

Trouble Shooting Guide

Issue	Possible Cause	Solution	Contact
New Residents' orders are not showing in MED e-care	Resident not entered in MED e-care.	Have home enter resident in MED e-care	Home
	Resident is entered in MED e-care as "Pre-Admitted"	Contact home to complete admission	Home
	MAR ID not entered in MED e-care.	Enter MAR ID into MED e-care then Modify and save all orders	MED e-care
	Resident not entered in correct Home/Ward in Kroll	Enter correct Home/Ward then modify and save all orders.	MED e-care
Current Resident – New order not flowing into MED e-care	Resident Home/Ward are incorrect in Kroll e.g. Pharmacy moved the resident in Kroll from one ward to another	Verify Resident is entered into Correct Home/Ward. Then modify and save orders.	MED e-care
	Information is Missing in the Orders Alt-N Field	Review Alt-N to ensure all information is entered	MED e-care
	Kroll server may have failed to send adjudication	Contact Kroll to complete an instance restart or reboot	Kroll
Order not showing in the correct place in eMAR e.g., showing on MAR vs TAR	Med Type for order is entered incorrectly	Verify the correct med type has been selected in the Alt-N of the order	MED e-care
	Med type is mapped to Med e-care incorrectly	Verify with MED e-care that the Med types are mapped correctly	MED e-care
Order is Cancelled in Kroll but still showing in MED e-care	Cancellation of an order does not translate into MED e-care	If order should not be on eMAR at all, Inactive order in Kroll. If order is to still show on eMAR no further action required, any updates to the order (brand, doctor, qty) will occur with next fill.	Kroll
Order is Inactive in Kroll but still showing in MED e-care	The first fill of order was canceled and marked as Filled in error (this shows in Kroll Shift F9 of resident profile) this does not	Manually Discontinue the order in MED e-care	MED e-care

	translate into MED e-care.		
Order was modified in Kroll but change is not appearing in MED e-care	The modification was a change in frequency which will not translate to MED e-care	Use the copy to new function and create a new order.	
New order is not starting Med e-care correctly	The start date and time are incorrect in Kroll Alt-N	Verify that the correct start date and time are entered in Kroll. Note that the order will always default to start with the next available administration time from the time the order is created. If the order needs to be back timed contact MED e-care	MED e-care
Order has been Inactivated in Kroll, but current administration still showing active in eMAR	Order was Inactivated after the most recent administration time. (i.e order scheduled at 1200 but inactivated at 1205)	Order will automatically DC with next administration time. Have home document the order as Dc'd for current administration, or manually dc.	
	Order was documented before being discontinued (order scheduled for 1700, documented on at 1600, then inactivated at 1700)	Order will automatically dc with next administration. No action necessary.	
Insulin order or eye drops shows dose in ml not units on eMAR	Kroll Defaults to use the medications form in the eMAR	Put the word "units" in the note section of Alt-N screen in Kroll	
Refill order keeps going back to on-hold status	Home put an indefinite hold on the active order- and status is carried over to the refill orders	Advise home to put end date when putting an order on hold or pharmacy to go in the application, ensure there is an end hold date before refilling or batching.	
Rx Messages for the whole Home are not being received in MED e-care	Modification was made to the home in Kroll	Contact Kroll to Verify	Kroll
My Kroll server broke down			Kroll