

Pre-Filled Doses Standard Operating Procedure (SOP)

Effective Date: January 12, 2026

Department: Clinical Operations

Purpose: Guide for preparing, tracking, and dispensing pre-filled medication syringes

OVERVIEW

The Pre-Filled Doses system allows you to prepare syringes the night before for patients scheduled the next day. This improves efficiency and reduces patient wait times while maintaining full DEA compliance.

Key Benefits

- Faster patient check-in (syringes already prepared)
 - Inventory automatically tracked
 - DEA compliance maintained
 - Easy to undo if patient no-shows
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PART 1: Preparing Pre-Fills (Night Before)

When to Do This

- End of day, after last patient
- Review tomorrow's schedule for which patients are coming in

Step-by-Step Instructions

1. Go to the Inventory Page

- Navigate to: nowoptimal.com/ops/inventory
- You'll see the " Prefilled Doses" card

2. Click "+ Add Prefill"

- The form will appear

3. Select the Patient

- **For scheduled patients:** Check the "Patient-Specific Prefill" box
 - Start typing the patient's name
 - Select them from the dropdown
- **For walk-ins/unknowns:** Leave unchecked (it will be a "Generic" prefill)

4. Enter Dose Details

- **Dose (mL):** Amount of medication per syringe (e.g., 0.5, 0.7, 1.0)
- **Waste (mL):** Needle dead-space, usually 0.1ml
- **# Syringes:** How many syringes for this patient (usually 4 for monthly)
- **Staged For Date:** The date the patient is coming in

5. Click "Save Prefill"

- Medication is deducted from inventory IMMEDIATELY

- DEA transaction is created marked as "STAGED PREFILL"
- Entry appears in the prefilled doses list

What Happens Behind the Scenes

- The system picks a vial with enough medication
- That vial's remaining volume is reduced
- The DEA log shows the prefill was created

PART 2: Using Pre-Fills (When Patient Arrives)

When to Do This

- Patient checks in for their appointment
- You physically hand them the pre-filled syringes

Step-by-Step Instructions

1. Go to Inventory OR Transactions Page

- Both pages show the " Prefilled Doses" card

2. Find the Patient's Prefill

- Look for their name in the list
- You'll see: "Billy Garcia - 4 syringes × (0.5ml + 0.1ml waste) = 2.4ml"

3. Physically Dispense to Patient

- Hand the syringes to the patient
- Complete any required paperwork

4. Click " Use This"

- A confirmation message appears
- Click OK to confirm

5. Done!

- Dispense record is created for the patient
- DEA transaction is updated (NOT duplicated)
- Prefill disappears from the list
- Record appears in Transactions table

PART 3: Removing Pre-Fills (Patient No-Show or Error)

When to Do This

- Patient didn't show up
- Prefill was made in error
- Syringes were wasted/contaminated

Step-by-Step Instructions

1. Find the Prefill in the List

2. Click "Remove"

- Confirmation: "Remove this staged dose? This will restore the medication to inventory."
- Click OK

3. Done!

- Medication is RESTORED to the original vial
- DEA transaction is marked as "[VOIDED - Prefill removed]"
- Inventory is back to where it was

INVENTORY & DEA COMPLIANCE

How Inventory is Affected

Action	Inventory Change	DEA Log Entry
Create Prefill	Decreased	"STAGED PREFILL: [Patient] - X syringes"
Use Prefill	No change (already deducted)	Existing entry updated: " DISPENSED TO: [Patient]"
Remove Prefill	Restored	Existing entry updated: "[VOIDED - Prefill removed]"

Morning Inventory Check

- Pre-filled doses are **already deducted** from vials
- The system shows: "System expects: X ml" - this accounts for prefills
- Count your vials normally - prefilled medication is already removed

Example Timeline

6:00 PM (Night Before)

Create prefill for Billy Garcia: 4 syringes = 2.4ml
Vial V0129: 30ml 27.6ml (deducted)
DEA shows: "STAGED PREFILL: Billy Garcia - 4 syringes"

8:00 AM (Morning Check)

System expects V0129 to have 27.6ml
You count and confirm 27.6ml

10:00 AM (Patient Arrives)

Hand Billy his syringes
Click "Use This"
DEA updated: " DISPENSED TO: Billy Garcia on 01/13/2026"

OR (If Billy No-Shows)

5:00 PM (End of Day)
Click "Remove"
Vial V0129: 27.6ml 30ml (restored)
DEA shows: "[VOIDED - Prefill removed]"

TROUBLESHOOTING

"No vials have enough medication"

- **Cause:** All vials are too low for this prefill
- **Solution:** Create smaller prefills or wait for new vials

"Patient required to use this prefill"

- **Cause:** This is a generic prefill and you need to specify who it's for
- **Solution:** When you click "Use This", a patient search box will appear. Type the patient's name and select them.

"Cannot remove: prefill is already dispensed"

- **Cause:** You already clicked "Use This" for this prefill
- **Solution:** This is not an error - the prefill was successfully used. Nothing to do.

"Cannot remove: prefill is already discarded"

- **Cause:** Someone already removed this prefill
- **Solution:** This is not an error - check if another staff member removed it.

Prefill shows wrong information

- **Solution:** Remove it and create a new one. You cannot edit prefills.

Double-clicked and created duplicates

- **Solution:** System prevents this with a loading state. If duplicates appear, remove the extra one. Inventory will be restored correctly.

Generic Prefill - How to Select Patient

1. Click "Use This" on the generic prefill
2. A popup will appear with a patient search box
3. Type the patient's name
4. Click on the patient in the dropdown
5. Click "Dispense to Patient"

CRITICAL RULES

1. **DO NOT click buttons multiple times** - Wait for the system to respond
2. **Morning check ACCOUNTS for prefills** - Prefilled medication is already deducted from vials
3. **Removing a prefill = medication restored** - Only remove if patient truly no-showed or prefill was an error
4. **One DEA entry per prefill** - Using a prefill updates the existing entry, doesn't create a new one
5. **If counts don't match** - Check the staged doses list first before investigating discrepancy

UNDERSTANDING THE MATH

What the System Tracks

Location	Description
Vials (in storage)	Medication still in vials, ready to be drawn
Prefilled Syringes	Medication already drawn, waiting for patient

Dispensed	Medication given to patients
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Example Calculation

BEFORE PREFILLING:

Vial V0129: 30ml (full)

Total: 30ml

AFTER CREATING 1 PREFILL (9.6ml):

Vial V0129: 20.4ml (partial)

Staged Syringes: 9.6ml (ready to dispense)

Total: 30ml (nothing lost!)

AFTER PATIENT RECEIVES PREFILL:

Vial V0129: 20.4ml (no change)

Staged Syringes: 0ml (moved to dispensed)

Dispensed: 9.6ml

Total: 30ml (nothing lost!)

Morning Check with Prefills

Your count: 35 full vials + 1 partial (20.4ml) + 1 partial (8ml) = 1078.4ml

Staged prefills: 1 prefill = 9.6ml

System expects: 1078.4ml in vials + 9.6ml in syringes = 1088ml total

IMPORTANT: When counting vials, the prefilled amount is ALREADY removed from the vial. Count what you see!

QUESTIONS?

Contact Aaron Whitten or check the system documentation at: nowoptimal.com/ops/ (Admin section)

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