

MED SAFETY & COMPLIANCE

Controlled Substance Discrepancy:
Common Causes and How to Resolve

TIP: ALWAYS CYCLE COUNT First!

What is a Physical Count Discrepancy at the Omnicell?

- A physical count discrepancy occurs when the quantity (qty) of medication on hand differs from the amount expected.
- **Discrepancies must be resolved by the end of each shift, per [policy](#).**

Most Common Discrepancy Causes

- Mis-key qty entered: Dispense qty **OR** Total pocket qty
 - **Perform Cycle count on medication**
 - **Resolve discrepancy created**
- Qty to remove displayed on cabinet = 2 ACTUALLY removed qty of 1
 - **Perform Cycle Count**
 - **Resolve discrepancy**
 - **Dispense 2nd tablet needed for med pass**
 - **Adjust qty to remove on cabinet to the actual amount being removed**
- Wrong medication added to pocket when removing or returning medication
 - **Read the medication label and visually verify the correct pocket and medications within before returning a medication to the pocket**
- Removed medication from pocket before counting the full pocket amount
 - **Always count all medication in pocket before removing**

If Extra medication was accidentally removed, **NEVER** keep medication for a future administration. Always return the medication immediately using Cycle Count and resolve Discrepancy with rationale.



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Steps to Resolve a Discrepancy

- 1) Perform a cycle count to confirm the current pocket count (**this may create an additional discrepancy**)
- 2) Review printed receipt
- 3) Contact staff with previous transactions as indicated on paper receipt
- 4) Retrace events
- 5) Resolve all associated discrepancies in the Omnicell with an **ACCURATE** resolution

Help!

I CANNOT resolve the discrepancy by the end of my shift!

- Search around cabinet for dropped medication during prior dispense
- Notify the Shift Leader,
- Contact the pharmacy
- Enter a veritas including all pertinent information

Discrepancy Resolution Reasons

- Error in previous Countback Qty
- Error in Previous Removed Qty
- Medication Not Removed
- Custom Reason