

Discrepancies Guide: Undercounted

Overview

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

- Destroyed Medications
- Switching between brands
- Blister Packs
- Dispensed during the time of the previous count.

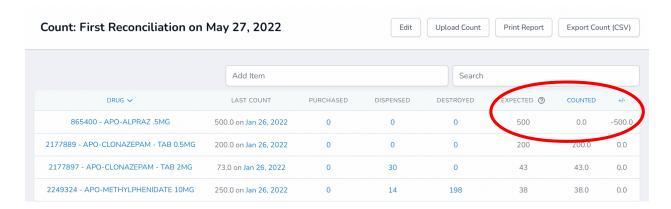
Below you will find a breakdown of each of these scenarios.

Destroyed Medications:

The most common reason for an undercounted discrepancy will usually be due to an expired record that has not been included in the inventory but hasn't been accounted for in the system.

How to Identify:

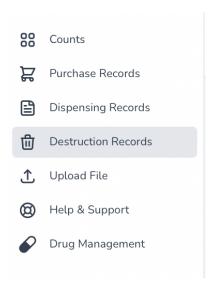
If there is an expiry that has been taken out of inventory but not recorded in the system. In the example provided below you will see the last counted value was 500, but 0 has been recorded as being dispensed or destroyed.

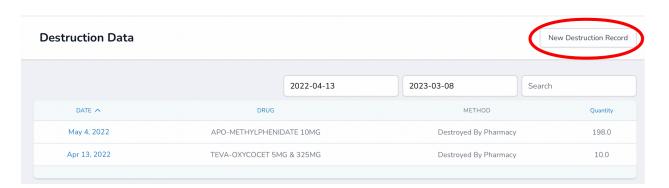


Solution:

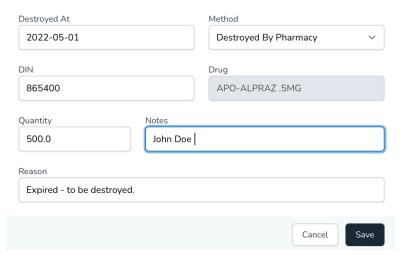
If this is found to be an expired record, you will go to 'Destroyed Medications' on the left side of the screen and then 'New Destruction Record' at the top right of the screen.

- Example below -





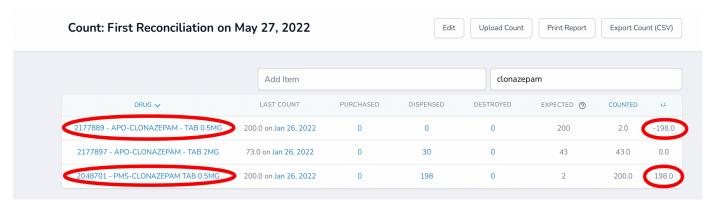
Add Destruction Record



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



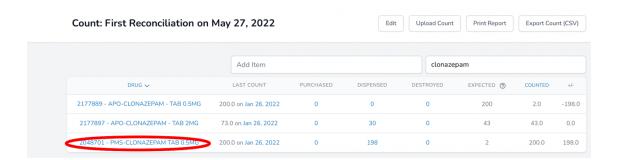
How to Identify

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

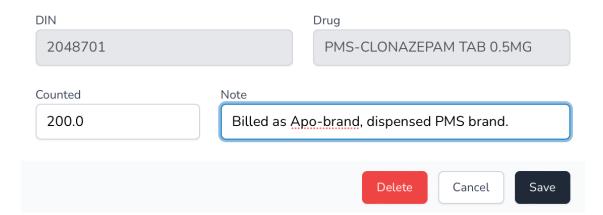
Solution

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



Blister Packs:

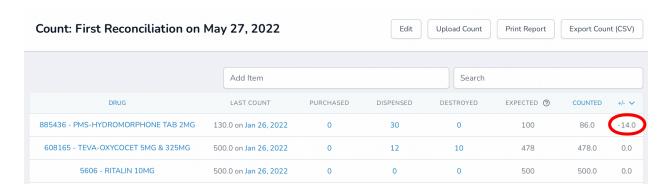
If a molecule has been taken out of inventory to be prepared for a blister pack before it has been billed this will cause an undercount. This is because the molecule has been taken out of the expected inventory but has no record to account for the change.

How to identify:

If something has been taken out of inventory before it has been billed for a blister pack, you will see a negative discrepancy by (usually) the same amount a blister pack would be filled for.

(Most common numbers 7, 14, 21 etc)

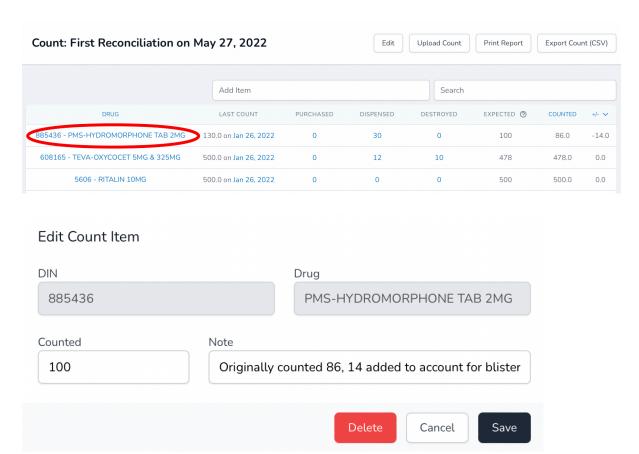
See the example below:



Solution:

If you determine this has been removed from the inventory to be prepared for a blister pack, you will want to add this back on to the count total until it is billed.

To add this back to the count, click the molecule DIN/Name.



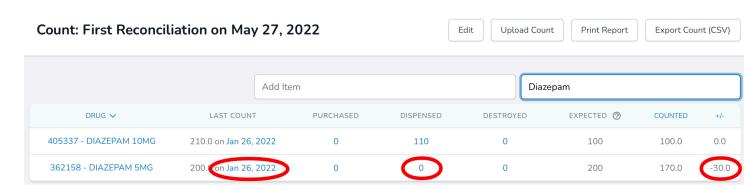
Dispensed During the Count:

If something is dispensed during the time of the previous count this can affect the reconciliation as the system assumes the count was done after hours.

How to Identify:

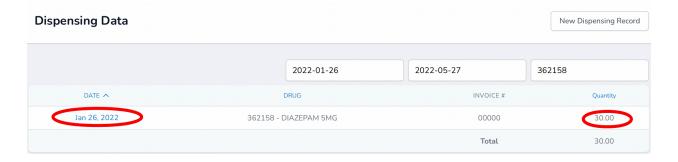
If something was dispensed on the day of the previous count, you will usually see an undercount by the exact amount that was dispensed on the previous day.

See example below:



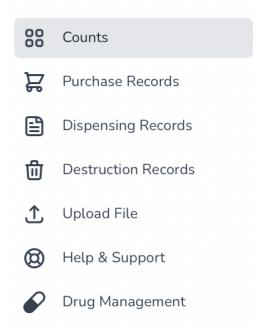
In the example, you can see there is a difference of -30, there is no dispensed being shown and the day of the previous count is January 26th 2022.

If you click on the '0' under the dispensed since last count, you may see a record that was done on the day of the previous count.



In this case, you can move the record over by a day to have this accounted in the system or if you would like to leave a note simply explaining the discrepancy...this is recommended.

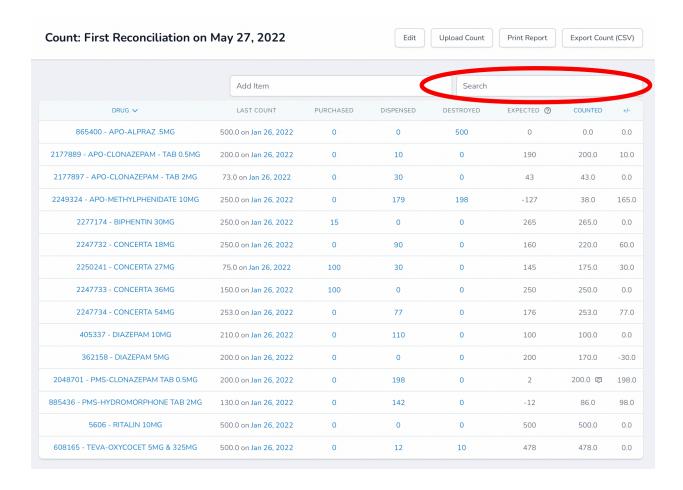
To leave a note, you will go back to 'Counts'



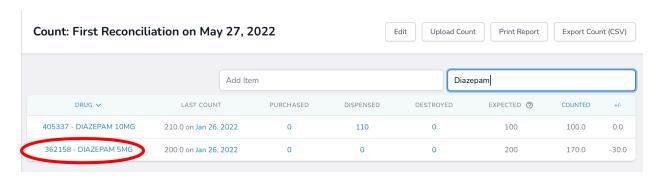
You will go into your reconciliation.



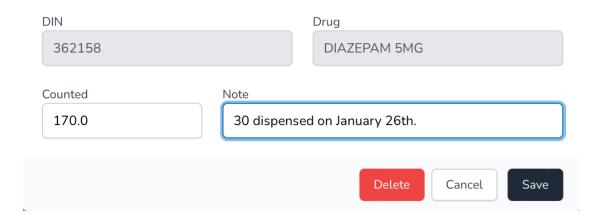
Search for the item.



If you click on the item name, you will be able to leave a note explaining.



Edit Count Item



If you would like to change the record date so it shows up in your reconciliation instead, you can go in to the dispensed since last count...click on the date of the item and you can switch this over 1 date into the reconciliation period.