



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 883
VERSION: 2

SUBJECT: Medication Procurement From Automated Dispensing Machine (i.e. PYXIS Station)

PURPOSE:

To provide guidelines for the use of automated medication dispensing machines Pyxis Stations in the Urgent Care Clinics of High Desert Regional Health Center.

POLICY:

Pharmacy and Nursing staff will follow the procedures outlined in this policy to utilize the Pyxis Stations, located in the Urgent Care Clinics, as medication-dispensing systems for approved controlled drugs and floor stock medications, to ensure maximum system efficiency and safety.

Definitions

Pyxis station: automated medication-dispensing machine.

Bio-ID: fingerprint.

Console: Pyxis computer located in the High Desert Regional Health Center Pharmacy that links to all Pyxis stations and stores centralized data including List of floor stock items, users, and transactions.

Designated Nurse: refers to a nurse who has been granted a Power Of Attorney by the Medical Director to act as an agent to execute applications for books of official order forms and to sign such order forms in requisition for schedule I and II controlled substances, in accordance with Section 308 of the Controlled Substances Act (21 U.S.C. 828) and part 1305 of Title 21 of the Code of Federal Regulations.

PROCEDURE:

Access to medications in the Pyxis Station will be limited to personnel that are authorized, trained, and licensed. Only pharmacists can give access to other users, based on defined patient-care responsibilities. Personnel authorized to use the Pyxis System will receive training specific to their defined responsibilities. A competency checklist will be kept in the **employee's** file.

I- Staff Responsibilities/ Duties

A. Pharmacy

1. Pharmacists

- a. assign users IDs and passwords during the initial setup and new users
- b. Maintain user lists
- c. Reset password and user IDs

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- d. Maintain access codes
- e. Manage Inventory list and notes
- f. Ensure correct medication sent to Pyxis machines
- g. Generate and maintain appropriate files as they relate to medication accountability in accordance with HDRHC policy, and state and federal regulations
- h. All Pharmacy Technician functions below

2. Pharmacy Technicians

- a. Load and unload medications
- b. Station inventory
- c. Recover drawer
- d. Empty return bins and refill dated medication back into the pyxis machine with a witness
- e. Remove and exchange outdated medications
- f. Prepare fills for pharmacists
- g. Run station and console reports

B. Nursing:

1. Nurse Managers

- a. All RN responsibilities listed below
- b. Ensure discrepancies are resolved by the beginning and end of the shift
 - i. Alert pharmacy if no resolution

2. RN and LVN's

- a. Access the Pyxis Station with Bio-ID
- b. Enter patient information if needed
- c. Remove, return, and waste medications
- d. Resolve discrepancies
- e. Report unresolved discrepancies
- f. Perform inventory counts for controlled substances
- g. Witness a waste for controlled substances
- h. Replace recording paper
- i. Recover a failed drawer
- j. Generate discrepancies and activities reports
- k. Maintain an accurate inventory of controlled substances in the system in accordance with state and federal regulations

II- Med Station Access:

A. Security Access

- 1. Pharmacists will be responsible for inputting all employees into the pharmacy console and assigning these employees to their designated areas.
- 2. Bio-ID shall be the primary method of machine access.
- 3. Default to ID/Password should only occur if:
 - a. The employee cannot use either scanned fingertips, or the system Bio-ID system is not operational.
 - b. The user's fingertip is injured or not scanning properly, a second fingertip will be requested at the MedStation.

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4. If Bio-ID is not available, or a user forgets his/her password, the user is required to see the Nurse Manager or supervisor with his/her valid identification badge for reset.

III- Security Maintenance

- A. Permanent user access will be authorized, and monitored by HDRHC Pharmacy. Security authorization, by job title, has been previously determined. The database is maintained in the Pharmacy. Bio ID does not expire.
- B. When an employee terminates employment or transfers, the Nursing Department will inform the Pharmacy promptly. Pharmacy will generate and review an "All users" report biannually to ensure that the list of users is up-to date and that appropriate privileges are allocated to the users based on job function.
- C. **Pyxis keys** will be located in a secured area:
 1. HDRHC Urgent Care- on the main key ring in the locked boxes by nursing administration.
 2. At SVUC in the locked box in the medication room.

IV- System Setup

- A. All floor stock medications, in addition to controlled substances, unit dose tablets, IVPB, IV large volume, multidose items will be handled through the Pyxis system. Refrigerated medications are kept locked in the refrigerator in the medication room and access through the remote control manager.
- B. Schedule II to V medications (controlled substances), "high risk" and "high cost" medications need to be verified by the Blind Count (i.e. before removing the medication, user needs to enter the "beginning count"). If a discrepancy is discovered at the time of withdrawal, the nurse will notify the charge nurse and assist in the resolution of the discrepancy.

V- Removal, return, and waste of medication

A. Removing medication

1. A user authorized to access the Pyxis Specialty Station will be able to remove medication for a patient from the Pyxis by User ID, Bio-ID or a password.
2. To remove medications: Select "Remove Meds" option from the main menu. A list of current patients will appear.
3. Select the patient's name for which medications are needed. If the patient does not appear on the patient list screen, a nurse can add the patient at the station.
4. If the medication to be removed is a controlled drug, Pyxis will allow you to waste part of the drug during the removal process. Only licensed personnel may serve as witness for controlled drug wastage.
5. The inventory count must be verified prior to removing any medication. If the count is inaccurate, you will need to resolve the discrepancy.
6. Contact the pharmacy (for information and assistance), if medications are not available in the station (either non-formulary or not a floor stock item).
7. Log off the system after all transactions (EXIT key)

8. Controlled drug pockets are never to be left open indiscriminately.

B. Returning medication

1. Any medication that is removed from Pyxis and not administered to a patient, can be returned to Pyxis, if the following conditions are met:
 - a. Medication must be in the original (unopened) package
 - b. The integrity of medication (including labeling) must be acceptable for reuse
 - c. There is no evidence of tampering
 - d. The product has not expired
2. Items can be returned if, for example, the wrong item is removed, or the doctor cancels the order.
3. All medications shall be returned to the original location in the Pyxis station. Controlled medication shall require a witness. To return a medication
4. To return a medication
 - a. From the Main Menu, press Return
 - b. Select a patient and press Go to Items list
 - c. Select the item you want to return
 - d. Press Return Items.
 - e. The drawer or door opens.
 - f. Return the item in the original bin and close the drawer
 - g. Log off the system by pressing EXIT.

C. Wasting Medication

1. The Pyxis Station will document wastage for controlled drugs ONLY
 - b. From the Main Menu, select Record Waste
 - c. Select a patient and press GO to Item List
 - d. Select the medication to be wasted.
 - e. Indicate the amount that was wasted and short reason.
 - f. A witness will need to enter User ID and BioID
2. The witness should review and verify the entered waste transaction on the screen before proceeding. The documentation of the wastage should be completed at the time the controlled substance is wasted.
3. Wasted controlled drugs are **NOT** to be returned to the Pyxis Station.
4. Bulk items such as large volume IV's, IVPB's, antibiotics or medications that needed to be wasted will be placed in the pharmaceutical waste container.

VI- Resolving Discrepancies

- A. A discrepancy occurs when the physical count does not match the displayed count from Pyxis. Each time a "NO" is keyed into the Pyxis Station at the count verification step, a discrepancy is created. The system is programmed to note this transaction
- B. If a discrepancy is discovered at the time of withdrawal, the nurse will notify the designated charge nurse and assist in discrepancy resolution. Controlled substance discrepancies will be resolved as soon as possible by:
 1. The person discovering the discrepancy, or

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2. The person creating the discrepancy.
 - C. Prior to the end of shift, the designated nurse will verify that there are no unresolved discrepancies. If an unresolved discrepancy exists, the designated nurse will ensure that the discrepancy is resolved in a timely manner.
 - D. To resolve a discrepancy:
 1. From the Main Menu select Station Activities Menu
 2. Press Record Discrepancy
 3. Select the item on the left side of the screen that you want to resolve
 4. Select the transaction on the right side of the screen
 5. Press Resolve
 6. Select the reason for the discrepancy or press Custom Resolution to enter a custom reason.
 7. Press Accept.
 - E. Each discrepancy will have the name of the person documenting the count error and the person with prior access.
 - F. If the discrepancy cannot be resolved as above, an activity report can be generated that provides a list of patients that received a particular medication. Each transaction will include the user's name, time, and dose removed. A witness is necessary to document resolution of the discrepancy.
 - G. The resolve discrepancy icon will disappear from the bottom of the home screen. If unable to reconcile the discrepancy, the designated nurse will notify the Nursing Supervisor/Nurse Manager, who then will notify the Pharmacy. Discrepancy reports will be monitored by the Pharmacy on a regular basis.
 - H. Individuals who frequently cause discrepancies will be counseled and retrained. Individuals who continue to be the frequent cause of discrepancy may lose the privileges or /be referred to OHR for further disciplinary action.
 - I. If a discrepancy is not resolved in a timely manner (within 24 hours), a safety intelligence report shall be filed.
 - J. The Pharmacy will report all irresolvable discrepancies to the Department of Justice as theft or loss of controlled substances using DEA form 106 in 30 days.
 - K. Obtain a "Loss Narcotic Control Number" from log and complete the "Loss of Controlled Drug" reporting form and record the number in the Pyxis Station. Enter the wasted amount and press **Confirm**. See Control Drug: Loss Policy #XI- 106.
- VII- Restocking and Par Levels**
- A. The Pharmacy is responsible for maintaining the Pyxis Station par levels.
 1. HDRHC Pharmacy receives an alert through the Pyxis that an item level is lower than the specified levels, and the pharmacy staff will prepare and restock the Pyxis machine as needed.
 - B. Changes to Pyxis Station inventory and/or par levels will be based on HDRHC Pharmacy analysis of usage reports, interdisciplinary collaboration and Formulary revisions as approved by P&T.
- VIII- Taking Inventory:**

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- A. Medications are inventoried by Pharmacy and spot checked by a Pharmacist every quarter.
- B. Nursing staff inventories all controlled substances by performing a daily count and keeping an inventory report.
- C. To Take Inventory
 - 1. From the Main Menu, press **Station Activities Menu**
 - 2. Press **Take Inventory**
 - 3. Select the items to inventory, or select the drawer to inventory.
 - 4. You may need to have a witness enter his or her User ID and BioID.
 - 5. Press **Inventory Items**
 - 6. Count the items in the pockets
 - 7. If the count matches the amount shown in the Actual Count field, press **Confirm**
 - 8. If the count does not match the count shown, enter the correct amount in the *Actual Count* field, and then press **Confirm**. A *discrepancy verification* screen will appear.
 - 9. Verify that the actual count shown is correct, and then press **Yes**.
 - 10. If *Blind Count* is on, the amount expected by the system is not shown. Enter the amount in the *Actual Count* field and press **Confirm**
 - 11. Close the drawer

IX- Refilling a station.

- A. Pharmacy technician, under the supervision of Pharmacists will be responsible for refilling the Stations twice a week.
- B. Pharmacy technician will run a fill list report, prepare the medications, (except controlled substances are filled by the pharmacist)
- C. Pharmacist will check and initial the complete list, including Controlled substances.
- D. Pharmacy technician will deliver all medications to the Urgent Care Clinics.
- E. A nurse will be required to witness all controlled substances refilled by the Pharmacy Technician. The nurse is to document that the correct controlled substance and quantity of medication was refilled into the proper location in Pyxis by signing the Pyxis refill slip.
- F. To refill stock:
 - 1. From the Main Menu, press Station Activities Menu
 - 2. Press Refill Stock
 - 3. Select the items to refill, press check and refill
 - 4. The drawer or door opens.
 - 5. If the verify Count is on, count the items in the pocket.
 - 6. If the amount matches the amount shown, press Yes
 - 7. If the amount does not match the amount shown, press No,
 - 8. Enter the correct amount in the *Actual Count* field and press Count verified. After step "e", a discrepancy verification screen appears, Press "Yes" to verify the count, then proceed to step 6
 - 9. If the amount is not shown, enter the amount in the *Actual Count* field, and then press Count Verified.

10. If the refill amount is shown and is correct, press Confirm. If the refill amount is not shown or is not correct, enter the amount you are refilling in the *Your Refill Amount* field, then press **Confirm**

11. Place the item in the pocket and close the drawer or door.

12. Log out of the system.

X- Loading, Unloading and checking for Outdated Medications:

A. When medications are refilled, the earliest outdate will be recorded in the machine.

B. The pharmacy will track and replace all medications as they near the outdate time.

C. For outdated controlled substances, pharmacy technicians will unload the medications, witnessed and signed by a license nurse. The pharmacy technician will bring back the medications to the pharmacy for the pharmacist to process the outdated medications.

1. Pharmacist shall record this expired drug in the Salvage log

2. Label the medication as salvaged with location

3. Put in salvage bin the in the controlled drug safe to await processing from EXP

D. If an outdated controlled substance is found by nursing, they will return it, attached with a return-slip, in the return bin.

XI- Controlled Drug Ordering

A. Controlled drugs are to be ordered by the Pharmacy and stored in the pharmacy controlled drug safe

1. C-II medication are ordered using a DEA Form 22 and signed by a pharmacist who has been given the power of attorney

B. When the Urgent Care needs a controlled medication this request will be documented on a Controlled Drug Request Form and dated and signed by a designated Nurse

C. All C-II medications requested from the pharmacy to be transferred to Urgent Care will be ordered on a DEA 222 Form which is filled out by HDHS Pharmacist but signed by a designated nurse with the power of attorney. The forms will be retained by Pharmacy and Urgent Care Clinics and sent as indicated to the DEA.

XII- Monitoring and Performance Improvement

All activity reports may be obtained at the Pyxis Stations or at the Pharmacy console.

Report Name	Frequency	Responsibility
Discrepancy Report	Daily/Change of Shift	Pharmacy/Nursing
Inventory/Refill reports	Daily	Pharmacy
Outdated medication in 30 days	Weekly	Pharmacy
Inactive users in past 180 days	Weekly	Pharmacy
Controlled Drug Usage Report	Weekly	Pharmacy
Controlled Drug Inventory	Weekly	Nursing

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XIII- AUDITS

- A. Pharmacy will audit of all controlled substances removed during the previous week and compare with the patient's charts to verify that an order exists, and the medication was administered to the patient.
- B. Pharmacist shall perform quarterly inspection of urgent care clinics including spot checking of medication of medication stored in the pyxis machines
- C. Any unresolved discrepancies found will be reported to the Pharmacy Supervisor who will follow-up with nurse manager to investigate and resolve the discrepancy.
- D. Nursing will coordinate a weekly controlled drug inventory

XIV- DOWNTIME PROCEDURES

- A. In the event of a catastrophic power failure or Pyxis Station failure, an internal battery backup at the Pyxis Station provides about 60 seconds of power to automatically initiate a safe shutdown of the Station. If the power failure continues, the following actions should be taken:
 - 1. Notify the designated nurse
 - 2. Notify IT Department and Pharmacy
 - 3. Call the 800 number located on the Pyxis machine for technical support
- B. The Nurse Manager or Supervisor will make decision to use the Station keys to gain access to the medications in the machine.
- C. Station keys are kept locked in a designated location
- D. All transactions from an unlocked Station will be manually recorded in a logbook located on the Pyxis machine.
- E. If a support technician comes to fix the machine, the designated nurse must be present at all time with the technician until completion of the job. (A maintenance log book will be kept with the Pyxis machine indicating when the problems occurs, the date and time of calling or support, when the technician arrives, when the problems are resolved, name of the witness nurse and name of the support technician)
- F. Copies of the log sheets will be sent to pharmacy to account for the medications used during downtime.
- G. For controlled substances:
 - 1. Transfer all the medications to a locked cabinet.
 - 2. Use a perpetual controlled substances inventory form to record all the transactions
- H. The Pyxis Station must be locked and secured at all times.
- I. The designated nurse will be responsible for the Station Keys.

XV- RECOVERING A JAMMED DRAWER

- A. A drawer will fail to open if a package protrudes above the top of a pocket.
- B. The recover drawer alert icon will appear at the Main Menu.
- C. The nurse can recover the drawer by following the instructions on the screen.
- D. If the recovery is not successful, contact Pyxis Customer support, which is available 24 hours a day.

XVI- TEMPORARY UNIT CLOSURE

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- A.** Pharmacy must be notified of nursing unit closure to ensure that Pyxis Station is secured.

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