

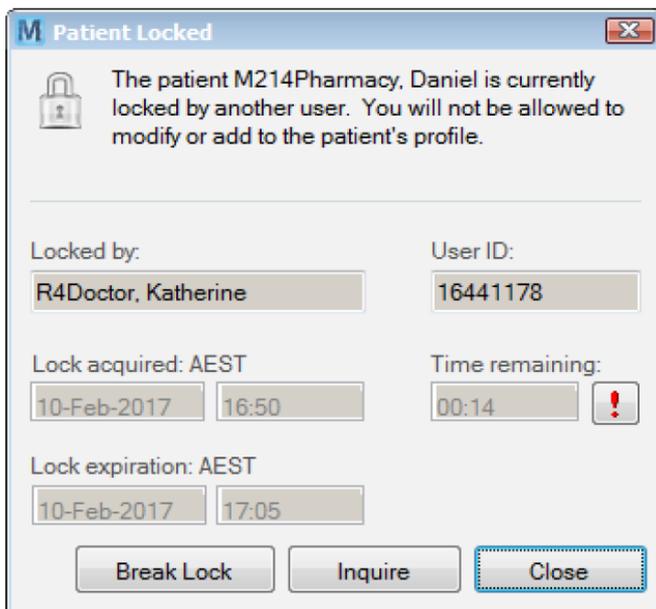
Break lock

PharmNet

Quick reference guide

A pharmacist cannot access a patient's chart within **PharmNet** at the same time a doctor is placing medication orders in **PowerChart**, and vice versa.

When a pharmacist logs in to **PharmNet** while a doctor is writing or modifying medication orders in **PowerChart** a pop-up window will appear.



This window has an option to **Break Lock**. This action essentially overrides the doctor's actions of prescribing within **PowerChart**, deleting any pending orders and allows the pharmacist to access the patient profile in **PharmNet** preferentially.

This function should not be used in day to day practice. However, there are circumstances where a prescriber may become locked-out from accessing a patient's chart for a considerable amount of time. If this occurs during business hours, the ward pharmacist will be able to use the **Break Lock** function, which will allow the prescriber to access the patient's chart again. Attempts

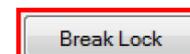
should be made to contact the clinician who holds the lock. The pharmacist can only break the lock if the clinician cannot be contacted and the lock remains for more than 30 minutes OR the Break Lock is urgent for the safety of the patient.

If this situation arises during business hours, please complete the following steps:

1. Login to the **Pharmacy Medication Manager** (also know as **PharmNet**) page.
2. Search the required patient profile (ensuring you are opening the appropriate patient encounter).



3. When the **Patient Locked** pop-up window appears, select to **Break Lock** in the bottom left corner.



4. This will allow access to the patient's chart in **PharmNet**. To allow the prescriber to access the patient's chart again in **PowerChart**, exit out of the patient profile using the **Change Patient** icon in the top left of the screen.

Note: Prescribers should only request that pharmacists use the **Break Lock** function during business hours, not after hours. If the on-call pharmacist is contacted, please refer to the procedure in the on-call folder.