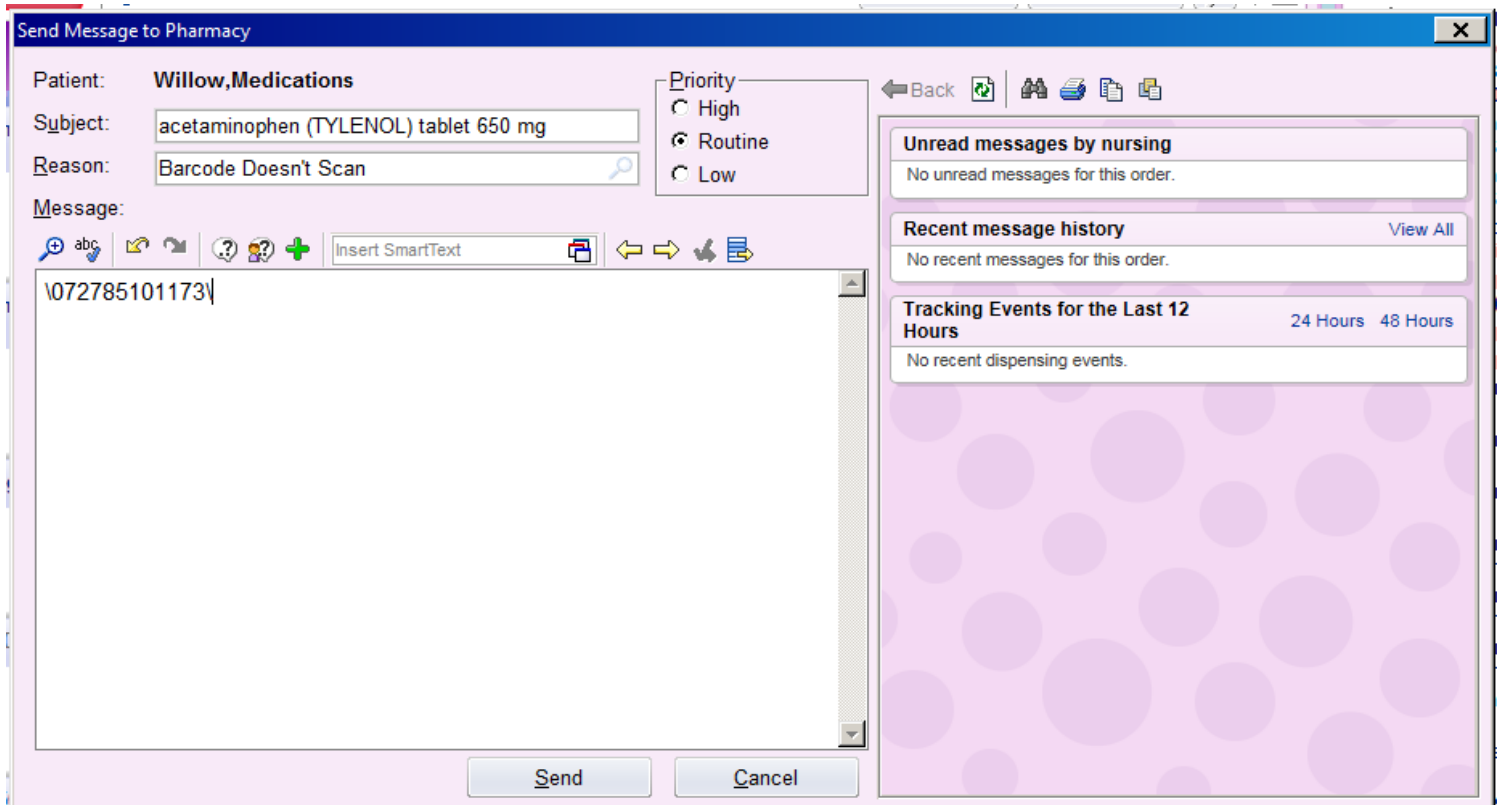# Unreadable Medication Barcodes

Refer to screenshots and steps below on what to do when the medication barcode is not scanning correctly and how to inform pharmacy.

Try It Out

1. If the scanner is not scanning the medication barcode correctly, use the R_x button in the MAR next to the medication to message pharmacy
2. The name of the medication will automatically flow into the **Subject** field of the message
3. In the **Reason** field, select "Barcode Doesn't Scan"
4. In the message box, scan the medication barcode and a set of numbers will appear, then click **Send**

Send Message to Pharmacy

Patient:	**Willow,Medications**	
Subject:	acetaminophen (TYLENOL) tablet 650 mg	
Reason:	Barcode Doesn't Scan	

Priority
- ○ High
- ● Routine
- ○ Low

Message:

Insert SmartText

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Unread messages by nursing
No unread messages for this order.

Recent message history   View All
No recent messages for this order.

Tracking Events for the Last 12 Hours   24 Hours 48 Hours
No recent dispensing events.

Send   Cancel