

This Quick Reference Guide (QRG) reviews fixing charting errors in orders and medications. You will need to add the appropriate documentation to the correct patient's chart, and then remove the same documentation from the incorrect patient's chart.

Order Medications for the Correct Patient

➤ From the correct patient's chart:

STEP 1: Click  **Add** next to **Orders** in the Main Menu.

NOTE: If the patient has already been discharged, the PVORDERPOE window pops up. Click

 to dismiss the pop-up.

- The patient's Add Order window opens.

STEP 2: Click the **Search** field.

STEP 3: Type the name of the appropriate medication; then click the medication.

- The Ordering Physician window opens.

STEP 4: Search for the appropriate physician.

STEP 5: Click **Electronic** in the Communication type section.

STEP 6: Click .

STEP 7: Click  in the Add Order window.

STEP 8: Click the **Requested Start Date/Time** drop-down arrow; then fill in the appropriate date and time information.

STEP 9: Click outside the Requested Start Date/Time box to dismiss it.

STEP 10: Click .

STEP 11: Click the  **7 minutes ago** **Refresh** icon to update the system.

NOTE: If the requested start date of the order you added is outside of the currently displayed time range, follow these steps to view it:

- Click the displayed time range (e.g. Displayed: All Orders 5 Days Back) in the Orders section.
- Within the Advanced Filters window, click the Display drop-down arrow; then click All Active Orders.
- Click Apply.

Document Medication Administration for the Correct Patient

➤ From the correct patient's chart:

STEP 1: Click .

- The Medication Administration window opens.

STEP 2: Click .

- The Override Reason pop-up opens.

STEP 3: Click the **Reason** drop-down arrow; then click **Other**.

STEP 4: Click the comment field; then type **MRN correction**.

STEP 5: Click .

NOTE: If the medication administration does not appear, follow these steps to view it:

- Right-click the clinical range; then click Change Search Criteria.
- In the Search Criteria window, fill in the appropriate date and time information.
- Click OK.

STEP 6: Select the appropriate administration's check box.

- The Override Reason pop-up opens.

STEP 7: Click the **Reason** drop-down arrow; then click **Other**.

STEP 8: Click the comment field; then type **MRN Correction**.

- The Pharmacy Verification pop-up opens.

STEP 9: Click .

STEP 10: Click the administration's **Result** cell.

- The patient's Charting window opens.

STEP 11: Adjust the Performed date and time, as appropriate.

STEP 12: Click .

STEP 13: Click .

NOTE: To verify that you added the administration, do the following:

- Click MAR in the Main Menu.
- Right-click the clinical range; then click Change Search Criteria.
- In the Search Criteria window, adjust the From date and time, as appropriate.
- Click OK.

Fix the Incorrect Patient Chart

➤ Remove the Medication Administration

- From the incorrect patient's chart:
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STEP 1: Click **MAR** in the Main Menu.


NOTE: If the medication administration is not visible, follow these steps to view it:

- Right-click the clinical range; then click **Change Search Criteria**.
- In the Search Criteria window, fill in the appropriate date and time information.
- Click **OK**.

STEP 2: Right-click the medication administration; then click **Unchart**.

- The patient's Unchart window opens.

STEP 3: Click the **Comment** field; then type **Incorrect MRN**.

STEP 4: Click the  **Sign** icon.

➤ **Remove the Medication Order**

- From the incorrect patient's chart:

STEP 1: Click **Orders** in the Main Menu.

NOTE: If the requested start date of the order you want to remove is outside of the currently displayed time range, follow these steps to view it:

- Click the displayed time range (e.g. Displayed: All Orders 5 Days Back) in the Orders section.
- Within the Advanced Filters window, click the Display drop-down arrow; then click **All Active Orders**.
- Click **Apply**.

STEP 2: Right-click the medication order; then click **Cancel/DC**.

- The Ordering Physician window opens.

STEP 3: Search for the appropriate physician.

STEP 4: Click **Electronic** in the Communication type section.


STEP 5: Click .

STEP 6: Click the **Discontinue Reason** drop-down arrow; then click **Other(comment)**.

STEP 7: Click the **Comment** field; then type **Incorrect MRN**.

STEP 8: Click .

STEP 9: Click .

STEP 10: Click the  **7 minutes ago** **Refresh** icon.