



Ascribe Rx[®] Dispensing

System User Guide

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Introduction

The Ascribe Rx® Dispensing System is the central system for dispensing medication. The Ascribe Rx® Dispensing System provides you with the capability to dispense new, routine, and PRN medications as well as request and dispense leave of absence medications. This guide contains step-by-step setup processing instructions for the Ascribe Rx® Dispensing System.

Terminology

Below is a list of terms used throughout this guide.

- **Welcome screen:** The welcome screen displays “new dose” information and is where you begin the login process.
- **Unit:** A unit is the area in the facility where the resident’s room resides. Other industry terms for unit include: wing, hall, and ward.
- **List:** A list of items (e.g. residents, units, medications).
- **LOA:** Acronym for “leave of absence.”

Logging into the system

Logging into the system is a two-step process where you select your username and then enter your password. Touch **Cancel** during any step in the process to cancel the action.


To log in to the system:


1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.

Logging out of the system

You can log out of the system at anytime by touching  in the upper right-hand corner of the screen.

Accessing help

You can access Help at anytime by touching  in the upper right-hand corner of the screen. When Help is accessed, the Help pane will open and display details for the screen from which you accessed Help.

Touch  again to close the Help pane.

Navigating the system



Upon successful login, you will be brought to the **Main Menu** and can choose to [dispense orders](#), [request a leave of absence order](#), or [manage canisters](#).

Touch **Cancel** on any screen to bring you back to the sub-menu for the screen you canceled out of. For example, if you touch **Cancel** on the **LOA Dispense** screen, you will be brought back to the **Dispense Orders Menu**.

Note: If you touch **Cancel** on the **Re-Dispense by Resident**, **Re-Dispense by Packet**, or **Re-Dispense by Packet Range** screens, you will be brought back to the **Dispense Orders Menu**, not the **Re-Dispense Menu**.

Using lists

A “list” is a list of items (e.g. residents, units, medications). Below is a list of tips for using lists.

- Touch the first few characters of the item using the keypad to narrow the list of items.
- Touch  or  to scroll through the list of items.

Dispensing Orders

From the **Dispense Orders Menu**, you can choose to:

- Dispense routine daily medications by unit.
- Dispense new medications by resident.
- Dispense PRN medications by resident.
- Dispense leave of absence medications by resident.
- Re-dispense medications by resident, a single packet number, or packet range. Refer to the [Re-dispensing medications](#) guidelines below for more details.

Touch **Back** to return to the **Main Menu**.

Dispensing routine daily medications

“Routine medications” are approved prescriptions for the current and/or next day, depending on the time of day you are accessing the system.

To dispense routine daily medications:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.
6. From the **Dispense Orders Menu**, touch **Routine Daily Dispense**.
The **Routine Daily Dispense** screen appears.
7. From the **Unit** list, touch the unit name.
8. Touch **Dispense** to dispense medications for the specified unit.

Note: *The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2) cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.*

9. The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - a. The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.

- b. The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Dispensing new orders

“New orders” are new prescriptions that were submitted to and approved by the pharmacy.

To dispense new orders:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.
6. From the **Dispense Orders Menu**, touch **New Orders Dispense**.
The **New Orders Dispense** screen appears.
7. From the **Resident** list, touch the resident name.
8. Touch **Dispense** to dispense medications for the specified resident.

Note: *The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2) cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.*



9. The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - a. The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.
 - b. The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Dispensing PRN medications

PRN medications are medications that are to be administered on an “as needed” basis. Dispensing PRN medications is a multiple step process where you select a resident, select one or more medications, and enter the quantity of each medication to dispense. Touch **Cancel** during any step in the process to cancel the action.

To dispense PRN medications:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.

- The **Enter Password** screen appears.
- Using the keypad, enter your password.
 - Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
 - From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.
 - From the **Dispense Orders Menu**, touch **PRN Dispense**.
The **PRN Dispense** screen appears.
 - From the **Resident** list, touch the resident name.
The **Select Medications** screen appears.
 - From the **Medication** list, touch the medication name.
 - Touch **Continue** to enter the medication quantity for the selected medications.
 - Touch  to decrease the quantity of medication to dispense. Touch  to increase the quantity of medication to dispense.
 - Touch **Dispense** to dispense the selected medications for the resident.

Note: The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2) cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.

- The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.
 - The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Dispensing leave of absence orders

Refer to the [Requesting and dispensing LOA orders](#) guidelines below for more details.

Re-Dispensing Medications

From the **Re-Dispense Menu**, you can choose to:

- Re-dispense medications by resident.
- Re-dispense medications by packet.
- Re-dispense medications by packet range.

Touch **Back** to return to the **Dispense Orders Menu**.

Re-dispensing by resident

Re-dispensing medications by resident is a multiple step process where you select a resident, select a dose to dispense, and select the reason why you are re-dispensing the medication. Touch **Cancel** during any step in the process to cancel the action.

To re-dispense medications by resident:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.
6. From the **Dispense Orders Menu**, touch **Re-Dispense**.
The **Re-Dispense Menu** screen appears.
7. From the **Re-Dispense Menu**, touch **Re-Dispense by Resident**.
The **Re-Dispense by Resident** screen appears.
8. From the **Resident** list, touch the resident name.
The **Select Medication Dose** screen appears.
9. From the **Medication Dose** list, touch the medication dose.
10. Touch **Continue** to select a re-dispense reason.
The **Select Reason** screen appears.
11. Touch the re-dispense reason. See re-dispense reasons below.
12. Touch **Dispense** to re-dispense the dose for the resident.

Note: The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2) cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.

13. The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - a. The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.
 - b. The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Re-dispense reasons include:

- The medication was damaged during the dispense.
- The quantity dispensed was not accurate.
- The medication was refused by the resident.
- The medication was misplaced.
- The medication packet is not legible.

Note: Only one re-dispense reason can be selected per re-dispense occurrence.

Re-dispensing by packet

Re-dispensing medications by packet is a two-step process where you enter the packet number and select the reason why you are re-dispensing the packet. Touch **Cancel** during any step in the process to cancel the action.

To re-dispense medications by packet:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.
6. From the **Dispense Orders Menu**, touch **Re-Dispense**.
The **Re-Dispense Menu** screen appears.
7. From the **Re-Dispense Menu**, touch **Re-Dispense by Packet**.
The **Re-Dispense by Packet** screen appears.
8. Using the keypad, enter the packet number.
9. Touch **Continue** to view the medications that will be dispensed.
The **Confirm Medications** screen appears.
10. Touch **Continue** to select a re-dispense reason.
The **Select Reason** screen appears.
11. Touch the re-dispense reason. See re-dispense reasons below.
12. Touch **Dispense** to re-dispense the packet.

Note: The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2)

cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.

13. The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - a. The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.
 - b. The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Re-dispense reasons include:

- The medication was damaged during the dispense.
- The quantity dispensed was not accurate.
- The medication was refused by the resident.
- The medication was misplaced.
- The medication packet is not legible.

Note: *Only one re-dispense reason can be selected per re-dispense occurrence.*

Re-dispensing by packet range

The **Re-Dispense by Packet Range** option is only available after you have contacted Support (e.g. ribbon broke during the dispense) and Support has flagged the doses within the requested packet range to be available to be re-dispensed. Touch **Cancel** during any step in the process to cancel the action.

A “re-dispense doses are available” message will display in the **Messages** pane on the left-hand side of the screen when the doses are ready to be re-dispensed.

To re-dispense medications by packet range:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
The **Main Menu** screen appears.
4. From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.

5. From the **Dispense Orders Menu**, touch **Re-Dispense**.
The **Re-Dispense Menu** screen appears.
6. From the **Re-Dispense Menu**, touch **Re-Dispense by Packet Range**.
The **Re-Dispense by Packet Range** screen appears.
7. From the **Unit** list, touch the unit name.
8. Touch **Dispense** to dispense medications for the specified unit.

Note: *The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2) cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.*

9. The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - a. The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.
 - b. The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Requesting and Dispensing LOA Orders

Leave of absence orders are medications that are dispensed and administered when a resident is on leave (e.g. stays with a family member for the holidays). Requesting and dispensing medications for a resident's leave of absence is a two-step process where you first submit the leave of absence request (**Main Menu > Request an LOA**) and then you dispense the approved leave of absence request when it becomes available (**Main Menu > Dispense Orders > Leave of Absence Dispense**).

Requesting leave of absence orders

Requesting leave of absence orders is a multiple step process where you select a resident, enter the departure date and time, enter the return date and time, and finally submit the request. Touch **Cancel** during any step in the process to cancel the action.

To request a leave of absence order:



1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Request an LOA Order**.
The **Request LOA Order** screen appears.
6. From the **Resident** list, touch the resident name.
The **Departure Date/Time** screen appears.
7. Select the departure date and time.
8. Touch **Continue** to enter the return date and time.
The **Return Date/Time** screen appears.
9. Select the return date and time.
10. Touch **Continue** to confirm the departure and return date and times.
The **Confirm Date/Time** screen appears.
11. Touch **Submit** to complete the submission process.

Note: The departure date entered must be a date between the current date and the last day of the month following the current month. The return date and time entered must be after the departure date and time.

Dispensing leave of absence medications

Dispensing approved leave of absence medications is a multiple step process where you select a resident, select one or more PRN medications, and enter the quantity of each PRN medication to dispense. Touch **Cancel** during any step in the process to cancel the action.

To dispense medications for a resident's leave of absence:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Dispense Orders**.
The **Dispense Orders Menu** screen appears.
6. From the **Dispense Orders Menu**, touch **Leave of Absence Dispense**.
The **Leave of Absence Dispense** screen appears.
7. From the **Resident** list, touch the resident name.
The **Select Medications** screen appears.
8. From the **Medication** list, touch one or more medication names.
9. If one or more PRN medications were selected, touch **Continue** to enter the medication quantity for the selected PRN medications and continue to step ten. If no PRN medications exist or none were selected, touch **Dispense** and continue to step twelve.
10. Touch  to decrease the quantity of medication to dispense. Touch  to increase the quantity of medication to dispense.
11. Touch **Dispense** to dispense the routine and selected PRN medications for the resident.

Note: The kiosk interface will display a list of canisters that are missing, empty, expired, or have a low quantity prior to dispensing, if applicable. You may (1) continue with the current canister inventory, (2) cancel and put additional canisters in the packager, or (3) cancel the dispense altogether. You are required to notify the pharmacy if sufficient inventory is not located at the facility.

12. The “dispense processing” screen will appear and the **Controlled Substance Count Sheet** may or may not print upon completion of the dispense.
 - a. The report will print if your facility is setup to print the report and at least one controlled substance is dispensed.
 - b. The report will not print if your facility is not setup to print the report or your facility is setup to print the report but no controlled substances were dispensed.

Note: Routine medications dispense in multi-dose packets based on date and hour of administration. PRN medications will dispense one pill per packet.

Managing Canisters

From the **Manage Canisters Menu**, you can choose to:

- View canister inventory.
- Receive canisters from the pharmacy.
- Return canisters to the pharmacy.

Touch **Back** to return to the **Main Menu**.

Viewing canisters

Viewing canisters is a two-step process where you select the type of canisters to view and view the canister report results. You can view details of all canisters or one or more of the following canister statuses:

- Canisters in the packager at the facility.
- Canisters in the storage unit at the facility.
- Canisters sent to the facility.
- Canister sent to the pharmacy.
- Canisters with issues.

To view canisters:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Manage Canisters**.
The **Manage Canisters Menu** screen appears.
6. From the **Manage Canisters Menu**, touch **View Canisters**.
The **View Canisters** parameter screen appears.
7. From the parameter list, touch **All Canisters** or touch one or more canister statuses.
8. Touch **Continue** to view the canister summary report results.

Below is a list of tips for navigating the summary report results.

- Touch a column header to sort the report by the data in that column.
- Touch a row in the report to view additional canister and medication information.
- Touch **Back** to select different canister statuses.
- Touch **Done** to close the summary report and return to the **Manage Canisters Menu**.

Below is a list of tips for interpreting the summary report results.

- Canisters will display with an **Expired** status when the canister expiration date is prior to the current date. Remove the canister from the packager and return it to the pharmacy.
- Canisters will display with a **Jammed** status when the canister is not expired, is set to empty, and has a quantity remaining > 0. Refer to the [Handling jammed canisters](#) guidelines below for more details.
- Canisters will display with a **Monitor** status when the canister is not expired, is not set to empty, and has a quantity remaining <= 0.
- Canisters will display with a **Receive** status when the canister is in a state other than In Packager or is not assigned to the packager. Remove the canister from the packager, receive it, and put it back in the packager (if valid) or return it to the pharmacy (if not valid).
- Canisters will display with a **Return** status when the canister is not expired, is set to empty, and has a quantity remaining <= 0. Remove the canister from the packager and return it to the pharmacy.
- Canisters will display with a **Valid** status when the canister is not expired, is not set to empty, and has a quantity remaining > 0.

Receiving canisters

All canisters received from the pharmacy are required to be scanned prior to placing them in the storage unit or in the packager.

To receive canisters:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Manage Canisters**.
The **Manage Canisters Menu** screen appears.
6. From the **Manage Canisters Menu**, touch **Receive Canisters**.
The **Receive Canisters** screen appears.
7. Using the scanner, scan the barcode label located on the lid of each canister received from the pharmacy.
8. Touch **Done** to complete the receive canisters process.
9. Place the canisters in the storage unit or in the packager.
10. Sign the first copy of the Canister Shipping Manifest; the delivery personnel will transport and deliver the copy back to the pharmacy.
11. Retain and file the second copy of the Canister Shipping Manifest at the facility.

*Tip: The **Receive Canisters** screen will refresh each time a canister is scanned.*

Returning canisters

All canisters that need to be returned to the pharmacy are required to be scanned prior to being picked up for delivery back to the pharmacy.

To return canisters:

1. On the **Welcome** screen, touch **Login**.
The **Select Username** screen appears.
2. From the **User** list, touch your username.
The **Enter Password** screen appears.
3. Using the keypad, enter your password.
4. Touch **Continue** to complete the login process.
The **Main Menu** screen appears.
5. From the **Main Menu**, touch **Manage Canisters**.
The **Manage Canisters Menu** screen appears.
6. From the **Manage Canisters Menu**, touch **Return Canisters**.
The **Return Canisters** screen appears.
7. Using the scanner, scan the barcode label located on the lid of each canister designated to be returned to the pharmacy.
8. Touch **Done** to complete the return canisters process.
9. Place the canisters aside for delivery back to the pharmacy.

*Tip: The **Return Canisters** screen will refresh each time a canister is scanned.*

Handling jammed canisters

A canister is considered “jammed” when one or more pills have become lodged in the canister causing it to stop dispensing. Below are guidelines for clearing a medication jam in a canister.

1. From the **Main Menu**, touch **Manage Canisters**.
The **Manage Canisters Menu** screen appears.
2. From the **Manage Canisters Menu**, touch **View Canisters**.
The **View Canisters** screen appears.
3. From the parameter list, touch **With Issues**.
4. Touch **Continue** to view the canister summary report results.
5. Touch the **Status** column header to sort the summary report results and locate the canister(s) with a **Jammed** status.
6. Note the number in the **Pos.** column.
7. Unlock the left, front, or right packager door(s) and locate the position number in the packager.
8. Remove the canister from the position/slot in the packager.
9. Shake the canister vigorously in various directions.
10. Place the canister back in the position/slot in the packager.
11. Close and lock the door(s).
12. Verify the canister no longer displays on the report results when viewing canisters with a status of **With Issues**. If the canister still displays with a status of **Jammed**, repeat steps one through ten. If the canister still displays after repeating the steps, contact the pharmacy and request a replacement canister. Return the jammed canister to the pharmacy by following the steps outlined in [Returning canisters](#).

Appendix A – Daily Canister Management Process

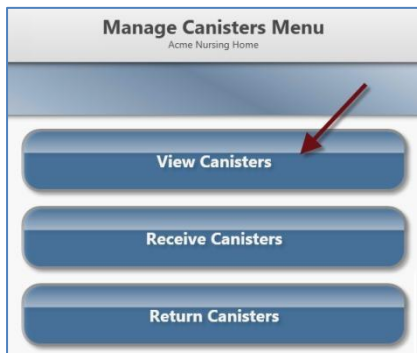
Daily canister management is critical to the processing and dispensing performance of your packager. To ensure ODS dispenses medications as efficiently and effectively as possible; perform the following two canister maintenance procedures every day, prior to your nightly dispense.

Handling canisters with low quantity

1. From the **Main Menu**, touch **Manage Canisters**.



2. From the **Manage Canisters Menu**, touch **View Canisters**.



- From the parameter list, touch **In Packager**.

- Touch **Continue** to view the canister summary report results; click on the **Qty** column header to sort the results with the lowest quantity at the top of the list.

Pos.	Medication	Location	Status	Qty
8	PROMETHAZINE TAB 25MG	In Packager	Monitor	-2
15	LEVOTHYROXIN TAB 175MCG	In Packager	Monitor	-1
23	ALPRAZOLAM TAB 1MG	In Packager	Valid	3
37	HYDROCO/APAP TAB 5-500MG	In Packager	Valid	12
41	FUROSEMIDE TAB 20MG	In Packager	Valid	32

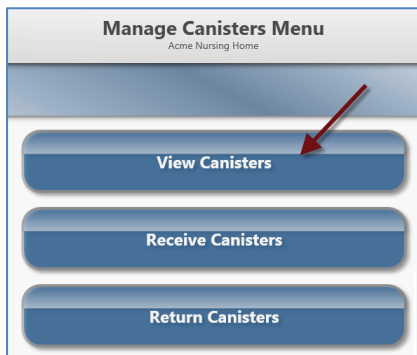
- Remove all canisters with a **Status** of **Empty**. In the above example, there are no canisters with a status of **Empty**; however, there are two canisters with a status of **Monitor** with negative quantity remaining. Verify there is quantity remaining in the first two canisters by looking in the canisters. Return the canisters to the pharmacy if they are indeed empty.
- Place the replacement canisters (from the secure storage unit) for the medications you removed in step 5 into the packager, if you have not done so already.

Handling canisters “with issues”

1. From the **Main Menu**, touch **Manage Canisters**.



2. From the **Manage Canisters Menu**, touch **View Canisters**.



3. From the parameter list, touch **With Issues**.



4. Touch **Continue** to view the canister summary report results.

View Canister Summary Acme Nursing Home				
?				
Log out				
Pos. ^	Medication	Location	Status	Qty
8	N/A	In Packager	Receive	
15	LEVOTHYROXIN TAB 175MCG	In Packager	Monitor	-1
23	ALPRAZOLAM TAB 1MG	In Packager	Expired	23
37	HYDROCO/APAP TAB 5-500MG	In Packager	Jammed	142
41	FUROSEMIDE TAB 20MG	In Packager	Return	0

Take the action below based on the canister status.

- **Expired** - Remove the canister from the packager and return it to the pharmacy.
- **Jammed** - Instructions are outlined below.
 1. Note the number in the **Pos.** column.
 2. Unlock the left, front, or right packager door(s) and locate the position number in the packager.
 3. Remove the canister from the position/slot in the packager.
 - a. If the canister is empty, return it to the pharmacy.
 - b. If the canister has medication, continue to step 4.
 4. Shake the canister vigorously in various directions.
 5. Place the canister back in the position/slot in the packager.
 6. Close and lock the door(s).
- **Monitor** - Remove the canister from the packager and return it to the pharmacy.
- **Receive** - Remove the canister from the packager, receive it (scan it in), and put it back in the packager or return it to the pharmacy (if you receive an error while scanning).
- **Return** - Remove the canister from the packager and return it to the pharmacy.