Urgent Field Safety Notice

Flash Number:	FLASH21-0296-0
Solution Name:	Inpatient Pharmacy
Subject:	Patient May Receive Dose Later Than Intended Due to Incorrect Administration Time on Medication Order
Impact:	⚠ **Patient Care**
Summary:	When the next scheduled administration time for a medication order is skipped or changed in Pharmacy Medication Manager, the order's start time and the first scheduled administration task time in MAR are changed to later than intended.
Solution Category:	*Cerner Millennium*
Release:	2018.01
Role Targeted:	Clinicians, Pharmacists, Pharmacy Managers
Publication Date:	June 10, 2021
Details:	1-000000330117

Description

This flash applies to U.S. and non-U.S. clients who use Medication Administration Record (PVMAR.dll opened from multiple applications) and Pharmacy Medication Manager (PhaMedMgr.exe).

In Pharmacy Medication Manager, when you skip or change the Next Administration date and time in the Verify Med Order dialog box, the system changes the times of the order's start and the first scheduled administration task in Medication Administration Record (MAR) to the Next Administration date and time. Patient care may be affected when the first dose is not administered at the intended time.

Impact Details
Patient care may be affected when the administration of a needed medication is delayed.

Circumstances
In a nonproduction environment, complete the following steps to re-create the issue:

Scenario 1: Skip Next Administration

1. In Frequency (PhaDBFreq.exe), identify a time-of-day frequency with multiple administration times (for example, three times a day (TID) at 0400, 1200, and 2000).
2. Identify a patient with an active inpatient encounter.
3. In PowerOrders (PVOrderPOE.dll opened from multiple applications), place a medication or intermittent order for the patient that uses the frequency from Step 1. (Alternatively, the order can be placed from Pharmacy Medication Manager by a pharmacy technician.) Ensure that the start time for the order is different from the frequency times (for example, at 0300) and in the future.
4. In Pharmacy Medication Manager, perform a Verify action on the order. The Verify Med Order dialog box is displayed.
5. Record the following values: Start Time, Next Administration time, and Following time (for example, 0300, 0400, and 1200, respectively).
6. For the Next Administration date and time, select the Skip check box. Note that the Next Administration time is displayed incorrectly and is the same as the Start Time (for example, 0300).
7. Complete the remaining details, and submit the order. In the Start column of the Acute Profile tab, note that the order's start time is displayed incorrectly and is the same as the Next Administration time from Step 5 (for example, 0400).
8. Locate the order in MAR. Note that the first administration task is incorrectly scheduled at the time of the Next Administration from Step 5 (for example, 0400).

Scenario 2: Edit Next Administration Time

1. Repeat Steps 1-5 from Scenario 1.
2. Change the Next Administration time to a later time (for example, 0600).
3. Complete the remaining details, and submit the order. In the Start column of the Acute Profile tab, note that the order's start time is displayed incorrectly and is the same as the Next Administration time (for example, 0600).
4. Locate the order in MAR. Note that the first administration task is incorrectly scheduled at the time of the updated Next Administration time from Step 2 (for example, 0600).

Affected Sites

Solution Change 1-000000330117

This issue has been identified in the following packages:

Affected Package Grouping or External Solution Name	Affected Package Type	Affected Package	Affected Release
Inpatient Pharmacy	Exception	311834	2018.01.04
Inpatient Pharmacy	Exception	364789	2018.01.04
Inpatient Pharmacy	Exception	372311	2018.01.04
Inpatient Pharmacy	External-Validation	300389	2018.05.02
Inpatient Pharmacy	Service	314665	2018.02.29
Inpatient Pharmacy	Service	322961	2018.02.30
Inpatient Pharmacy	Service	310197	2018.03.22
Inpatient Pharmacy	Service	318921	2018.03.23
Inpatient Pharmacy	Service	328044	2018.03.24
Inpatient Pharmacy	Service	336768	2018.03.25
Inpatient Pharmacy	Service	345479	2018.03.26
Inpatient Pharmacy	Service	297913	2018.04.14
Inpatient Pharmacy	Service	306207	2018.04.15
Inpatient Pharmacy	Service	314745	2018.04.16
Inpatient Pharmacy	Service	323040	2018.04.17
Inpatient Pharmacy	Service	341379	2018.04.19
Inpatient Pharmacy	Service	349726	2018.04.20
Inpatient Pharmacy	Service	359832	2018.04.21
Inpatient Pharmacy	Service	377085	2018.04.23
Inpatient Pharmacy	Service	310270	2018.05.08
Inpatient Pharmacy	Service	328118	2018.05.10
Inpatient Pharmacy	Service	336841	2018.05.11
Inpatient Pharmacy	Service	345553	2018.05.12
Inpatient Pharmacy	Service	354968	2018.05.13
Inpatient Pharmacy	Service	364258	2018.05.14
Inpatient Pharmacy	Service	372357	2018.05.15
Inpatient Pharmacy	Service	323107	2018.06.04
Inpatient Pharmacy	Service	332814	2018.06.05
Inpatient Pharmacy	Service	341442	2018.06.06
Inpatient Pharmacy	Service	349869	2018.06.07
Inpatient Pharmacy	Service	359899	2018.06.08
Inpatient Pharmacy	Service	368600	2018.06.09
Inpatient Pharmacy	Service	377152	2018.06.10
Inpatient Pharmacy	Service	299026	2018.07
Inpatient Pharmacy	Service	354894	2018.07.01
Inpatient Pharmacy	Service	364326	2018.07.02

Note: If an issue exists on a release update, it exists on every compatible service release until it is resolved, and those service releases are not listed individually above. If an issue is introduced on a service package (SP), all subsequent compatible SPs are listed until the issue is resolved.

Resolution

The original packages that resolve the solution change or solution changes are listed below. If a package no longer is available on Cerner.com, you will be redirected to the current package that includes the change. Review the description text and certification guidelines for the solution change in the original package's text.

Solution Change 1-000000330117

Affected Release	Resolved Package Grouping or External Solution Name	Resolved Package Type	Resolved Package	Resolved Release	Resolved Package Availability
2018.01	Inpatient Pharmacy	Exception	379927	2018.06.01	Log SR

If you have access to the Solution Changes page of eService, you can search for the affected solution change number to find more information about the status of the solution change. You also can use eService to log a service record or request an obligation related to this solution change.

Alternative

In Pharmacy Medication Manager, change the order's Start Time value before skipping or changing the Next Administration time, then restore the original Start Time value.

Reference

- Frequency Help
- Medication Administration Record Help
- Pharmacy Medication Manager Help

Action

If you have access to eService, you can ask questions about this flash by logging a solution-specific service record (SR). If you need to contact Cerner Support for additional assistance, you will be requested to provide your SR number. Otherwise, contact your Cerner representative.

Forward this flash to the appropriate pharmacy and nursing personnel or department as soon as possible.