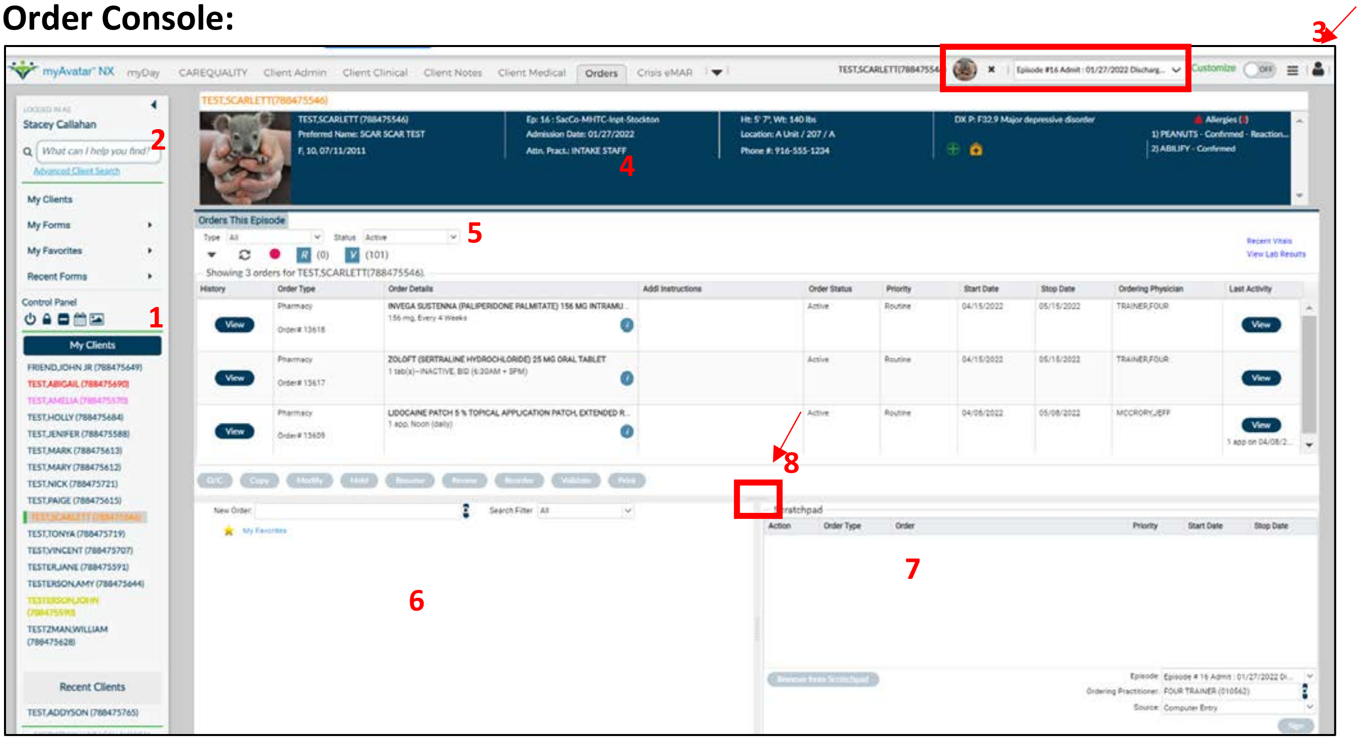
Order Entry/eMAR Nurses Training Guide

Sacramento County Avatar Training and Support

Purpose of this Training Guide:

This Training Guide is designed to give additional support on Order Entry and eMAR after attending Avatar NX training. The Training Guide may change as Avatar NX trainings are updated. If you have any additional questions please contact Avatar Support at 916-876-5806 or Avatar@Saccounty.net.

Order Console:

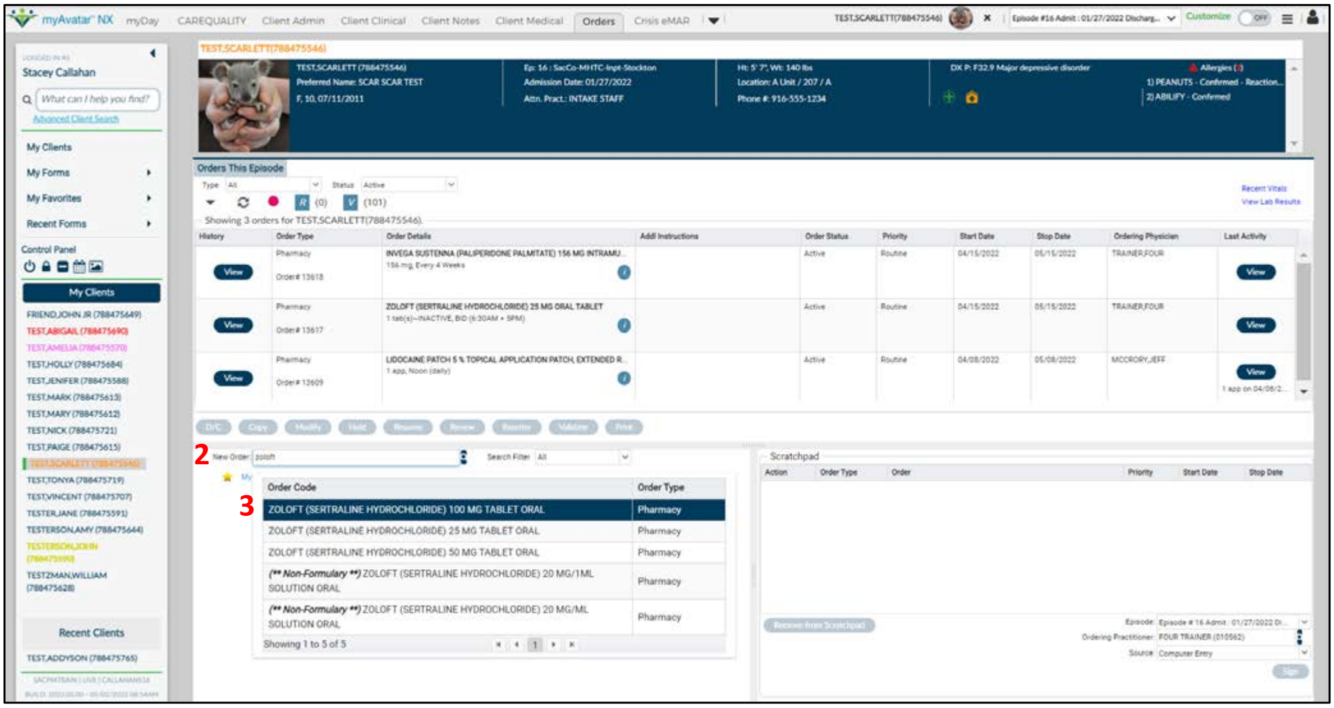


Note: the "MHTC Order Census" widget is no longer available in the "Orders Console". We are working with Netsmart to see if it is possible to re-instate this widget in Avatar NX.

1. **My Clients:** Select the client from your "My Clients" list.
2. **What can I help you find?**: If the client is not listed on your "My Clients" list, you can search for them on the "What can I help you find?" search bar. Once you select a client they will drop to "Recent Clients" (under the "My Clients" list).
3. **Episode Drop-Down:** Make sure the episode on the drop-down is showing the current episode that you are working in.
4. **Client Information:** This widget will populate with the client's chart header information. You must have a client selected for this information to populate.
5. **Orders Screen:** This will show all orders for your client. You can sort the orders by Type and Status.
6. **New Order:** You can add new orders for your client by typing the order into the New Order box. This will allow you to enter the details of the order.
7. **Scratchpad:** Once you have entered all new orders for a client you can finalize them in the scratchpad.
8. **Four Dots:** If you hover your mouse over the four dots you are able to adjust the screen to make the Orders screen larger or smaller.

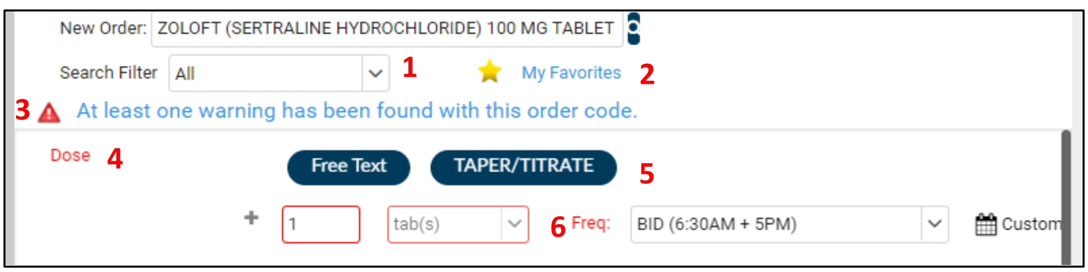
Last Updated 5/11/22

Creating a New Order:



1. Highlight your client in the Client's Widget and click on the line for New Order.
2. Type in your new order into the New Order box.
3. Double click on the dosage you want to select, the New Order window will appear.

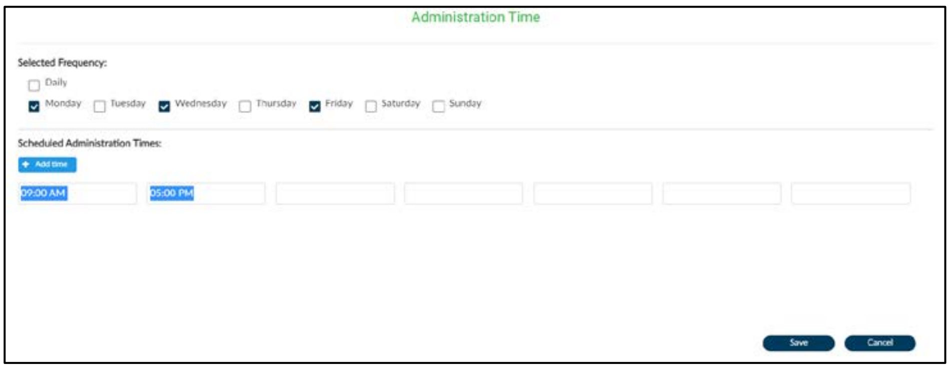
New Order Window:



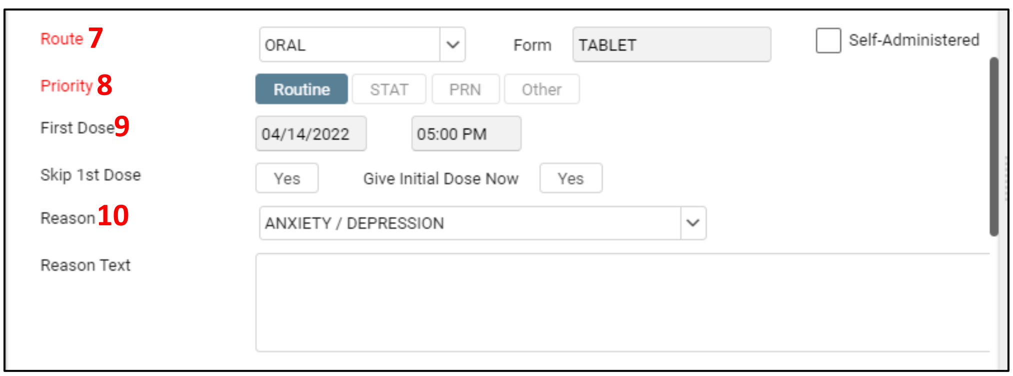
1. **Search Filter:** This will default to All, but you can narrow down the type of order by searching a filter.
2. **My Favorites:** You can add a medication to your favorites by clicking the My favorites button. You can also click the My favorites button to access your favorites.
3. **Warning:** If there is an allergy interaction for the order you will receive a warning message. Click on the hyperlink to address the warning.
4. **Dose:** The dose can be entered by entering the amount and then entering the **Frequency**. You can also click on the **Free Text** button when entering the dose. This will grey out the dosing information and require you to enter instructions on the bottom of the page under the **Addl Instructions** section. This option will still require a frequency be entered.
5. **Taper Titrate:** Click the "Taper/Titrate" button to open a separate window to either taper or titrate an order.

Taper/Titrate window

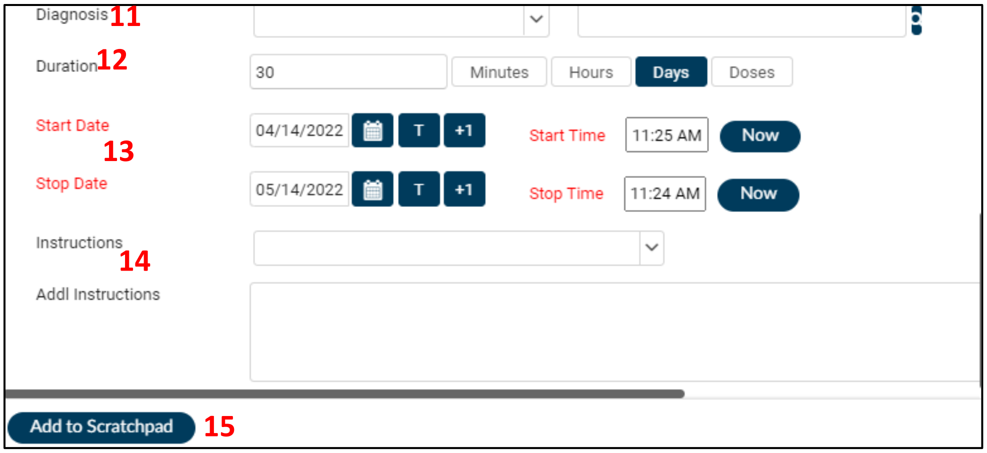
6. **Frequency:** Select the Frequency of the order. You are also able to customize the frequency by clicking on the **Custom** button next to "Frequency".



Custom Frequency window

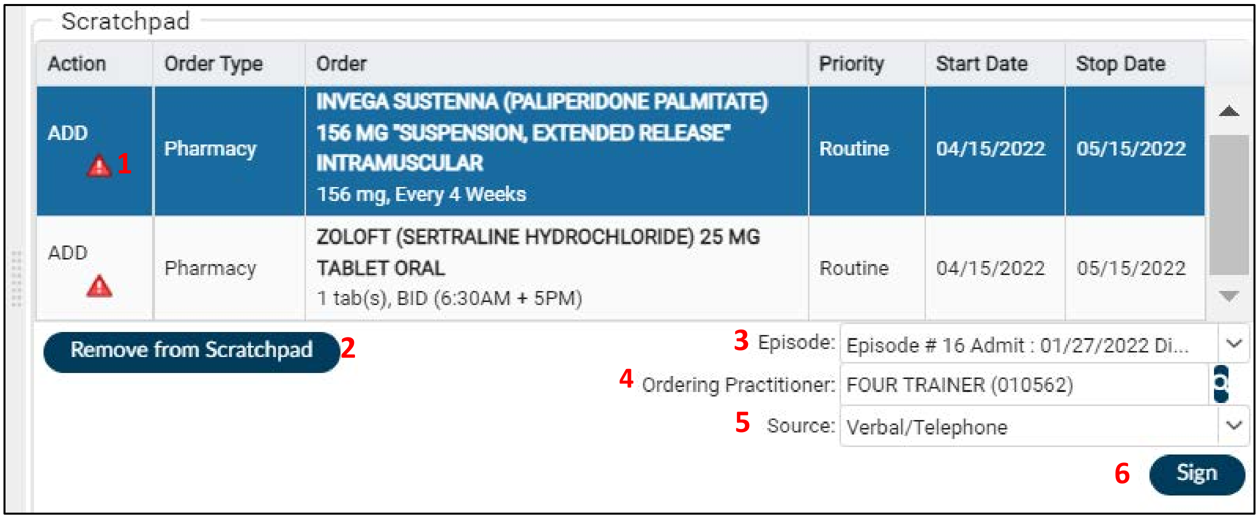


7. **Route:** Select the appropriate route of administration.
8. **Priority:** This will set and lock based on frequency.
9. **First Dose:** This will auto-populate based on the frequency. You are able to customize it by **Skip First Dose** or **Give Initial Dose Now**. If you choose to skip first dose or give initial dose now, a window will pop up where you can confirm the first, second, and third dosage schedule.
10. **Reason:** This may be required depending on the type of order. Choose the reason for the order being entered, or use the **Reason Text** to manually enter the reason.



11. **Diagnosis:** This will only populate with diagnosis information if a diagnosis is on file for the client and if a diagnosis is required for the order being entered. A diagnosis can be added if there is none in the drop-down by searching it on the search bar next to the drop-down.
12. **Duration:** Used for some orders, if a duration is needed enter the amount of minutes/hours/days/ or doses that are needed.
13. **Start/Stop Date and Start/Stop Time:** This will vary based on the duration you indicated above.
14. **Instructions:** If there are any instructions listed in the drop-down you can include them, if not you can add instructions under **Addl Instructions.**
15. **Add to Scratchpad:** Once you've completed the order click on the button "Add to Scratchpad". Multiple orders can be added to the scratchpad before finalizing.

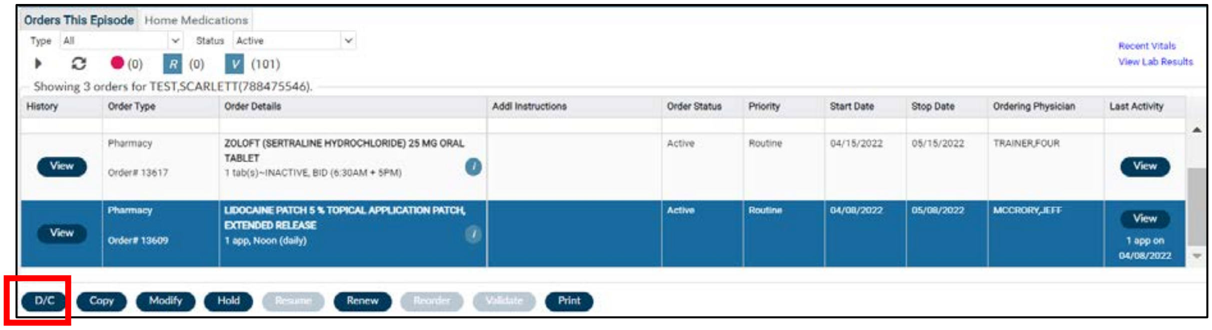
Scratchpad:



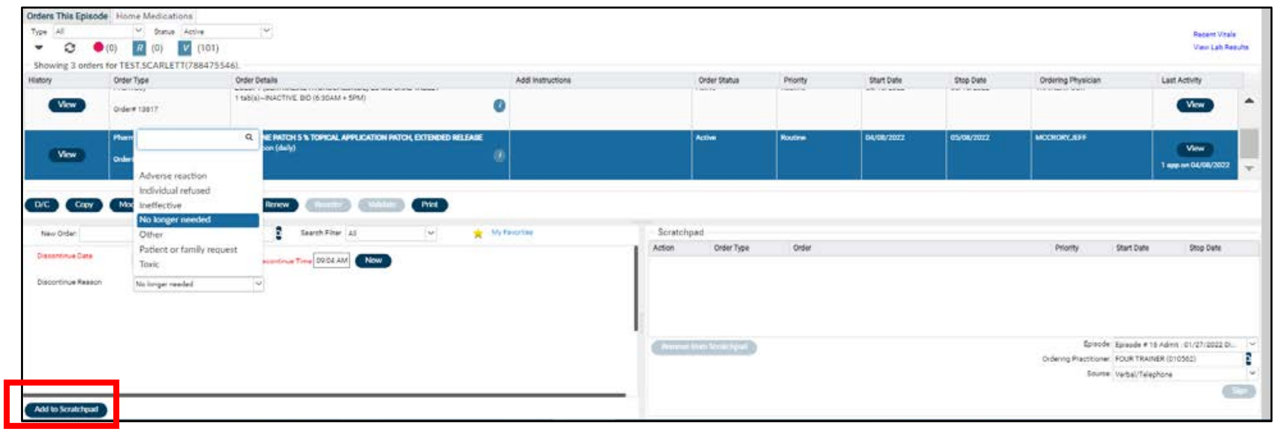
1. If there is a warning symbol next to the order you will need to click on it to address it. A box will pop up explaining the warning and you will choose an override reason as well as enter your comments in the note field. Once that is completed click the “Save Override and Exit” button.
2. If an order needs to be removed, click on it to select and then click the Remove from Scratchpad button. While an order is selected you are also able to make changes in the order screen. Make sure to click Update Order at the bottom of the order screen to save your updates.
3. Make sure the correct episode is listed in the drop-down.
4. Enter the name of the practitioner who requested the order.
5. Indicate whether the practitioner gave you verbal or written instructions to complete the order.
6. Click the “Sign” button to save the order. The doctor will still need to go in and validate the order after you have signed it.

Discontinue and Renew an Order:

To discontinue an order, select the order and click the "D/C" button below.

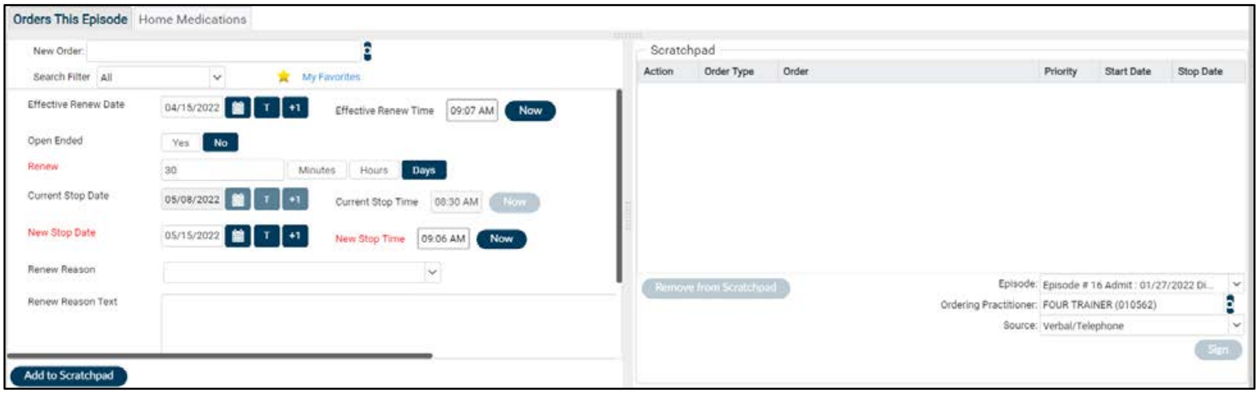


Below, in the "New Order" section a "D/C Date and Time" will populate. Indicate the "D/C Reason" on the drop-down and click "Add to Scratchpad". Once the order is on the scratchpad, sign to complete.



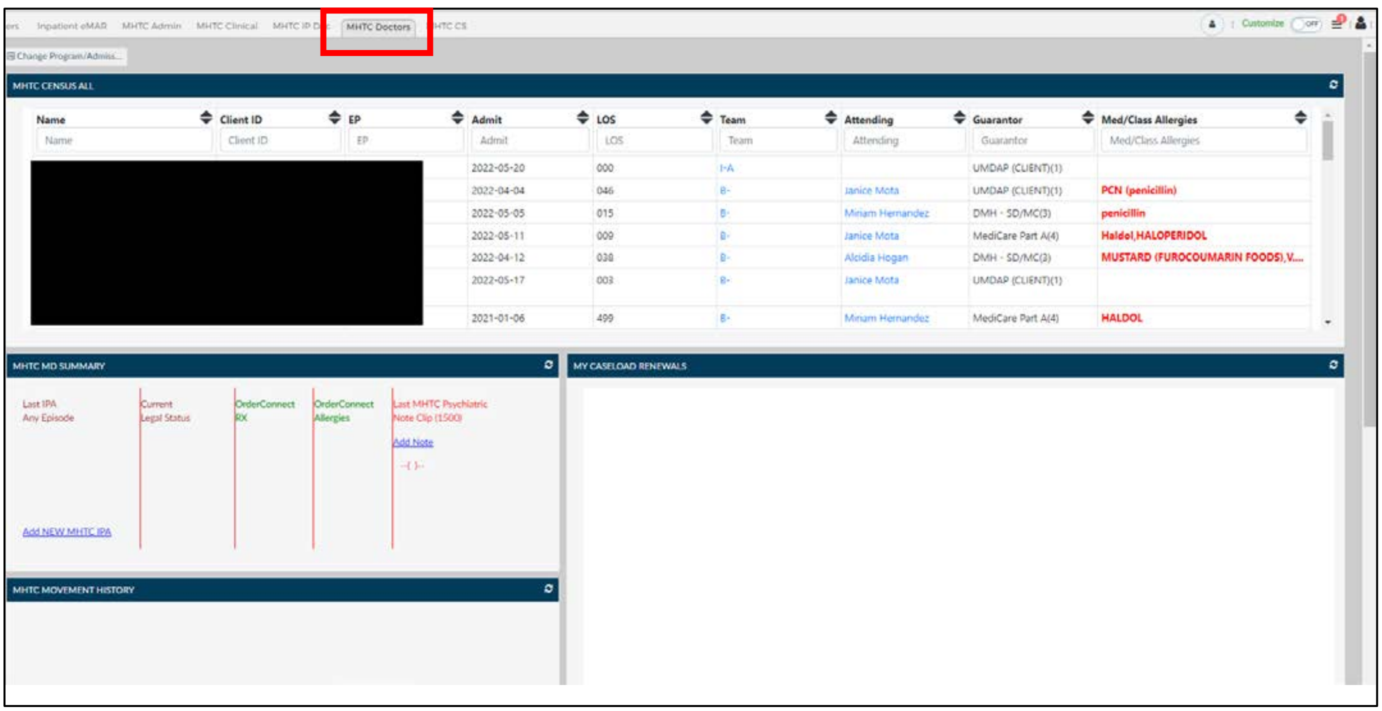
To Renew an order, select the order and click the "Renew" button.

Below, in the "New Order" section the "Renew Effective Date and Time" will populate with the current date and time, this can be changed if needed. Indicate if the order should be "Open Ended", if you choose "no" a stop date and time will be required (the default will be 30 days, this can be changed), if you choose "yes" the stop date and time will be greyed out. Once completed click the "Add to Scratchpad" button. Once the order is on the scratchpad, sign to complete.



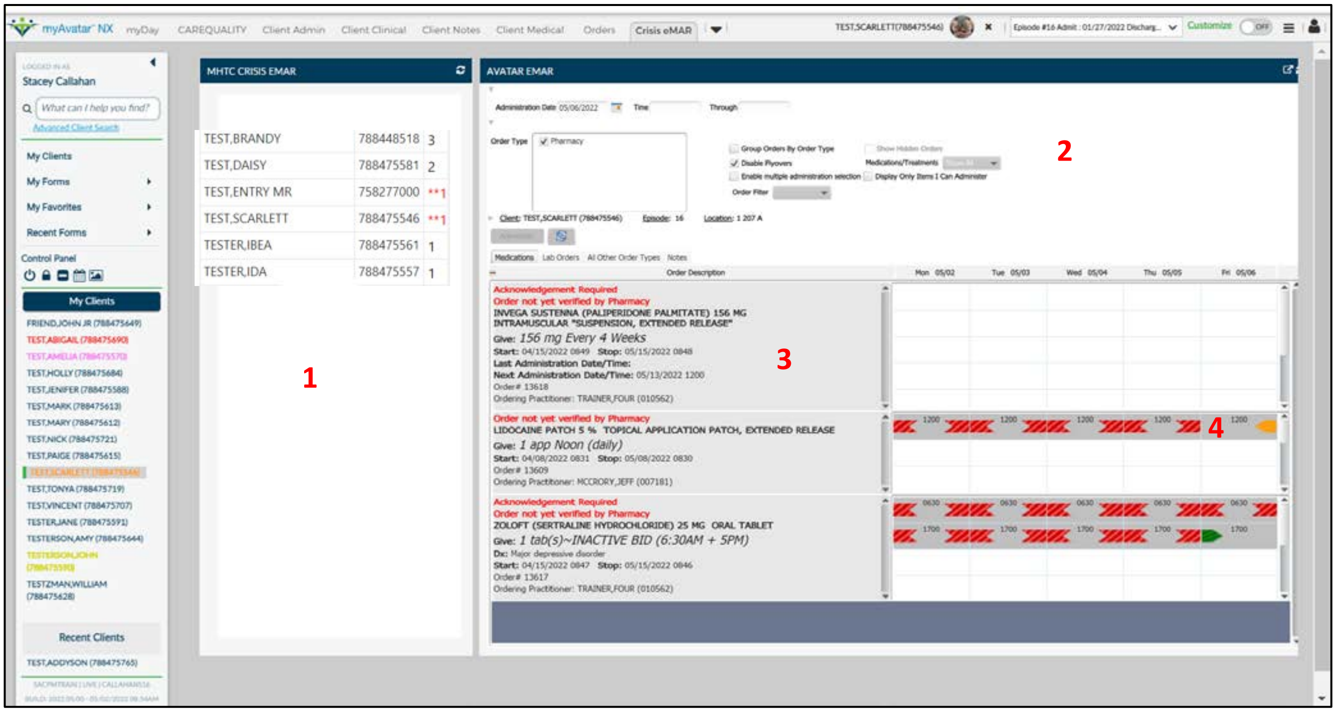
Caseload Renewal:

There is a new widget in the "MHTC Doctors" Console that will show "My Caseload Renewals". If this widget does not appear on your screen you can click on the "Customize" button and add the widget.



Crisis eMAR Console:

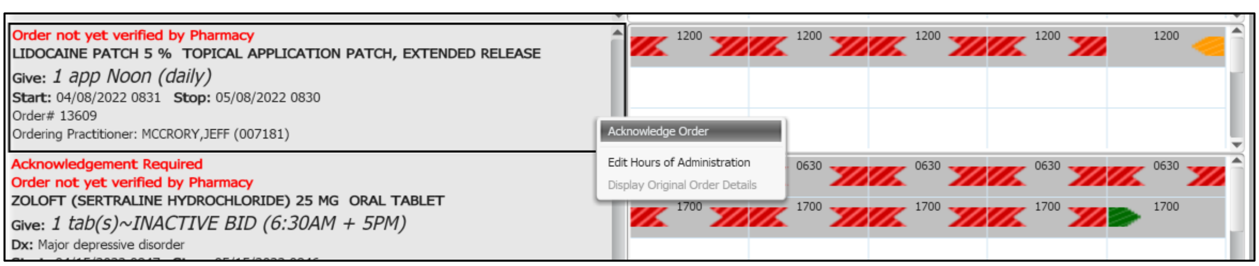
Orders entered for the crisis unit are viewable on the Crisis eMAR Console.



1. **MHTC Crisis eMAR:** This widget will list all clients who are currently admitted into the Crisis unit. Highlight the client you are working on to view their orders.
2. **Top Filters:** The top piece of the MAR has various filters to narrow down the types of orders that are shown.
3. **Orders Description:** This will give the details of each order for the client you have selected.
4. **MAR:** This will show previous and current orders for the client. If the order is green on the left hand side it is an upcoming administration. If the order is red on both sides it was missed and outside the window to administer. If the order is orange on the right hand side it is awaiting administration.

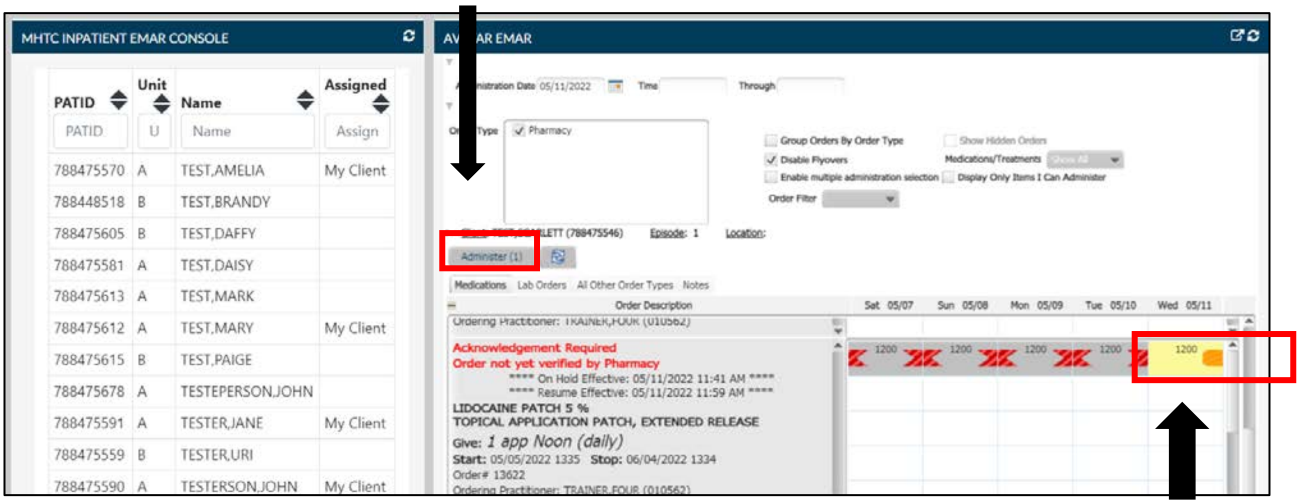
Administering an Order in the Crisis MAR:

1. Each medication has an Acknowledgement Requirement that will show in red on each of the orders. To acknowledge each order individually, right click on the order and click Acknowledge Order.



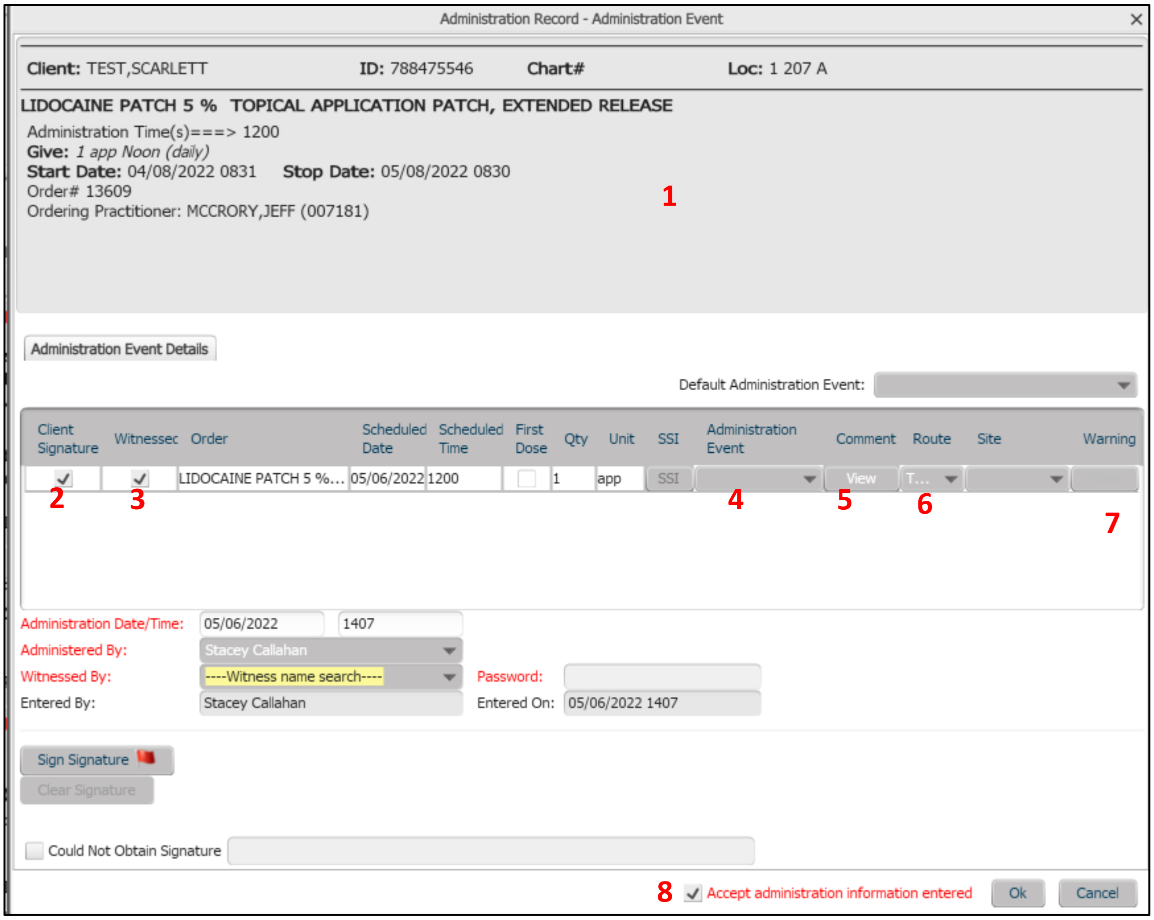
2. Before an order can be administered it will need to be verified by the pharmacy. If the pharmacy has not verified it it will indicate that in red on top of the order, you will also receive a warning when trying to administer the order. To continue with the order you can enter your reason for override and click Yes.

3. Click on the order to administer, then click the "Administer" button above.



Administrative Event Details

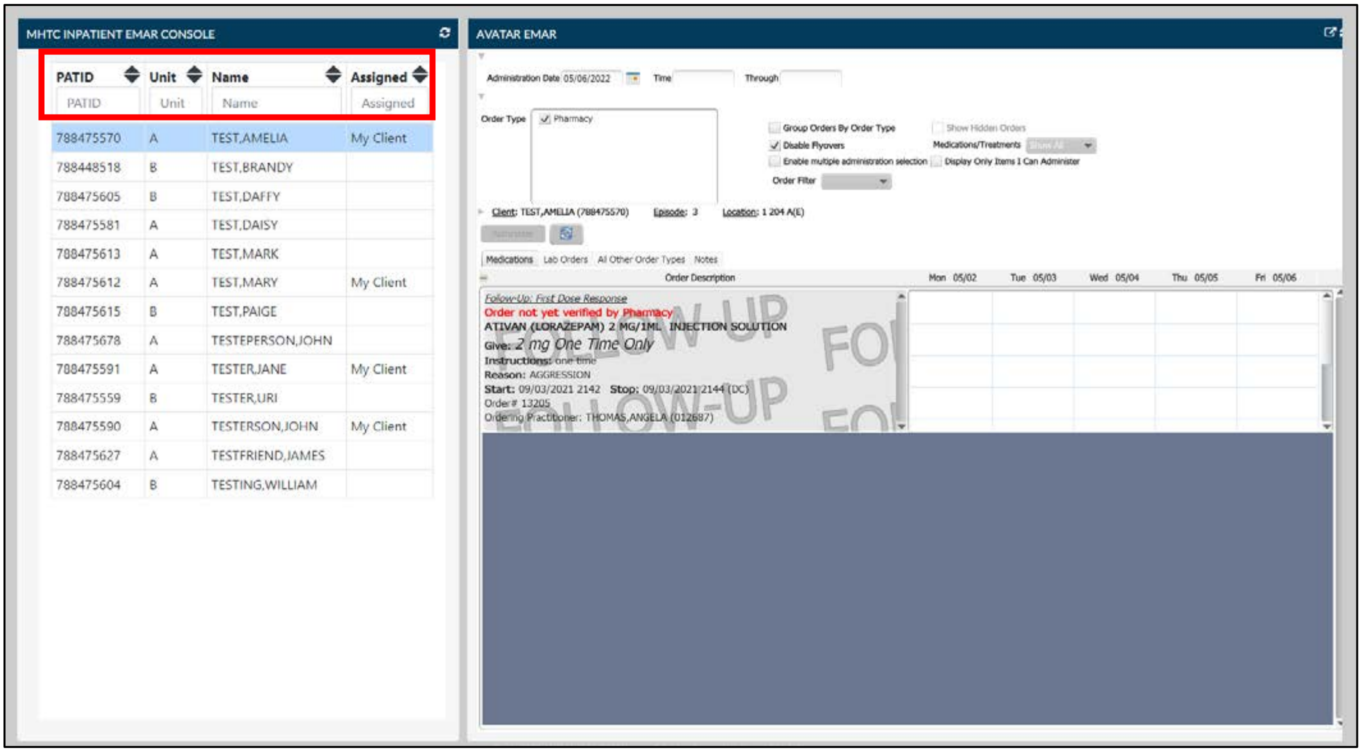
4. An Administrative Event Details box will pop up. The top portion of the box will give the order details. You are able to obtain a client signature if needed, indicate a witness if needed, indicate the Administration Event, and Site. If there is a warning you will need to view the warning and give an override reason. Once the details have been confirmed click the box for "Accept Administration Information Entered" and click Ok. Since the window was opened through the eMAR, it will only be visable if hovering above the eMAR. If you try to move it to a separate screen or move it over on your screen it will disappear once out of the eMAR section.



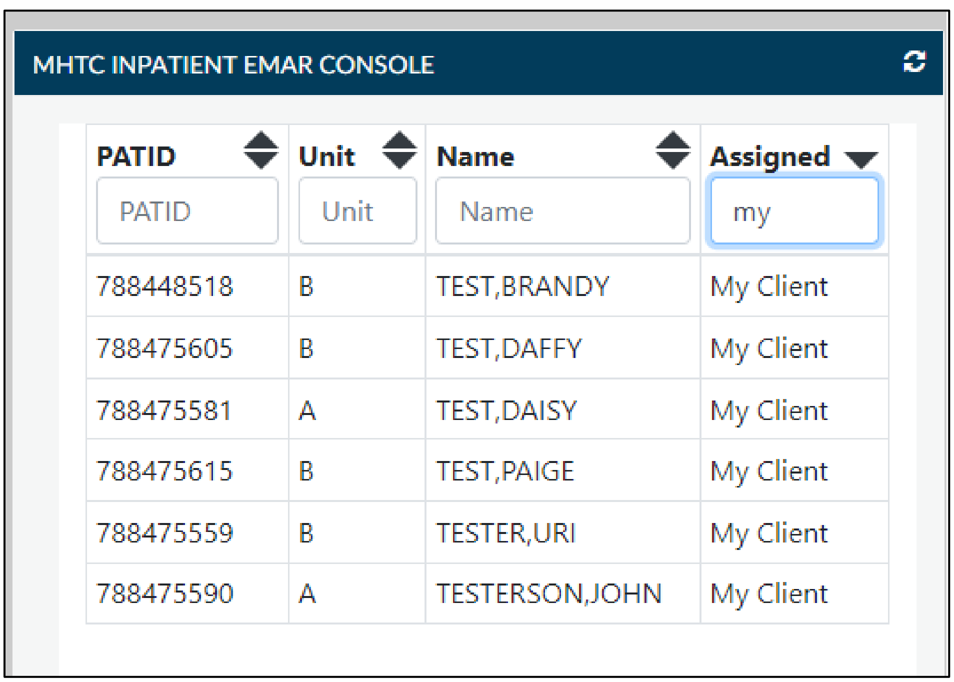
1. **Top Portion:** This will the details for the order you are administering.
2. **Client Signature:** If a signature is required for a medication, check this box. It will enable the **Sign Signature** button at the bottom of the form. You can click that button to have the client sign for the medication.
3. **Witnessed:** Check the box if a witness is required. This will enable the Witnessed By section on the bottom of the form. You are able to look up the witness from the drop-down. They will enter their Avatar password next to their name to verify they have witnessed.
4. **Administered Event:** Choose the appropriate event from the drop-down (meds were administered, held, refused, ect).
5. **Comment:** Comments can be added to this section by clicking the **View** button under Comment.
6. **Route:** This should default, but can be changed if needed.
   Site: Indicate the site administered if applicable.
7. **Warning:** If there is a warning listed you will need to click on the warning and give an override reason before administering.
8. **Accept administration information entered:** Click this checkbox and click OK to administer the order.

Inpatient eMAR Console:

The “Inpatient eMAR Console” works the same way as the “Crisis eMAR Console”. Click on the administration time to open the administration box (see pages 7-8 on how to administer medications from the MAR). The widget on the side will list all clients with an open Inpatient episode. You can only select one client at a time, however you are able to filter clients by unit or that are assigned to you (filters are marked below).

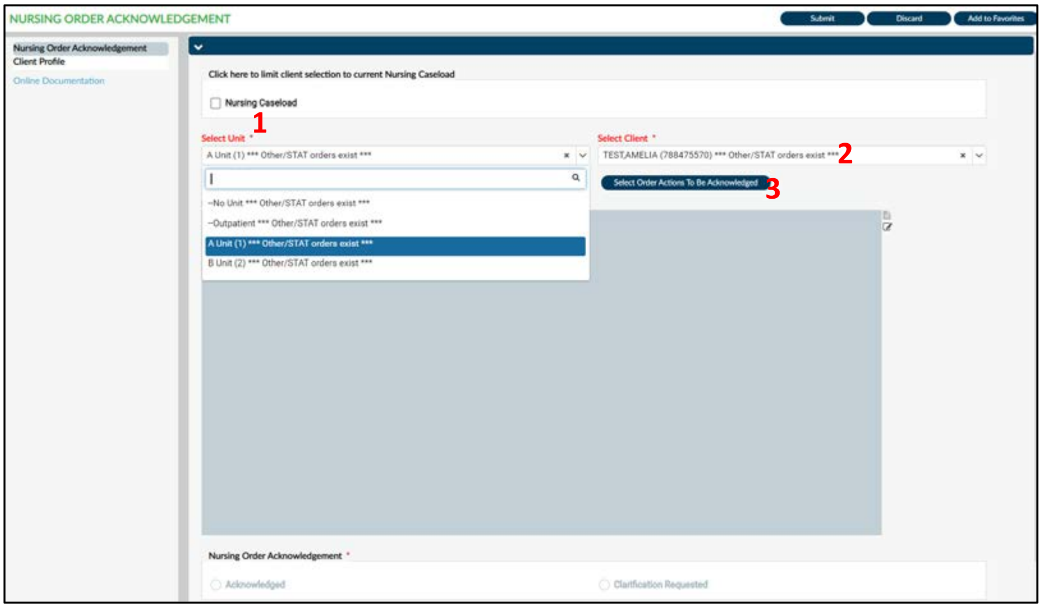


To filter your caseload type in “My” onto the “Assigned” filter.

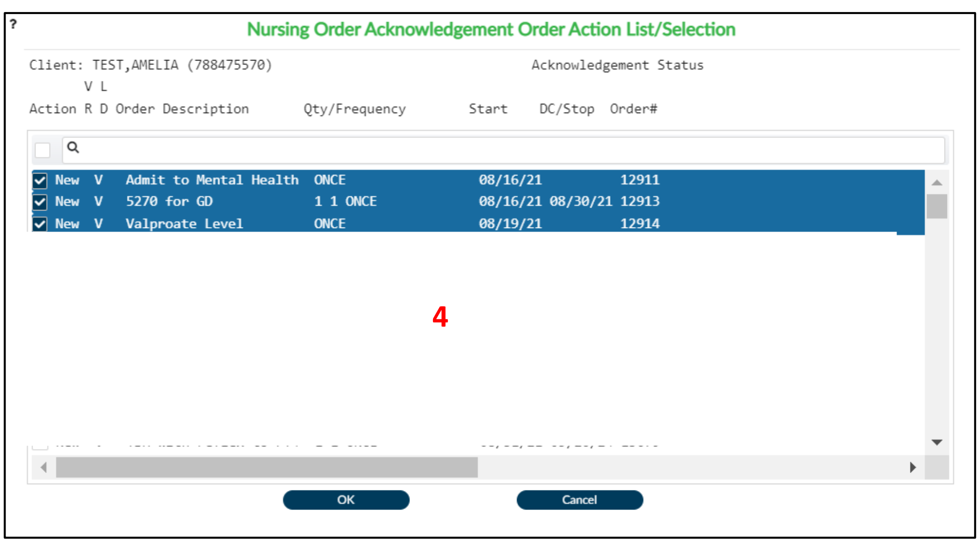


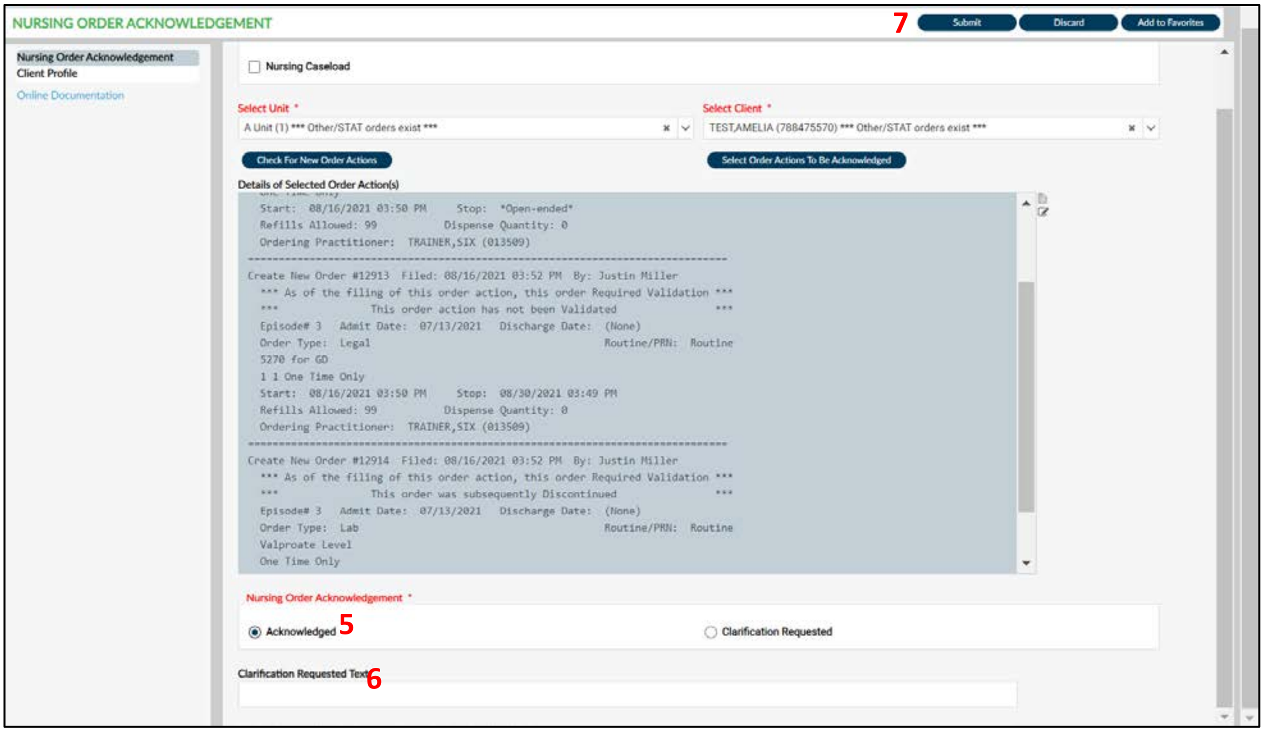
Nursing Order Acknowledgement Form:

This form allows you to acknowledge multiple orders for a client at once rather than acknowledging them one at a time when administering the orders. This can be searched for on the myDay view on your "What can I help you find?" search bar.



1. Select a unit from the drop-down, if you choose to not select a unit you can select No Unit. You also have the option to view clients based on your nursing caseload. If you click the "Nursing Caseload" button it will grey out the option to select a unit and will have all of the client's in your caseload on the "Select Client" drop-down.
2. Select the client you are acknowledging orders for.
3. Click on the "Select Order Actions To Be Acknowledged" button to bring up a list of all orders needing to be acknowledged for that client.
4. Select all orders that need to be acknowledged and click OK.

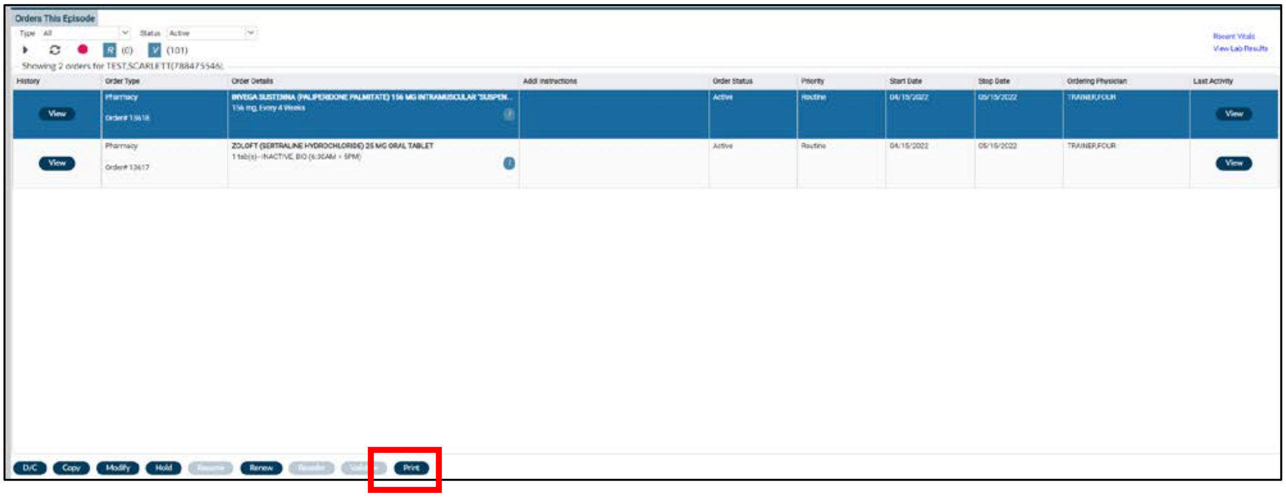




5. The details of the order(s) that were selected will populate in the details box. To acknowledge all orders selected, click on the “Acknowledge” button under Nursing Order Acknowledgement. There is also an option to request clarification on an order.
6. If you would like clarification on a certain order you can select that order using steps 1-3 and instead of clicking Acknowledged you will click Clarification Requested. Under the Clarification Request Text enter the clarification you need for that order.
7. When either acknowledging an order or requesting clarification, you will want to submit the form once complete.

Helpful Reports and Widgets

Order Details Report: This report will show the details of a particular order. The report can be accessed in the Orders console by highlighting the order you want to view and clicking the “Print” button.



A report will generate in a separate window with the details of the order you selected.

Order Detail Report

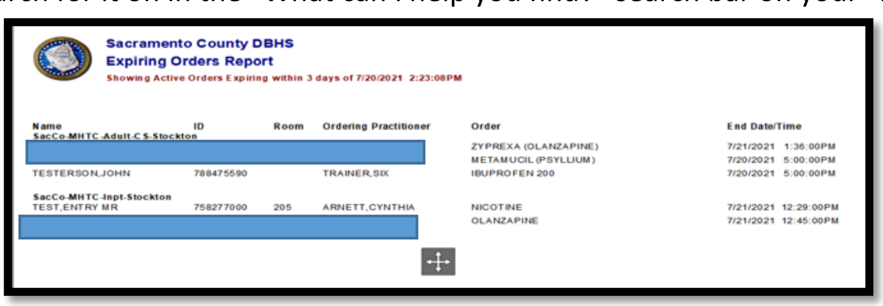
Client Name: TEST,AMELIA
Client ID Number: 788475570
Date of Birth: 7/7/1994
Gender: Female
Attending Practitioner: STAFF ,INTAKE
Unit, Room, Bed: A Unit, 204, A(E)
Admission Date: 7/13/2021

Order Description: NIZORAL (KETOCONAZOLE) 2 % TOPICAL APPLICATION SHAMPOO

Order Type: Pharmacy
Order Number: 12928
Order Status: Validation Required
Last Action Taken: Create New Order
Last Action Date/Time: 8/16/2021 04:05 PM
Last Action By: Justin Miller
Start Date/Time: 8/16/2021 04:04 PM
Stop Date/Time: 9/15/2021 04:03 PM
Give: 1 app As Directed
Additional Instructions: AM nurse will offer, if not PM nurse will offer
Ordering Practitioner: TRAINER,SIX
Order Date/Time: 8/16/2021 04:05 PM

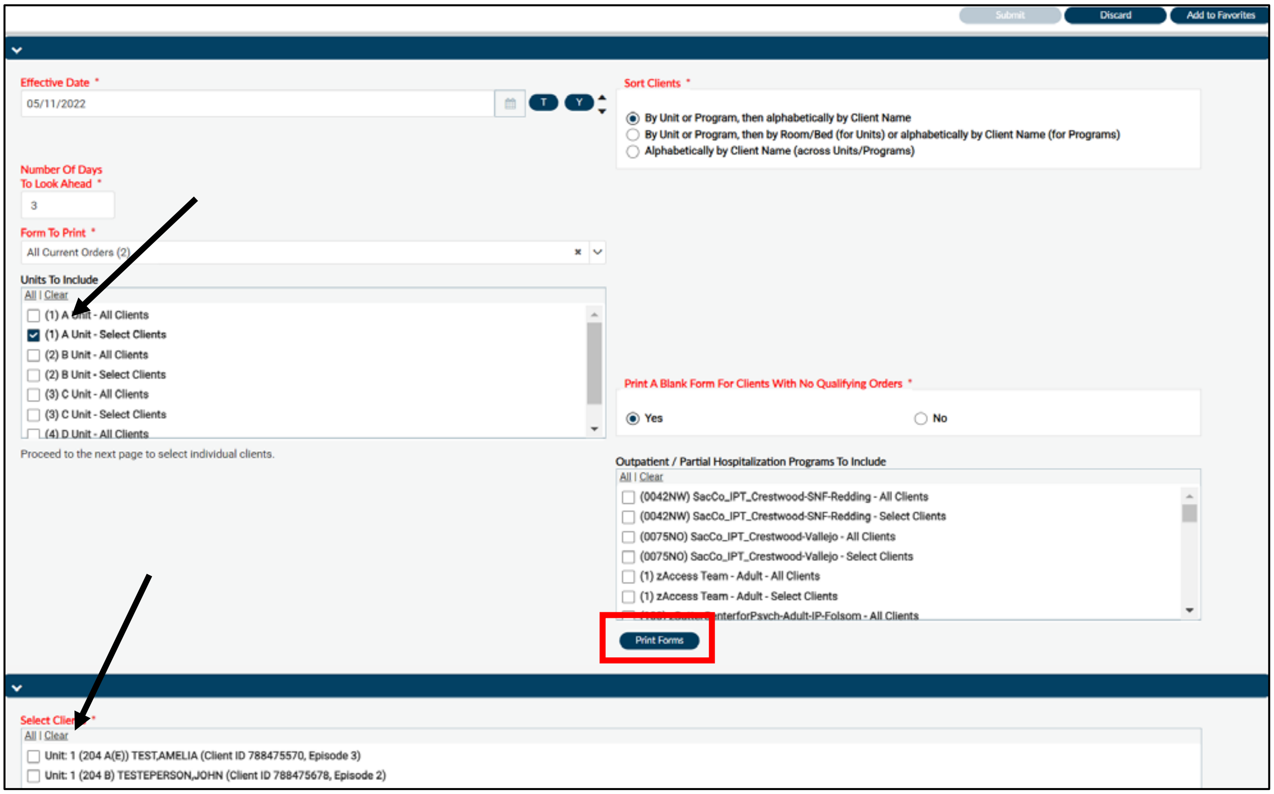
Expiring Orders Report:

This report allows you to see orders that are expiring in 3 days of the date and time you are running the report. You can search for it on in the “What can I help you find?” search bar on your “myDay” view.

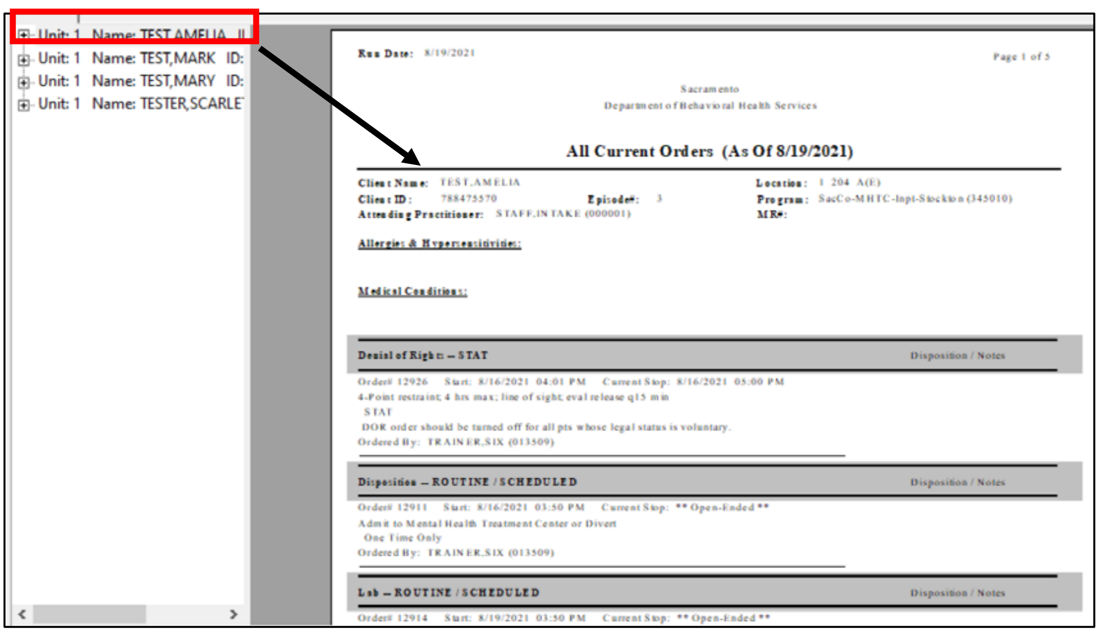


Order Entry Forms Printing Report:

This is used to print out orders from Order Entry or pharmacy orders for all or a select group of clients. Choose the orders you want to print, how many days ahead you want to view and the unit/client(s) you want to view. If you want to see a list of clients from a selected unit, click the “Print Forms” button to show a list of the clients below. Check the box for each of the clients you want to view in the report. Click “Print Forms” again to generate the report.

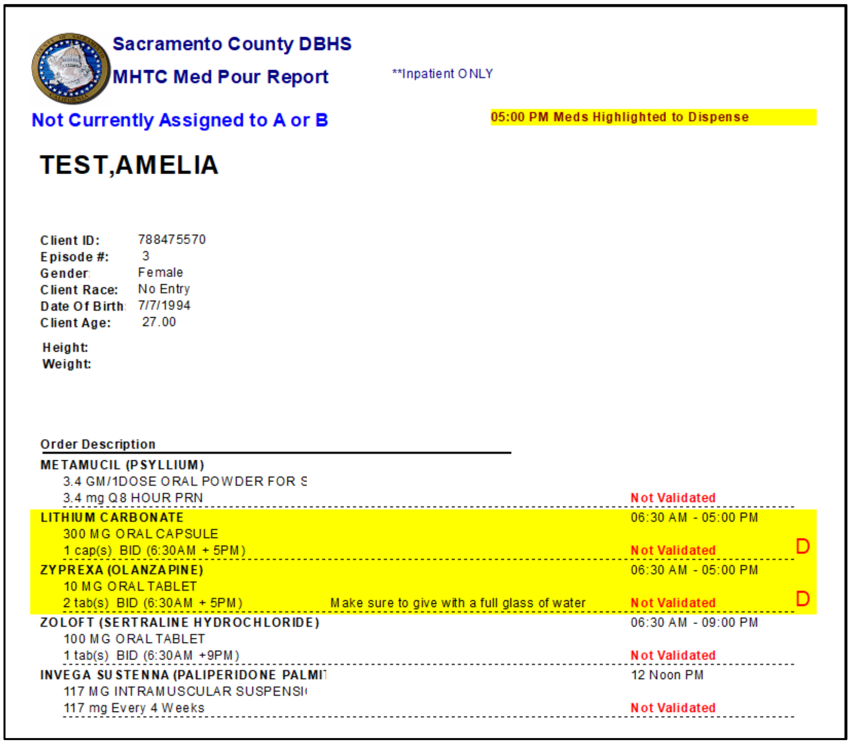


Once the report is processed it will list the clients that were selected on the left-hand-side. Click on each client to display their results on the right-hand side.



MHTC Med Pour Report:

This report allows you to see what medications are due for dispensing at the time specified. It will show all of the meds for the client but the ones that are to be dispensed at the time you indicated will show in yellow.



Sacramento County DBHS

MHTC Med Pour Report **Inpatient ONLY

Not Currently Assigned to A or B 05:00 PM Meds Highlighted to Dispense

TEST,AMELIA

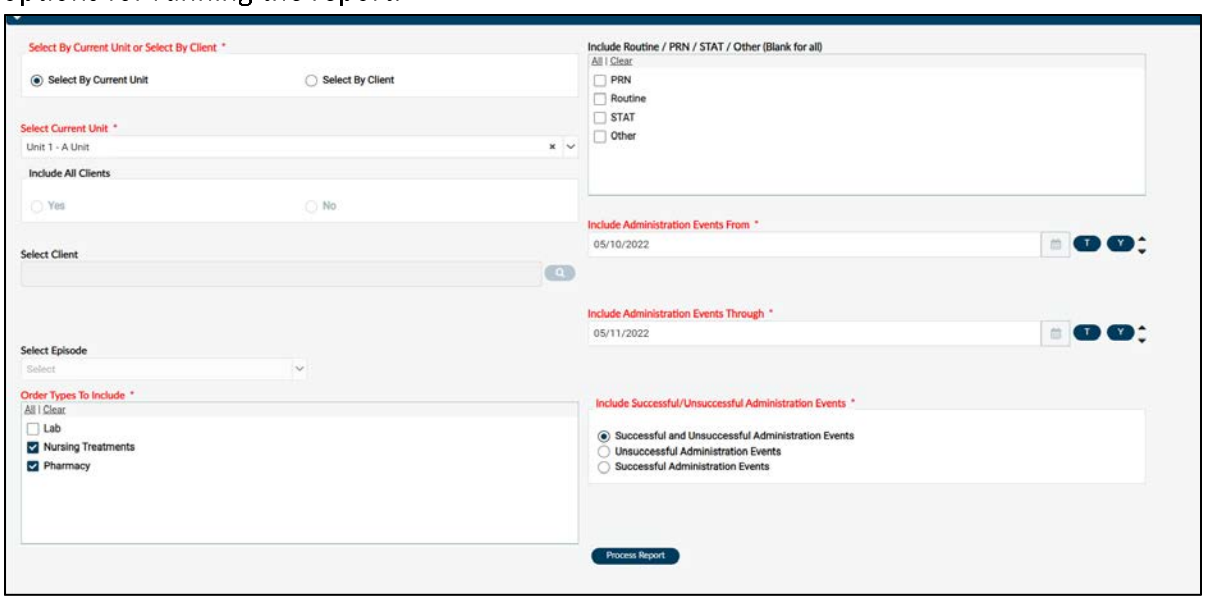
Client ID: 788475570
Episode #: 3
Gender: Female
Client Race: No Entry
Date Of Birth: 7/7/1994
Client Age: 27.00

Height:
Weight:

Order Description			
METAMUCIL (PSYLLIUM) 3.4 GM/1DOSE ORAL POWDER FOR S 3.4 mg Q8 HOUR PRN		Not Validated	
LITHIUM CARBONATE 300 MG ORAL CAPSULE 1 cap(s) BID (6:30AM + 5PM)		06:30 AM - 05:00 PM Not Validated	D
ZYPREXA (OLANZAPINE) 10 MG ORAL TABLET 2 tab(s) BID (6:30AM + 5PM)	Make sure to give with a full glass of water	06:30 AM - 05:00 PM Not Validated	D
ZOLOFT (SERTRALINE HYDROCHLORIDE) 100 MG ORAL TABLET 1 tab(s) BID (6:30AM +9PM)		06:30 AM - 09:00 PM Not Validated	
INVEGA SUSTENNA (PALIPERIDONE PALMI 117 MG INTRAMUSCULAR SUSPENSI 117 mg Every 4 Weeks		12 Noon PM Not Validated	

eMAR Administration Event Report:

This report will allow you to see both successful and unsuccessful administrations. There are many different filter options to see orders that have or have not been dispensed. The screenshot below shows various filter options for running the report.



Click “Process Report” after entering in your criteria. The report will display the information based on the criteria you entered above.

Report Date: 08/05/2021 01:20:36 PM Page 1 of 2

Sacramento
Department of Behavioral Health Services

Avatar eMAR Administration Events From 08/04/2021 Through 08/05/2021
Successful Administration Events

Selection Method: **Select By Current Unit**
Selected Current Unit: **1**
Selected Client: **Selected Episode:**

Including Orders That Are: PRN & Routine & STAT & Other
Order Types Included: Pharmacy

Current Unit: **A Unit**

Client: **TEST,DAISY** Date Of Birth: 07/09/1968 Gender: Female
Client ID: 788475581 Episode: ALL Current Location: A Unit 209 C

LITHIUM CARBONATE

Order# 12776 Ep. 3 Start Date: 07/20/2021 01:53 PM Stop Date: ** Open-Ended **

LITHIUM CARBONATE
300 MG ORAL CAPSULE
Administration Times ====> 06:30 AM - 05:00 PM
1 cap(s) BID (6:30AM + 5PM) - with a full glass of water
Order Dx: F32.2 Major depress dis, severe

Administration Date / Time / By: 08/05/2021 01:05 PM Justin Miller
Filed Date / Time / By: 08/05/2021 01:05 PM Justin Miller
Administration Event: Nurse Administered
Route: ORAL

MHTC Current Orders Widget:

The widget can be found on the “MHTC Nursing” Console at the top of your Avatar NX page. Highlight a client and the widget will show all orders for that client. You can sort by various type of criteria in each column. This will show you any current orders in the eMAR for that client.

MHTC CURRENT ORDERS

EP	Status	Start	Stop	Order	Freq	Type
EP	Status	Start	Stop	Order	Freq	Type
16	Active	2022-04-15 08:47	2022-05-15 08:46	ZOLOFT (SERTRALINE HYDROCHLORIDE)	PO BID8	Pharmacy
16	Active	2022-04-15 08:49	2022-05-15 08:48	INVEGA SUSTENNA (PALIPERIDONE PALMITATE)	IM Q4WK	Pharmacy
16	Expired	2022-04-08 08:31	2022-05-08 08:30	LIDOCAINE PATCH	TP NOON	Pharmacy