







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

### Troubleshooting

ISSUE	RESOLUTION
<p><b>Medication did not scan in relationship with the PO – the incorrect PO was active on the screen</b></p>	<ol style="list-style-type: none"> <li>1. Scan "Undo Line Item" to clear ConsortiEX </li> <li>2. Scan "Reset" </li> <li>3. Choose the correct PO</li> <li>4. Continue with normal scanning process</li> </ol>
<p><b>Duplicate scan occurs - mistakenly scanned the same medication barcode twice. ConsortiEX popup "Do you want to accept duplicate?"</b></p>	<ol style="list-style-type: none"> <li>1. Scan "Cancel Dialog" </li> <li>2. Scan correct item to meet quantity expectations</li> <li>3. Continue with normal scanning process</li> </ol>
<p><b>In the event of mis-scanning or completely losing your place in the scanning process</b></p>	<ol style="list-style-type: none"> <li>1. Scan "Reset" </li> </ol>
<p><b>2D barcode will not scan – unreadable or damaged</b></p>	<ol style="list-style-type: none"> <li>1. Contact the Wholesaler/Supplier</li> <li>2. Start the process to ship the medication back for replacement/credit</li> </ol>

<p><b>No output from either ScanCast™ – applications are not populating correctly.</b> <b>No flashing lights on the ScanCast™ units (look for orange and green lights)</b></p>	<ol style="list-style-type: none"> <li>1. Unplug the USB power.</li> <li>2. Wait 5 seconds.</li> <li>3. Plug USB power back into port.</li> <li>4. Check to see that lights are flashing.</li> <li>5. Continue with normal scanning process.</li> </ol>
<p><b>2D barcode not in the database of a connected application (EHR, inventory system, automation, etc.)</b></p>	<ol style="list-style-type: none"> <li>1. Scan “Skip Next Barcode” </li> <li>2. Scan 1D barcode:             <ol style="list-style-type: none"> <li>a. If the 1D barcode is recognized, contact IT to have them enter the 2D barcode information for the current product in the database</li> <li>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</li> </ol> </li> </ol>
<p><b>After scanning the 2D barcode and receiving the error “NDC not recognized”</b></p>	<ol style="list-style-type: none"> <li>1. Scan “Undo Line Item” </li> <li>2. Scan 1D barcode             <ol style="list-style-type: none"> <li>a. If the 1D barcode fails, send photos of the following to <a href="mailto:Support@consortiex.com">Support@consortiex.com</a>:                 <ol style="list-style-type: none"> <li>i. Container label</li> <li>ii. 2D barcode</li> </ol> </li> </ol> </li> </ol>

	<ul style="list-style-type: none"><li>iii. 1D barcode</li><li>iv. Medication package/box</li><li>v. In app screenshot</li></ul>
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