

Medication prescriptions: Troubleshooting

Medications Management

Quick reference guide

Issue	Resolution
<p>Why can I not find the medication I need to prescribe?</p> <p>Has the correct encounter been selected for prescribing?</p> <p>Is the order type appropriate for the encounter selected?</p>	<p>If you cannot find the medication you wish to prescribe, it is important to check that you have selected the correct patient encounter for prescribing:</p> <ol style="list-style-type: none"> 1. Select <i>Patient Information</i> tab from the Menu. 2. Select the <i>Encounter List</i> tab 3. Double click on the <i>Encounter</i> you need to use. 4. Select Yes on the <i>Visit List alert</i>. 5. The <i>Banner Bar</i> information will update to the Encounter selected.
<p>What are the requirements for prescribing a Schedule 8 (S8) medication?</p>	<p>Once the S8 prescription has been printed from ieMR, it is important for you to handwrite the following information on both printed copies in the table provided:</p> <ol style="list-style-type: none"> a. Drug name b. Strength c. Directions d. Quantity/volume Note: For drugs of dependence, Quantity/volume and repeats must be written in both words and figures. (e.g. 20 mL (twenty millilitres)) e. Number of repeats (if applicable) f. The words "specified condition" if the medication is dexamphetamine, methylphenidate, lisdexamfetamine.
<p>Why is the Dispense field on the ieMR printed prescription blank?</p>	<p>The <i>Dispense</i> field is blank to account for the different quantities for different PBS indications or if an increased or reduced quantity is required. Click on the <i>PBS</i> tab and select your PBS indication to prepopulate the <i>Dispense</i> quantity.</p> <p>If you manually complete the <i>Dispense</i> field, you must enter an approved quantity unit (e.g. x bottle(s), x tablet(s)) to produce a valid prescription.</p> <p>A time-specific quantity (e.g. x day(s), x month(s)) is not considered an approved quantity unit and will not produce a valid prescription.</p>
<p>What is required when prescribing multiple doses for the one medication?</p>	<p>When you are prescribing a medication that requires two different doses (e.g. morning and night):</p> <ul style="list-style-type: none"> • Initially select the closest order sentence from the ieMR Order Catalogue. (You may need to un-tick the <i>Filtered Order Sentence</i> box to reveal more choices.) • Specify "See Special Instructions" within the <i>Dose</i> field. • Within the <i>Special Instructions</i> field, document the dose, route, frequency and directions required (e.g. for prednisolone: 40mg, oral, daily, for 10 days and then 30mg, oral, daily, for 10 days).
<p>What is the difference between a PBS code and a PBS Streamlined code?</p>	<p>When you have double-clicked on the most appropriate item from the <i>PBS</i> tab, this will update the <i>PBS code</i> field with the correct <i>PBS item code</i>.</p> <p>You do not need to complete the <i>PBS streamlined code</i> field with the same PBS item code.</p> <p>The <i>PBS streamlined code</i> field is automatically populated when a PBS streamline authority item has been selected from the <i>PBS</i> tab. If you then choose to increase the quantity to supply and/or increase the number of repeats to supply, it will prompt for a PBS telephone approval code.</p>
<p>Why are my prescription favourites not displaying?</p>	<p>You will need to save your favourite prescription/discharge order sentences according to each encounter type (i.e. within an Inpatient, Outpatient and Emergency encounters) for your favoured order sentences to display consistently across different encounters.</p>





Issue	Resolution
Why are my favourites not filtered by patient age or weight?	Favourites do not honor order sentence filtering, such as a mg/kg dose for less a certain weight and mg dose greater than or equal to that weight. Ensure that you favourite both sentence types (if applicable).
What are the ways to search for items with certain strengths or order sentences?	It is recommended that when searching the <i>ieMR Order Catalogue</i> to press enter in the <i>Search</i> window, increasing the number of search results available. You may need to un-tick the "Filtered Order Sentences" box again to reveal more choices. If you're looking for a specific strength, you can expand the column size of the <i>Search</i> window to (by selecting and dragging the column separator) view the entire product listing before selecting.
What happens when the medication being prescribed is not available in the ieMR order catalogue?	Check that you are searching against the correct <i>ieMR Order catalogue type</i> (i.e. Inpatient, Discharge, In Clinic). The medication name may have been updated as part of the Therapeutic Goods Administration (TGA) name update. Please check MIMS. If you are still unable to locate the medication being prescribed in the <i>ieMR Order Catalogue</i> , please call the <i>LCCH Pharmacy Department</i> . (This may be for unlisted PBS medicine, SAS medications, non-PBS medicine.)
Why is my prescriber number not included on the ieMR printed prescription?	Before signing, check that your <i>prescriber number</i> has been printed on the ieMR prescription. If your prescriber number is missing, please call the <i>ieMR Command Centre</i> .
I have reprinted an ieMR prescription. Why is the current date rather than the prescribed date on the ieMR printed prescription?	Before signing, check that the <i>correct prescribed date and PBS prescription number</i> has been re-printed on the ieMR prescription. If not, please call the <i>LCCH Pharmacy Department</i> .

