Discrepancies Guide: Overcounted

Overview

There are different causes for discrepancies to investigate when we find we are overcounting on an item. The four main causes are

- Purchased from another store but not recorded in the system
- Switching between brands
- Returned to stock
- Purchased on the day of the previous count

Below you will find a breakdown of each of these scenarios.

Purchased from another store:

If something is purchased from another store but has not been recorded in the iApotheca system this can cause an overcount.

This is because you may have counted the amount you had on hand but because the software has no way of recording store to store purchases, the system was not expecting the extra amount resulting in an overcounted.

If you are overcounting by the pack size amount (e.g 100, 500 etc) try investigating your records to see if this was purchased from another pharmacy.

If this is the case...you will want to manually enter this record.

How to Identify:

In the example below... the Concerta 27MG is overcounted by 100.

If we look at the 'Purchased' amount since the last count...we are missing the record that was purchased from another store.

The system is not expecting the extra because the record is not recorded in the system.

Count: First Reconciliation on May 27, 2022   [Edit] [Upload Count] [Print Report] [Export Count (CSV)]

DRUG ∨	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⑦	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	150.0 on Jan 26, 2022	0	130	0	20	20.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	0	198	52	52.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	0	0	250	250.0	0.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	0	0	0	75	175.0	100.0
2247733 - CONCERTA 36MG	150.0 on Jan 26, 2022	100	0	0	250	250.0	0.0
2247734 - CONCERTA 54MG	253.0 on Jan 26, 2022	0	0	0	253	253.0	0.0
405337 - DIAZEPAM 10MG	210.0 on Jan 26, 2022	0	110	0	100	100.0	0.0

How to correct:

If you have found the record of the purchase from another store, you will go to 'Purchase Records' > 'New Purchase Record' here you will enter in the information for the item purchased.

| Counts |
| Purchase Records |
| Dispensing Records |
| Destruction Records |
| Upload File |
| Help & Support |
| Drug Management |

Purchase Data

New Purchase Record

| | 2016-11-07 | 2023-02-22 | Search |

DATE ∧	DRUG	INVOICE #	Packsize & Quantity
Jun 21, 2022	2048728 - PMS-CLONAZEPAM TAB 1.0MG 1MG	1415384	-60.00 (-1.00 x 60.00)
May 25, 2022	2277174 - BIPHENTIN 30MG	220857	15.00 (1.00 x 15.00)
May 12, 2022	2125323 - HYDROMORPH CONTIN-CONTROLLED RELEASE CAP - 3MG	N326649	10.00 (1.00 x 10.00)
May 12, 2022	2125323 - HYDROMORPH CONTIN-CONTROLLED RELEASE CAP - 3MG	256818	50.00 (1.00 x 50.00)
May 6, 2022	2125323 - HYDROMORPH CONTIN-CONTROLLED RELEASE CAP - 3MG	220502	60.00 (1.00 x 60.00)
Apr 20, 2022	2125323 - HYDROMORPH CONTIN-CONTROLLED RELEASE CAP - 3MG	272168	90.00 (1.00 x 90.00)
Apr 8, 2022	2250241 - CONCERTA 27MG	2798374	100.00 (1.00 x 100.00)
Apr 1, 2022	2247733 - CONCERTA 36MG	1847387	100.00 (100.00 x 1.00)
Apr 30, 2020	2295695 - SUBOXONE 2MG & 0.5MG	201059	28.00 (1.00 x 28.00)

If you do not have an invoice number, you can use the RX number from the other store or you can create an invoice number

Ensure the 'Invoice Date' is the correct date the item was purchased

Add Purchase Record

Invoice Date	Invoice Number
2022-04-08	2798374

DIN	Drug
2250241	CONCERTA 27MG

Packsize	Quantity	Net
100.00	1.00	100.00

Cancel   Save

Solution

Once you have entered in the purchase from the other store...you should see the discrepancy decrease or balanced.

Count: First Reconciliation on May 27, 2022

Edit   Upload Count   Print Report   Export Count (CSV)

Add Item   Search

DRUG ⌄	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⑦	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	150.0 on Jan 26, 2022	0	130	0	20	20.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	0	198	52	52.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	0	0	250	250.0	0.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	0	0	175	175.0	0.0
2247733 - CONCERTA 36MG	150.0 on Jan 26, 2022	100	0	0	250	250.0	0.0
2247734 - CONCERTA 54MG	253.0 on Jan 26, 2022	0	0	0	253	253.0	0.0

Brand Switching

With some medications being interchangable between brands, sometimes a medication can be dispensed under one DIN but given out as another DIN.

The example below is how this will be reflected in our reconciliation

How to Identify

We are able to see one brand is undercounted by the same amount the interchangable brand is overcounted.

Solution

In order to reconcile this, we will not adjust the numbers at all. It is best to leave a note explaining why the items are not balancing.

As long as the last counted value is correct going forward the reconciliation will balance

In order to leave a note, click on the DIN/name and leave a note in the 'Note' section.

Edit Count Item

DIN

2048701

Drug

PMS-CLONAZEPAM TAB 0.5MG

Counted

200.0

Note

Billed as Apo-brand, dispensed PMS brand.

Delete   Cancel   Save

Returned to stock:

If an item is returned to stock but the record is not properly corrected/reversed in the dispensing software, these records can still show up on your dispensing report when uploaded.

How to identify:

In the example below you can see the item is overcounted, but there is 30 dispensed in the system.

After some further investigation…it is determined this prescription was returned to stock.

Solution

In the event this was returned to stock...we can leave a note explaining why this was not balanced or the record can be deleted.

We recommend leaving a note

In order to leave a note, you will click on the item DIN/name

Count: First Reconciliation on May 27, 2022

Edit | Upload Count | Print Report | Export Count (CSV)

Add Item | Search

DRUG ∨	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⓘ	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	0	198	52	52.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	30	0	220	250.0	30.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	0	0	175	175.0	0.0

Edit Count Item

DIN

2247732

Drug

CONCERTA 18MG

Counted

250.0

Note

Returned to stock - 30 tabs - Rx # ----|

Delete | Cancel | Save

As long as the last counted value is accurate going forward you should balance

In order to delete the record, you can click on the 'Dispensed' amount.

Count: First Reconciliation on May 27, 2022   [Edit] [Upload Count] [Print Report] [Export Count (CSV)]

	Add Item		Search				
DRUG ⌄	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⓘ	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	0	198	52	52.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	30	0	220	250.0	30.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	0	0	175	175.0	0.0

Select the date of the record you are looking to remove > delete.

Dispensing Data   [New Dispensing Record]

	2022-01-26	2022-05-27	2247732
DATE ⌃	DRUG	INVOICE #	Quantity
May 4, 2022	2247732 - CONCERTA 18MG	00000	30.00
		Total	30.00

Edit Dispensing Record

Filled At
2022-05-04

Invoice Number / Rx #
00000

DIN
2247732

Drug
CONCERTA 18MG

Quantity
30.00

[Delete]   [Cancel]   [Save]

.

Purchasing while counting:

We recommend counting outside of store hours so the purchasing and dispensing does not conflict with the reconciliation.

However purchasing on the days of the counts can result in undercounts and overcounts.

It will result in an overcount if it is purchased on the day of the previous count.

It will result in an undercount, if purchased on the day of the most recent count.

The reason is the system assumes the count was always done after hours. If you purchased on the day of the previous count… you will have an overcount.

For example, if you ordered 100 tablets on May 1st the invoice will show May 1st the system assumes you ordered and received May 1st, so if your reconciliation is May 1st to June 1st – the system is going to exclude the record on May 1st because the system assumes you received and counted that purchased at the end of the day on May 1st – the system will apply records from May 2nd to June 1st

How to identify:

In the example below we are overcounting by 100 tabs, the 'Purchase' amount is showing 0.

Count: First Reconciliation on May 27, 2022   [Edit] [Upload Count] [Print Report] [Export Count (CSV)]

DRUG ⌄	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⓘ	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	0	198	52	52.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	30	0	220	220.0	0.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	0	0	175	175.0	0.0
2247733 - CONCERTA 36MG	150.0 on Jan 26, 2022	0	0	0	150	250.0	100.0
2247734 - CONCERTA 54MG	253.0 on Jan 26, 2022	0	0	0	253	253.0	0.0

If you click on the '0' purchased amount...the records that are being excluded for being purchased on the previous date will be visible.

Solution

If you click on the date of the item and switch to the following day (the day you received rather than the day you ordered) this will correct the numbers to balance.

Purchase Data

New Purchase Record

		2022-01-26	2022-05-27	2247733
DATE ∧	DRUG	INVOICE #		Packsize & Quantity
Jan 26, 2022	2247733 - CONCERTA 36MG	1847387		100.00 (100.00 x 1.00)
		Total		100.00

Edit Purchase Record

Invoice Date
2022-01-27

Invoice Number
1847387

DIN
2247733

Drug
CONCERTA 36MG

Packsize
1.00

Quantity
100.00

Net
100.00

Delete   Cancel   Save

Once the change has been made the discrepancy should be decreased or balanced.

Count: First Reconciliation on May 27, 2022

[Edit] [Upload Count] [Print Report] [Export Count (CSV)]

DRUG ⌄	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⦵	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	0	198	52	52.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	30	0	220	220.0	0.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	0	0	175	175.0	0.0
2247733 - CONCERTA 36MG	150.0 on Jan 26, 2022	100	0	0	250	250.0	0.0
2247734 - CONCERTA 54MG	253.0 on Jan 26, 2022	0	0	0	253	253.0	0.0

Blister Packs:

If something is billed before it is actually dispensed to the patient, sometimes this will result in an overcount.

This is because the dispensing record is decreasing the expected on hand of the item but it may not have been taken off of the count yet.

How to identify:

When something has been billed before it has been dispensed to the patient, it will appear similar to the example below.

Solution:

If you determine one of your blister packs has been billed before it has been dispensed. You will want to adjust your count to the amount dispensable that you have.

If something has been billed, we will not want to include this in our overall count.

If you click on the DIN/Name of the molecule you will be able to edit your count.

Once this adjustment has been made the difference should be decreased or balanced.

DRUG ⌄	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⑦	COUNTED	+/-
865400 - APO-ALPRAZ .5MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	200.0	0.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2249324 - APO-METHYLPHENIDATE 10MG	250.0 on Jan 26, 2022	0	14	198	38	38.0	0.0
2277174 - BIPHENTIN 30MG	250.0 on Jan 26, 2022	15	0	0	265	265.0	0.0
2247732 - CONCERTA 18MG	250.0 on Jan 26, 2022	0	30	0	220	220.0	0.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	0	0	175	175.0	0.0
2247733 - CONCERTA 36MG	150.0 on Jan 26, 2022	100	0	0	250	250.0	0.0
2247734 - CONCERTA 54MG	253.0 on Jan 26, 2022	0	0	0	253	253.0	0.0

If you have gone through each of these investigations and nothing has helped solve the discrepancy…we will recommend reporting this accordingly.

Feel free to contact our team to set up an appointment to review, if needed 1 (800) 209-6052 or email ssmerhy@iapotheca.com.