

MAK Q&A

October 2009



FAQ

I can see the medication order in POE but not in MAK?

The pharmacist must validate all medications before they will be available in MAK. Once validated by the pharmacist, they will display on your Med Summary and Active Worklist

Why does my one-time order say “EXP”, when I haven’t administered it?

Since one time orders have a Start and Stop date that are equal, the system views the order as “expired”. However, you can still administer the one time dose as it is still available on your Active Worklist. Once the dose has been administered, the order will no longer display on your Active Worklist

The medication has a barcode on it, but the scanner keeps saying “Drug does not Match”.

Check to see that you have the right medication/right dose/right route. If all are correct, open an **Intervention** for that order to let pharmacy know that the medication is not scanning properly. This med may need to be added to the X-reference file.

My patient’s wristband is not scanning, what do I do?

The wristband might be damaged, ask the clerk to reprint a new wristband for your patient. Check the admission #. Affix new wristband to patient and remove the damaged wristband.

My patient transferred in from a non-MAK unit, and I don’t see a barcode on their wristband

New arrivals to a MAK unit must have a MAK “friendly” barcoded wristband produced upon arrival. Remove the old wristband.

FAQ

A medication is discontinued in POE and is highlighted yellow on my med summary in MAK. I signed off the medication from the med summary. Why didn't it fall off my active work list?

Once a medication is discontinued, only future scheduled occurrences will fall off your active work list. If a dose was scheduled on your active work list for a time occurring before the actual time the medication was discontinued, it will stay on your active work list until you chart on it. Whenever you are signing off discontinued medications, check your active work list to see if there are still occurrences of that medication on your active work list. You may need to clarify with the LIP whether or not this dose should be administered.

My scanner is not functioning correctly, what do I do?

Locate your MAK manual either on the unit or on the nursing website. Go to the Equipment section and follow the troubleshooting directions for the scanner.

Where are the MAK cart keys located?

They are located in the medication room on your unit.

My MAK cart's battery died. I plugged it in, but I still have a blank monitor.

Turn on the computer by pressing the green button on the computer located behind the monitor.

FAQ

I forgot my username and or password

Call 4400 – the Help Desk for assistance.

I lost or don't have my badge with me, can I still use MAK?

No, you must have a badge in order to scan and identify yourself as a user in the MAK system.

Report to the Nursing Supervisor/Bed Control office, where they will supply you with a temporary badge.

How long will medication orders display on my Active Worklist? Orders will display on the Active Worklist for 24 hours if there are still TOAs (times of administration) to be addressed. After 12 hours the orders will turn peach.

What is the difference between the Med Summary and the Active Worklist and the Charted Worklist?

Med Summary – a display of all active orders and discontinued (for the last 24 hours)

Active Worklist- a display of all medications with a TOA within the last 24 hours and the future 6 hours.

Charted Worklist- a display of medications that have either been charted as Administered or Not-Administered in the past 24 hours (You can expand the list to see further back in the past if needed.)

My patient has a sliding scale insulin order, but doesn't need insulin since their glucose is within normal limits. How do I chart that?

Highlight the insulin order

Chart as “**Not Admin**”

Select “Outside of Parameters” in Not Administered Reason field

Enter glucose value in the Blood Sugar field. If you are not in the patient's room when charting this, you will need to highlight the order and select “Revise” to add the glucose value.

FAQ

My patient is in Isolation, how do I use MAK?

Scan medications outside the room. The barcode scanner can be brought to the patient's bedside, you can place in a clear plastic baggie and bring into patient room. Position the cart in the doorway to provide line of sight and then scan the patient's wristband. Follow standard infection control procedures for cleaning the scanner.

How do I document vaccine lot #'s and Manufacturer name in MAK?

After selecting the ID patient the active worklist now becomes the ADMIN list. Scroll over to the right you will see charted reason filed, this is where you would free text in the lot # and manufacturer name.

If my patient is going to a test this morning, what do I do with the medications showing up on my admin list?

If it is ok to hold these AM medications (based on nursing judgment and MD orders), you would go to the Active worklist and select your medications due for this morning and then select not administer. Give a reason, then hit chart. If the patient comes back to the unit later and you want to administer certain medications (based on your nursing judgement and MD orders) you would go to the charted list, select each medication one at a time, scan the medication barcode, scan the patients bracelet, and chart the medication. Go through this process for each medication you wish to change from not administered to administered.