

## Go! Guide: Pharmacy Medication Order Processing

### Introduction

The pharmacist plays a critical role in ensuring safe medication use. In Neehr Perfect Go!, inpatient and prescription medication orders are processed through the Pharmacy section of any patient chart. Pharmacy processing enables the pharmacist to review, edit, and verify medication orders. In addition, pharmacy labels can also be generated and prescription medications can be refilled.

It's important to note that medication orders can be reviewed and edited in the Health section of the chart as well, but the pharmacy acceptance (verification) and label generation is only available in the Pharmacy section. This guide does not cover medication order entry. Please see *Go! Guide to the Orders Tab* for information on adding new medication orders.

Medication orders can only be accepted as part of the pharmacy processing if they have a status of **non-verified** (for inpatient) or **not filled** (for prescription). The "Accept" action button will not be visible for orders with any other status. Your instructor may need to set up the medication orders of the chart accordingly in advance.

### Additional resources

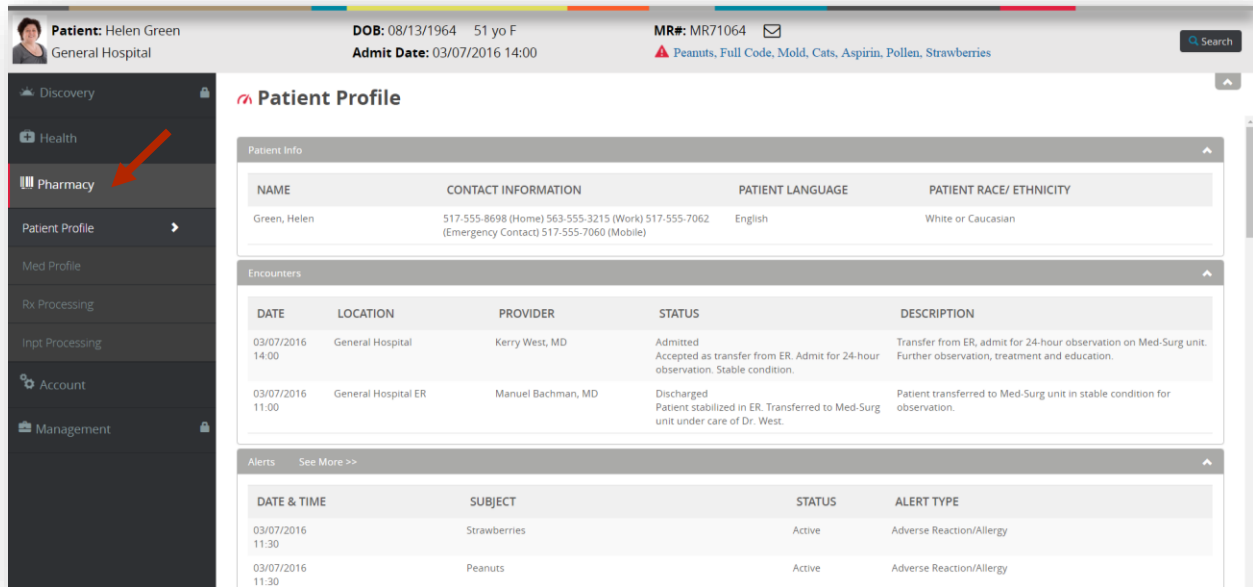
Please refer to the *Go! Guide to the Orders Tab* for more information on adding new medication orders. Faculty may view the *Go! Guide to Changing the Medication Order Status* for more details on preparing a chart for order verification.

### FAQs about medication order processing

- 1. Why isn't 'Accept' an option in the Inpt or Rx processing section?**
  - a. Ensure you're in the Pharmacy section when looking at the medication order (not the Health section). Pharmacist verification is only available for medication orders with a status of "Non-verified" (for inpatient) or "Not Filled" (for outpatient). Your instructor may need to update the medication status to enable this function.
- 2. Can I edit a medication order before choosing Accept?**
  - a. Yes. All fields of the medication order may be edited. You may also choose to discontinue an existing medication order and enter a new order for significant changes.
- 3. Why am I not seeing the option to generate a label?**
  - a. Ensure you're in the Pharmacy section when looking at the medication order (not the Health section). The label can only be generated for Active medication orders. A non-verified or non-filled order must be 'Accepted' to become Active. Once the order is Active, the 'Generate Label' button will appear.

## Accessing the Pharmacy section of the chart

After launching the EHR for any patient chart, select the Pharmacy section on the left side of the screen:



**Patient Profile**

Patient Info

NAME	CONTACT INFORMATION	PATIENT LANGUAGE	PATIENT RACE/ ETHNICITY
Green, Helen	517-555-8698 (Home) 563-555-3215 (Work) 517-555-7062 (Emergency Contact) 517-555-7060 (Mobile)	English	White or Caucasian

Encounters

DATE	LOCATION	PROVIDER	STATUS	DESCRIPTION
03/07/2016 14:00	General Hospital	Kerry West, MD	Admitted Accepted as transfer from ER. Admit for 24-hour observation. Stable condition.	Transfer from ER, admit for 24-hour observation on Med-Surg unit. Further observation, treatment and education.
03/07/2016 11:00	General Hospital ER	Manuel Bachman, MD	Discharged Patient stabilized in ER. Transferred to Med-Surg unit under care of Dr. West.	Patient transferred to Med-Surg unit in stable condition for observation.

Alerts See More >>

DATE & TIME	SUBJECT	STATUS	ALERT TYPE
03/07/2016 11:30	Strawberries	Active	Adverse Reaction/Allergy
03/07/2016 11:30	Peanuts	Active	Adverse Reaction/Allergy

The tabs in the Pharmacy section include:

**Patient Profile:** Summary of the patient's information including diagnosis, allergies, vitals, lab data, alerts and more. This is the same information found on the Overview tab of the Health section. The amount of data will vary depending on the patient.

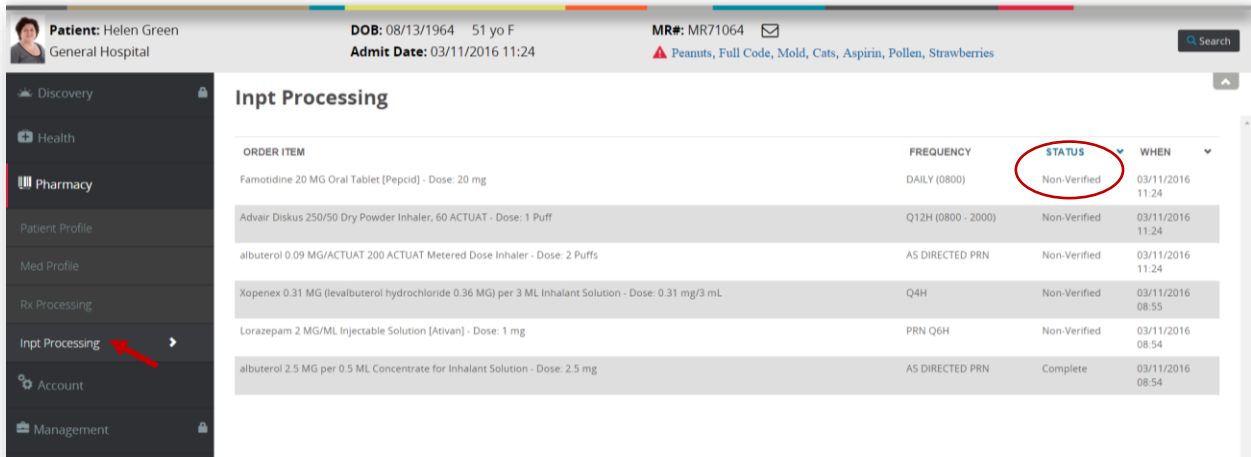
**Med Profile:** A comprehensive list of all the patient's medications including scheduled medications, infusion, prescription, and home med categories.

**Rx Processing:** Review and verify prescription (outpatient) medications and generate a label.

**Inpt Processing:** Review and verify scheduled and infusion medications and generate a label.

## Inpatient medication order verification and labels

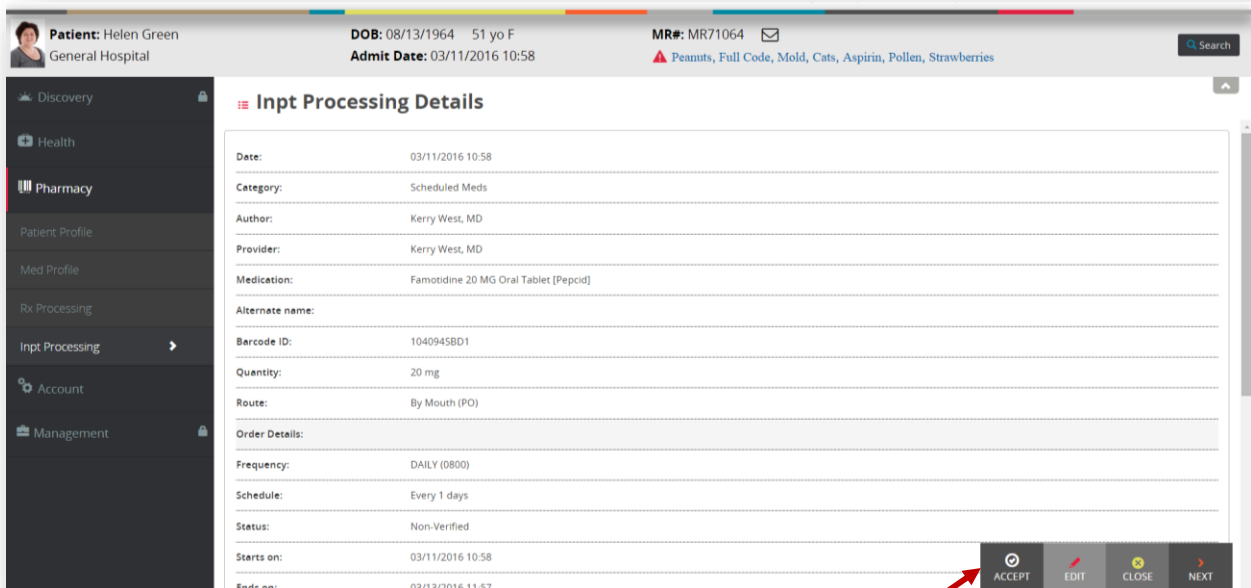
To verify the inpatient medications (including scheduled medications and infusion), select the **Inpt Processing** tab. Inpatient medications with a status of 'Non-Verified' are pending review by the pharmacist.



The screenshot shows the 'Inpt Processing' tab selected in the left sidebar. The main content area displays a table of medication orders. The 'STATUS' column is circled in red, highlighting 'Non-Verified' entries. The table includes columns for ORDER ITEM, FREQUENCY, STATUS, and WHEN.

ORDER ITEM	FREQUENCY	STATUS	WHEN
Famotidine 20 MG Oral Tablet [Pepcid] - Dose: 20 mg	DAILY (0800)	Non-Verified	03/11/2016 11:24
Advair Diskus 250/50 Dry Powder Inhaler, 60 ACTUAT - Dose: 1 Puff	Q12H (0800 - 2000)	Non-Verified	03/11/2016 11:24
albuterol 0.09 MG/ACTUAT 200 ACTUAT Metered Dose Inhaler - Dose: 2 Puffs	AS DIRECTED PRN	Non-Verified	03/11/2016 11:24
Xopenex 0.31 MG (levalbuterol hydrochloride 0.36 MG) per 3 ML Inhalant Solution - Dose: 0.31 mg/3 mL	Q4H	Non-Verified	03/11/2016 08:55
Lorazepam 2 MG/ML Injectable Solution [Ativan] - Dose: 1 mg	PRN Q6H	Non-Verified	03/11/2016 08:54
albuterol 2.5 MG per 0.5 ML Concentrate for Inhalant Solution - Dose: 2.5 mg	AS DIRECTED PRN	Complete	03/11/2016 08:54

Select one of the Non-Verified orders to review. Choose Edit if you'd like to make changes to the order (see next section for more information on editing orders). Once you approve the medication order, select **Accept** then **Yes** to confirm.



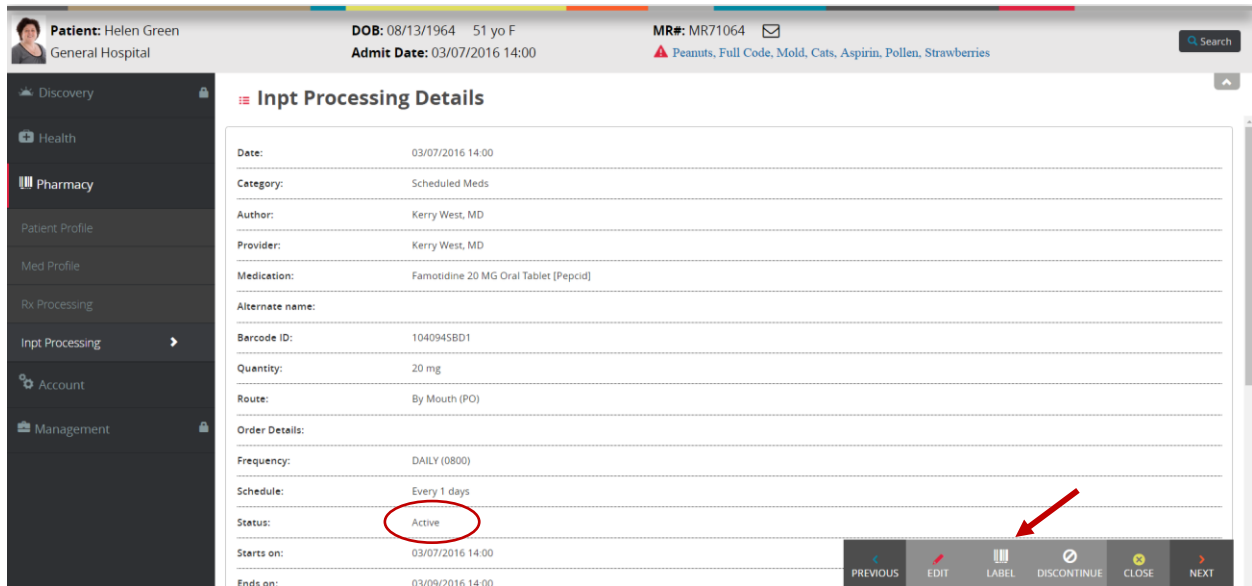
The screenshot shows the 'Inpt Processing Details' view for a specific medication order. The 'ACCEPT' button is highlighted with a red arrow. The interface includes a sidebar with navigation options and a main content area with detailed order information.

**Inpt Processing Details**

Date: 03/11/2016 10:58  
 Category: Scheduled Meds  
 Author: Kerry West, MD  
 Provider: Kerry West, MD  
 Medication: Famotidine 20 MG Oral Tablet [Pepcid]  
 Alternate name:  
 Barcode ID: 1040945BD1  
 Quantity: 20 mg  
 Route: By Mouth (PO)  
 Order Details:  
 Frequency: DAILY (0800)  
 Schedule: Every 1 days  
 Status: Non-Verified  
 Starts on: 03/11/2016 10:58  
 Ends on: 03/13/2016 11:57

Buttons: ACCEPT, EDIT, CLOSE, NEXT

The order status of the medication is now Active. Select **Label** to generate the pharmacy label. Note: the barcode included in this label can also be found on the barcode sheet provided under Step 1: Get Materials before launching the patient chart.



**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1964 51 yo F  
**Admit Date:** 03/07/2016 14:00

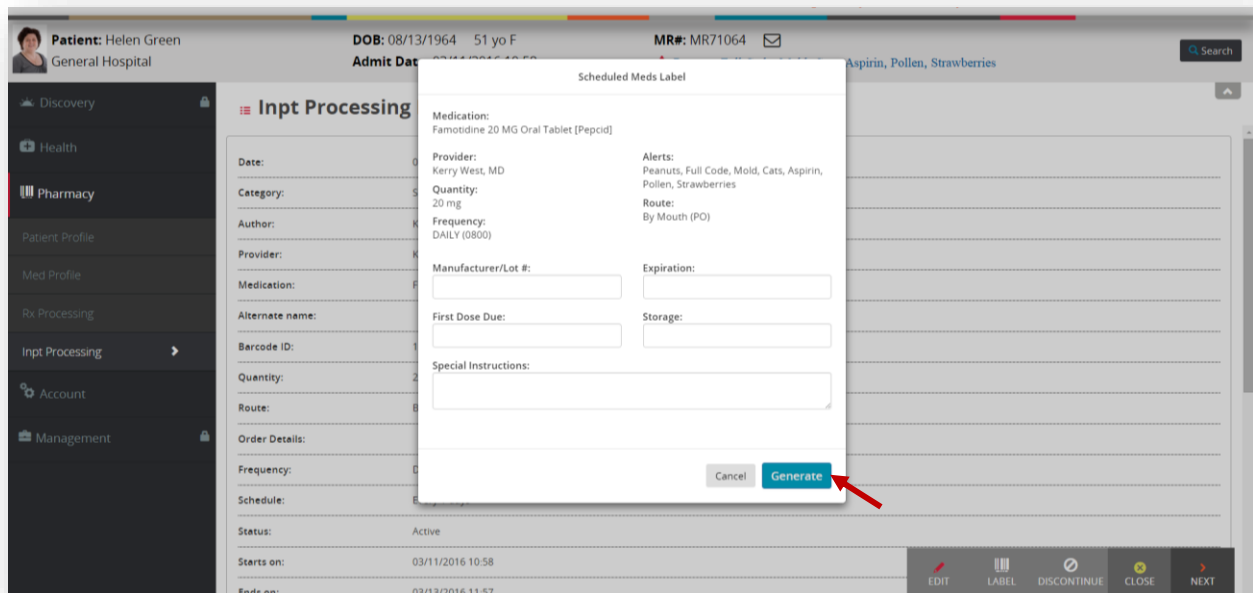
**MR#:** MR71064  
Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Inpt Processing Details

**Date:** 03/07/2016 14:00  
**Category:** Scheduled Meds  
**Author:** Kerry West, MD  
**Provider:** Kerry West, MD  
**Medication:** Famotidine 20 MG Oral Tablet [Pepcid]  
**Alternate name:**  
**Barcode ID:** 1040945BD1  
**Quantity:** 20 mg  
**Route:** By Mouth (PO)  
**Order Details:**  
**Frequency:** DAILY (0800)  
**Schedule:** Every 1 days  
**Status:** Active  
**Starts on:** 03/07/2016 14:00  
**Ends on:** 03/09/2016 14:00

Navigation: PREVIOUS, EDIT, LABEL, DISCONTINUE, CLOSE, NEXT

Enter data for the additional label fields: Manufacturer/Lot #, Expiration, First Dose Due, Storage, and Special Instructions. Then **Generate**.



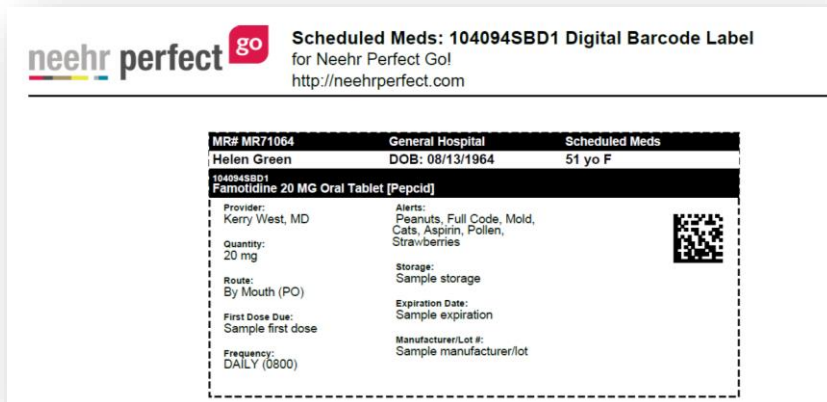
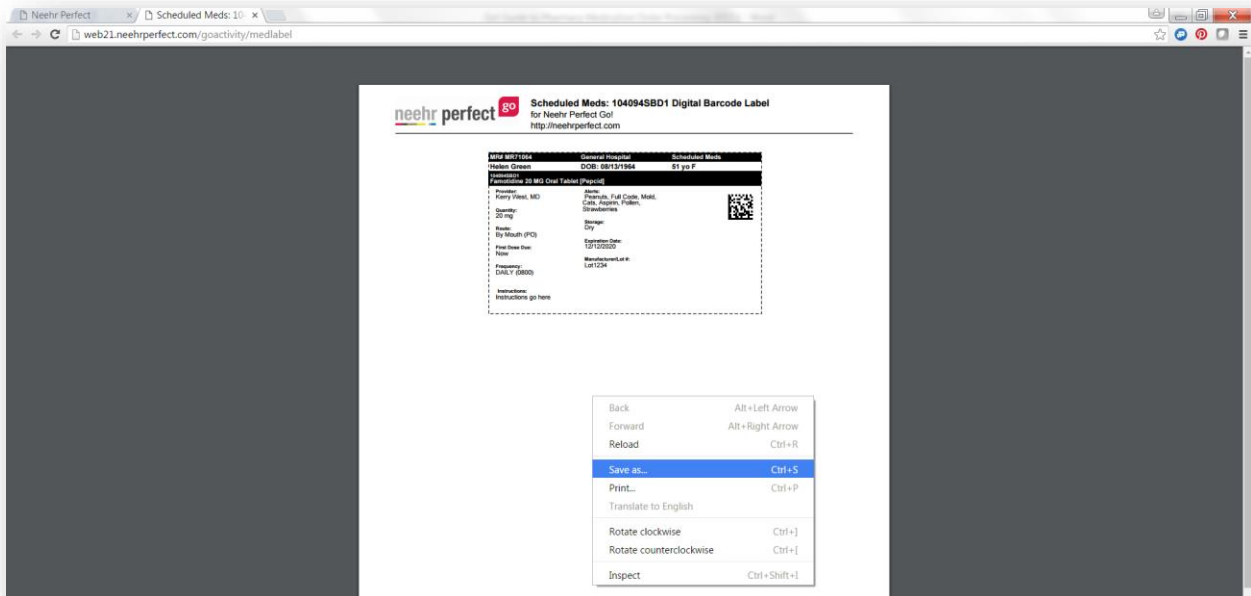
**Scheduled Meds Label**

**Medication:** Famotidine 20 MG Oral Tablet [Pepcid]  
**Provider:** Kerry West, MD  
**Quantity:** 20 mg  
**Frequency:** DAILY (0800)  
**Alerts:** Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries  
**Route:** By Mouth (PO)

**Manufacturer/Lot #:**   
**Expiration:**   
**First Dose Due:**   
**Storage:**   
**Special Instructions:**

Buttons: Cancel, Generate

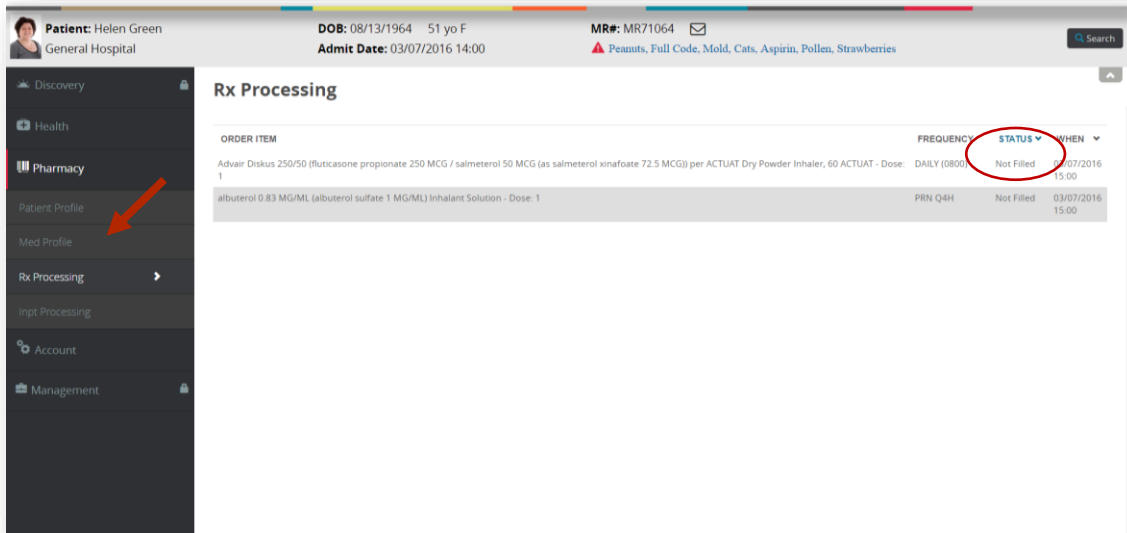
A separate browser tab will open with the label. Right-click and choose **Save as** to save the label as a PDF. The label may also be printed by right-clicking and choosing Print.



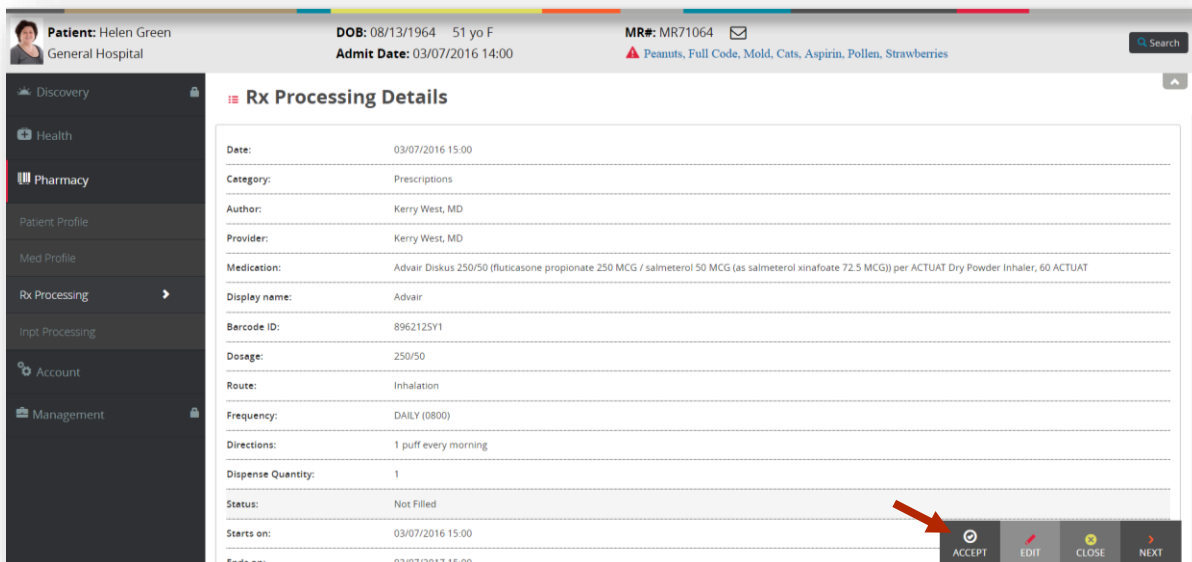
If desired, repeat the process for any remaining inpatient medications. Note that the labels will be different whether the medication is a scheduled medication or an infusion.

## Prescription medication order verification and labels

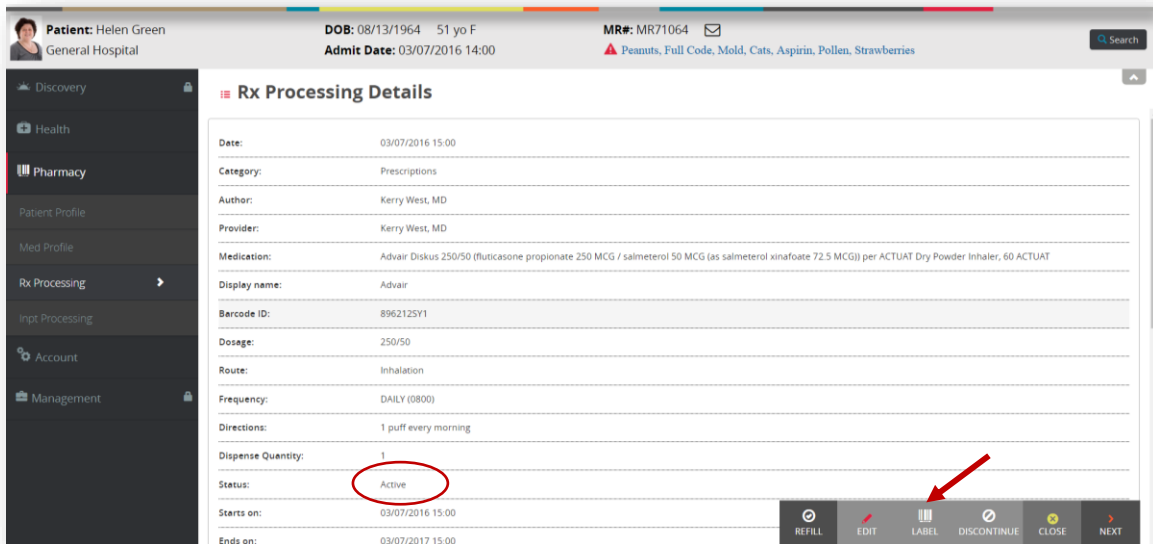
To verify the prescription medications, select the **Rx Processing** tab. Prescription medications with a status of 'Not Filled' are pending review by the pharmacist.



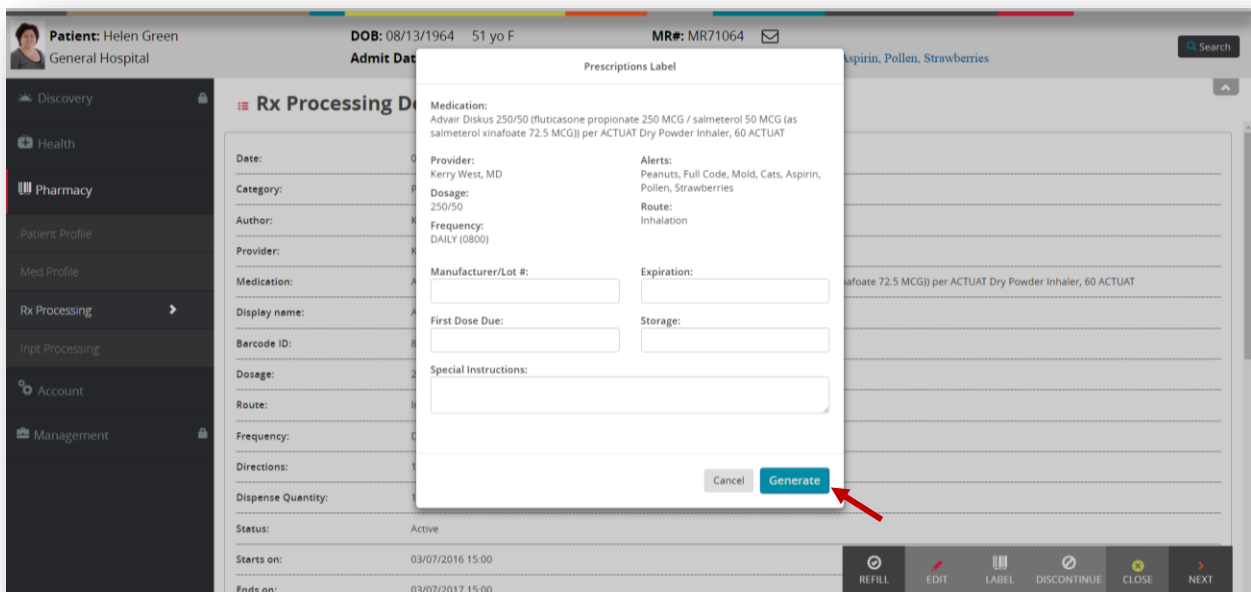
Select one of the Not Filled orders to review. Choose Edit if you'd like to make changes to the order (see next section for more information on editing orders). Once you approve the medication order, select **Accept** then **Yes** to confirm.



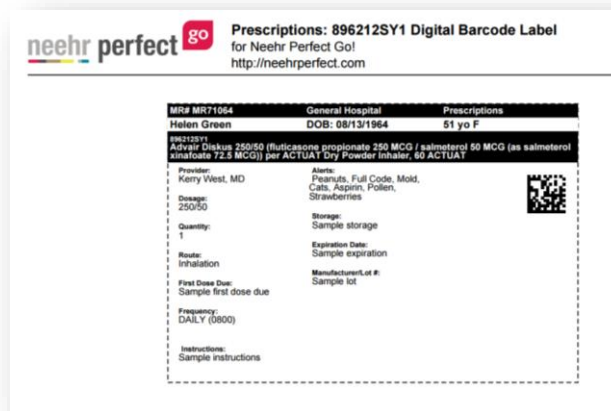
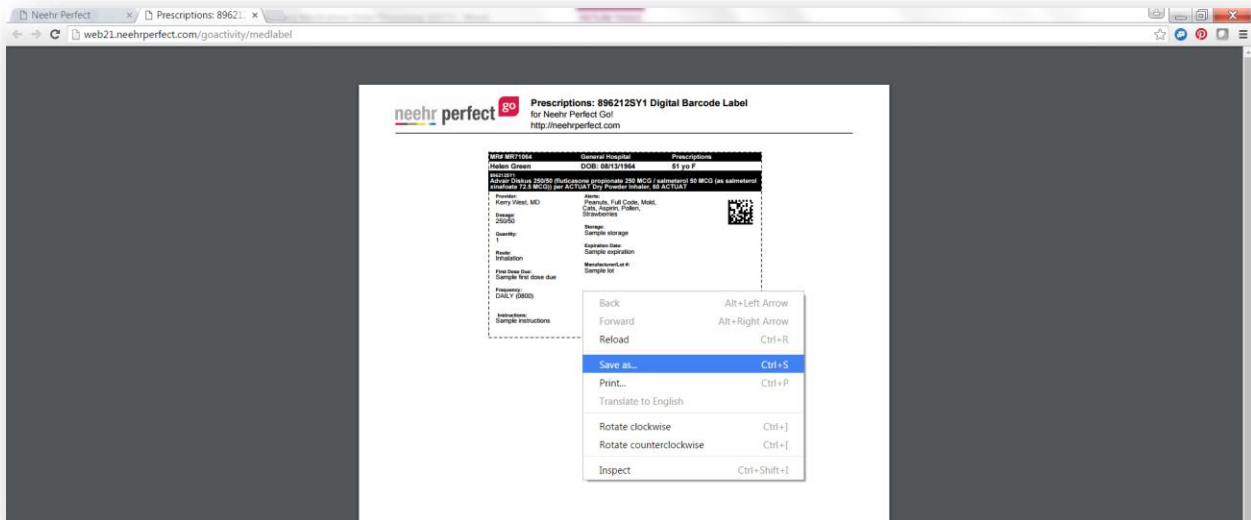
The order status of the medication is now Active. Select **Label** to generate the pharmacy label. Note: the barcode included in this label can also be found on the barcode sheet provided under Step 1: Get Materials before launching the patient chart.



Enter data for the additional label fields: Manufacturer/Lot #, Expiration, First Dose Due, Storage, and Special Instructions. Then **Generate**.



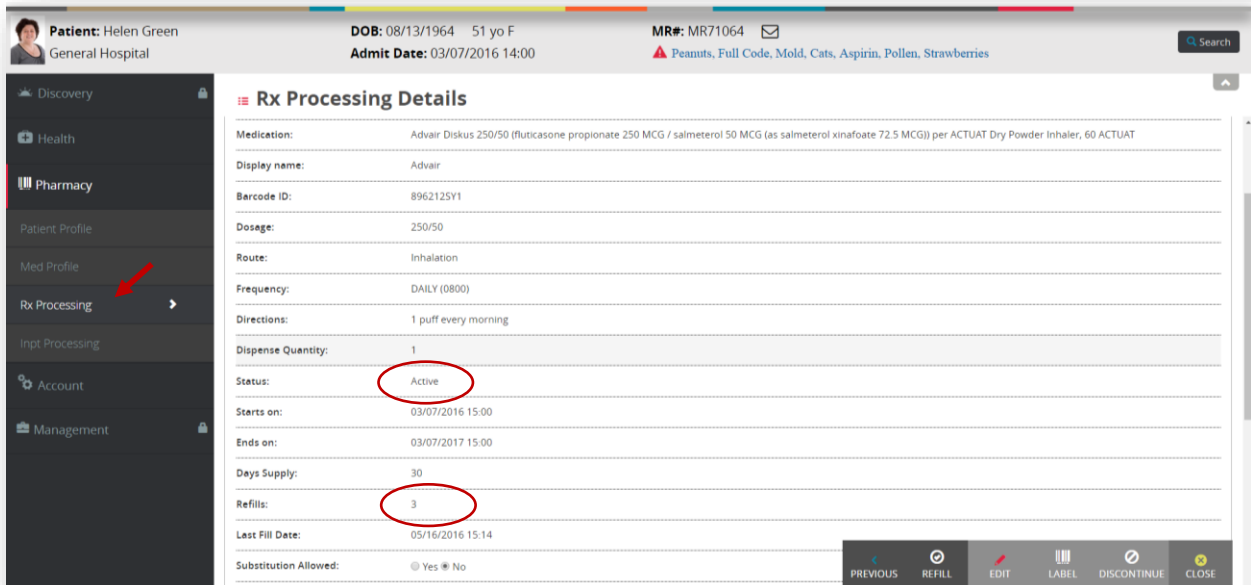
A separate browser tab will open with the label. Right-click and choose **Save as** to save the label as a PDF. The label may also be printed by right-clicking and choosing Print. Repeat the process for any remaining not filled prescription medications.



## Refilling prescription medications

Any active prescription medication with refills remaining can be refilled. In the Pharmacy section, select **Rx Processing** then select the medication to be refilled.





**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1964 51 yo F  
**Admit Date:** 03/07/2016 14:00

**MR#:** MR71064  
▲ Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Rx Processing Details

Medication: Adair Diskus 250/50 (fluticasone propionate 250 MCG / salmeterol 50 MCG (as salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 60 ACTUAT

Display name: Adair

Barcode ID: 8962125Y1

Dosage: 250/50

Route: Inhalation

Frequency: DAILY (0800)

Directions: 1 puff every morning

Dispense Quantity: 1

Status: **Active**

Starts on: 03/07/2016 15:00

Ends on: 03/07/2017 15:00

Days Supply: 30

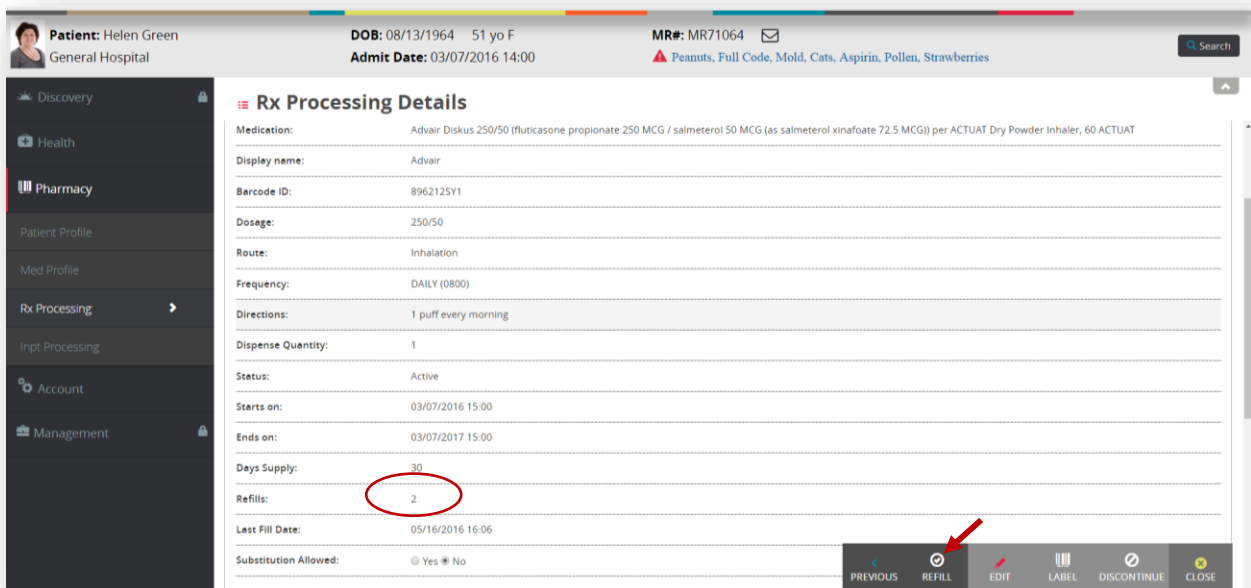
Refills: **3**

Last Fill Date: 05/16/2016 15:14

Substitution Allowed:  Yes  No

PREVIOUS REFILL EDIT LABEL DISCONTINUE CLOSE

Select **Refill** then **Yes** to confirm. The refills remaining will decrease by one.



**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1964 51 yo F  
**Admit Date:** 03/07/2016 14:00

**MR#:** MR71064  
▲ Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Rx Processing Details

Medication: Adair Diskus 250/50 (fluticasone propionate 250 MCG / salmeterol 50 MCG (as salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 60 ACTUAT

Display name: Adair

Barcode ID: 8962125Y1

Dosage: 250/50

Route: Inhalation

Frequency: DAILY (0800)

Directions: 1 puff every morning

Dispense Quantity: 1

Status: Active

Starts on: 03/07/2016 15:00

Ends on: 03/07/2017 15:00

Days Supply: 30

Refills: **2**

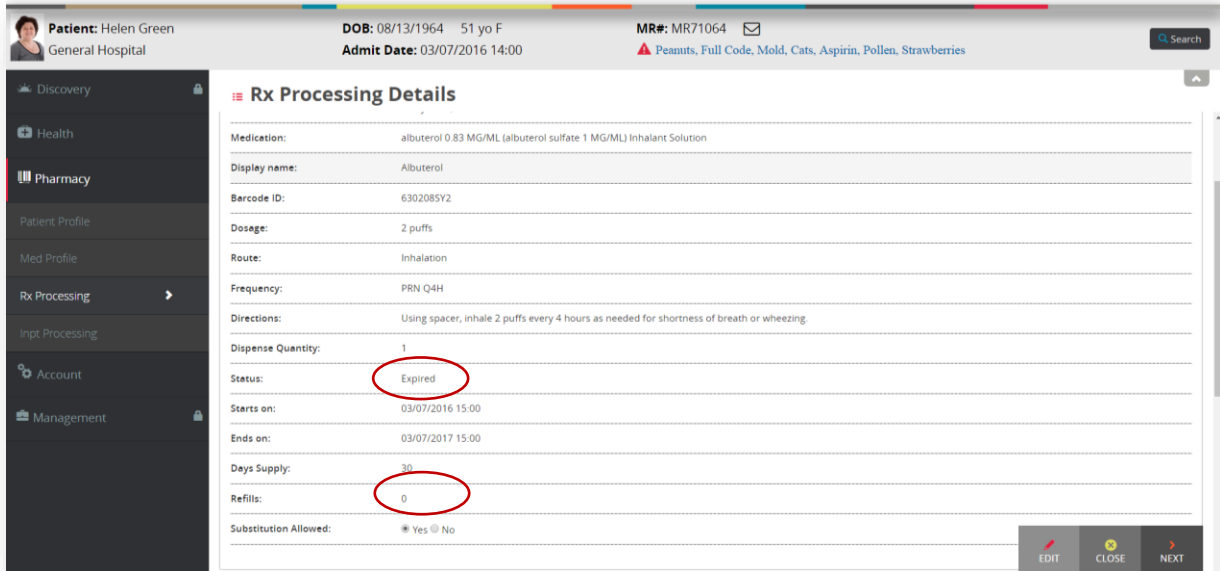
Last Fill Date: 05/16/2016 16:06

Substitution Allowed:  Yes  No

PREVIOUS REFILL EDIT LABEL DISCONTINUE CLOSE

If desired, generate a new pharmacy label as described in the previous section.

Medications with no refills remaining will automatically change to an Expired status and the refill option will no longer be available.



**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1964 51 yo F  
**Admit Date:** 03/07/2016 14:00

**MR#:** MR71064  
Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Rx Processing Details

**Medication:** albuterol 0.83 MG/ML (albuterol sulfate 1 MG/ML) Inhalant Solution

**Display name:** Albuterol

**Barcode ID:** 6302085V2

**Dosage:** 2 puffs

**Route:** Inhalation

**Frequency:** PRN Q4H

**Directions:** Using spacer, inhale 2 puffs every 4 hours as needed for shortness of breath or wheezing.

**Dispense Quantity:** 1

**Status:** Expired

**Starts on:** 03/07/2016 15:00

**Ends on:** 03/07/2017 15:00

**Days Supply:** 30

**Refills:** 0

**Substitution Allowed:**  Yes  No

EDIT CLOSE NEXT

## Editing medication orders

For educational purposes, any of the fields in the medication order may be edited prior to accepting order. Ensure you're in the Rx Processing or Inpt Processing tabs of the Pharmacy section when selecting the order. Then choose **Edit**.

**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1964 51 yo F  
**Admit Date:** 03/16/2016 08:03

**MR#:** MR71064

**Allergies:** Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Rx Processing Details

**Date:** 03/16/2016 09:03

**Category:** Prescriptions

**Author:** Kerry West, MD

**Provider:** Kerry West, MD

**Medication:** Advair Diskus 250/50 (fluticasone propionate 250 MCG / salmeterol 50 MCG (as salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 60 ACTUAT

**Display name:** Advair

**Barcode ID:** 896212SY1

**Dosage:** 250/50

**Route:** Inhalation

**Frequency:** DAILY (0800)

**Directions:** 1 puff every morning

**Dispense Quantity:** 1

**Status:** Not Filled

**Starts on:** 03/16/2016 09:03

**Ends on:** 03/16/2017 09:03

Buttons: ACCEPT, EDIT, CLOSE, NEXT

Make any desired changes to the order fields and choose **Save**.

For significant changes involving the order type, dose, or drug, you may prefer to discontinue the original order and enter a new order. To do so, edit the original order and change the Status to **Discontinued** then select **Save**.

**Patient:** Helen Green  
General Hospital

**DOB:** 08/13/1964 51 yo F  
**Admit Date:** 03/16/2016 08:03

**MR#:** MR71064

**Allergies:** Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries

### Order Edit

**Medication:** 896212SY1 Advair Diskus 250/50 (fluticasone propionate 250 MCG / salm... x

**Display name:** Advair

**Dosage:** 250/50

**Route:** Inhalation x

**Frequency:** DAILY (0800) x

**Directions:** 1 puff every morning

**Dispense Quantity:** 1

**Status:** Discontinued x

**Start on Date/Time:** 03/16/2016 09:03

**End on Date/Time:** 03/16/2017 09:03

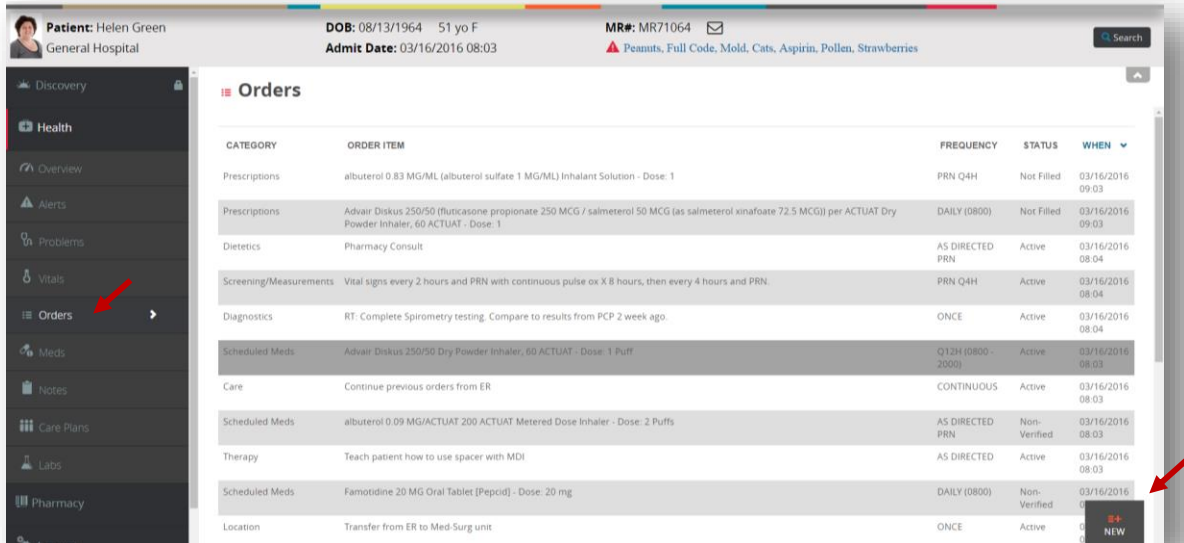
**Days Supply:** 30

**Refills:** 3

**Substitution Allowed:** No

Buttons: SAVE, CANCEL

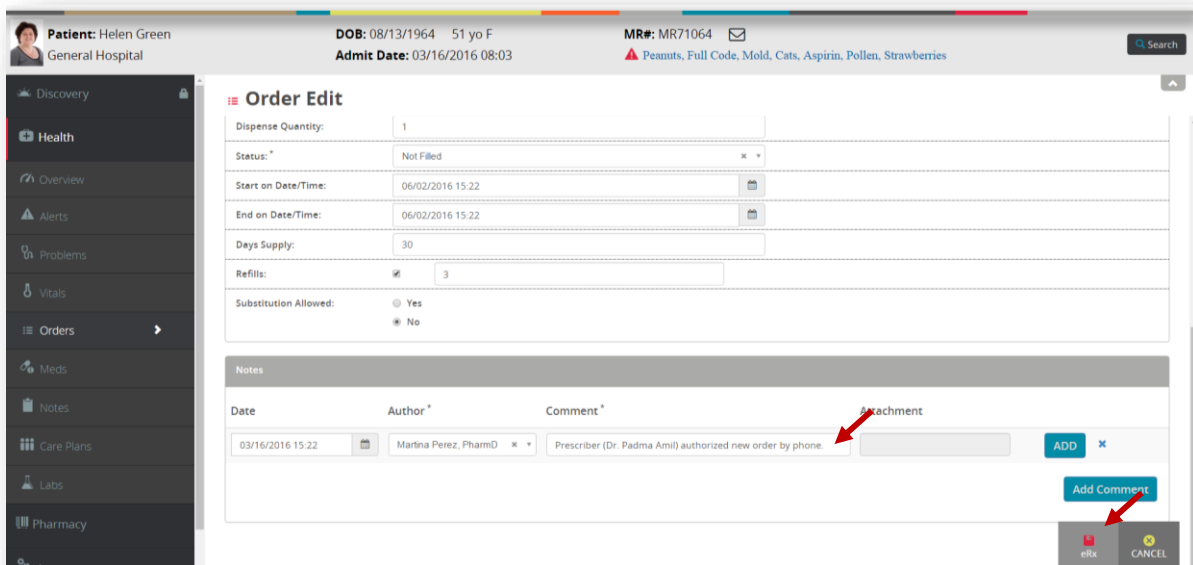
Then go to the Orders tab in the Health section and select **New**.



**Orders**

CATEGORY	ORDER ITEM	FREQUENCY	STATUS	WHEN
Prescriptions	albuterol 0.83 MG/ML (albuterol sulfate 1 MG/ML) Inhalant Solution - Dose: 1	PRN Q4H	Not Filled	03/16/2016 09:03
Prescriptions	Advair Diskus 250/50 (fluticasone propionate 250 MCG / salmeterol 50 MCG (as salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 60 ACTUAT - Dose: 1	DAILY (0800)	Not Filled	03/16/2016 09:03
Dietetics	Pharmacy Consult	AS DIRECTED PRN	Active	03/16/2016 08:04
Screening/Measurements	Vital signs every 2 hours and PRN with continuous pulse ox X 8 hours, then every 4 hours and PRN.	PRN Q4H	Active	03/16/2016 08:04
Diagnostics	RT: Complete Spirometry testing. Compare to results from PCP 2 week ago.	ONCE	Active	03/16/2016 08:04
Scheduled Meds	Advair Diskus 250/50 Dry Powder Inhaler, 60 ACTUAT - Dose: 1 Puff	Q12H (0800 - 2000)	Active	03/16/2016 08:03
Care	Continue previous orders from ER	CONTINUOUS	Active	03/16/2016 08:03
Scheduled Meds	albuterol 0.09 MG/ACTUAT 200 ACTUAT Metered Dose Inhaler - Dose: 2 Puffs	AS DIRECTED PRN	Non-Verified	03/16/2016 08:03
Therapy	Teach patient how to use spacer with MDI	AS DIRECTED	Active	03/16/2016 08:03
Scheduled Meds	Famotidine 20 MG Oral Tablet (Pepcid) - Dose: 20 mg	DAILY (0800)	Non-Verified	03/16/2016 08:03
Location	Transfer from ER to Med-Surg unit	ONCE	Active	

Enter the new order information. Refer to the *Go! Guide to Medication Orders* for more information. You may wish to use the Note section within the order to document how it was authorized by the prescriber (ex. phone authorization).



**Order Edit**

Dispense Quantity: 1

Status: Not Filled

Start on Date/Time: 06/02/2016 15:22

End on Date/Time: 06/02/2016 15:22

Days Supply: 30

Refills: 3

Substitution Allowed:  Yes  No

**Notes**

Date	Author	Comment	Attachment
03/16/2016 15:22	Martina Perez, PharmD	Prescriber (Dr. Padma Ami) authorized new order by phone.	

ADD

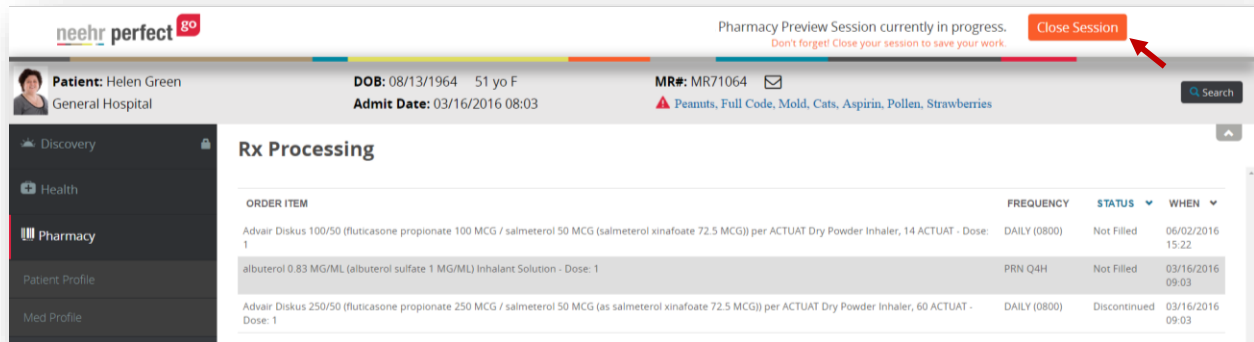
Add Comment

eRx CANCEL

Then select **eRx** or **Save** (depending on the type of medication order).

## Submitting your work

Your work in the patient chart is being tracked. When finished, select **Close Session** (do not hit back in your browser) to exit the chart and return to the activity details screen. Important! This is how your work is saved. Do not close your browser window or tab without clicking Close Session.



The screenshot shows the neehr perfect go interface for a patient named Helen Green. The top navigation bar includes the neehr perfect go logo, a status message "Pharmacy Preview Session currently in progress. Don't forget! Close your session to save your work.", and a "Close Session" button highlighted with a red arrow. The patient information section displays: Patient: Helen Green, General Hospital; DOB: 08/13/1964, 51 yo F; MR#: MR71064; Admit Date: 03/16/2016 08:03; Allergies: Peanuts, Full Code, Mold, Cats, Aspirin, Pollen, Strawberries. The main content area is titled "Rx Processing" and contains a table of medication orders.

ORDER ITEM	FREQUENCY	STATUS	WHEN
Advair Diskus 100/50 (fluticasone propionate 100 MCG / salmeterol 50 MCG (salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 14 ACTUAT - Dose: 1	DAILY (0800)	Not Filled	06/02/2016 15:22
albuterol 0.83 MG/ML (albuterol sulfate 1 MG/ML) Inhalant Solution - Dose: 1	PRN Q4H	Not Filled	03/16/2016 09:03
Advair Diskus 250/50 (fluticasone propionate 250 MCG / salmeterol 50 MCG (as salmeterol xinafoate 72.5 MCG)) per ACTUAT Dry Powder Inhaler, 60 ACTUAT - Dose: 1	DAILY (0800)	Discontinued	03/16/2016 09:03

Go to **Step 3: Download Work** and select the session that you'd like to submit and click **Download** to generate your Progress Report for the session. Save the report and submit it to your instructor. Please see the separate guide on *Completing and Submitting Work* for more information.