

The biggest difficulties that E.P.I.C. encounters in the receivership of reviews are listed below:

12/09/2013 09:26 FAX 002/005
NO CSID Number or Telephone Number from SENDER
10/17/13 H013 CHART COPY
8:00a/12/09/13
MEDICATION ORDERS OTHER ORDERS
SHIFT

Example 1: The above review came with no CSID number or telephone number from the senders fax machine. This presents two difficulties; 1) The review will not automatically be routed to the proper facility review area. 2) If no E.P.I.C. cover sheet is included, there is no way to immediately start the review because E.P.I.C. is not sure who sent it.

The Automatic Receiving System will route this review to an “Un-Identified Facility Folder” and it will have to be route manually which will delay the review.

ALLERGIES: Cipro
DIAGNOSIS: LUTE, #0 Turp 12/27/13, DM, HTN, Delerium Fevers urinary Retn
PATIENT NAME: [Illegible] RM/BED: [Illegible] DOB: [Illegible] SEX: [Illegible] PHYSICIAN NAME: [Illegible]
Cannot identify Patient's Name - Scripting should not be used

Example 2: In this review, the patient’s name is scripted and illegible. One can not distinguish the first name from last name. Again, there was no E.P.I.C. cover sheet used on this transmission and no information as to who to contact for further instructions. It is important to establish an E.P.I.C. Coordinator at the facility.

01/10/2014 20:09 PAGE 03/05
NO CSID NUMBER OR FACILITY IDENTIFICATION
PHYSICIAN ADMISSION ORDERS
MEDICATIONS HOUR ORDERS
Send ALL MEDS

Example 3: In this five-page transmission, there was no CSID or facility identification to be found. The E.P.I.C. consultant pharmacist had no choice but to table the request until the facility called looking for the patient’s review.

NOTICE

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or electronic device to send any message via a telephone fax machine unless such messages clearly contain, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity or other individual sending the message and the telephone number of the sending machine or such business, other entity or individual.

E.P.I.C.

Electronic Pharmacist Information Consultant
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Examples of Difficulties

MEDICATION REVIEW REQUEST

NEW ADMISSION OR CHANGE OF STATUS

Facility DSC Unit _____ Date of Birth 3/24/23

FaxBack Number (if different than CSID) _____ Number of Pages (Plus this Cover Sheet) 15

Request Sent By med case Title _____ Date Transmitted 3/4/13

Patient Jam 3, Her Room # 100A Current Weight _____

Last Blood Pressure Reading _____ M F Doctor _____

PLEASE PRINT

Example 4: The E.P.I.C. cover sheet was properly transmitted, but the facility name was abbreviated.. There was no CSID number available to identify the facility right way. With over 200 reviews from different facilities, daily, E.P.I.C. requires the facility name to be easily identified.

Fax

To: EPIC From: LCC N 1

Fax: 2-5 4-3 Pages (Including cover sheet) :

Phone: Date: 5/7/2014

Re: Medication Order review

Comments:

DO NOT COMBINE MULTIPLE ADMISSION INTO ONE TRANSMISSION. Residents will be lost in the system

Please Review the following New Admission:

Marcy Gray

Rebecca Woundse

Joseph Hangnail

Robert Thesmail

Example 5: Above, multiple resident requests were transmitted as one fax group. This example was a 25 page document. Since the system is electronic and does not print a physical copy of the request, these would be placed in one large file. This example was a 25 page document.

In many cases, the missing CSID number is the most important factor that causes difficulties for E.P.I.C. Most fax machines and multi-function machines on the market today have simple instructions for establishing both a resident telephone number and company name for outgoing faxes. It should take no longer than 15 minutes to complete.

Instructions can be found on the internet by searching for your make and model, or call the company that installed the machine or provided the machine.

CAUTION: If your machine is supplied by a Lab or Pharmacy Provide, it is important that when they swap out machines, they also reset the CSID to match the facility where the machine is located.