



## e-MAR Manager's Guide



### 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](mailto:support@mede-care.com)

This guide contains everything you need to know to manage  
MED e-care's e-MAR application

# 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](mailto:support@mede-care.com)

## Remote Assistance

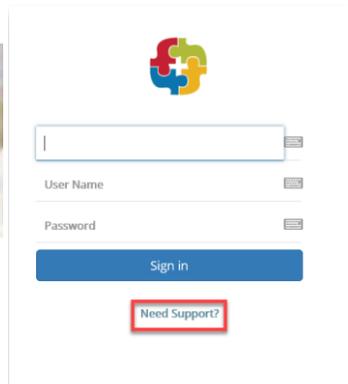
To access our REMOTE SUPPORT for screen sharing, simply click the BLUE TeamViewer icon on your computer's desktop when asked by a support agent to do so.



## Online Help Manuals

To access our online help guides:

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



- ✓ Click “Need Support” on the log-in page
- ✓ Visit [support.mede-care.com](http://support.mede-care.com)

Copyright © 1997-2019 MED e-care Health Care Solutions Ltd.

*This publication or any part thereof may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, without the prior written permission of MED e-care Healthcare Solutions, Ltd.*

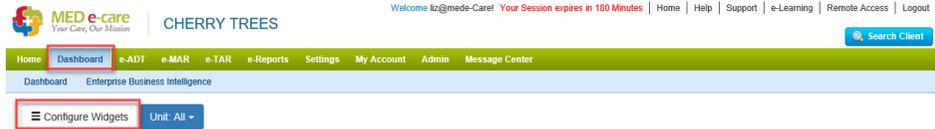
# MED e-care e-MAR Manager’s Guide

## Contents

SUPPORT .....	2
How to reach us .....	2
Remote Assistance .....	2
Online Help Manuals.....	2
THE DASHBOARD .....	4
“RESIDENT OF THE DAY” AUDITING.....	5
REPORTS.....	7
Printed MAR Chart.....	7
Medications Not Administered.....	7
Overdue Medication .....	8
Home Medication Inventory .....	8
Medications Returned/Destroyed .....	9
Medications Wasted .....	9
On-Hold, LOA and Discontinued .....	10
PRN Administration History .....	10
Follow-up Notes.....	10
Physician Review.....	11
Drug Record Book .....	11
Signed Orders by Provider .....	11
DAILY CHECKS.....	12
MONTHLY CHECKS .....	12
ANNUAL CHECKS.....	13
NOTES.....	13

# THE DASHBOARD

*The Dashboard must be reviewed and actioned at every shift handover.*



All staff that use the system should configure the following two Widgets:

- ✓ **Medication Follow-up - PRN follow-ups to be completed on the system. You must record the outcome of any PRN medication that was administered.**

Click on “∨ Overdue” to sort the list by the oldest first.

You can click on the follow-up in the Dashboard to complete it

- ✓ **Overdue Orders – These are the equivalent of “missing signatures” or “gaps” on a paper MAR chart. Overdue medications are not acceptable.**

Click on “∨ Scheduled Time” to sort the list by the oldest first.

You must take action to:

- Investigate – was the medication given or not given?
- Record the medication as either “Administered” or “Not Administered” based on the outcome of your investigation. Make a note in the system to summarise your investigation.  
Or
- Change the start/end date to reflect when the medication was actually started or finished

Senior staff should also configure the following two Widgets:

- ✓ **Expiring Orders – Meds that have been assigned an end date. This is usually only used for short-course medication.**

Check that the end date is correct and expected for that medication.

You can change the filter at the top to show:

- a different number of days (3, 5, 7, 14 or 21)
- medications & treatments, orders and/or notes
- MAR and/or TAR.

- ✓ **Orders Waiting to be Received – All orders must be either “Received” or “Rejected”, preferably the same day as the data was sent/med was added.**

If you do not book medication in it could mean that:

- Medication could be omitted
- Your on-hand levels will be inaccurate

**Staff must review the Dashboard at every shift handover and take action to resolve any overdue medications and PRN Follow-ups as a minimum.**

## “RESIDENT OF THE DAY” AUDITING

*All resident’s Medication Profile’s must be audited at least once per cycle.*

As the system does the Brought-forwards and Carried-forwards for you when you book-in new orders, you must carry out an audit on every resident’s Medication Profile at least once per cycle.

You can either take the laptop to the physical medication stock, count it and compare it directly to the Medication Profile OR run the **Physician Review report** (see page 11) and use that to write down the amount of stock you physically have.

- ✓ **You should correct any inaccurate on-hand figures and make a note in the system to say why you made each on-hand adjustment.**

The screenshot shows the MED e-care e-MAR Manager interface for a resident named Rossford, Bruce. The 'Medication Profile' tab is active, showing a list of health conditions including Diabetes and Cancer. Below this, the 'Medication Order' section displays a table of orders. A red arrow points to the 'On Hand' column in the table.

Order Action	Rx Number	Prescriber	Schedule Date	Effective Time	Order Type	On Hand	Duration	Prescribed Name*	Dispensed Name	Dispense Strength and Unit	Order Instructions	High Alert Orders
				(800)								
<a href="#">Manage</a>	ATM320	General, Doctor	21-02-2019	1200	MAR Note	0.00					Christopher likes to take his medication with a cup of tea	No
				1600								
				2000								
				(800)	Non							
<a href="#">Manage</a>	ATM321	General, Doctor	21-02-2019	1200	Medication	0.00					Please offer Christopher his PRN pain medication, as per his care plan	No
				1600	MAR Order							No
				2000								No
<a href="#">Manage</a>	ATM337	General, Doctor	25-02-2019	0700	MAR	4.00		Alendronic acid 70mg tablets	Alendronic acid 70mg tablets	(70mg)	Take ONE tablet ONCE A WEEK.	No
											Take ONE Daily Contains	

- ✓ **Adjust topical medication on-hand figures:**
  - Creams – estimate how much is left and update the on-hand figure to reflect this amount
  - Eye/Ear Drops – change the on-hand figure to the number of drops that will be used until the drops reach their expiry.
  - Inhalers – change the on-hand figure to the number of doses (puffs) in the inhaler.
  
- ✓ **Check that all Discontinued Orders have an on-hand figure of zero.**  
 Change the selection Filter to “Discontinued Orders”. Check that all of the on-hand figures are zero. If they are not, write off any on-hand stock in the “Destroyed/Returned” box
  
- ✓ **Check that all Expired Orders have an on-hand figure of zero.**  
 Change the selection Filter to “Expired Date Orders”. Check that all of the on-hand figures are zero. If they are not, write off any on-hand stock in either the “Destroyed/Returned” box or the “Carried to Next Order” box.

The screenshot shows the MED e-care e-MAR interface for a patient named Christopher Prince. The 'Medication Order' section is active, and the 'Selection Filter' is set to 'Discontinued Orders'. A red arrow points to the 'On Hand' column in the medication order table.

Order Action	Rx Number	Prescriber	Schedule Date	Effective Time	Order Type	On Hand	Duration	Prescribed Name	Dispensed Name	Dispense Strength and Unit	Order Instructions	High Alert Orders
				0800							Take TWO tablets FOUR times a day. Contains paracetamol. Do not take anything else containing paracetamol while taking this medicine. Do not take more medicine than the label tells you to.	No
<a href="#">Manage</a>	ATM694	General, Doctor	22-02-2019	1200   1500   2000	MAR	0.00		Co-codamol 15mg/500mg tablets	Co-codamol 15mg/500mg tablets	(15mg   500mg)	Take more medicine than the label tells you to. Talk to a doctor at once if you take too much of this medicine, even if you feel well.	

## REPORTS

*The software has a comprehensive suite of reports to help you manage medication in your home effectively.*

### Printed MAR Chart

e-Reports > Medication > Medication Administration Record **or**

e-Reports > Medication > Medication Administration Record (Individual)

**The Medication Administration Record report is a record of all medications administered to a client within a selected period (maximum 31 days per report).** It shows:

- Client photo
- Client details (Name, D.O.B. Allergies and Diagnoses etc.)
- The staff member's name (via the Key at the bottom of the page).
- The status of each medication on each day, e.g. "Scheduled", "Given" "Not Administered", "On-hold", "Discontinued" and "LOA" – Leave of Absence.
- Admin time (if "include Admin Time" is selected in the parameters).

### Medications Not Administered

e-Reports > Medication > Medications Not Administered

**The Medications Not Administered report details all medication that has been recorded as "Not Administered" in the medication round, within a selected period.**

It also shows the notes made in the system when the medication was recorded as "Not Administered".

This report should be checked daily:

1. For any complex dose/custom cycle medication (does it need to be moved to the following day?)
2. For any medication that has not been taken – does the prescriber need to be informed?

## Overdue Medication

e-Reports > Medication > Overdue

**The Overdue report shows all overdue medication within a selected period (maximum 31 days per report).**

Overdue medication is the equivalent of a missing signature or a gap on a paper MAR chart.

You can run this report:

- For the whole home or for an individual resident.
- For a particular unit(s)
- For the MAR or TAR or both
- For Non Medication MAR Orders (blue notes that require an action at the top of the resident's medication administration page).
- For Non-Medication TAR Orders (blue notes that require an action at the top of the resident's topical/treatment administration page).

## Home Medication Inventory

e-Reports > Medication > Home Medication Inventory

**The Home Medication Inventory report can be run in several ways to show you different data.**

**Discontinued and Expired.** Select only “Discontinued” and “Expired” in the “Order Status” section.

**This will show you any medication orders that have been discontinued or have reached their end date but still have on-hand stock.** The on-hand stock should be written off as “Destroyed/Returned” or adjusted back to zero.

**Duplicated medication.** Select the “Only Show Duplicated Medication” tick box. This will show you any duplicated medication for each resident (based on the NHS dm+d medication code).

**Low and Negative stock on-hands.** Select “3” in the “Days Remaining” drop-down box.

This will show you any medication that has enough stock to last 3 days or less. These are the medications whose inventory buttons have turned orange or red in the medication round.



## Medications Returned/Destroyed

e-Reports > Medication > Medications Returned/Destroyed

**The Medications Returned/Destroyed report is a record of all medication that has been written off as Returned/Destroyed using the “Edit Order” function, within a selected period.**

The report provides a section for the pharmacy or waste collector to sign upon collection.

Select “Show Summary by Medication” to see a summary of each medication.

## Medications Wasted

e-Reports > Medication > Medications Wasted

**The Medications Wasted report is a record of all medication that has been written off as “wasted” during a medication round, within a selected period.**

Select “Show Summary by Medication” to see a summary of each medication.

## On-Hold, LOA and Discontinued

e-Reports > Medication > On-Hold, Leave of Absence and Discontinued

**The On-Hold, Leave of Absence and Discontinued report shows:**

- ✓ **Any medication that has been put on hold**
- ✓ **Any resident that has been put on a Leave of Absence**
- ✓ **Any medication that has been discontinued.**

It should be reviewed regularly to check that these are expected and correct.

## PRN Administration History

e-Reports > Medication > PRN Administration History

**The PRN Administration History report shows all PRN medication that has been administered within a selected time period.**

You can run this report:

- For the whole home or for an individual resident.
- For a particular unit(s)
- For the MAR or TAR or both

This can be useful when carrying out medication reviews.

## Follow-up Notes

e-Reports > Medication > Follow-up Notes

When you administer a PRN medication, is best practice to follow-up and check that the medication has been effective. To support you with this, the system will automatically schedule a “Follow-up” to be completed where you can record the outcome of administering that PRN medication.

**This report details the notes made when completing a follow-up in the system.**

You can run this report:

- For the whole home or for an individual resident.
- For a particular unit(s)
- For the MAR or TAR or both

This can be useful when carrying out medication reviews.

## Physician Review

e-Reports > Medication > Physician Review

**The Physician Review report can be used to review a resident’s medication.**

It can also be used to carry out the “Resident of the Day” audits.

You can run this report:

- For the whole home or for an individual resident.
- For a particular unit(s)
- For the MAR or TAR or both
- For particular prescriber(s)

This can be useful when carrying out medication reviews.

## Drug Record Book

e-Reports > Medication > Drug Record Book

**The Drug Record Book report provides a summary of all orders that are received in and rejected from Receive Orders.**

It shows who received/rejected each order and who was the witness.

It also shows the quantity of each medication.

You can run this report:

- For the whole home or for an individual resident.
- For a particular unit(s)
- For the MAR or TAR or both

## Signed Orders by Provider

e-Reports > Medication > Signed Orders by Provider

**The Signed Orders by Provider report can be run by “provider” (person who gave the medication).**

You can run this report:

- For the whole home or for an individual resident.
- For a particular unit(s)
- For the MAR or TAR or both
- By provider (person that gave the medication)
- By “Administered” or “Not Administered” outcome
- By reasons for “Not Administered”

## DAILY CHECKS

*The daily checks home management should make on the system.*

- ✓ You have no overdue medication. (Dashboard or Round Summary Screen)
- ✓ All follow-ups have been completed. (Dashboard or Round Summary Screen).
- ✓ “Resident of the Day” audit(s) have been completed (see page 5)
- ✓ Any orange or red inventory buttons have been managed (see page 9)
- ✓ The Medication Not Administered report has been reviewed (see page 7):
  1. If medication has not been taken for 3 or more consecutive doses/days, you may wish to consult the prescriber (refer to home specific policies/procedures).
  2. Check for any custom cycle medications – have they been moved to the following day on the system.
  3. Review the reasons entered for why they have not taken medication.
- ✓ CD stock checks – the physical amount matches the amount recorded in your CD register AND the on-hand figure on the system.
- ✓ Receive Orders is clear - all medication has been either received or rejected.

## MONTHLY CHECKS

*The checks home management should make on the system at least once per cycle.*

- ✓ Overdue report reviewed and actioned (see page 8)
- ✓ Home Medication Inventory report run for Discontinued and Expired orders. All on-hands should be zero (see page 8).
- ✓ Home Medication Inventory report run with “Days Remaining” set to “3”. Check and correct the on-hand figure for any low or negative stock and/or order more stock if required (see page 9).
- ✓ Print and review the Returned/Destroyed and Wasted reports (see page 9).
- ✓ Print and review the On Hold, LOA and Discontinued report (see page 10).
- ✓ Carry out medication reviews:
  - ✓ Medication Administration Record report (see page 7).
  - ✓ Medication Not Administered report (see page 7).
  - ✓ PRN Administration History report (see page 10).

## ANNUAL CHECKS

*The annual checks a manager should make on the system.*

✓ Carry out the eMAR Proficiency Assessment alongside your annual Medication Competency Assessments.

The eMAR Proficiency Assessment document can be found on our Support Zendesk by searching for “Proficiency”.

## NOTES

---

---

---

---

---

---

---



**MED e-care**

*Your Care, Our Mission*  
support@mede-care.com

**Contact our Helpdesk for 24/7 Support**

Phone: 0161 232 4576

Freephone: 0800 802 1230

Email: support@mede-care.com