

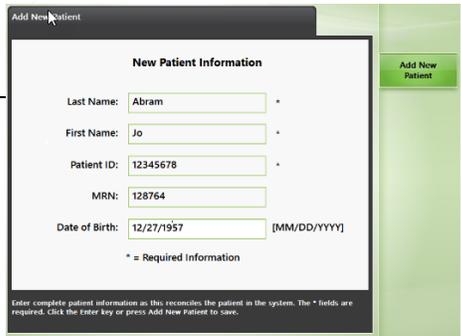
Frequently Asked Questions

Please note the following resources are available to support you and your teams:	<ol style="list-style-type: none"> 1. Automated Dispensing Cabinets – Downtime and Emergency Access (SHOP) 2. Automated Dispensing Cabinets – Medication Removal and Administration (SHOP) 3. Omnicell Tip Sheet: Granting Access (for fingerprinting and adding temp access) 4. How to Add a Temporary Patient to Omnicell (for Nursing)
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There has been an increased number of questions around Omnicell challenges, many going to pharmacy. Sometimes, it's when Omnicell isn't behaving in an expected way (such as lists and profiles missing) and can be caused by one or more network/systems downtime. Other concerns are around user access and labels.

Below is a list of the most common questions. If you're still having trouble, check with a co-worker or unit leadership (i.e., CRNs, educator) as your first "phone a friend" resource.

Here is list of the most common questions asked:

Question	Answer
I can't find my patient on the Local List?	<ul style="list-style-type: none"> • Check the Global List 
I can't find my patient on the Global List OR There is no patient lists available?	<ul style="list-style-type: none"> • Create a Temporary Patient using Name and MRN/DOB to access medications (reference document) <p>Note: temporary patients do not have a medication profile and medications will be removed under Stocked Meds</p> 
The Medication Profile (Scheduled Meds) is not available or is outdated?	<p>Try the following:</p> <ul style="list-style-type: none"> • Confirm you've selected the correct patient profile and patient location (i.e. clinic vs inpatient) • Double check the order • Remove the medication under Stocked Meds 
What do I do for a new nurse, or one returning from leave, who doesn't have an Omnicell Login yet?	<ul style="list-style-type: none"> • Confirm with the unit educator that a request for access has been submitted <p>To add a temporary nurse to the cabinet:</p> <ul style="list-style-type: none"> • A nurse with Omnicell access must log in to perform these steps. • A system-generated temporary ID is created for each user added. Record this ID for reference <ol style="list-style-type: none"> 1. Go to Main Menu and press User Menu 2. Select Add a Temp Nurse and enter the requested information: <ol style="list-style-type: none"> a. Enter the temporary nurses first and last name. b. Select Temp Nurse as the nurse type. 3. Press Add a Temp Nurse when completed. The cabinet will automatically generate a receipt of this transaction with the user ID on it. 4. Return to the Main Menu

Omnicell Troubleshooting

Why does Omnicell ask for an item count even when it's not an IDC medication?

- Medications come with a variety of requirements, risk categories, and warnings. With the roll out of not only CST, but also the Hazardous Drugs renaming, it can be daunting to keep track of all of the different alerts that we see in Omnicell, in CST Cerner, and on product labels. Previously if a medication fit into one category, it would all be included in the "High Alert" category and treated all the same, but have now been divided up into their specific categories and alerts.

What are the all the different Omnicell alerts?

You may see one or more of these alerts on different medications:

1. Medications requiring witness to dispense and waste to deter diversion (including some additional cycle count medications)
2. Medications requiring independent double check prior to administration to lower the risk of medication errors
3. Medications requiring staff to don appropriate PPE due to risk of exposure to hazardous drug

Please see [C&W – Medication Alerts](#) Practice Pointer on ePOPS for more information

How do I order Omnicell labels?

- Omnicell Labels and Receipt paper can be ordered from the Stores Catalogue.
 - Unit Clerks can enter "Omnicell" in the Search bar

Label 3.1 x 1.0 A 2.25 WD
Label Roll 3.1
ODX1.OIDX2.25WD Label 3.1
For Omnicell

What I can I do with an Omnicell label jam?

- First:
 - Open the printer panel
 - Click little green lever to release the tension on the paper roll
 - VERY carefully pull out all jammed paper. If you rip it you may need tweezers
 - Tear off all damaged paper from the roll
 - Re-thread paper using instructions for changing paper roll
 - Remember to click the green lever back!

If you are unable to fix the jam and the cabinet is still not running **call pharmacy** for help

Please see [How to change Omnicell Labels](#) on ePOPS Practice Pointers for more info