



FREQUENTLY ASKED CUSTOMER QUESTIONS

Omnicell clinical consultants have developed these answers to frequently asked questions about Omnicell solutions and workflow changes that may be necessary in this rapidly changing care environment.

CLEANING

How often should I clean my Omnicell equipment?

Periodic cleaning should be done on a consistent schedule. Please see Omnicell's Recommended Cleaning Timeframes within our cleaning guidelines found here: [Omnicell Equipment Cleaning Guidelines](#)

What cleaning solutions can be used to disinfect my Omnicell equipment?

Automated Dispensing Systems are one of the most-used pieces of equipment in your health system. Following our established, [comprehensive cleaning procedures](#) supports safe operation of your equipment, and we encourage you to continue to follow these procedures as part of your larger hygiene response.

USING CABINETS FROM STORAGE

How do we setup cabinets that have been in storage to help us support additional patients? What do we need to confirm?

Many times, older cabinets in storage can be reactivated, however, variables such as the age and or condition of the cabinet need to be taken into consideration in determining if a cabinet can be used.

Before ever connecting a cabinet that has been in storage to the production server, **it is imperative to contact the Technical Assistance Center** at 1-800-910-2220 for the Unity platform or 1-800-700-8737 for the Connect-Rx platform. The TAC team can assess the feasibility of reusing the cabinet, and walk you through what needs to be done to get the cabinet operational.

If the cabinet is not currently on a service contract, the cabinet will be brought live (if technically possible), and repairs will be on a Time and Materials basis. If, after getting the cabinet live, it is determined to be under a service contract, it will be converted from a Time and Materials status.

XT TO AUXILIARY

Can main XT cabinets be reconfigured to auxiliary cabinets?

No. Once a cabinet is manufactured as a main or an auxiliary, it **cannot** be changed.

MASK COUNTBACKS

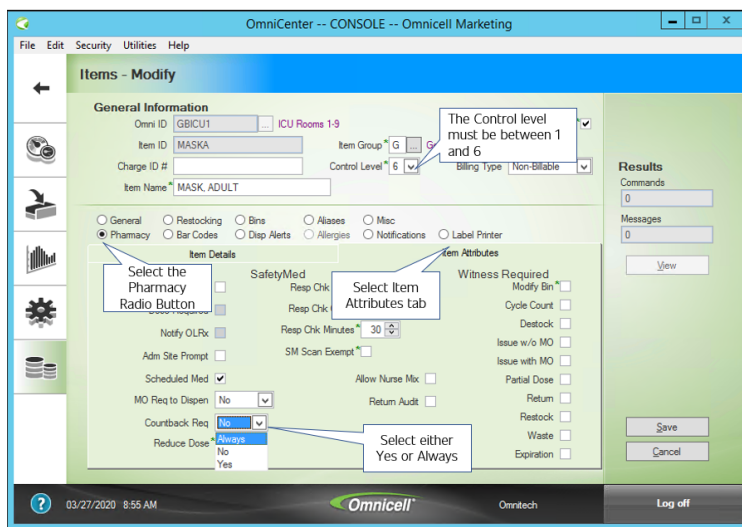
Can the Omnicell XT system require masks to have a countback?

Yes, any item in the system can require a countback.

Necessary settings are located in Database->Items. Two settings may need to be changed:

1. The control level of the item must be between 0 and 6. If it is set to S, the system will not allow count back to be turned on.
2. The Countback Req field must be set to Always or Yes. This setting is located by selecting the Pharmacy radio button, and then selecting the Items Attribute tab. Always should be selected if the masks are stored in locked compartment such as a 6-bin double deep drawer. If the item is stored in a matrix drawer or on a shelf, the setting should be set to Yes. This means only that one item will require a countback. If set to Always, then every item in that matrix drawer, or behind the door for that zone would need to be counted.

A consideration if making this change is the increased number of touches on the masks as they are being counted, and the increased potential to contaminate a mask.



ANESTHESIA WORKSTATION AS A PROFILED CABINET

Can an Anesthesia Workstation (AWS) be set up as a profiled cabinet?

Yes an AWS can be configured to support patient profiling. Follow these steps:

On Omnicenter > Administration > Color Touch Configurations

1. Select the Omni Cabinet
2. Category: Pharmacy
 - a. Disable Anesthesia Workstation Item Scan Support
 - b. Enable Medication Order Verification
 - c. Med Order Support=Profiling
3. Category: Post Case Reconciliation
 - a. Post Case Reconciliation Support=disabled
 - b. Allow Standard Waste=enabled
4. Category: My Items
 - a. My Items support=disabled
5. Category: Users
 - a. Emergency Mode=No
6. Enable or Disable any other color touch config based on the site.

At cabinet to disable work drawer (if enabled):

1. Inventory Menu.>Modify Bin>Push button to select drawer>Unassign as Work Drawer

Other considerations:

1. Consider replacing anesthesia drawers with G4 pharmacy drawers if available. AWS drawers when in this mode now work as unlit open matrix drawers. They will NOT have numbered bins like a normal open matrix. Drawers will unlock when patient is selected but users will need to use the Remove Meds button.
2. Do there need to be any changes to the ADT or local list mapping? Any changes need in the PIS system?
3. Does the cabinet have the appropriate list of medications?
4. Has the item list been reviewed/updated for the correct override requirements (MO Req to Disp=Override)?

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RESTRICTING SPECIFIC ITEMS

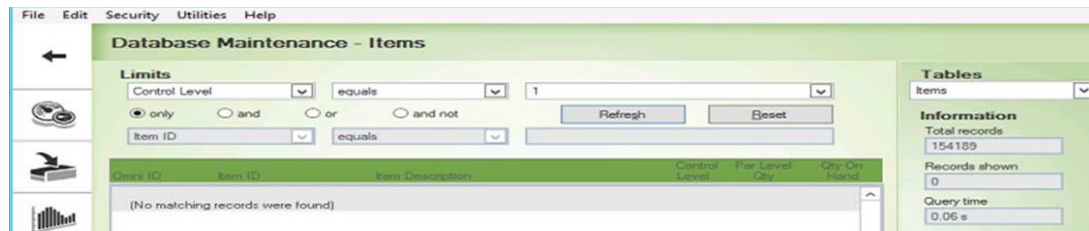
How can we restrict specific items such as pharmacy keys to just pharmacist?

There are two options:

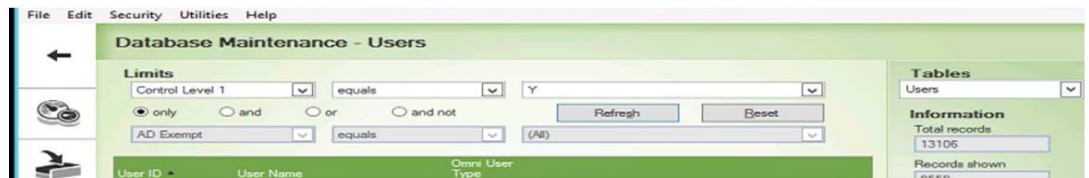
Option 1:

1. If there is a control level that is not in use such as Control Level 0 or 1 then this can be used. Make sure when the item is added that you remove any confirm restock, countback, MO Req and witness settings since those will probably default in.

Review user access for selected control level to ensure only appropriate users have access. If needed Global Export/Import or Global Modify User Records can be used to modify users by user type.



The screenshot shows the 'Database Maintenance - Items' interface. The 'Limits' section has 'Control Level' set to '1', 'equals', and '1'. The 'AD Exempt' section is empty. The table below shows '(No matching records were found)'. The 'Information' panel on the right shows 'Total records: 154189', 'Records shown: 0', and 'Query time: 0.06 s'.



The screenshot shows the 'Database Maintenance - Users' interface. The 'Limits' section has 'Control Level 1', 'equals', and 'Y'. The 'AD Exempt' section has '(All)'. The table below shows columns for 'User ID', 'User Name', and 'Omni User Type'. The 'Information' panel on the right shows 'Total records: 13106' and 'Records shown: 9559'.

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Option 2:

2. Use the Restrict Access flag in the item and user records. Review user access for acc restrict itm to ensure only appropriate users have access. If needed Global Export/Import or Global Modify User Records can be used to modify users by user type

File Edit Security Utilities Help

Items - Modify

General Information

Omni ID: SDRXMASTER RX Master Database 1 Standardized

Item ID: 999PCAKEYS Item Group: G General

Charge ID #: Control Level: 2 Billing Type: Billable

Item Name: KEYS - PCA

General Restocking Bins Aliases Misc Vendor Items
 Pharmacy Bar Codes Disp Alerts Allergies Notifications Label Printer

Item Details

Restrict Access

Dose Required Notify OLFx Adm Site Prompt Scheduled Med MO Req to Dispense: No Countback Req: Always Reduce Dose

SafetyMed
Resp Chk Req: Yes
Resp Chk Count: 1
Resp Chk Minutes: 30
SM Scan Exempt

Allow Nurse Mix Return Audit

Item Attributes

Witness Required Modify Bin Cycle Count Destock Issue w/o MO Issue with MO Partial Dose Return Restock Waste Expiration

Results
Commands: 0
Messages: 0
View
Save
Cancel

File Edit Security Utilities Help

Users - Modify

General Information

User ID: RPH Omni User Type: Pharmacist A

User Name: Pharmacist Server Access: C - Pharmacist A

Password: FP Registrar: Supervisory FP Exempt

Language: Default Site: ...

Server Omni Supplier Privileges Item Access Omni Access Assigned Patients
 Mobile User Biometrics User Roles Partner IDs

Override MO: Yes

Zone Access

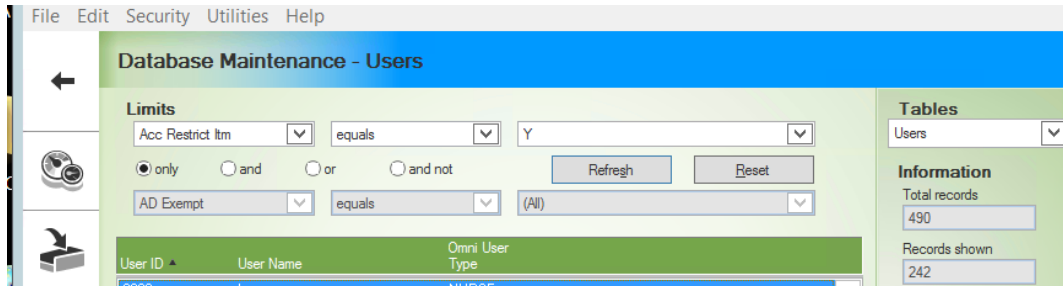
Acc Restrict Itm

UD Access Web Access PSB Transfer My Items Access PCR Access

Mag Card ID: Med/Surg Pharmacy Respiratory User Defined 1 User Defined 2

Results
Commands: 0
Messages: 0
View
Save
Cancel

<See Next Page>

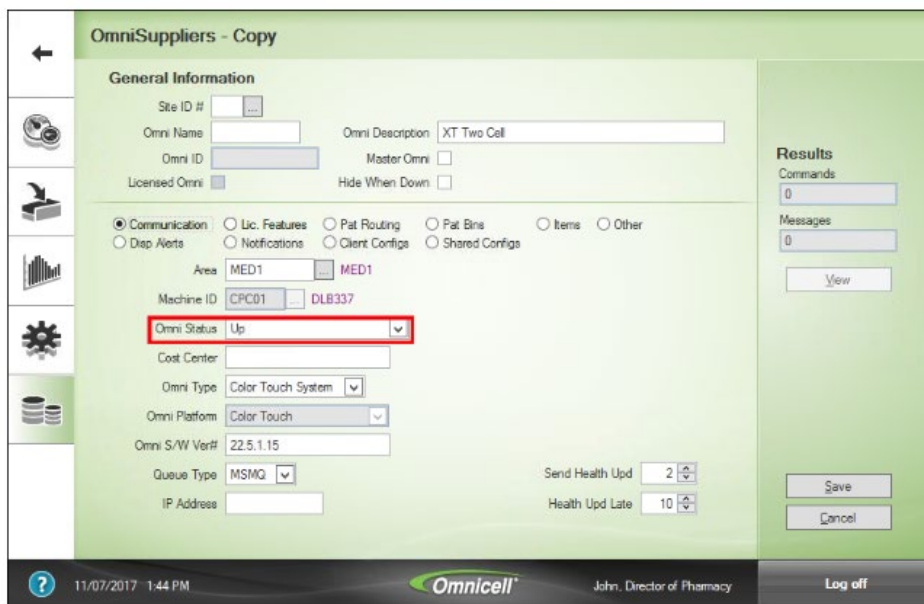


RENAMING OMNISUPPLIER

How can I rename an OmniSupplier?

Follow these **10 steps to rename an OmniSupplier**, for example, if the cabinet is relocated to a different area where cabinets use a different naming convention.

1. Do NOT to use the OmniSupplier during the renaming process.
2. If a new area is required, create it by copying the previous area under **Database > Areas**.
3. Copy the OLD cabinet under **Database > OmniSuppliers** to a NEW cabinet. Change the NEW cabinet to Down status.

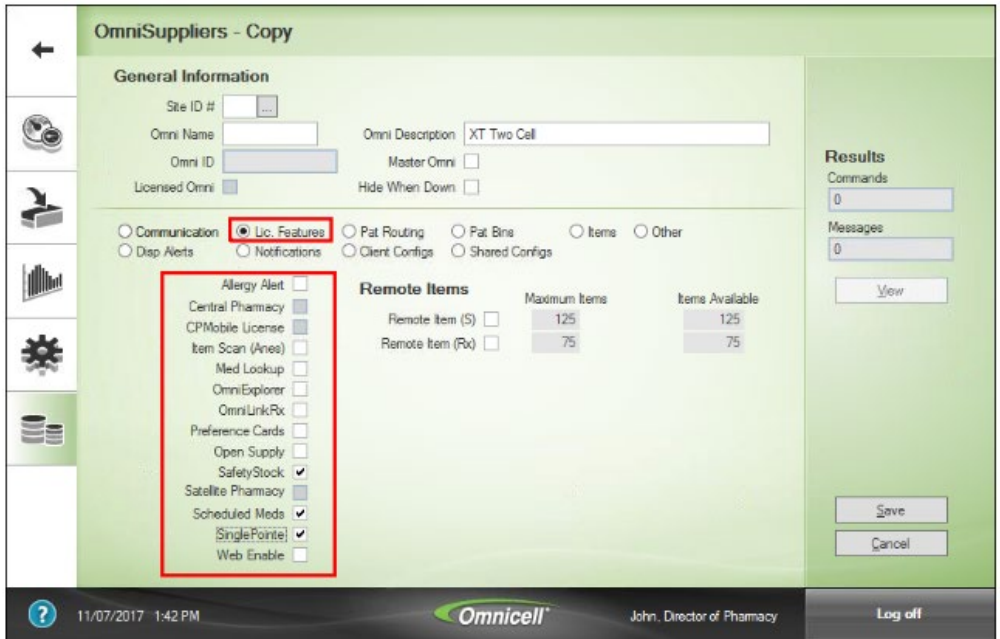


Note: Copying the cabinet will copy the Patient Routing, Shared Configs, and Auto-Restock Printers.

4. Bring the OLD cabinet to Down status.
5. Cut and paste the IP address to the NEW cabinet.
6. Remove PSB assignments from the OLD cabinet. (SinglePointe)

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- Copy/Move Licensed Features from OLD to NEW cabinet. If PSB assignments were not removed, SinglePointe might not release due to PSBs still assigned on the OLD cabinet.



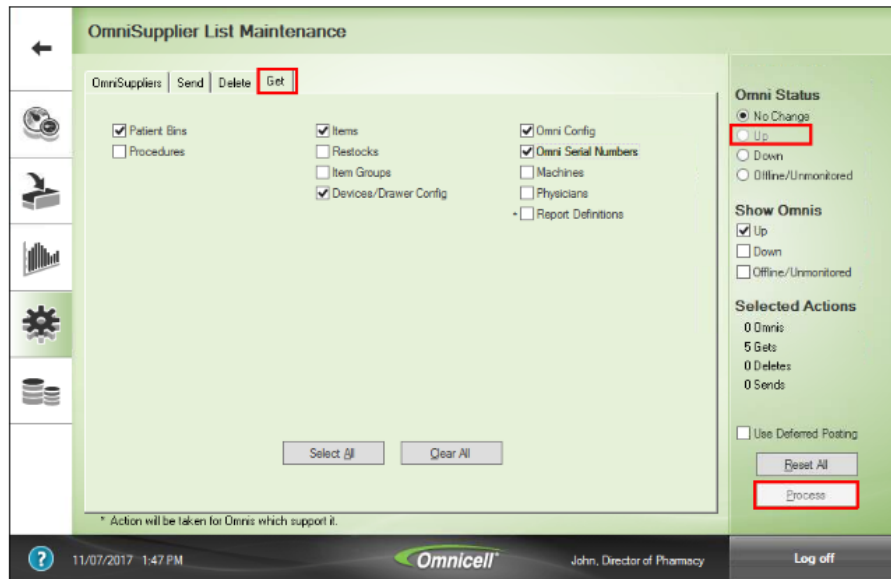
- On the cabinet, update the NEW name/area/site as required. **Admin>Omni Config>Omni**



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9. Perform List Maintenance (OmniCenter > **Administration** > **OmniSupplier List Maintenance**).
 - a. Select the NEW cabinet.
 - b. Change the Omni Status to **Up**. Click **Process**.
 - c. Perform a Get: Click the Get tab and select Patient Bins, Items, Devices/Drawer Config, Omni Config, and Omni Serial Numbers.

10. Verify that the NEW cabinet has item assignments present on OmniCenter (**Database** > **OmniSuppliers** > select **NEW** cabinet > **Items**).



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Post-renaming Test and Finalize

After renaming a cabinet, follow these steps at OmniCenter and in Omnicell interfaces.

1. At OmniCenter, check the Areas table and verify that the OLD cabinet is no longer the default cabinet.

The screenshot shows the 'Areas - Modify' window. The 'General Information' section contains the following fields: Site ID # (ER), Area (4NORTH), Area Desc (4NORTH), and Default Cabinet (OCNEW, highlighted with a red box). The Area Type is set to 'Issue-based'. There are several radio buttons for 'General', 'Anywhere RN', 'Remote Overrides', 'CSM', and 'Label Printer'. Below these are dropdown menus for 'Auto Commit' (No) and 'Est./Box Support' (Yes), and a checked checkbox for 'Second Patient ID'. There are also checkboxes for 'MO Dose Exceeded/Needed Warning' and 'Use Site Password Assistance Message'. A text field for 'Pwd Assist Msg' contains 'fssdfststf'. The bottom status bar shows 'Updated By 10 (SVR) On 10/26/2017 4:09:25.13 PM' and the user 'John, Director of Pharmacy'.

2. Check the Rooms table and update the PSB Omni as required. This will update patient's PSB Active Omni status.

The screenshot shows the 'Rooms - Modify' window. The 'General Information' section contains the following fields: Site ID # (OC), Area (4NORTH), Room # (401-1), and Room Misc. The 'PSB Omni' field is highlighted with a red box and contains the value 'OCNEW'. There are also fields for 'Med Server Omni' and 'Nearest Omni'. The bottom status bar shows 'Updated By (SVR) On 02/09/2011 2:16:56.41 PM' and the user 'John, Director of Pharmacy'.

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3. Update Scheduled Reports and FoxFire reports with the NEW cabinet name.
4. Update Restock Routes with the NEW cabinet name.
5. Verify User/Omni Group access, if the site uses per-cabinet access rather than **ALL** for each user.
6. If the NEW cabinet has a new area that does not match the OLD cabinet's area, update ADT/RXP mapping as required.
7. Verify/update OMNIID mapping on the Charge/ZPM interface, if used.
8. Verify/update OMNIID mapping on the Formulary interface, if used.
9. Verify/update OMNIID mapping on the ORD/Restock interface, if used.
10. If required, and then perform a Bin Unload for the OLD cabinet.
11. If required, and then perform a Bin Load for the NEW cabinet.
12. **LAST STEP:** When ready, delete the OLD cabinet (**Administration > OmniSupplier Delete**). This does **not** delete transactional data. It is recommended to leave the OLD cabinet on the system for a few days in case access is needed.