medDISPENSE Sign-on and Password

- In the Sign On field, type in operator *Sign On code* and press <ENTER>.
- In the Password field, type in the default password given to you, then press <ENTER>.
- You will then be asked to create a secret, personal password. Passwords must be at least 6 characters long, and must include a combination of letters and numbers (at least 1 of each).

*As healthcare professionals, it is mandatory to keep your password confidential.*

*Sign On codes are assigned by your supervisor.*

*Always remember to Sign Off the medDISPENSE system.*

Changing a Password

- Sign on to the medDISPENSE unit.
- Select the New Password button.
- Type in a new password, re-enter new password to confirm and press OK.
- Sign off the system.
- Sign back into the system with your ID code and new password.
- Note: Your Sign On ID remains the same.

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End of Shift Count

- Sign on to the medDISPENSE unit.
- Select the Main Menu button.
- Select the Inventory Maintenance button.
- Select the End of Shift count button.
- Notice the Controlled Drugs option is selected.
  You may elect to count Non-Controlled or ALL meds using the option buttons at the top of the screen.
- Select the Start (End of Shift) Count button.
- A witness must also sign on to the system before proceeding.
- Enter the amount found in the designated drawer and press the Next Drug button (or press the <ENTER> key).
- Once all the selected medications have been inventoried, you will be notified with the message:
  “All required items have been counted. If you need to count all items, press the <Reset to Count All> button.”
- Select the <OK> button.

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Dispensing Medication to a Patient with Profile

- Sign on to the medDISPENSE unit.
- Select Dispense to Patient, if the patient list does not appear automatically.
- Search for the desired patient; select by touching name on the screen.
- Select the desired medication, if found, by touching its name on the screen.
- If medication not found, select Override the Profile.
  The system may ask for a witness when dispensing an Override medication.
- Select a quantity for the desired medication and press <ENTER>.
- If more medications are desired, repeat the steps above.
- Press the <PRESS TO OPEN DRAWER> button on the screen.
- Remove the requested amount from the drawer.
- Press the <PRESS HERE TO ACCESS NEXT ITEM> button, if applicable.
- Press the <PRESS HERE WHEN DONE> button on the screen.
- Be sure to sign off when finished dispensing.

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Dispensing Medication to a Patient without Profile

- Sign on to the medDISPENSE unit.
- Select Dispense to Patient, if the patient list does not appear automatically.
- Search for the desired patient; select by touching name on the screen.
- Select the desired medication from the History Quick Pick list. *The system may ask for a witness when dispensing certain medications.*
- If desired medication not found in the History Pick List, select New Meds.
- Select a quantity for the desired medication and press <ENTER>.
- If more medications are desired, repeat the steps above.
- Press the <PRESS TO OPEN DRAWER> button on the screen.
- Remove the requested amount from the drawer.
- Press the <PRESS HERE TO ACCESS NEXT ITEM> button, if applicable.
- Press the <PRESS HERE WHEN DONE> button on the screen.
- Be sure to sign off when finished dispensing.

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Returning a Medication

- Sign on to the medDISPENSE unit.
- Select Dispense to Patient, if the patient list does not appear automatically.
- Select the Returns function button.
- Search for the desired patient and select by touching the name.
- Select the desired medication to be returned. *NOTE: Returns must be done within the timeframe specified by the Pharmacist – if you are attempting to return a medication and the deadline has passed, you will be notified to return the med to the Pharmacy instead.*
- Enter the quantity of the medication being returned.
- If the medication is a narcotic, another operator must sign on to witness the transaction.
- Return the medication to the correct drawer and section.
- Acknowledge the return by pressing the <OK> button on the screen.
- Close the medication drawer.
- Select the Main Menu button.
- Select the Sign Off button.

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Wasting a Medication

- Sign on to the medDISPENSE unit.
- Select Dispense to Patient, if the patient list does not appear automatically.
- Select the Wastage function button.
- Search for the desired patient and select by touching the name.
- Select the desired medication to be wasted.
- Enter the amount of the medication being wasted, make sure to include quantity (ML, CC, MG).
- Press the Dispose button.
- If the medication is a narcotic, another operator must sign on to witness the transaction.
- Dispose of the wasted medication in the designated receptacle.
- Acknowledge the waste by pressing the <OK> button on the screen.
- Select the Main Menu button.
- Select the Sign Off button.

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Resolving a Discrepancy

- Sign on to the medDISPENSE unit.
- Select the Main Menu button.
- Select the Med Discrepancies button.  
\textit{NOTE: Depending on security level, operators may not be able to access this function.}
- Select the desired discrepancy by touching the medication name.
- Press the Resolve Selected Discrepancy button.
- Have a witness enter their ID and password (two operators are required to resolve a discrepancy).  \textit{NOTE: Some locations also have barcode/fingerprint scans as added security.}
- Confirm the current quantity of medication in the drawer and press <ENTER>
- Enter the explanation for the discrepancy in the provided field.
- Confirm the resolution by pressing the <OK> button.
- Select the Sign Off button.

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Adding a New/Temporary Operator

- Sign on to the medDISPENSE unit.
- Select the Main Menu button.
- Select the Operator Maintenance button.
  NOTE: Depending on security level, operators may not be able to access this function.
- Select the Add New Operator button.
- Enter what will be the operator’s Sign On (ID) in the available field.
- Enter the operators first and last name.
- Select the desired Operator Preset – this will assign access options and drawer security levels automatically. Note: Operators may only assign other operators UP TO their own access level.
- If none of the Presets match exactly what is needed, select the next higher Preset, and uncheck boxes for functions not needed. *Preset options may be removed when adding an operator, but may not be added.
- If the operator will be a temporary user of the system, be sure to place a check in the Temporary Operator box.
- Press the <SAVE> button once all the data has been entered.
- Log off the system.
- Have the new operator sign on to the system using the assigned procedure.

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PHARMACY FUNCTIONS

Restocking a Medication

- Sign on to the medDISPENSE unit.
- Select the Inventory Maintenance button.
- Select the Inventory Restock button.
- Select the medication that you wish to restock.
  
  NOTE: Only medications that are below the minimum value will appear.
- Confirm the current quantity/level of medication in the drawer and press <ENTER>.
- Enter the amount of medication being added to the drawer and press <ENTER>.
- Enter the expiration month and year to match the earliest of all the medications in the drawer.
- Confirm the quantity being added.
- Sign off the medDISPENSE unit.

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Creating a Kit

- Sign on to the medDISPENSE unit.
- Select the Inventory Maintenance button.
- Select the Med Kit Maintenance button.
- Select the New Kit button and enter a name for the kit being created.
- Select the item and quantity of the medication for the kit.
- Repeat steps until all of the required medications have been added to complete the kit.
- The kit will now be available via the Kits button to the left of the nursing medication list when dispensing to a patient.

Screen/Computer Recovery

- If some functionality of medDISPENSE has stopped, the unit should be restarted.
- Pressing the [CTRL] key, the [Alt] key and the [Delete] key simultaneously will restart a unit.
- A medDISPENSE unit should NEVER be unplugged, unless instructed to do so by technical support.
- When troubleshooting, it is important to assure that all computer connections are secure.
- If the above procedure does not work to restart the computer, press and hold in the computers power button for 10-15 seconds.
  This will force the computer to power itself off.
  Warning: This may corrupt files on the system.

If you have any questions or concerns, please call medDISPENSE Customer Support at 800.947.3901, option 2.
Forgotten Password/Sign On

- Sign on to the medDISPENSE unit.
- Select Operator Maintenance.
- Select the Operator in question.
- Select the Reset Password option and press <SAVE>.
- Sign off the medDISPENSE unit.
- Have the operator sign on with their normal sign on code (ID) and the site-assigned password.

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Drawer Failure

- If a drawer fails to open, press the Reopen Drawer button on the dispensing screen.
- If a drawer fails to open, and selecting the ‘Reopen Drawer’ function is not available, or does not work, a supervisor or the Pharmacy should be contacted as soon as possible.
- DO NOT force or pry a medDISPENSE drawer open - this could cause serious damage to the unit and possibly injure the operator.

To manually open a medDISPENSE Drawer:

- Check all electrical connections, to eliminate any physical connection problems.
- Each medDISPENSE drawer must be opened individually.
- Obtain the medDISPENSE security key to unlock the back of the unit.
- Check for any medication that may have fallen and may be blocking the latching mechanism.
- Behind each drawer you will see a piston-like solenoid (locking device).
- Push the piston on the left side of the device from left to right to manually open the drawer.

NOTE: On newer units, slide your finger over the top and press in the latch on the front-center of the solenoid cube to manually open the drawer.

If you have any questions or concerns, need spare parts or require an onsite technician, please call medDISPENSE Customer Support at 1.800.947.3901, option 2.
Add Medication to medDISPENSE Unit

- Sign on to the medDISPENSE unit.
- Select the Inventory Maintenance button.
- Select the Inventory Configuration button.
- Select the drawer in which the medication will be stored.
  
  **NOTE:** To see which drawers are available, select **Drawer in Use**.
- Select the Add Item button.
- Search for the desired medication using the Generic, Brand, or Billnum search options.
- Select the medication and enter the quantity being added to the drawer.
- Confirm that you are adding medication to an open section by pressing <OK>.
- Press an open section name to select it and press <OK>.
- Enter the expiration month and year, then press <OK>.
- Enter a minimum and maximum quantity. (*These amounts should **NEVER** match.)
- Change the drawer security level if needed and press the <SAVE> button.
- Confirm the update by pressing **YES**.
- Repeat steps to add more medication if needed.
- Select Exit if additions to the drawer are complete.
- Select Exit again if you are finished with all inventory changes.
- If prompted, press YES to confirm that all drawers were closed.

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General Safety

Electricity

- To avoid any injury as a result of the medDISPENSE system, please do not touch any electrical or interior mechanical components while the electrical power is still attached to the device.
- Make sure that the device has been removed from all electrical outlets.
- Do not assume that by turning the power to the unit off that the unit is safe and electricity is no longer reaching the unit.

Cleaning Touch screens

- To avoid risk of electric shock, remember to unplug the display unit from the power outlet before cleaning.
- Do not use alcohol (methyl, ethyl, or isopropyl) or any strong dissolvent. Do not use thinner or benzene, abrasive cleaners or compressed air.
- To clean the display unit cabinet, use a cloth lightly dampened with water, taking care that no liquids seep into any openings or creases. Be sure to thoroughly dry all remaining liquid off the medDISPENSE unit once the unit is clean.
- Avoid getting liquids inside your touchscreen. If liquid does get inside, have a technician check it before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.

Storage Atop of Supply Towers

- Do not store any liquids, medical supplies or anything else on top of the medDISPENSE supply towers. Placing such items on top of the storage cabinet may cause serious injury to an employee of the facility or a patient. medDISPENSE does not take any responsibility for injuries that occur if this policy is not followed.

Moving the Units

- The medDISPENSE units are very heavy and should not be moved by one person. If the unit needs to be moved, assure that all network and electric cord extensions are disconnected and the wheel locks are disengaged. Any loose or missing screws, brackets, etc, should be reported to medDISPENSE as soon as possible.