

How to Resolve Discrepancies

You may need to communicate with the user with prior access to figure out how the discrepancy occurred before you can actually resolve it.

1. Log on to the cabinet.
The patient list is displayed.
2. From the patient list, press Main Menu.
3. Press Resolve Discrep.
4. Select Control Level 2–5. See screen 1.
5. Press Resolve Discrep.
6. Select your discrepancy.
7. Enter a resolution reason. Press List of Resolve Reasons to select one from the list. See screen 2 and 3.
8. Press Resolve Discrep.
9. Have your witness enter their User ID and password. Press OK.
10. Press Exit to conclude.

How to Research Discrepancies

This task describes how to research discrepancies by using the Discrepancy by User report. If you need more information to resolve the discrepancy, you can generate the Transaction by Item or Transaction by User reports at the cabinet.

1. Press Reports.
2. Select Discrepancy by User.
3. Analyze the information on this report to determine previous user(s) with access to the item.
4. Press Exit to log off cabinet.
5. Follow up with previous user(s) listed on report to determine cause.
6. Once cause of discrepancy is determined, return to cabinet with a witness.
7. Log on and press Main Menu.
8. Perform cycle count to ensure correct bin level quantity. This will help prevent another discrepancy. See How to Verify Bin Level Quantity.
9. Press Exit to conclude.

How to Verify Bin Level Quantity

1. From the Main Menu, press Inventory Menus.
2. Press Cycle Count.
3. To count an individual item, press Find Item, select the item from the list. Press OK. Follow guiding lights to access item.
4. To count a remote item, press Select Remote Item. Select item from list.
5. Press the drawer button to open the drawer to count.
6. Open lid to be counted, press the green button on button bar shelf, enter bin number, or select item on screen.
7. If prompted, have a witness enter a user ID and password.
8. Continue until all items have been counted.
9. Close drawers and doors.
10. Press Exit to conclude.

Omniceil

****Discrepancy Receipt****

Omni: OCRecovery

Meperidine 50MG/1ML 1 ML INJ

Friday 09/21/2012 03:42:06 PM

Main Zone 1, Drawer 3, Bin 2

By: Omni User

Patient ID: 5554879

Room 210

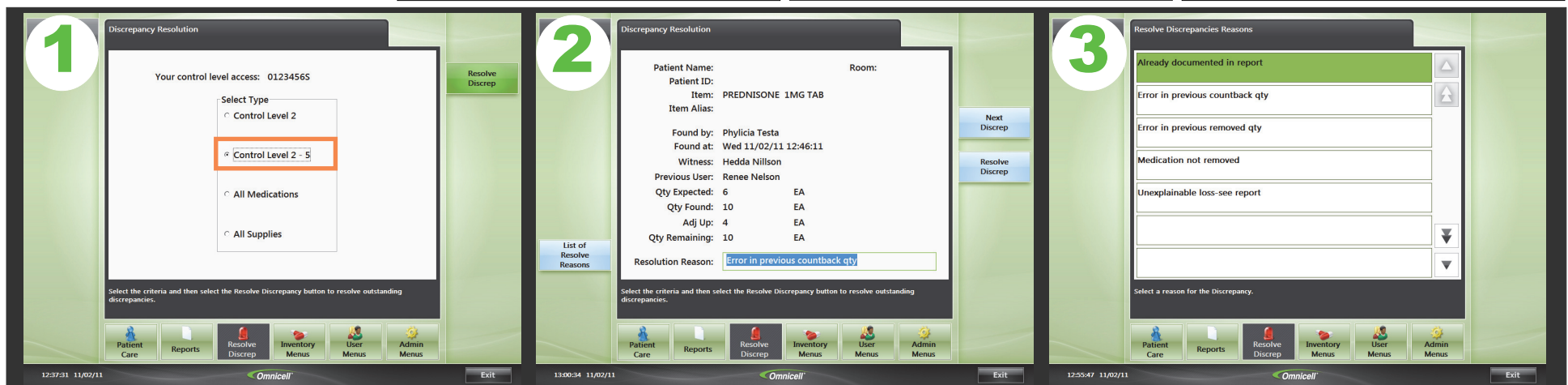
Physician: Smith

Discrepancy Transaction

Qty Expected.....9 INJ

Qty Fount.....8 INJ!

Qty Adjusted Done.....1 INJ



What is a Discrepancy?

A discrepancy is the difference between the expected amount of an item stocked in the cabinet and the actual amount. When an item is accessed and the quantity in the bin differs from what is expected, a discrepancy is created. Discrepancies can occur during return, cycle count, or bin level change.

Examples:

- You indicate 1 item to remove on screen but you actually remove 2.
- You remove a remote item without accessing or indicating it in the system.
- You close the drawer without actually removing the item.
- The count was off during restock or countback.

How Do You Know When You Have a Discrepancy?

1. The Resolve Discrepancy button is active on the log-on screen, even before you log on. Press to view the message. See screen 1 and 2.
2. A discrepancy receipt prints as soon as a discrepancy is triggered (if configured). You may need to give this receipt to a nurse manager or to Pharmacy.

The screen saver displays on the cabinet if there is an outstanding discrepancy.

When to Resolve Discrepancies

- Resolve your discrepancies by the end of the shift in which the discrepancy was created or found.
- You may need to communicate with the user with prior access to figure out how the discrepancy occurred before you can actually resolve it.
- Finding a discrepancy does not indicate that the discrepancy is yours, only that an open discrepancy exists and needs to be addressed.

The Discrepancy by User Report

The Discrepancy by User report provides information to help you determine why the discrepancy occurred.

- Who found the discrepancy: This is the name of the user whose transaction triggered the discrepancy at the cabinet. This could be you or another user.
- Users with previous access: Follow up with the users on this report to figure out what happened.
- Print Report: The printed report provides further detail on the transactions leading up to the discrepancy. You may need to provide the report to the system administrator.

