**Unexpected Error saving/coding chart**

If a user gets the following error, there may be a problem with looking up medications for the ED meds or the OBS meds. Even if the chart portion is not enabled (for Datalink clients). Check the log files for something like the following

A screenshot of a computer error message

AI-generated content may be incorrect.

Check the log files for the following entry:

A yellow and black text

AI-generated content may be incorrect.

**Resolutions:**

**ED only chart**

* Open problem chart
* Select the Meds tab
* Check medications
  + Verify that each medication name is valid in the drop down list
    - Select the medication
    - If the medication is valid, the medication name should be highlighted in the drop down list.
    - If the medication is not valid, the highlighted medication in the drop down list will be something other than the medication in the data entry box.
  + Invalid medications will need to be updated by selecting the appropriate medication in the drop down list or removed
* (Datalink clients) Once the ED meds are verified, enable the OBS tab
* (Datalink clients) Click the Clear button to remove any OBS meds
* (Datalink clients) Disable the OBS chart portion and click through any prompts
* Save the chart
* Chart should now code and coding report should be created and viewable

**OBS only chart**

* Open problem chart
* Select the Meds tab
* Check medications
  + Verify that each medication name is valid in the drop down list
    - Select the medication
    - If the medication is valid, the medication name should be highlighted in the drop down list.
    - If the medication is not valid, the highlighted medication in the drop down list will be something other than the medication in the data entry box.
  + Invalid medications will need to be updated by selecting the appropriate medication in the drop down list or removed
* (Datalink clients) Once the OBS meds are verified, enable the ED tab
* (Datalink clients) Click the Clear button to remove any ED meds
* (Datalink clients) Disable the ED chart portion and click through any prompts
* Save the chart
* Chart should now code and coding report should be created and viewable

**ED/OBS chart**

* Open problem chart
* Select the ED Meds tab
* Check medications
  + Verify that each medication name is valid in the drop down list
    - Select the medication
    - If the medication is valid, the medication name should be highlighted in the drop down list.
    - If the medication is not valid, the highlighted medication in the drop down list will be something other than the medication in the data entry box.
  + Invalid medications will need to be updated by selecting the appropriate medication in the drop down list or removed
* Repeat the medication verification steps above for the OBS portion
* Save the chart
* Chart should now code and coding report should be created and viewable