

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

SECTION: **INPATIENT PHARMACY SERVICES**

SUBJECT: **REFILLING AND LOADING THE  
AUTOMATED DISPENSING CABINETS  
WITH A BARCODE SCANNER**

CODE: 3.16.3

DATE: 2/3/12

REVISED: 4/19/22

APPROVED: Thinkh Tran, Pharm. D

MEC APPROVED:

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**POLICY:**

The policy and procedure is aimed at addressing the proper refilling and loading of the automated dispensing cabinets (ADCs) using a barcode scanner.

**PURPOSE:**

The purpose of this policy and procedure is to decrease work-arounds that by-pass the safety features of the automated dispensing cabinets' barcode scanners.

**PROCEDURE:**

- A. Refilling Medication with a Barcode Scanner
1. In the Main menu, touch [Refill] icon at the Med Management menu.
  2. In the Refill-Select By Med screen, you should see a list of meds to be refilled in the light-gray color. (Note: If you highlight the med, a message will display: "Items require scan may not be selected.") Touch [Scan Barcode Item] icon at the lower right bottom.
  3. When the Scan Barcode Item screen appears, use the station scanner to scan the barcode of the med.
  4. Upon the drawer is extended out and the cubie pocket lid opened, verify the med name and strength info on the screen matches the item, that you have in hand, scanned before restocking. (This is the critical step. Make sure to verify the info displayed on screen with the med you have in hand.)
    - a. If it is Matrix or Mini-drawer, make sure to use the station scan gun to scan the barcode affixed at the Matrix pocket or Mini-drawer pocket before restocking the med.
    - b. If you scan a wrong pocket, a message will alert you that "Wrong Pocket. Scan Pocket #"
  5. Enter/verify that the Refill Quantity field matches the quantity that you are refilling.
  6. Then press [Accept].

Reviewed: 8.27.2014 II, 4/19/2022 TT

Approved By: 

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7. Change/enter the earliest expiration date.
8. Then touch [Accept], close the cubie pocket, and close the drawer.
9. Repeat steps 3 to 8 for all other meds to be refilled.
10. If you are done with refilling, press [Cancel] icon at the Scan Barcode Item screen.

**B. Things that Could Go Wrong During Refilling**

1. If a med that is associated with a bar code and is **not** loaded in the Medstation is scanned, an alert message will display: "Med ID (i.e., ASA30EX) is no longer pending or loaded at this Medstation." No drawer will open.

Possible cause:

- A wrong med is picked by Tech and RPh fails to detect the error while pre-checking.

Action to take:

- Return the med to Pharmacy and re-pick the right med and have RPh re-checked, then go back to the nursing unit and start the refilling process.

2. If the med that is **not** associated with a bar code and **not** loaded in the Medstation is scanned, an alert message is displayed: "A Med ID was not found for Scan Code (\*\*\*\*\*)." No drawer will open.

Possible cause:

- A wrong med is picked by Tech and RPh fails to detect the error while pre-checking.
- A bar code is not being associated with the med at the Pyxis Console. It is possibly due to different manufacturer and its bar code is not associated to the MedID.

Action to take:

- Return the med to Pharmacy and re-pick the right med and have RPh re-checked, then go back to the nursing unit and start the refilling process.
- Return the med to Pharmacy and have RPh associated a bar code scan to the med, then go back to the nursing unit and start the refilling process.

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3. If the med, that is associated with a bar code and loaded in the Medstation already, but is **not** the right med you want to refill, is scanned, the cubie pocket for this particular med (incorrect med) will now open for you to refill.

Possible cause:

- A wrong med is picked by Tech and RPh fails to detect the error while pre-checking.

Action to take:

- Verify the med info displayed on screen with the med in hand. If it is correct, carry out and complete the refill process. Document what med is refilled on the Refill Delivery Sheet. Keep the print out and inform RPh.
- If you see this particular med does not need to be refilled, enter “ZERO” in the Refill Quantity field. Then follow instructions on screen to complete the refilling process.
- Re-pick the right med and have RPh re-checked, then go back to the nursing unit to refill.

**C. Loading Medication with a Barcode Scanner**

1. In the Main menu, touch [Load] icon at the Med Management section.
2. In the Load-Select By Med screen, you should see a list of meds to be loaded in the light-gray color. (Note: If you highlight the med, a message will display: “Items require scan may not be selected.”) Touch [Scan Barcode Item] icon at the lower right bottom.
3. When the Scan Barcode Item screen appears, use the station scanner to scan the barcode of the med.
4. Upon the drawer is extended out and the cubie pocket lid opened, verify the med name and strength on the screen matches the item, that you have in hand, scanned before loading. (This is the critical step. Make sure to verify the info displayed on screen with the med you have in hand)
  - ❖ If it is Matrix or Mini-drawer, make sure to use the station scanner to scan the barcode affixed at the Matrix pocket or Mini-drawer pocket as instructed before loading the med.
  - ❖ If you scan a wrong pocket, a message will alert you that “Wrong Pocket. Scan Pocket #”

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5. Enter/verify that the Loaded Quantity field matches the quantity that you are loading.
6. Then press [Accept].
7. Change/enter the earliest expiration date.
8. Then touch [Accept], close the cubie pocket, and close the drawer.
9. Repeat steps 3 to 8 for all other meds to be loaded.
10. If you are done with loading, press [Cancel] icon at the Scan Barcode Item screen.

**D. Things that Could Possibly Go Wrong with Loading**

1. If a med that is associated with a bar code already and **not** loaded in the Medstation is scanned, an alert message will displayed: “Med ID (i.e., ASA30EX) is no longer pending or loaded at this Medstation.” No drawer will open.

Possible cause:

- A wrong med is picked by Tech or RPh, and RPh fails to detect the error while pre-checking.

Action to take:

- Return the med to Pharmacy and re-pick the right med and have RPh re-checked, then go back to the nursing unit and start the loading process.

2. If the med that is **not** associated with a bar code yet and **not** loaded in the Medstation is scanned, an alert message will display: “A Med ID was not found for Scan Code (\*\*\*\*\*).” No drawer will open.

Possible cause:

- A wrong med is picked by Tech or RPh, and RPh fails to detect the error while pre-checking.
- A bar code is not being associated with the med at the Pyxis Console. It is possibly due to different manufacturer and its bar code is not associated to the MedID.

Action to take:

- Return the med to Pharmacy and re-pick the right med and have RPh re-checked, then go back to the nursing unit and start the loading process.

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- Return the med to Pharmacy and have RPh associated a bar code scan to the med, then go back to the nursing unit and start the loading process.
3. If the med, that is associated with a bar code and loaded in the Medstation already, but it is **not** the right med that you want to load, is scanned, the cubie pocket for this particular med (incorrect med) will now open for you to “**refill.**”

Possible cause:

- A wrong med is picked by Tech and RPh fails to detect the error while pre-checking.

Action to take:

- Verify the med info displayed on screen with the med in hand. If it is correct, carry out and complete the refill process. Document what med is refilled (not loaded) on the Refill Delivery Sheet. Keep the print out and inform RPh.
- If you see this particular med does not need to be refilled, enter “ZERO” in the Refill Quantity field. Then follow instructions on screen to complete the refilling process.
- Re-pick the right med to be loaded and have RPh re-checked, then go back to the nursing unit to load.