



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.

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	0.0	-500.0
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

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 -

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

Destruction Data

[New Destruction Record](#)

2022-04-13

2023-03-08

Search

DATE ^	DRUG	METHOD	Quantity
May 4, 2022	APO-METHYLPHENIDATE 10MG	Destroyed By Pharmacy	198.0
Apr 13, 2022	TEVA-OXYCOCET 5MG & 325MG	Destroyed By Pharmacy	10.0

Add Destruction Record

Destroyed At

2022-05-01

Method

Destroyed By Pharmacy

DIN

865400

Drug

APO-ALPRAZ .5MG

Quantity

500.0

Notes

John Doe

Reason

Expired - to be destroyed.

Cancel

Save

Brand Switching

With some medications being interchangeable 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

Count: First Reconciliation on May 27, 2022

Edit Upload Count Print Report Export Count (CSV)

Add Item clonazepam

DRUG	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED	COUNTED	+/-
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	2.0	-198.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2048701 - PMS-CLONAZEPAM TAB 0.5MG	200.0 on Jan 26, 2022	0	198	0	2	200.0	198.0

How to Identify

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

Count: First Reconciliation on May 27, 2022

Edit Upload Count Print Report Export Count (CSV)

Add Item clonazepam

DRUG	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED	COUNTED	+/-
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	0	0	200	2.0	-198.0
2177897 - APO-CLONAZEPAM - TAB 2MG	73.0 on Jan 26, 2022	0	30	0	43	43.0	0.0
2048701 - PMS-CLONAZEPAM TAB 0.5MG	200.0 on Jan 26, 2022	0	198	0	2	200.0	198.0

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

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:

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	+/- ▼
885436 - PMS-HYDROMORPHONE TAB 2MG	130.0 on Jan 26, 2022	0	30	0	100	86.0	-14.0
608165 - TEVA-OXYCOCET 5MG & 325MG	500.0 on Jan 26, 2022	0	12	10	478	478.0	0.0
5606 - RITALIN 10MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0

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.

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	+/-
885436 - PMS-HYDROMORPHONE TAB 2MG	130.0 on Jan 26, 2022	0	30	0	100	86.0	-14.0
608165 - TEVA-OXYCOCET 5MG & 325MG	500.0 on Jan 26, 2022	0	12	10	478	478.0	0.0
5606 - RITALIN 10MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0

Edit Count Item

DIN

885436

Drug

PMS-HYDROMORPHONE TAB 2MG

Counted

100

Note

Originally counted 86, 14 added to account for blister

Delete

Cancel

Save

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:

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

Add Item

DRUG ▾	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED ⓘ	COUNTED	+/-
405337 - DIAZEPAM 10MG	210.0 on Jan 26, 2022	0	110	0	100	100.0	0.0
362158 - DIAZEPAM 5MG	200.0 on Jan 26, 2022	0	0	0	200	170.0	-30.0

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.








Dispensing Data New Dispensing Record

2022-01-26 2022-05-27 362158

DATE ^	DRUG	INVOICE #	Quantity
Jan 26, 2022	362158 - DIAZEPAM 5MG	00000	-30.00
Total			30.00

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'

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

You will go into your reconciliation.

Title	Date ^	# ITEMS
First Reconciliation	May 27, 2022	15
Initial	Jan 26, 2022	15

Search for the item.

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	500	0	0.0	0.0
2177889 - APO-CLONAZEPAM - TAB 0.5MG	200.0 on Jan 26, 2022	0	10	0	190	200.0	10.0
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	179	198	-127	38.0	165.0
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	90	0	160	220.0	60.0
2250241 - CONCERTA 27MG	75.0 on Jan 26, 2022	100	30	0	145	175.0	30.0
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	77	0	176	253.0	77.0
405337 - DIAZEPAM 10MG	210.0 on Jan 26, 2022	0	110	0	100	100.0	0.0
362158 - DIAZEPAM 5MG	200.0 on Jan 26, 2022	0	0	0	200	170.0	-30.0
2048701 - PMS-CLONAZEPAM TAB 0.5MG	200.0 on Jan 26, 2022	0	198	0	2	200.0	198.0
885436 - PMS-HYDROMORPHONE TAB 2MG	130.0 on Jan 26, 2022	0	142	0	-12	86.0	98.0
5606 - RITALIN 10MG	500.0 on Jan 26, 2022	0	0	0	500	500.0	0.0
608165 - TEVA-OXYCOCET 5MG & 325MG	500.0 on Jan 26, 2022	0	12	10	478	478.0	0.0

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

Count: First Reconciliation on May 27, 2022

Edit Upload Count Print Report Export Count (CSV)

DRUG	LAST COUNT	PURCHASED	DISPENSED	DESTROYED	EXPECTED	COUNTED	+/-
405337 - DIAZEPAM 10MG	210.0 on Jan 26, 2022	0	110	0	100	100.0	0.0
362158 - DIAZEPAM 5MG	200.0 on Jan 26, 2022	0	0	0	200	170.0	-30.0

Edit Count Item

DIN

362158

Drug

DIAZEPAM 5MG

Counted

170.0

Note

30 dispensed on January 26th.

Delete

Cancel

Save

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.