



e-MAR Agency Staff Guide



This guide contains everything you need to know to get started with MED e-care's e-MAR application, explains how it works and how to use its major features. It serves as a means to support users to accomplish common tasks. This user guide is intended for Agency staff.

SUPPORT

MED e-care support is available 24/7

How to reach us

Phone: 0161 232 4576

Freephone: 0800 802 1230

Email: support@mede-care.com

Remote Assistance

To access our REMOTE SUPPORT for screen sharing, simply click the BLUE TeamViewer icon on your computer's desktop when asked by a support agent to do so.



Online Help Manuals

To access our help manuals:

1. Click **“SUPPORT”** in the top right-hand corner of the software and search our database for help articles:

The screenshot shows the MED e-care software interface. On the left, there is a banner with a doctor and a patient, and contact information: "Call us on 1 800 387 8903 / 416 686 8592(CA)", "0800 802 1230 / 0161 232 4576(UK)", and "Email us at support@mede-care.com". A search bar is highlighted with a red box. Below the banner are six buttons: "Release Notes", "e-MAR", "eMAR V5", "e-ADT", "e-Plan", and "e-Assessments". On the right, there is a log-in page with a search bar, "User Name", "Password", "Sign in" button, and a "Need Support?" button highlighted with a red box.

2. Click **“Need Support”** on the log-in page
3. Visit support.mede-care.com

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MED e-care e-MAR AGENCY GUIDE

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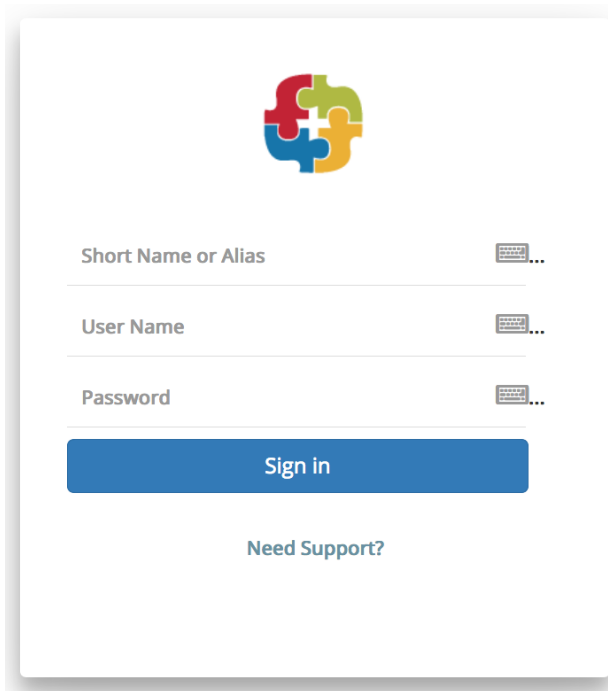
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LOGIN

YOUR LOGIN ON e-MAR REPLACES SIGNATURES ON PAPER MAR

To login to MED e-care, click on the desktop shortcut that says “**MED e-care**” or “**eCare IV**”, this will bring you directly to the login page

The first time that you login, it is helpful to type in a “**Short Name or Alias**” so that the computer will remember your **User Name** next time you log on.



My User Name is: _____

The care home staff will set you up with a username and password. Your Username and Password combination act as your **signature** in MED e-care, **keeping them private is very important**. Do not share these with anybody.

To Change Your Password:

1. Click "**My Account**" on the **Green Bar**



2. Enter your new password twice
3. Click "**Apply Changes**".

The MAR/TAR Round Summary Screen:

Medication Rounds for Tuesday, 4 December 2018

◀ Previous Day 4 December 2018  ▶ Next Day Unit: Cedar Way ▾

   Available PRNs for All Clients  LOA/Self-Administration for All Clients

Grey bar = Completed meds round
Green bar = The round in progress
Yellow bar = Future meds rounds
Red = Overdue meds (missing signatures)

(0000 - 0759) - Completed	Breakfast (0800 - 1159) - Due Now	Lunchtime (1200 - 1559) - Scheduled	Teatime (1600 - 1959) - Scheduled																																								
<table border="1"> <tr><td>Scheduled</td><td>0 Medications 0 Clients</td></tr> <tr><td>Administered</td><td>9 Medications 8 Clients</td></tr> <tr><td>Overdue</td><td>0 Medications 0 Clients</td></tr> <tr><td>Not Due Yet</td><td>0 Medications 0 Clients</td></tr> <tr><td>Not Administered</td><td>0 Medications 0 Clients</td></tr> </table>	Scheduled	0 Medications 0 Clients	Administered	9 Medications 8 Clients	Overdue	0 Medications 0 Clients	Not Due Yet	0 Medications 0 Clients	Not Administered	0 Medications 0 Clients	<table border="1"> <tr><td>Scheduled</td><td>47 Medications 11 Clients</td></tr> <tr><td>Administered</td><td>0 Medications 0 Clients</td></tr> <tr><td>Overdue</td><td>46 Medications 11 Clients</td></tr> <tr><td>Not Due Yet</td><td>1 Medication 1 Client</td></tr> <tr><td>Not Administered</td><td>2 Medications 1 Client</td></tr> </table>	Scheduled	47 Medications 11 Clients	Administered	0 Medications 0 Clients	Overdue	46 Medications 11 Clients	Not Due Yet	1 Medication 1 Client	Not Administered	2 Medications 1 Client	<table border="1"> <tr><td>Scheduled</td><td>19 Medications 7 Clients</td></tr> <tr><td>Administered</td><td>0 Medications 0 Clients</td></tr> <tr><td>Overdue</td><td>0 Medications 0 Clients</td></tr> <tr><td>Not Due Yet</td><td>19 Medications 7 Clients</td></tr> <tr><td>Not Administered</td><td>0 Medications 0 Clients</td></tr> </table>	Scheduled	19 Medications 7 Clients	Administered	0 Medications 0 Clients	Overdue	0 Medications 0 Clients	Not Due Yet	19 Medications 7 Clients	Not Administered	0 Medications 0 Clients	<table border="1"> <tr><td>Scheduled</td><td>34 Medications 9 Clients</td></tr> <tr><td>Administered</td><td>0 Medications 0 Clients</td></tr> <tr><td>Overdue</td><td>0 Medications 0 Clients</td></tr> <tr><td>Not Due Yet</td><td>34 Medications 9 Clients</td></tr> <tr><td>Not Administered</td><td>1 Medication 1 Client</td></tr> </table>	Scheduled	34 Medications 9 Clients	Administered	0 Medications 0 Clients	Overdue	0 Medications 0 Clients	Not Due Yet	34 Medications 9 Clients	Not Administered	1 Medication 1 Client
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HINT – MAR is your **MEDICATION** Administration Record.
TAR is the **TOPICAL/TREATMENT** Administration Record

How to Record Medication as ‘Administered’ or ‘Not Administered’

1. Go to the Round Summary Screen (as above)
2. Click the **“Scheduled”** button for the current round
3. Select the Resident you wish to give medication to by clicking on their photo. You will see a list of all medications due for your resident during this round
4. Once you have attempted to give the medication to your resident, you can mark as “Administered” or “Not Administered” by clicking in one of the boxes to the right of your resident’s medication
5. If you clicked “Administered” the box will turn **Green**
6. If you clicked “Not Administered” the box will turn **Red**, if this is the case, select the reason for not administered from the drop-down menu available

BREAKFAST (08:00 - 11:59) (0800 - 1159) - In Progress

Scheduled	138 Medications 47 Clients
Administered	0 Medications 0 Clients
Overdue	130 Medications 46 Clients
Not Due Yet	8 Medications 8 Clients
Not Administered	1 Medication 1 Client

Administered

0950

Amount: 1

Not Administered

0950

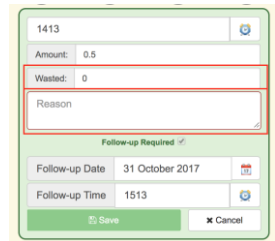
Reason: Client Refused Medication

PLEASE NOTE: Each medication given is deducted from your inventory. If you need to record wasted medication, enter the quantity in the **WASTE** field on either “Administered” or “Not Administered” button



How to Record PRN Medication as "Administered"

From within a medication round to the resident you are giving scheduled meds to:

1. Click the blue **"Available PRNs"** button at the top of the resident's medication screen. This will expand the list of available PRNs at the bottom of the screen.
2. Click the button **"Click to administer PRN"** beside the medication you want to give
3. Add the quantity of medication given, give a reason for administration and confirm the scheduled time for PRN follow-up. If you do not want to follow-up on this med, remove the tick from the "Follow-up Required" box.
4. Click **"Save"**



From the Round Summary Screen, or for residents that don't have scheduled medication:

1. Click the blue **"Available PRNs for All Clients"** button 
2. Select your resident from the list of available residents
3. Enter the amount given.
4. A follow-up will be automatically scheduled unless you tick the "No follow-up Req'd" box. You can change the time of the follow-up if required.
5. Enter the reason you gave the PRN medication.
6. Click **"Add"**
7. Click **"Save to MAR and Exit"** to save the administration. 

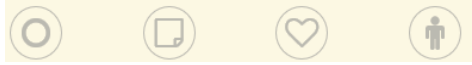
Special Instructions

There are 4 icons to pay attention to within the MAR/TAR rounds for your residents; these icons represent **Pop and Dot, Notes, Bio-tests** and **Topical Application** locations.

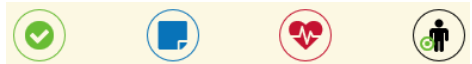
Pop and Dot: The circle icon it represents Pop and Dot. To mark an item as popped, click in the circle. This can be done for all meds for a resident, you can either then mark medications as administered or not administered. The blue “Administer All Popped Items” button can be used to mark all of the popped meds as administered.

Notes: Notes are represented with a **note pad icon**. This is where you can read and record notes regarding a specific medication. When adding a note, you also have the option of adding a follow-up to ensure that the actions addressed are being followed.

Icons without Special Instructions

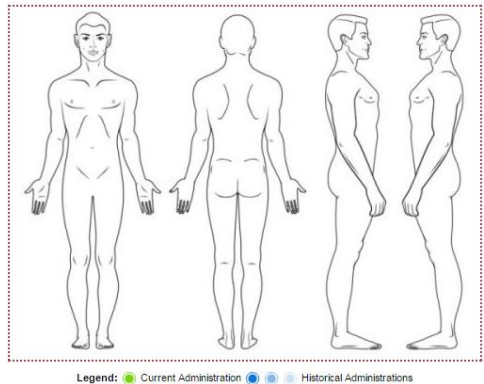


Icons with Special Instructions



Bio-test: Bio-tests are represented in e-MAR with a **heart icon**. By clicking on this icon, you can record results for existing tests or set up new ones. This is most often used to measure the pulse or blood sugar levels. When the heart is **Red**, it means you have a test to complete.

Body Map: The **man icon** represents the Body Map. After you have administered topical medications, pain patches, gels or injections you can click on the icon to record the location of application. You must record the medication as administered on the system before marking the location on the body map. You will be able to see the last 5 administration locations.



Witness Signatures: The **witness signature icon** represents controlled drugs. To successfully administer a controlled drug, a witness will need to enter their username and password to verify the administration.



REPORTS

SEE THE VALUE OF e-MAR WITH THE QUALITY OF REPORTS AVAILABLE

To access the reporting, follow the instructions below:

1. Select e-Reports on the **Green Bar** then click the “+” next to the **Medication** section to see the entire list of reports available
2. Select the report you would like to see, set the parameters you wish to use and click the **Blue “Run Report”** button at the top of the page.



How to Print a MAR Chart

Medication Administration Record (MAR): A printed MAR (Medication Administration Record). This report shows signatures for administered medication, quantities given, and medications scheduled for the future.
Suggested Use: Print off when sending a resident to hospital or for auditing purposes.

THE DASHBOARD

YOU SHOULD REVIEW THE DASHBOARD AND ACTION WITH A MEMBER OF THE HOME STAFF AT THE END OF YOUR SHIFT

Configure Widgets: Click on “Dashboard” on the **Green Bar**.
Click “Configure Widgets”



Suggested Widgets:

Medication Follow-up – Follow-ups that need to be completed on the system.
Overdue Orders – Missing signatures. These should be signed off as either “Administered” or “Not Administered”.

