Medication Receiving Process: EPIC Inventory Receiving with Verify on Receipt™ and ScanCast™

Troubleshooting

ISSUE	RESOLUTION
Medication did not scan in relationship with the PO – the incorrect PO was active on the screen	1. Scan "Undo Line Item" to clear ConsortiEX 2. Scan "Reset" 3. Choose the correct PO 4. Continue with normal scanning process
Duplicate scan occurs - mistakenly scanned the same medication barcode twice. ConsortiEX popup "Do you want to accept duplicate?"	1. Scan "Cancel Dialog" 2. Scan correct item to meet quantity expectations 3. Continue with normal scanning process
In the event of mis-scanning or completely losing your place in the scanning process	1. Scan "Reset"
2D barcode will not scan – unreadable or damaged	1. Contact the Wholesaler/Supplier 2. Start the process to ship the medication back for replacement/credit
No output from either ScanCast™ – applications are not populating correctly. **No flashing lights on the ScanCast™ units (look for orange and green lights)**	1. Unplug the USB power. 2. Wait 5 seconds. 3. Plug USB power back into port. 4. Check to see that lights are flashing. 5. Continue with normal scanning process.

2D barcode not in the database of a connected application (EHR, inventory system, automation, etc.)	1. Scan "Skip Next Barcode"
	
	2. Scan 1D barcode:
	   a. If the 1D barcode is recognized, contact IT to have them enter the 2D barcode information for the current product in the database
	   b. If the 1D barcode is not recognized, set the product aside, contact IT and have them enter the entire new product into the database

After scanning the 2D barcode and receiving the error "NDC not recognized"	1. Scan "Undo Line Item"
	
	2. Scan 1D barcode
	   a. If the 1D barcode fails, send photos of the following to Support@consortiex.com:
	      i. Container label
	      ii. 2D barcode
	      iii. 1D barcode
	      iv. Medication package/box
	      v. In app screenshot