LOG AN ERROR

August 2018

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Pharmacon ITC303/309 Group

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# Introduction

## Scope and Purpose

Pharmacy Error Tracker has been developed to enable Pharmacists to log the various errors that occur during the completion of their duties. Through the collection of data on the various errors that occur, reports can be extracted to show trends on:

* Types of errors
* Types of medications involved
* How many errors in a specific period
* Times that errors occur
* Who is making errors
* Severity of errors

The purpose of this user guide is to provide details on how an error can be logged in the Pharmacy Error Tracker (PET). The user will be taken through the various steps required to successfully log an error. No other features of the PET application will be discussed in this user guide.

To be able to use PET, the user will need basic knowledge of logging into an online application and completing an online form.

As a general user, the only available feature is the Log Error form.

As an administrator, access is available to all the features of PET.

The process of logging an error is the same for both a general user and an administrator.

## Process Overview

[Provide a concise description of the overall processes managed by the software, and how the user interacts with the system. As applicable, reference related processes and corresponding documentation (you may want to create an ordered list of each workflow/process to be covered).]

[typical sequence for using the software to manage {group of workflows/functions}:

1. Configure your workspace
2. Manage a key workflow
3. Manage another key workflow
4. Report
5. Troubleshoot]

The user will need to log into PET using a valid username and password already assigned to them by an administrator.

* For a general user, the Log Error form will appear on successful login.
* For an administrator, a menu page will be presented on successful login. The administrator will need to select Log Error via the menu bar or the button on the menu page.

The user will need to have all the following details concerning the error:

* Date error occurred
* Time error occurred
* Patient hospital ID
* Patient’s first name and surname
* Patient type (inpatient, outpatient, etc)
* Error type
* Medication given
* Medication type
* Any general comment about error as required
* Worker causing the error
* Whether the worker was notified
* Location of where the error was discovered (e.g., at the dispensary)
* Whether an IIMS was completed
* The severity of the error
* If the physician was notified
  + If notified, Physician provider number, first name, surname and any comment

[You may choose to include a process flow diagram to accompany the text. Consider including subprocess diagrams throughout the guide to introduce new or subsequent workflows]

# [Process/WorkFlow 1]

[Provide a concise description of the context for this process or workflow, including any requirements or conditions that are relevant. Repeat this entire section for each major workflow or process.]

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## [Sub-Process or Workflow Step 1] Example: Configure Connect to manage your work

[Provide a concise description of the context for this sub-process or workflow, including any requirements or conditions that are relevant.]

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### [Procedures for Step 1] Example: To Log in to Connect:

1. Do something.
2. Complete an action.
3. Select a value.

Screen capture

1. Enter some text.
2. Drag and drop a value.
3. Click or press something to complete the procedure.

[NOTES, CAUTIONS, and WARNINGS provide any relevant or supplemental information about consequences of performing a step incorrectly. Place warnings before the step to be taken. Notes may be placed either before or after the corresponding step.]

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### [Procedures for Step 2]:

1. Do something fairly complex that needs substeps:
2. Do the first thing
3. When something happens, do the next thing.
4. Click a button or a link.
5. Enter some data.
6. Complete the action.
7. Complete an action using one of the following options:

* Option 1

1. Click somewhere.
2. Enter something.

* Option 2

1. Click somewhere.
2. Enter something.
3. Select a value.

Screen capture

1. Enter some text.
2. Click or press something to complete the procedure.

## [Sub-Process or Workflow Step 2] Example: Asset Record Statuses

[If a sub-process or workflow step requires additional context and detailed information to properly prepare the user, you can expand a context section to include tables (such as definitions of the values available in a dropdown) or graphics such as flow diagrams. You should add captions to identify tables and graphics, and consider including a table of figures following the TOC if the number of graphics and tables is significant.]

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| Indicator | Definition |
| **Value 1** | Lorem ipsum dolor sit amet, consectetur adipiscing elit. |
| **Value 2** | Sed id neque auctor, pellentesque quam vel, pulvinar lorem. |
| **Value 3** | Morbi in odio vitae dui dictum ultricies eu vel nisi.  Phasellus eu dui vitae nisl viverra vulputate ac sit amet turpis. |
| **Value 4** | Vivamus tristique augue ornare lorem lobortis, a pellentesque felis blandit. |
| **Value 5** | Duis at nisi eget ligula fermentum pretium at et felis.  Integer consectetur nibh a condimentum rhoncus. |

Figure X-X: Lorem ipsum dolor sit amet

If you encounter issues not addressed by this user guide, please contact your account manager for additional support.

# Appendices

[Appendices are optional, and are used to provide additional detailed information that may help the end user manage the overall application. Examples could include references to standards (such as W3C standards), technical specifications required for regulatory compliance, checklists, or other information of a technical nature.]

# Index

[Depending on the size or complexity of the final document, consider pulling together an index to assist the using in location specific information. Index entries correspond to tags or categories, and are useful in navigating long books.]