

Health PEI ADC Failure Procedures

BD Pyxis™ MedStation™ ES

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General Information

For login, password and issues with locked accounts call the ITSS Service Centre at 902-620-3600.

Nursing and affiliate users who do not have a patient list tab on the home screen must have the department manager or designate request user area access from service center.

For software, or mechanical issues, contact **BD Service and Support: 1-800-727-6102**
www.carefusion.com/support.



Recovering a Failed Drawer/Cubie:

To recover, follow the steps below:

- 1) Select Recover Storage Space tab at the bottom of screen.
 - a) A list of failed cubies, drawers, and/or doors will appear (see page 13 for cubie layout).
 - b) Users must recover failed bins or cubies before recovering failed doors/drawers.
 - c) When recovering bins in the Pyxis fridges, push the bin in completely until the bins' blue light goes off then close the door.
- 2) To begin, select the failed space and press **Start**.
- 3) Follow instructions listed on the screen "Open door and clear any obstructions". Once complete, the screen will inform user if the storage space has been recovered or not. Continue steps 1-3 until the Recover Storage Space page displays no further failures.
- 4) If your attempt to recover storage space is unsuccessful, please contact Pharmacy. If outside of your location's Pharmacy hours, please select Fail Hardware option displayed on the bottom right corner. Once failed, the hardware will require BD support and the user must call the BD Service and Support number listed above.

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Reboot Instructions:

For various reasons BD Service and Support may suggest users reboot the device.

Follow the instructions below to restart/reboot the Pyxis™ device. If one method fails, proceed to the following method.

1. Press “More” at the bottom right of the touch screen. Choose “Maintenance” on the menu and then “Reboot Device.” It takes approximately 5 minutes for the device to reboot. Do not turn the power off during this time.
2. If the soft reboot does not fix the issue, perform a **hard reboot** by pressing the switch located on the back of the station (not generally recommended). Ensure that you give the station enough time to drain the internal backup battery. It is recommended to **wait at least a full minute** before turning the station back on.
3. Call BD Support using the number provided on the Service and Support card 24/7.



BioID (Fingerprint Identification Scanner) Failure

If the BioID function fails, the system will force the users to log on with their CIS password. Call BD Support using the number provided on the Service and Support card 24/7.

Power Failure

Planned Electrical System Outage:

If there is a planned **emergency** (red plug) power outage, Pyxis™ devices that are attached to the emergency power system (red plug) are to be plugged into the regular power system (grey plug). When the emergency power system outage is over, the machines should be plugged back into the emergency power system.

Unplanned Electrical System Outage:

If there is an unplanned **regular** power outage, any Pyxis™ devices that are attached to the emergency power system should continue to operate as per usual. If any units are not plugged into the emergency power system, they should be plugged into a red emergency power plug until the outage is over.

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Interface, Server, CIS, or Network Downtime

Interface Downtime/Delay:

Interface downtimes happen when CIS, the network or the Pyxis™ Server experiences a planned or unplanned downtime. These downtimes result in the Pyxis™ being unable to communicate with the CIS.

Pyxis™ will display the following alert indicators on the top of the main home screen:

Symbol	Meaning
	<u>Interface Down</u> indicator appears on a device in profile mode when the system detects a problem with the orders interface.
	<u>Interface Delay</u> indicator appears on a device in profile mode when the system detects that the facility order interface has been inactive for an extended period.
	<u>Interface Down – Patient Data</u> indicator appears on a device in profile mode when the system detects that the facility patient data interface has been inactive for an extended period.
	<u>Interface Delay – Patient Data</u> indicator appears on a device in profile mode when the system detects that the facility has a problem with the patient data.

Patient Lists and Medication Orders:

The list of patients and orders on Pyxis™ may not be updated until the interface is functioning again. Pyxis™ will continue to function as a stand-alone unit with the patients and orders as of the time that the CIS interface failed.

New Patients:

Patients can be manually added using “Add a temporary patient”

New Orders:

New medication orders can be removed using “Override”. If critical override is enabled on the device, all medications that users can access are available from the override function. Pyxis™ will automatically place itself on critical override after a maximum of two hours of interface disruption.

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Enabling Critical Override:

Pharmacy professionals enable critical override prior to a planned downtime or in situations where the downtime is expected to be of significant length.

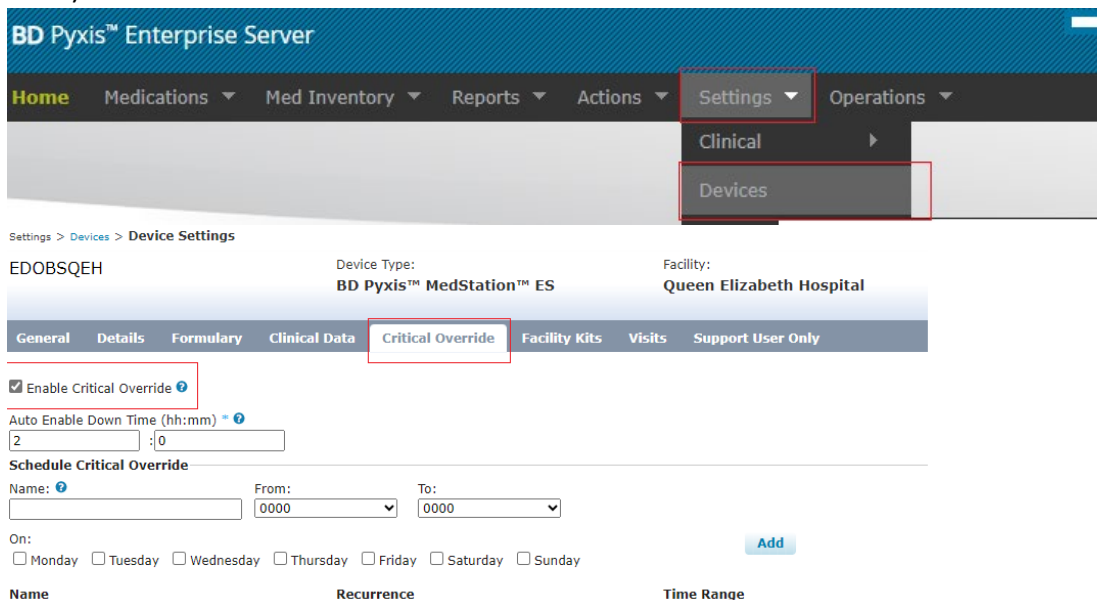
At the device:

- 1) From the Home screen, select **Device Settings**. Note: Depending upon your permissions, you may need to select More, then select Device Settings.
- 2) On the Device Settings screen, enable or disable the desired setting(s) by selecting the appropriate box.
- 3) Select Accept.



On the Server:

- 1) From the Home screen select **Settings**, then select **Devices** from the drop-down menu.
- 2) Place a check beside the desired device and select Edit.
- 3) Navigate to the Critical Override Tab and check the box next to Enable Critical Override.
- 4) Select Save.



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Once the interface is working again, the device should be rebooted. Once the device has restarted, all alert indicators on the touch screen should be gone. Critical Override settings must be restored on the server when the downtime has been resolved.

Note: Depending on the length of the downtime there may be a delay with the patient information while the interface processes the queued messages. The temporary patients can then be reconciled with the real patients by a pharmacist during Pharmacy business hours.

Disconnected Mode



The Disconnected Mode indicator appears when the device cannot establish a connection to the network. Frequent causes include:

- 1) The network cable being unplugged or damaged.
- 2) The network cable being plugged into the incorrect port on the device, network switch, or wall data drop.

Report to pharmacy and call BD Support using the number provided on the Service and Support card 24/7.

Reports Server Downtime

If the Pyxis™ reports server is down, reports can be generated at the device and printed by the station printer on the thermal paper roll.

Replace the printer paper

1. Locate thermal printer paper using global find function and override under any patient. Thermal paper is ordered by pharmacy.
2. Press the button on the outside of the paper compartment door located to the right of the device screen.
3. Remove the empty paper roll and/or reusable black spindle. **Do not throw out printer paper spindle!**
4. Slide new paper roll onto the spindle.
5. Load the paper roll into the cradle with the paper fed underneath the paper roll.
6. Close the compartment door, ensuring that the short length of paper is fed through the bottom of the compartment door.



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Generate Reports at the Device

Report Categories that may be useful to nursing:

- **Inventory:** Display inventory sorted by medication, medication class, or drawer.
- **Events:** View all medication transactions at the device for the reporting period. These reports are often used to research discrepancies.

Reports categories typically used by pharmacy personnel:

- **Refill Pick:** Lists the total quantity of each medication that needs to be picked to refill the station.
- **Refill Delivery:** Identify the number of medications and locations where medications need to be delivered.

Running reports on the station

1. On the Home screen, select **Reports**.

Note: Depending upon your permissions, you may need to select **More**, then select **Reports**

2. Select a report category.

3. Use the buttons, tabs, and check boxes to choose which information will be contained in the report. This example displays options for inventory reports. Select **Run Report**.

The screenshot shows the 'Inventory Report' screen. At the top, there's a search bar. Below it, the 'Group by:' section has three radio buttons: 'Device' (selected), 'Med', and 'Device Outdated Meds'. Underneath are three tabs: 'Meds', 'Med Class', and 'Drawer'. A list of medications is shown with checkboxes for selection. The medications listed are: Acetaminophen (TYLENOL) [91911], Albuterol 0.083% inh soln (PROVENTIL) [90408], Atropine sulfate [96211], Belladonna elixir (Donnatal) [902251], and Captopril (CAPOTEN) [91054]. At the bottom right, there are 'Cancel' and 'Run Report' buttons.

4. Select **Print** to print the report or **Cancel** to return to the previous screen.

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Refrigerators

Alarms:

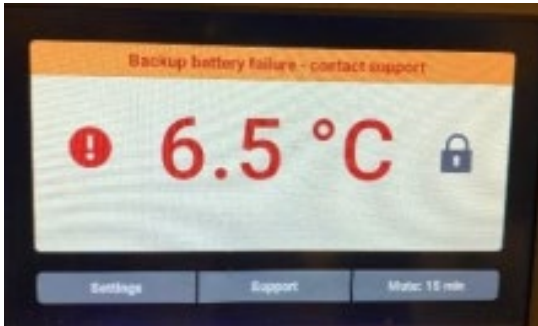


Table 1

Alarm	Description
Door Open	Door is open beyond user-specified duration
Main Power Failure	Power to the unit has been disrupted
Over Maximum Temperature Limit	Chamber temperature reading is above 8°C (or defined set point)
Below Minimum Temperature Limit	Chamber temperature reading is below 2°C (or defined set point)

Table 2

Alarm	Description
Low Battery Voltage	Backup battery voltage is low
Backup Battery Failure	Backup battery voltage is deficient
Communication Failure 3	Corrupt database
Compressor Probe Failure	Probe not functioning properly
Compressor High Temperature	Compressor temperature reading is above high temperature alarm setpoint
Control Probe Failure	Probe not functioning properly
Drive Space Low	SO card is approaching capacity
Drive Space Full	SO card is full
Inverter Communication Failure	Communication is lost between the i.C3 control board and the VCC inverter
Alarm	Description
Primary Temperature Probe Failure	Probe not functioning properly

- 1) User will press the mute button which will mute the alarm for 15 minutes.
- 2) Table 1: User will attempt to address issues listed (ensure door is properly closed, device is plugged in).
- 3) Table 2: Call BD Support using the number provided on the “Support” tab located on fridge screen or Service and Support 24/7 card found on main device.
- 4) If fridge **continues to alarm after 15 minutes consult pharmacy** regarding options listed below:
 - a) Mute alarm for a further 15 minutes if the temperature is returning to normal.
 - b) Move products to a functioning refrigerator and call BD Support.

Users with “destock” privileges may use this function to remove medications from the Pyxis™ fridge. All other users refer to Emergency Medication Removal using Disaster Keys.

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Reboot Instructions for a Fridge-associated Issue:

1. Power off the BD Pyxis ES Refrigerator using the rocker switch then use the key to turn the battery off (base of fridge).
2. Shut the entire station down by using the rocker switch on the back of the main device and wait for it to fully power down (>30 seconds).
3. Power back on the BD Pyxis ES Refrigerator using the rocker switch then use the key to turn the battery on.
4. Wait for the BD Pyxis ES Refrigerator to fully turn on and display temperature.
5. Turn the entire station back on using the rocker switch on the back of the device and allow the application to fully load.
6. Proceed to recover the storage space failure related to the BD Pyxis ES Refrigerator.
7. The BD Pyxis ES Refrigerator should now be fully functional.

NOTE: If a message on the fridge displays power failure detected it is most likely due to the battery switch (key) or the power switch being in the wrong position.

Total Pyxis™ Failure

Contact **BD Service and Support: 1-800-727-6102**

Isolated Device Failure:

If one device has failed, Nursing will locate and obtain medications from another device in close proximity. Use Global Search to find medications stocked in other devices. Nursing will contact Pharmacy (or Nursing Supervisor after hours) if medications are needed immediately and are not available in a nearby device. Medications obtained are to be stored in patient bins in a locked medication cart or cupboard until administered to patients.

Multiple or All Device Failure:

If multiple or all devices in an area fail, Pharmacy will dispense all doses of medication that cannot be obtained from another nearby station until such time that the failure is resolved. Controlled medications will be added to a locked narcotic drawer/cupboard, and inventory will be tracked on paper.

If failure occurs after pharmacy hours Nursing Supervisor will contact on-call pharmacist.

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Disaster Keys

If emergency access to medications within Pyxis™ is required, and the medications required cannot be obtained in any other way, the disaster keys will be used to unlock the device.

**Disaster keys shall only be used after consultation
with the on-call pharmacist.**

Disaster keys are stored in the following locations:

- QEH & PCH: Night room
- KCMH, SH, WH, CHO: Pharmacy
- SMH:

Emergency Medication Removal:

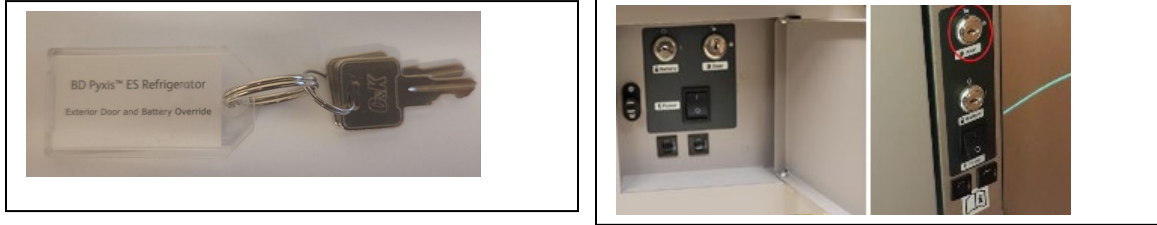
1. Run inventory report for the station(s) in question. This may be completed by nursing at the device (page 7) or pharmacy staff on the server. This report is required to locate the medication(s) within the device (see cubie layout on page 14)
2. Turn off the device by switching the power switch (located on the right rear of the device) to the off position.
3. The user who unlocks the device will remain with it until it is locked again.
4. Record all medication removals on the Pyxis™ Downtime Medication Removal Log (see page 15)

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Refrigerator (3 keys):

1. Use the disaster fridge key to unlock the fridge door.
 - a) 13 CF fridge: Lock is located on the left back corner.

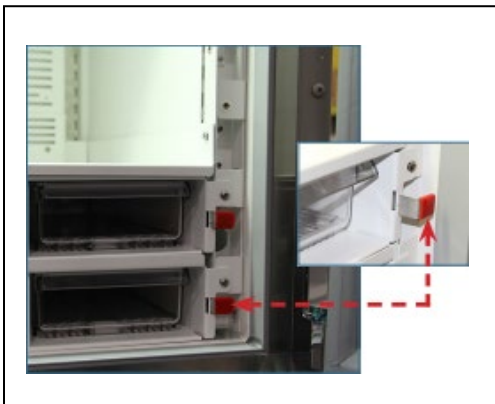


- b) 5 CF fridge: Lock is located behind the door located on the bottom right corner of the fridge.

2. All medications in the matrix bins are now accessible.



3. To open secure bins, use the 2 Pyxis fridge keys to unlock the spring-locked cover located on the inside right of the fridge – once unlocked, the cover can be removed by lifting the cover upward and out.
4. To access drugs in secure bins, pull the red tabs out and down to lock them into an “open” state.



5. Bins will now open and close freely.

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Tower (2 keys):

1. Use the two disaster keys to unlock tower doors.
2. Locks are located on the top front of the tower.



Main and Auxiliary Drawer (2 keys):

Note: Accessing medications inside a cubie using disaster keys requires cubies to be permanently broken. **This method should only be used in consultation with the pharmacy department after all other options are exhausted.**

1. Use the two disaster keys to remove the access panel from the back of the station.
2. Push the red release lever on the right side of the appropriate drawer and push the drawer out.
3. Repeat for each drawer that you need to access. Do not have more than one drawer open at a time.

Smart CUBIE Pockets:

Smart CUBIE pockets are designed to be tamper-evident. When a CUBIE pocket is forced open, and the black tab is snapped off, the pocket must be replaced.

1. Access the smart CUBIE drawer within the Pyxis device.
2. Forcibly open the smart CUBIE pocket by snapping the black tab off the top of the pocket.

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Cubie Layout



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Pyxis™ Failure Medication Removal Log
Facility Name: _____
Unit: _____
Date: _____

Patient Name	Drug Name	Strength	Quantity	Nurse Name