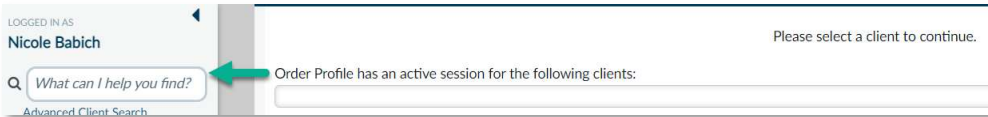
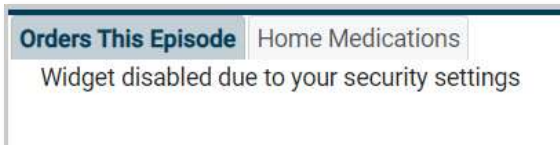


Order Entry – Commonly Encountered Error Messages

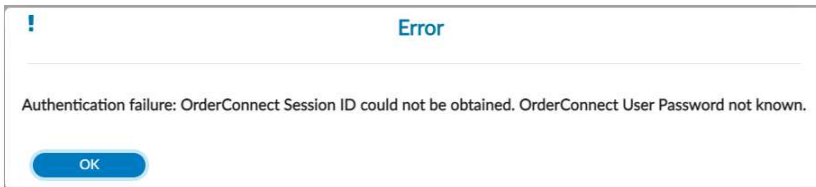
Purpose: Provide resolution steps to common error messages / hard stops in myAvatar NX



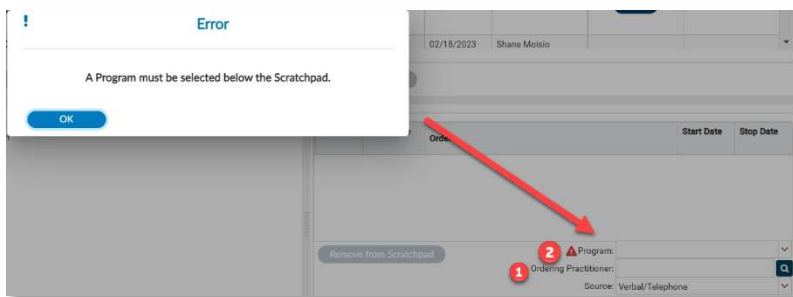
- Select a client via the “What can I help you find?” search menu or via My Clients



- Click **Home Medications**



- Open **OrderConnect User Password Update** via the “What can I help you find?” search menu or via My Favorites.
- Enter password in both fields
- Click **Check Password**
- Click **Submit** (may need to log out and log in to refresh system)
- If the user doesn’t know their password, contact the One Team Helpdesk 855-400-0797

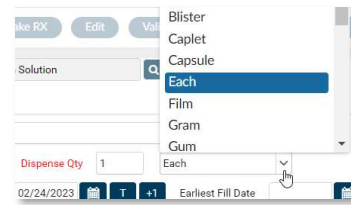


- Enter **Ordering Practitioner**
- Select **Program**



Contact the One Team Helpdesk 855-400-0797 and request that your Surescripts account status is verified and reactivated. (Surescripts is a technology company that supports e-prescription between health care organizations and pharmacies).

Scratchpad				
Action	Order Type	Order	Start Date	Stop Date
ADD	Pharmacy	Albuterol Sulfate 0.5% Solution Inhalation Inhale one (1) inhalation into the lungs every 4 hours (Refills:...	01/24/2023	02/24/2023



- Information is missing from the order. Inhalers, for example, need an additional field filled out after “dispense quantity”.

Scratchpad		
Action	Order Type	Order
ADD	Pharmacy	Benadryl 1%-0.1% Cream Topical application Apply one (1) application topically every 12 hours, as needed...

Interactions

Therapeutic class duplication
A therapeutic class duplication has occurred. The duplication exists between DIPHENHYDRAMINE HYDROCHLORIDE/ZINC ACETATE and BENADRYL ALLERGY of therapeutic class Antihistamine.

Override Reason

- There is a drug-drug interaction or other clinical warning to review prior to finalizing the order. Click Warning Icon and enter appropriate information.

Pharmacy Search

Pharmacy Type: All

Keyword: children's (name/addr/city/zip)

Search Within: 25 miles of Patient Home

Miles	Pharmacy	Address
No search results found/returned		

- Expand the “miles” parameter to **ALL**
- Search by street address rather than name
- If search does not return a result after adjusting fields, Contact the One Team Helpdesk 855-400-0797 and indicate which pharmacy (name, street address, phone number) is not displaying.

Note - Not all pharmacies are set up for e-prescribing. System Admins will address and add pharmacies as able to the directory for selection in myAvatar NX.