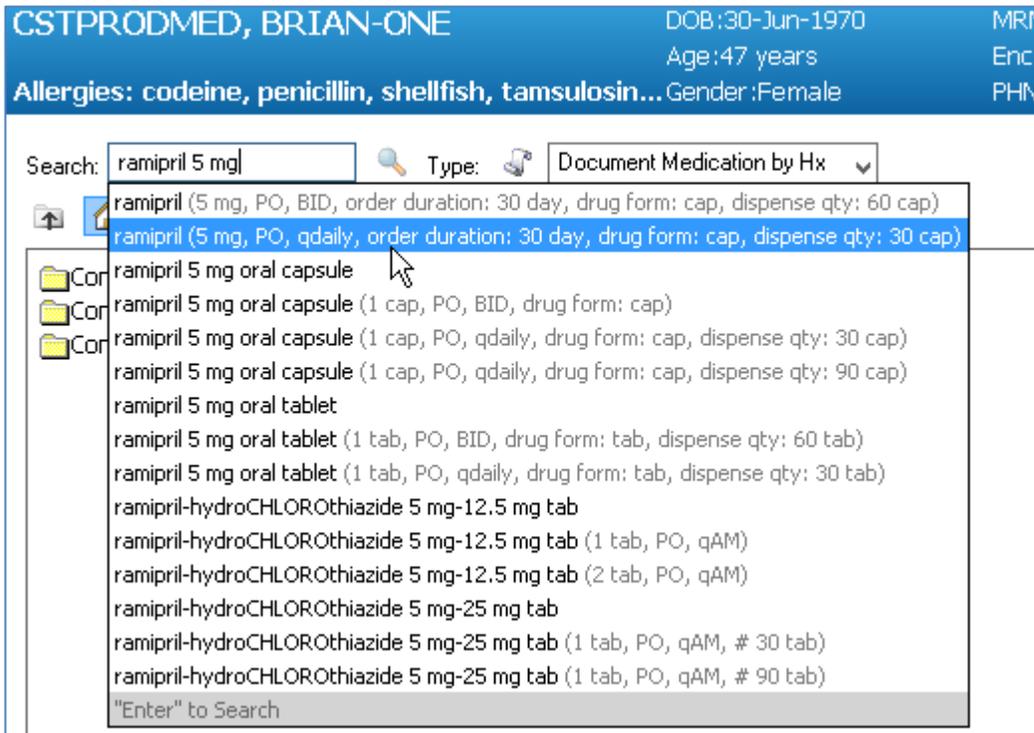
7. Click the **Compliance** tab
8. For the Status field, select **Taking, not as prescribed**
9. For the Last dose date/time, leave blank
10. In the *Comment field type. *Does not take this regularly. Only when remembers. Prescribed qdaily*

11. For the Last dose date/time, enter today's date and time

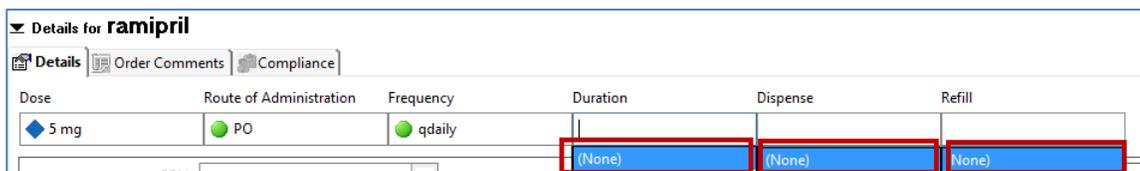
**Do not click the Document History button at this time.
Continue to enter the next medication.**

3 **3rd Medication - Ramipril**

1. Search for *ramipril 5 mg* select the correct medication from the recommended drop down list or or click the magnifying glass
2. From the list that populates, click to select **the strength dosing, ramipril (5 mg, po, qdaily...)**



3. Click ramipril under the Pending Home Medications header, Details for ramipril screen will appear.
4. For the type of therapy ensure **Maintenance** is selected
5. Remove the pre-populated values for Duration, Dispense and Refill and select **None**.



6. Click the **Compliance** tab
7. For the Status field, select **Taking, as prescribed**
8. For the Last dose date/time, enter today's date and time

Do not click the Document History button at this time. Continue to enter the next medication.

4

4th Medication – Ginseng—Non-formulary Medication

1. Search for *ginseng*. You will not find any matching medications. Ginseng is not an item in the catalogue.

2. You will need to enter this medication as a non-formulary medication.
3. Search for *non-formulary medication* and select non-formulary medication from the dropdown menu.

Note: Non-formulary continuous infusion and Non-formulary medication is used to enter medications not found in the catalogue.

4. *non-formulary medication* is now selected in the Document Medication by Hx screen behind the Add order screen.
5. Click the Done button for the Add Order

Enter Details

6. Under the Pending Home Medications header, click on non-formulary medication. Details tab for non-formulary medication screen will appear.

7. Enter the details of the medication.
 - a. Dose: 1 cap
 - b. Route of Administration: PO
 - c. Frequency: qdaily
 - d. Drug Name: ginseng

▼ Details for **non-formulary medication (Ginseng)**

Details | Order Comments | Compliance

Dose	Route of Adminis...	Frequency	Duration	Dispense	Refill
1 cap	PO	qdaily			0

Drug Name: Ginseng

PRN: [dropdown]

Special Instructions: [text area]

8. Remove the pre-populated value for Refill and select **None**.
9. Click the **Compliance** tab
10. For the Status field, select **Taking as prescribed**.
11. For the Last dose date/time, enter today's date and the time 0800.

▼ Details for **non-formulary medication**

Details | Order Comments | Compliance

Status	Information source	Last dose date/time
Taking as prescribed	Patient	27-oct-2017 0800

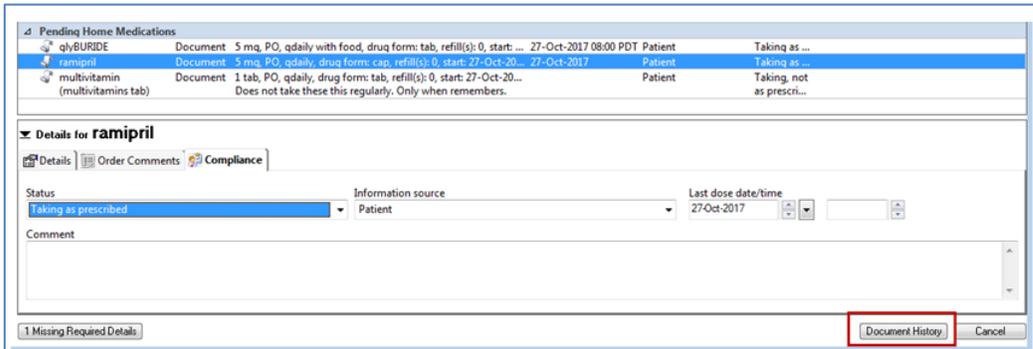
Comment

0 Missing Required Details

Document History Cancel

Document History

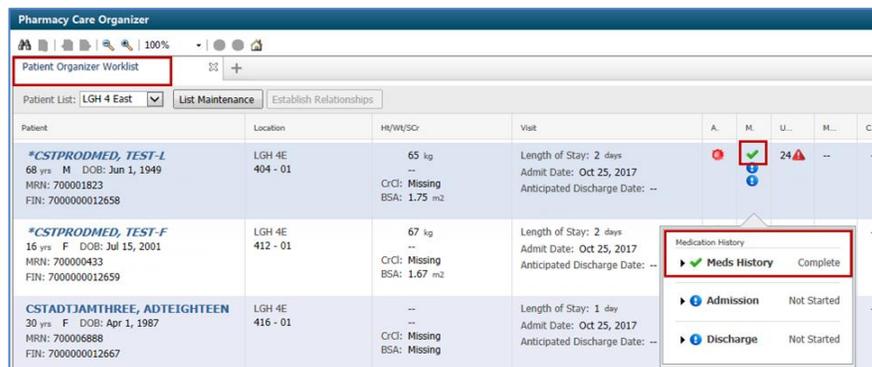
1. Now that details for all home medications are entered, click the **Document History** button.



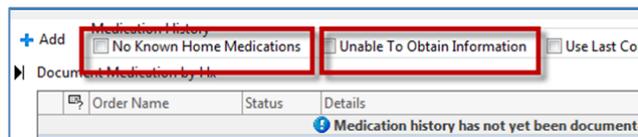
2. When in the patient's chart, status bar will be updated.



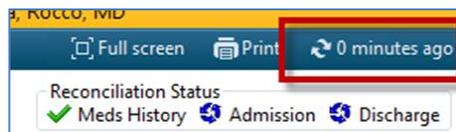
3. When back in Pharmacy Care Organizer or Orders Tab for patient, Meds History is updated



REFERENCE: In cases where medication history is not known or not available, select **No Known Home Medications** or **Unable to Obtain Information**.



4. Click **Refresh** to update the Medication List



Activity 3.2 – Removing medication incorrectly entered in BPMH

Estimated Completion Time - 5 min

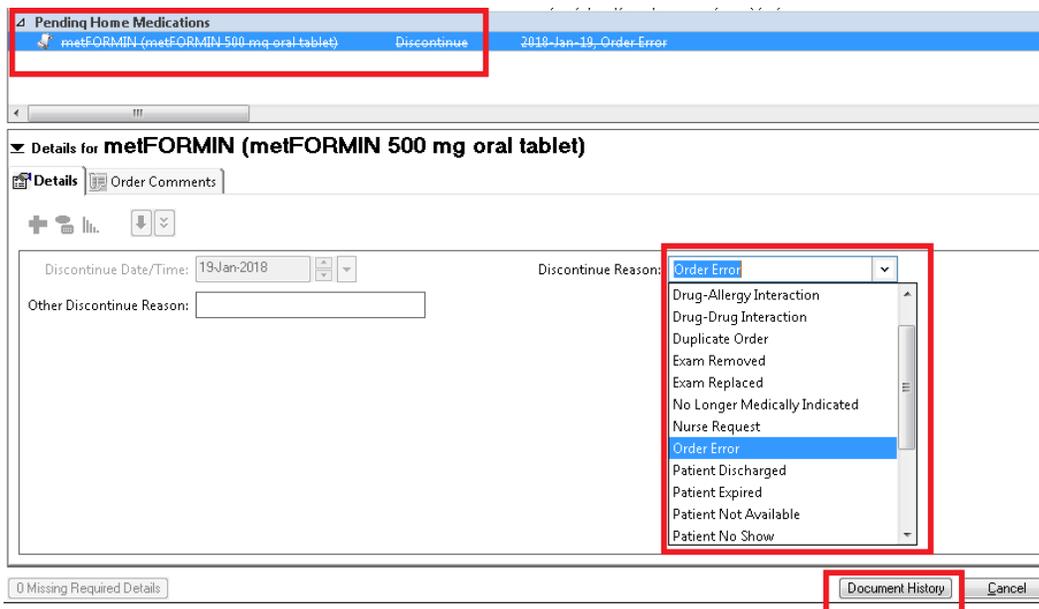
A previously entered medication *metformin 500 mg oral tablet, 1 tab, PO, BID, with meals, drug form: tab* was not found on the pharmanet profile and you confirmed with your patient that they do not take this medication. This is an error and you will mark it as an error in your patient's chart.

1. Click on Orders from the Menu
2. Click Document Medication by Hx
3. Right-click on Metformin and click Cancel/Discontinue

The screenshot displays the 'Medication History' window in PowerChart. At the top, there are checkboxes for 'No Known Home Medications', 'Unable To Obtain Information', and 'Use Last Compliance'. To the right, the 'Reconciliation Status' shows 'Meds History' as checked, with 'Admission' and 'Discharge' as unchecked. Below this is the 'Document Medication by Hx' section, which contains a table with columns for 'Order Name', 'Status', 'Details', 'Last Dose Date/Time', and 'Information Source'. The table lists several medications under the 'Home Medications' header, including glyBURIDE, non-formulary medications, lisinopril, and metFORMIN. The metFORMIN row is selected, and a context menu is open over it. The 'Cancel/Discontinue' option in the menu is highlighted with a red box. A red arrow points from the 'Cancel/Discontinue' option back to the metFORMIN row in the table.

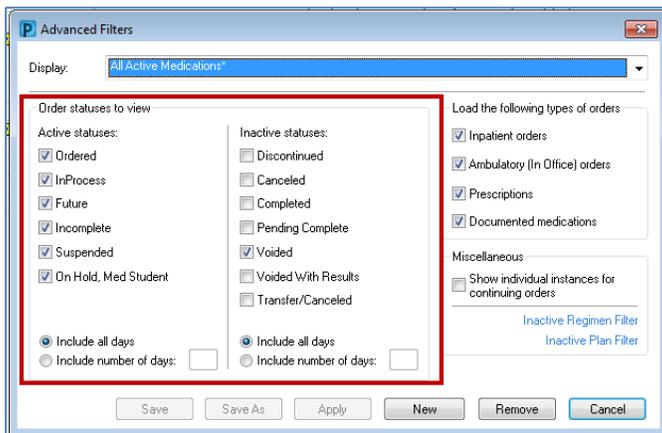
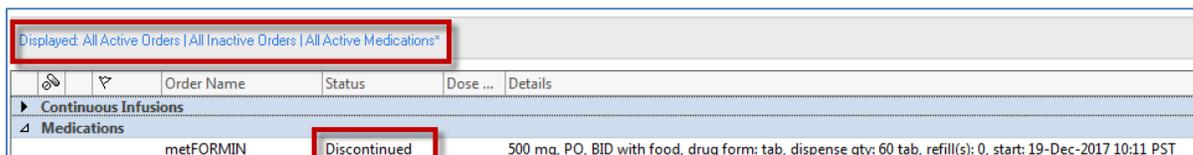
Order Name	Status	Details	Last Dose Date/Time	Information Source
Home Medications				
glyBURIDE	Documented	10 mg, PO, BID with food, drug form: tab, refill(s): 0, start: 1...		Patient
non-formulary medic...	Documented	refill(s): 0, start: 15-Nov-2017 13:32 PST		
non-formulary medic...	Documented	refill(s): 0, start: 15-Nov-2017 13:32 PST		
lisinopril (lisinopril 5 ...	Documented	1 tab, PO, qdaily, drug form: tab, dispense qty: 30 tab, refill(...		
metFORMIN	Documented	500 mg, PO, BID with food, drug form: tab, refill(s): 0, start: ...		

4. The medication will appear with a strikethrough under the Pending Home Medications header



5. For the Discontinue Reason: field, select **Order Error**.
6. Click Document History.
7. The medication, metformin's status will be updated to Discontinued.

NOTE: To view this, open the Medication List tab and click on the **Displayed:** line—this will open the Advanced Filters window, which allows you to filter and display medications by different statuses.



Activity 3.3 – Performing BPMH for your patient from ED Tracking Shell

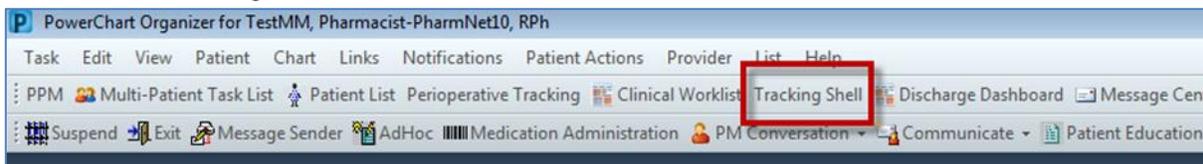
Estimated Completion Time - 5 min

You are assigned to work in the Emergency Department. You are tasked to perform BPMH on all patients in Emergency.

You will access the ED Tracking shell and use the filter to view patients who only require BPMH. These patients will have a pill icon shown in the Events column.

You are assigned one patient. You have their printed Pharmanet profile and it states they have no known allergies. After meeting with your patient they have confirmed they do not have any allergies. You will record this in their chart.

1. Click on Tracking Shell

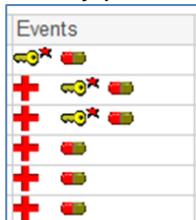


Several Tracking Shells screen will appear.

2. Click the assigned ED Tracking tab.

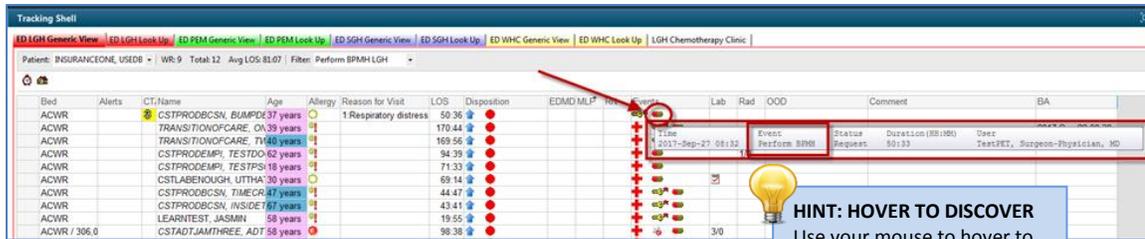
Bed	Alerts	CT/Name	Age	Allergy	Reason for Visit	LOS	Disposition	EDMD/MLP	RN	Events	Lab	Rad	OOD	Comment	BA
AC.207		CSTZEROTWOASTHMA	57 years			70.02									
AC.210		CSTLEARN, SAGEYPOO	32 years		1.Chest trauma (2), bli	264.36		OWU	SWA		13/0	4/0			
AC.213		CSTMACHAR, ATEMATEN	30 years			92.18									
AC.216		CSTMAT, LORA	32 years			68.32									
INTK.306		CSTDEMO, DAVID	48 years		1.Fever (3), looks unwe	69.59			HEB	IM					
PSYCH.401		CSTEDTEST, PRACTICE	61 years		1.Suicidal ideation (2)	217.62		IV	RN						
ACWR		FANN-LEARN, HOMA	76 years		1.Fever (3), looks unwe	168.30		MDE			3/0				For PHSA demo Wed 9/27. Do not use section 28
ACWR		CSTEDSTEIN, CHEWBAC	27 years		1.Chest trauma (2), bli	188.29		NA	MC						
ACWR		*****	32 years		1.Cough and fever (2)	188.29		SWU	SWA		3/0	1/0			
ACWR		BROWN-LEARN, HENRY	50 years		1.Chest pain (3), no ci	169.00					3/0	1/0			
ACWR		CSTMAKER, PANCHOL DI	36 years			72.29									
ACWR		CSTPRODBCSN, BUMPDI	37 years		1.Respiratory distress	50.25									
ACWR		CSTEDWSBC, JOHN	26 years		1.Upper extremity inju	48.45						1/0			
ACWR		COX-LEARN, TRACY	76 years			24.53						3/0			
ACWR		HALL-LEARN, JENNY	76 years			0.36									
ACWR		TURNER-LEARN, JESSICA	42 years			0.09									
ACWR		CSTDFREEMAN, MORG	72 years		1.Abdominal pain (4)	25.46									

3. Any patient requiring BPMH will have a medication pill icon under the Events column.



2 To find all ED patients requiring BPMH

1. Locate the Filter label and choose **Perform BPMH LGH** from the drop down list. List will truncate to only show patients requiring BPMH.

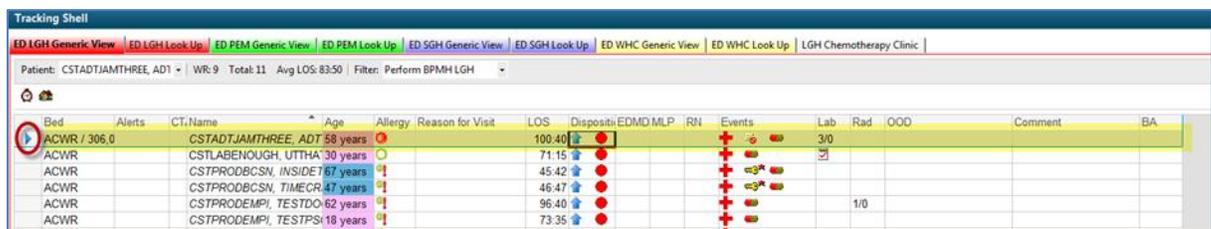


Find your assigned patient

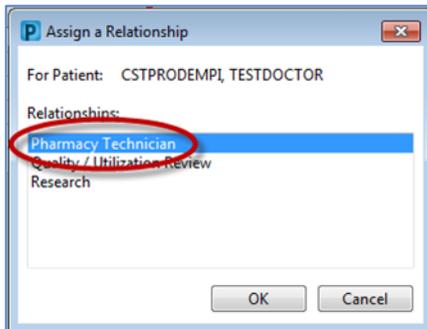
2. Highlight your patient line for which BPMH is to be performed.

Open the Patient's chart

3. Double-click the Blue Play button in the first column.

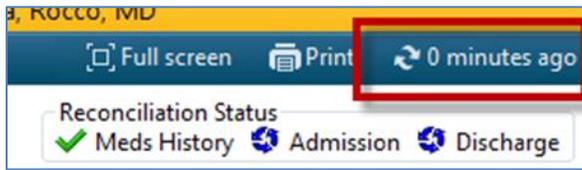


4. Select correct relationship and click OK.



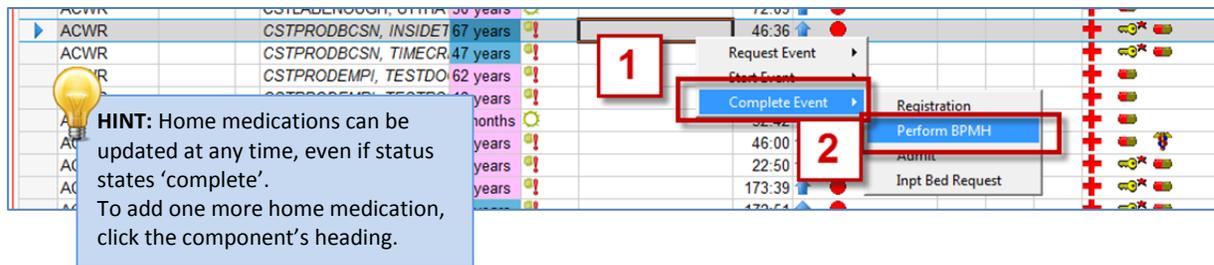
The patient's chart opens.

5. Click the Orders Menu,
6. And click **Document Medication by Hx.**
7. Click the checkmark box for No Known Home Medications.
8. Click Document History button at the bottom right hand corner.
9. Click **Refresh** to update the Medication List



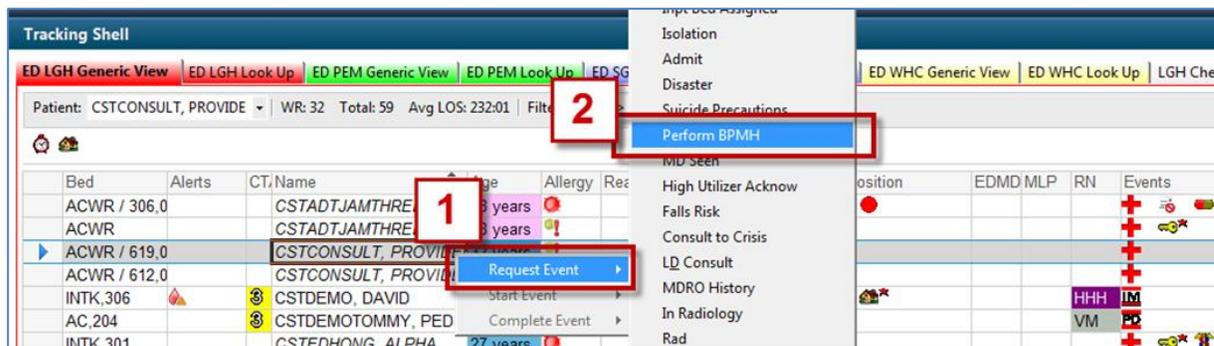
3 Completing BPMH task

1. Click the Tracking Shell icon from the toolbar.
2. Single click on the patient line for the patient above
3. Right click on the patient name, select **Complete Event** → **Perform BPMH**
4. When Complete Action is done pill icon will be removed under the Events column for the patient.



4 Reversing the Complete Perform BPMH Event

1. Single click on the patient line for the patient above
2. Right-click on the patient name, select **Request Event** → **Perform BPMH**
3. The pill icon will reappear under the **Events** column for the patient.



5 ED Tracking Shell Icon Meanings by Columns

Other Icons by Column	Screen Tips that appear when you hover over the icon						
Alerts Column	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>2017-Aug-28 11:34</td> <td>72 Hour Return</td> <td>Request</td> </tr> </tbody> </table>	Time	Event	Status	2017-Aug-28 11:34	72 Hour Return	Request
Time	Event	Status					
2017-Aug-28 11:34	72 Hour Return	Request					
CTAs	Acuity: 4 - Less Urgent						

indicators 							
EDMD column	Grafstein, Eric - EG						
Alerts Column 	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>2017-Aug-25 13:39</td> <td>Hosp High Utilizer</td> <td>Request</td> </tr> </tbody> </table>	Time	Event	Status	2017-Aug-25 13:39	Hosp High Utilizer	Request
Time	Event	Status					
2017-Aug-25 13:39	Hosp High Utilizer	Request					
Alerts Column A	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>2017-Aug-25 13:44</td> <td>ADE Risk Positive</td> <td>Request</td> </tr> </tbody> </table>	Time	Event	Status	2017-Aug-25 13:44	ADE Risk Positive	Request
Time	Event	Status					
2017-Aug-25 13:44	ADE Risk Positive	Request					
Disposition column 	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>2017-Aug-25 14:11</td> <td>Admit</td> <td>Request</td> </tr> </tbody> </table>	Time	Event	Status	2017-Aug-25 14:11	Admit	Request
Time	Event	Status					
2017-Aug-25 14:11	Admit	Request					
Disposition column 	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>2017-Aug-25 14:11</td> <td>Inpt Bed Request</td> </tr> </tbody> </table>	Time	Event	2017-Aug-25 14:11	Inpt Bed Request		
Time	Event						
2017-Aug-25 14:11	Inpt Bed Request						
Events column 	<table border="1"> <thead> <tr> <th>Event</th> </tr> </thead> <tbody> <tr> <td>Consult Request</td> </tr> </tbody> </table>	Event	Consult Request				
Event							
Consult Request							
Events column 	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>2017-Jul-04 15:08</td> <td>Consult Psych Reques</td> <td>Request</td> </tr> </tbody> </table>	Time	Event	Status	2017-Jul-04 15:08	Consult Psych Reques	Request
Time	Event	Status					
2017-Jul-04 15:08	Consult Psych Reques	Request					
Events column 	Registration overdue by 30 minutes						
Events column 	Registration overdue by 15 minutes						
Events Column 	<table border="1"> <thead> <tr> <th>Time</th> <th>Event</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>2017-Aug-25 14:11</td> <td>Perform BPMH</td> <td>Request</td> </tr> </tbody> </table>	Time	Event	Status	2017-Aug-25 14:11	Perform BPMH	Request
Time	Event	Status					
2017-Aug-25 14:11	Perform BPMH	Request					

 **Key Learning Points**

- With the PharmaNet profile and after assessing your patient you are able document home medications in PowerChart.
- Void incorrect home medications from the patient's profile
- Using the ED Tracking Shell's filter to isolate patients requiring BPMH

End Book One

You are ready for your Key Learning Review. Please contact your instructor for your Key Learning Review