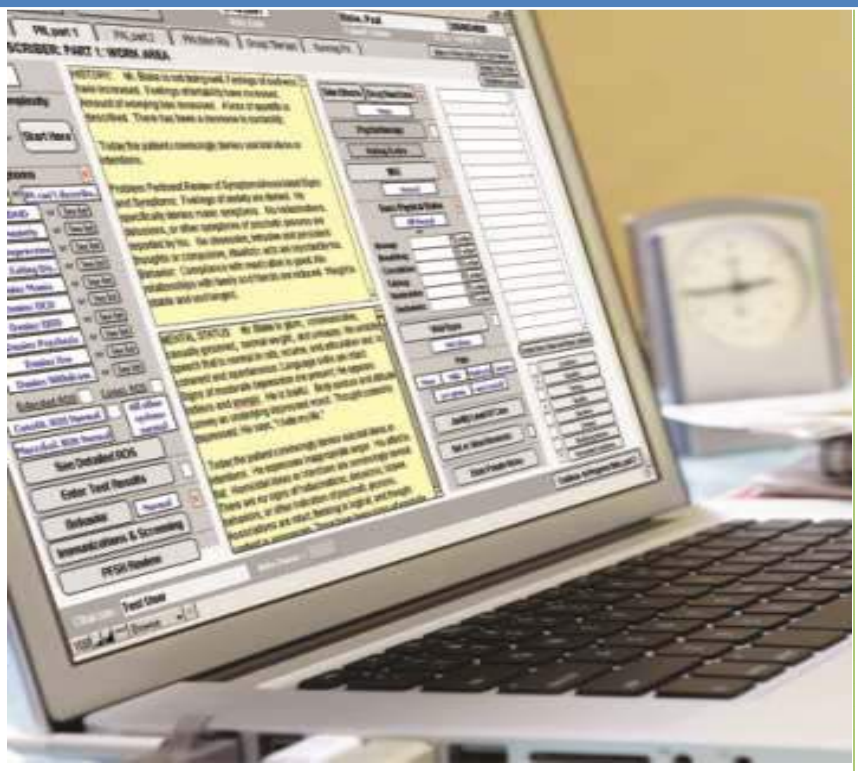
ICANotes
Behavioral Health EHR

MAR Training Guide for Nurses



Medication Ordering Fields

Verbal Orders Workflow

And

Navigating the MAR

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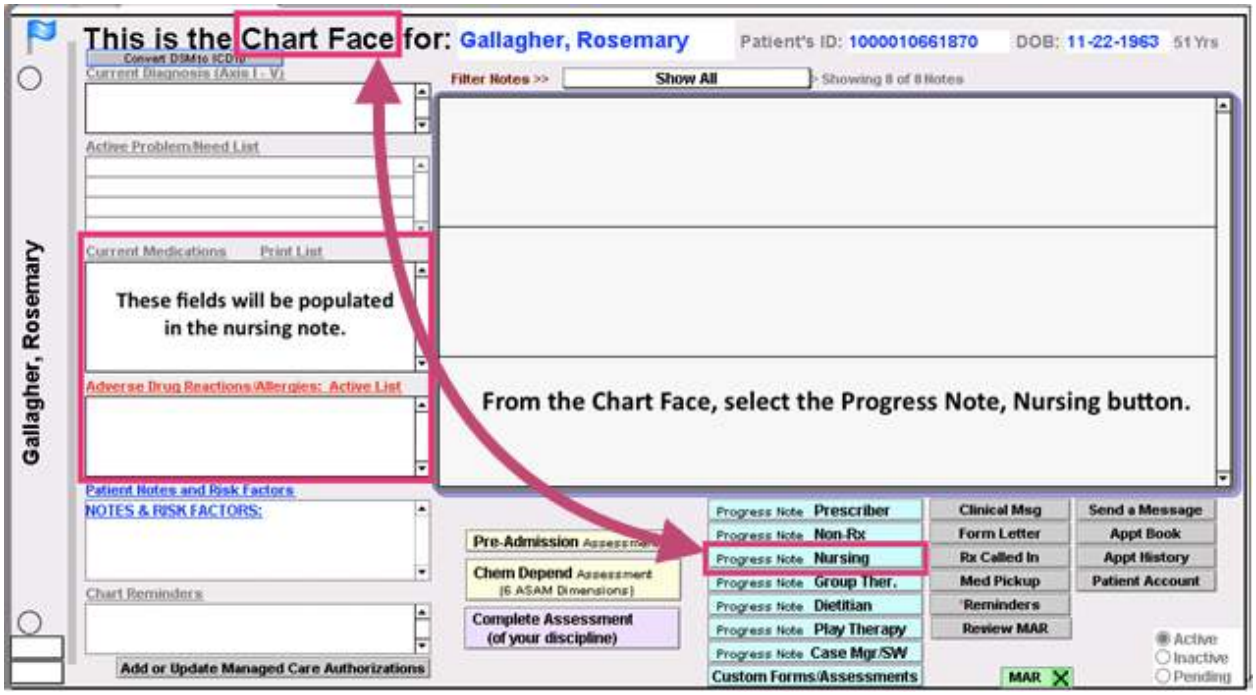
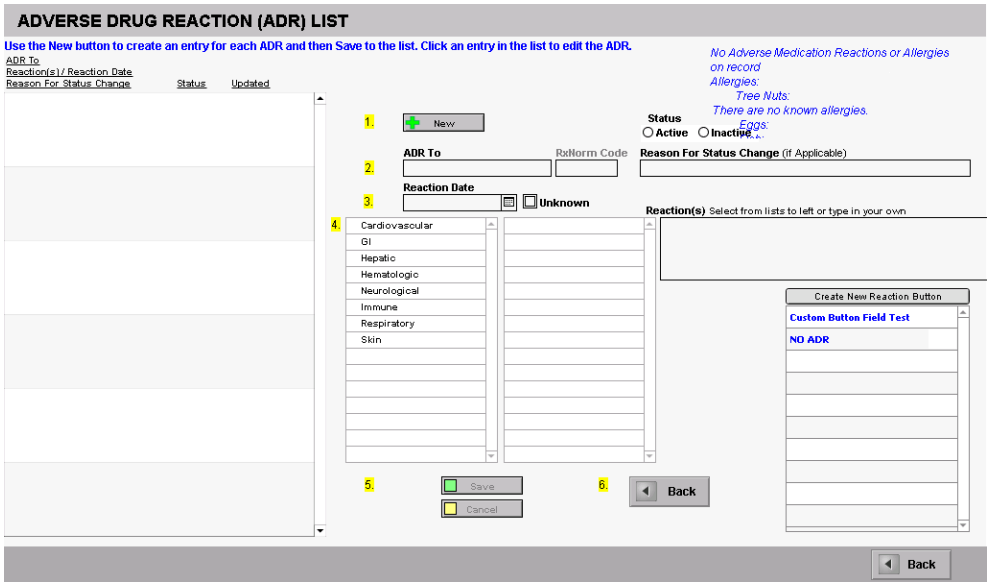
HOW DO I BEGIN?

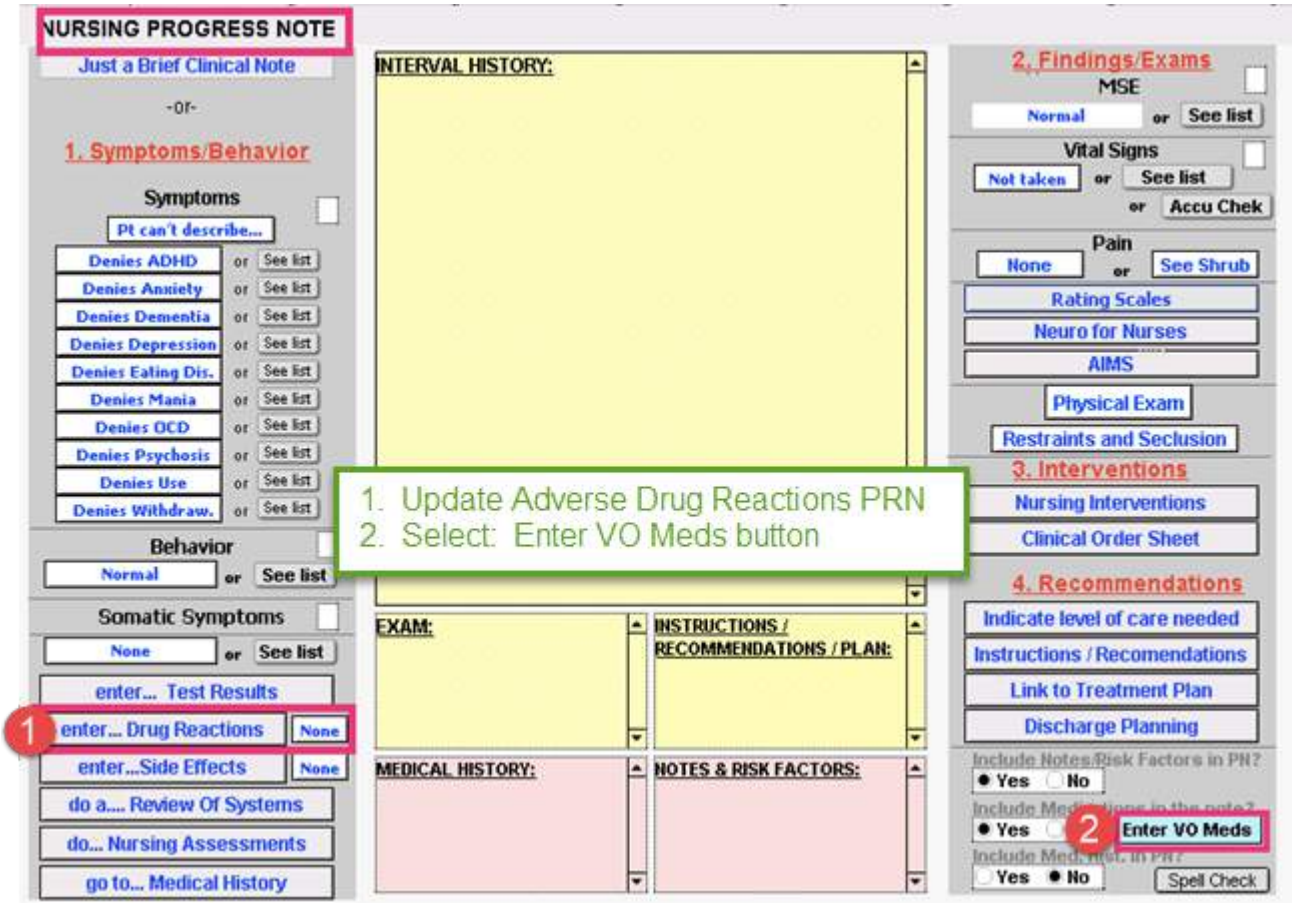
Update Adverse Drug Reactions



- The MAR checkbox in the bottom right indicates that MAR has been turned on.
- From the Chart Face, click on the Progress Note Nursing button.
- Click the enter... Drug Reactions button to enter the Adverse Drug Reaction (ADR) List screen.

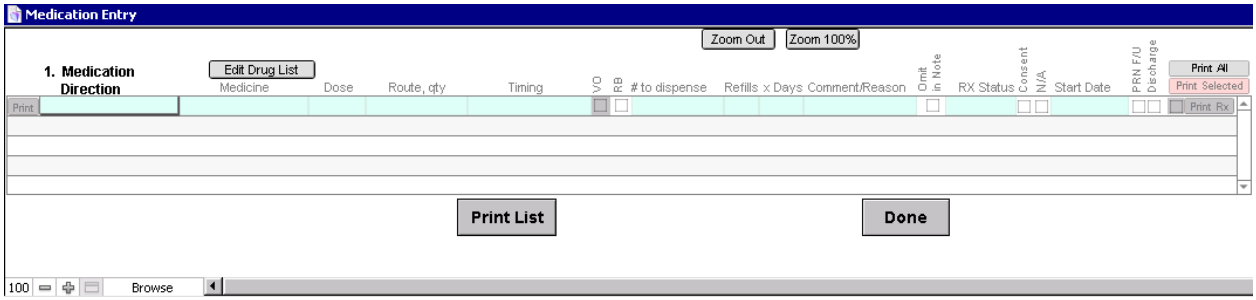


- Or click None if the patient does not have any ADRs.



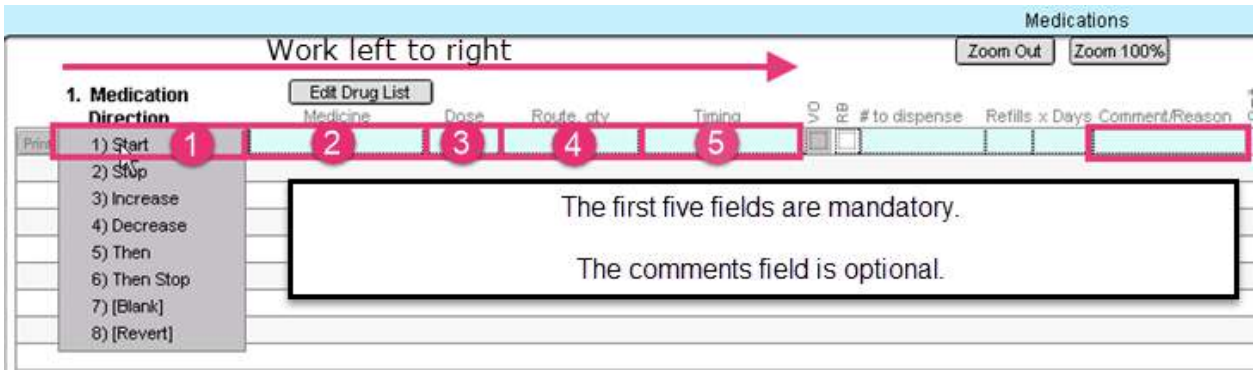
Enter Verbal Orders from Nursing Progress Note

- Select Enter VO Meds to enter the Medication Entry window.

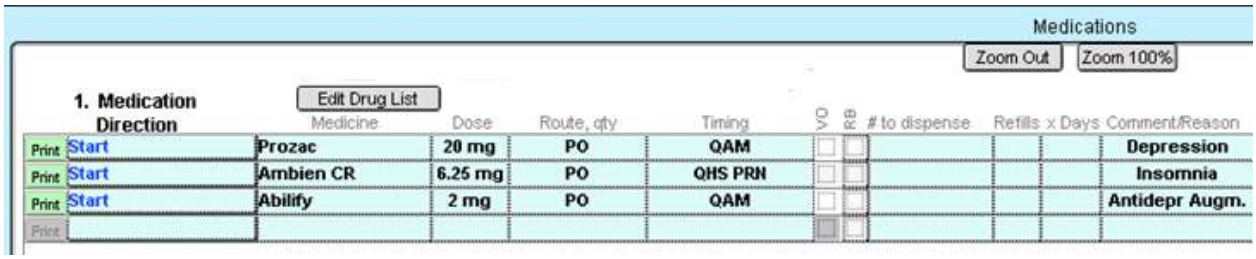


Enter Verbal Medication Order

- When entering a medication, work left to right.
- The first five fields are mandatory.
  - Medication Direction
  - Medicine
  - Dose
  - Route, qty
  - Timing
- Comment/Reason is an optional field that is useful to document.

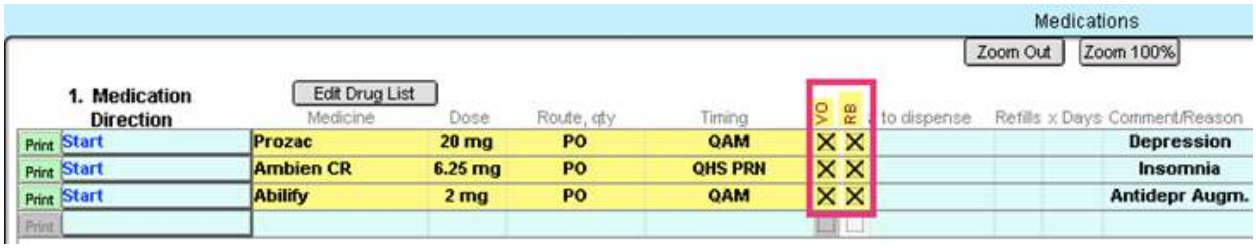


- A new medication order begins with the verb "Start" from the Medication Direction column. Move to the right to fill in all of the five required fields.
- To avoid typing, use the drop-down menus.



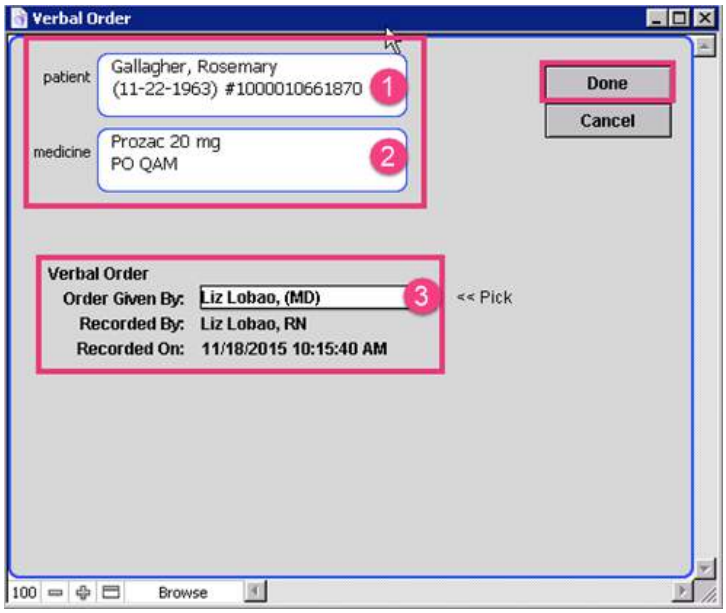
Using Verbal Orders / Read Back Option

- Verbal Order / Read Back (VO / RB) should be marked for any medication order the nurse enters for the physician.

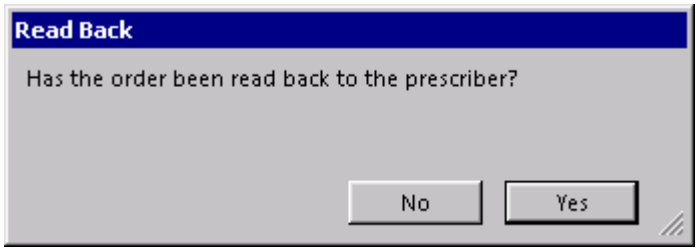


Verbal Orders Detail Window

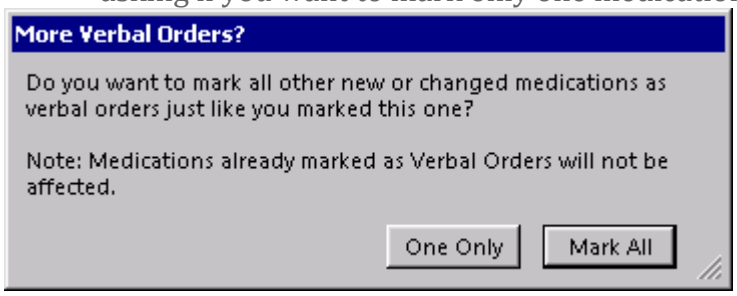
- Click the VO ☐ box to open the Verbal Order detail window.
- The Verbal Order window shows:
  1. The patient's name, date of birth, and patient's ID
  2. Medicine
  3. Order given by drop-down menu



- Click **Done** to return to the Medication Entry screen.



- Click **Yes** to indicate read back.
- If more than one medication is entered in Medication Entry screen, this popup will open asking if you want to mark only one medication **One Only** as read back or all **Mark All**..

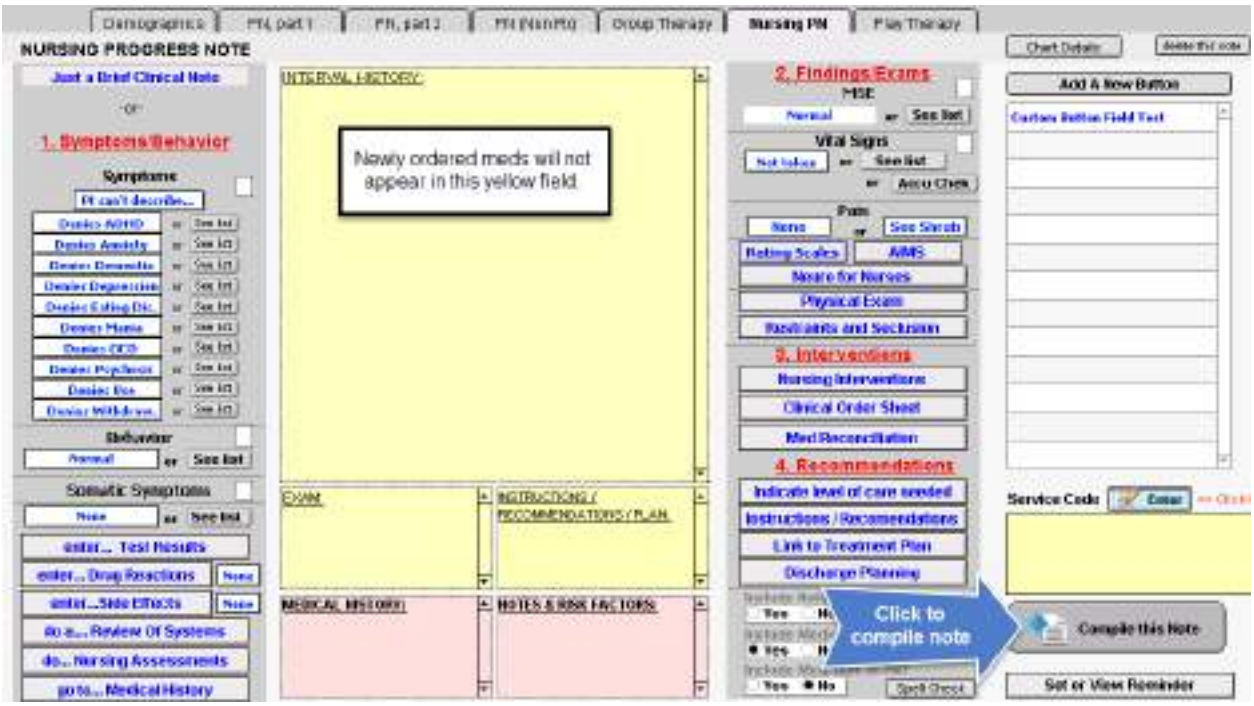


Modifying Verbal Orders

- Any portion of the Medications can be modified up until the time you **COMPILE** this note.
- If you make a change to an order that was noted VO / RB, after the order change is made you will need to reselect the VO / RB checkboxes.

Compile Verbal Orders in Nursing Note

- Newly ordered medications will not appear in the nursing note history field.
- Click the **Compile this Note** button to compile the note.

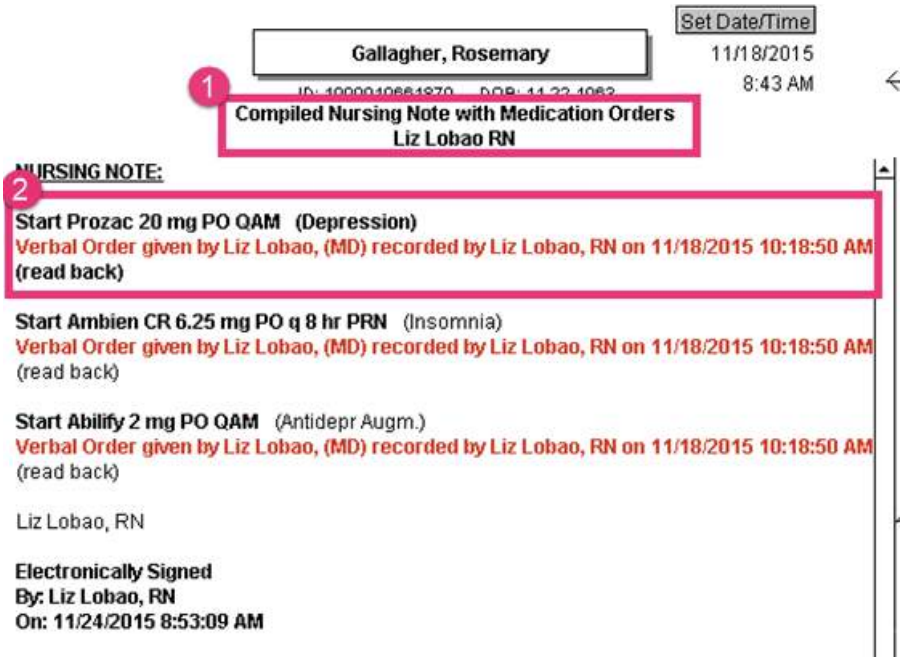


- When the note is compiled, all medications ordered will push into the MAR.

TIP: After a note has been compiled, you will be unable to go into the note to make any changes to the medications.

Preview Compiled Nursing Note with Verbal Orders Displayed

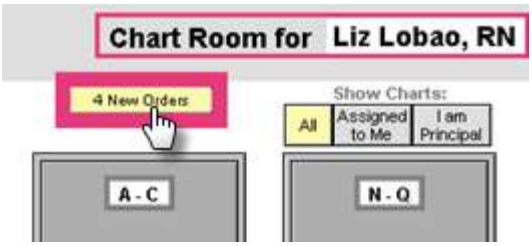
- In the Finished Note screen, you will see a preview of the compiled nurse's note with the verbal orders displayed.
  1. Title of note
  2. Medication order



Return to Chart Room to Pick Up Orders

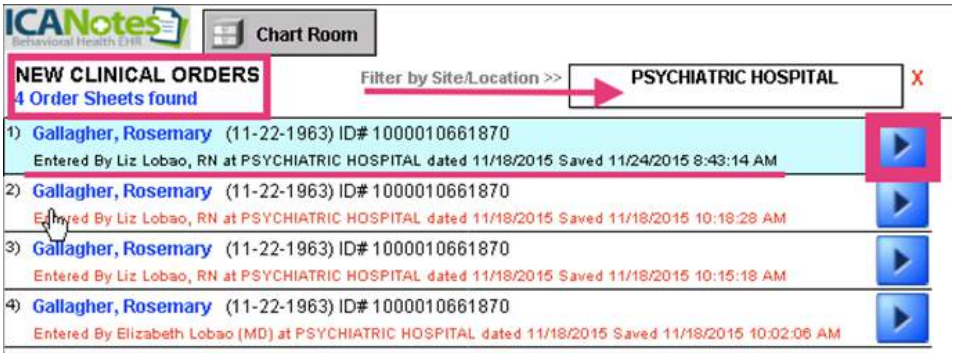
- Click the

button in the upper left to return to the chart room.
- Select the 'New Orders' button. This will take you to the list of medical and verbal orders needing to be picked up.



View List of Orders to be Picked Up

- Click the to display the Clinical Order Sheet Pick Up.



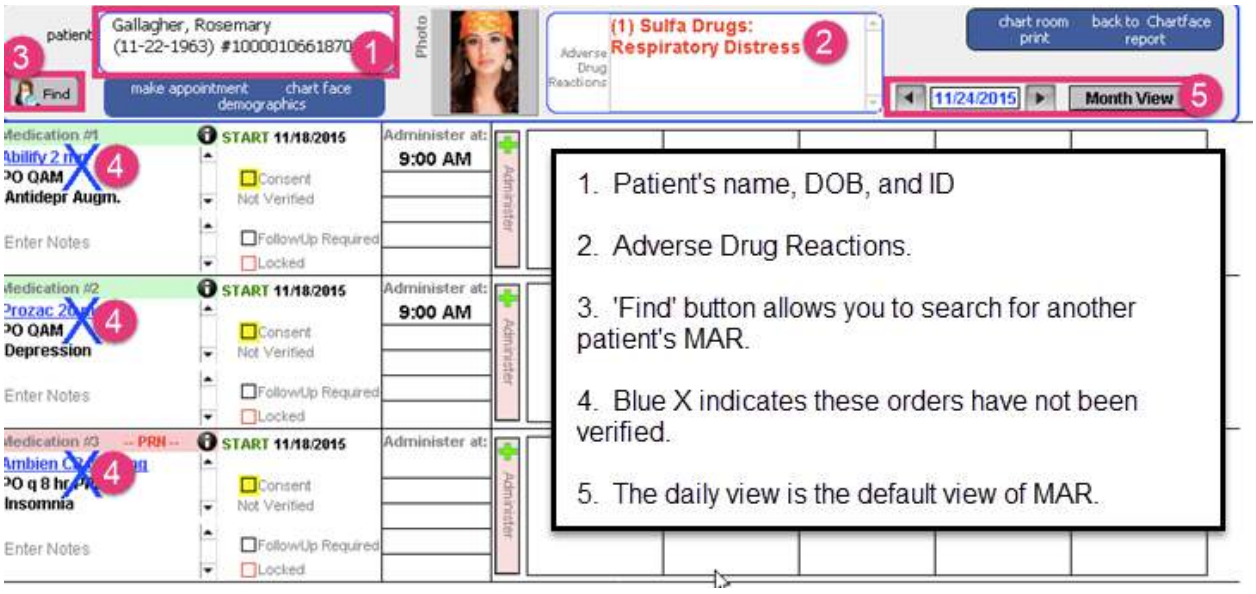
Workflow for Orders Needing Pick up

- Complete the Clinical Order Sheet by:
  1. Confirm patient's name, date of birth, and patient ID.
  2. Click the 'Changes Only' tab in the upper right.
  3. Confirm the medication orders.
  4. Click the 'Picked Up' box to indicate you take responsibility for this order.
  5. Print orders to verify in MAR.
  6. Click 'Patient Chart' to go to the patient's chart face.
  7. Or, select "Done" to return to the list of other orders waiting to be picked up.

WORKING IN THE MAR

MAR Daily View: Orders Requiring Verification

- Click the **Review MAR** button.

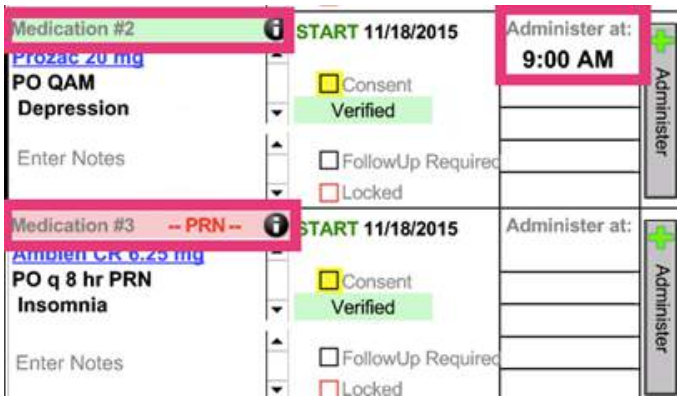


Medication Verification Workflow

- Compare printed medication order sheet against MAR for accuracy.
- If the medication has been accurately pushed into the MAR, tap the Not Verified line to toggle to Verified. Your verified medication order will display a green Verified field and the blue will disappear.
- The Administer button will change from pink to grey.
- You can now administer the medication.
- Each medication field has a virtual space Enter Notes to enter data bout the patient's response and/or preferences for each medication can be documented.

Standard and PRN Medications Organization

- Standard medications have a green stripe.
- PRN medications have a pink stripe.
- Administer at: field may be edited nurse or accept default settings.



MAR Entry Detail

- Click the button to reveal the MAR Entry Detail window. The original medication order entry will display showing where the medication was ordered and details of the order.

Verified Medications Awaiting Administration

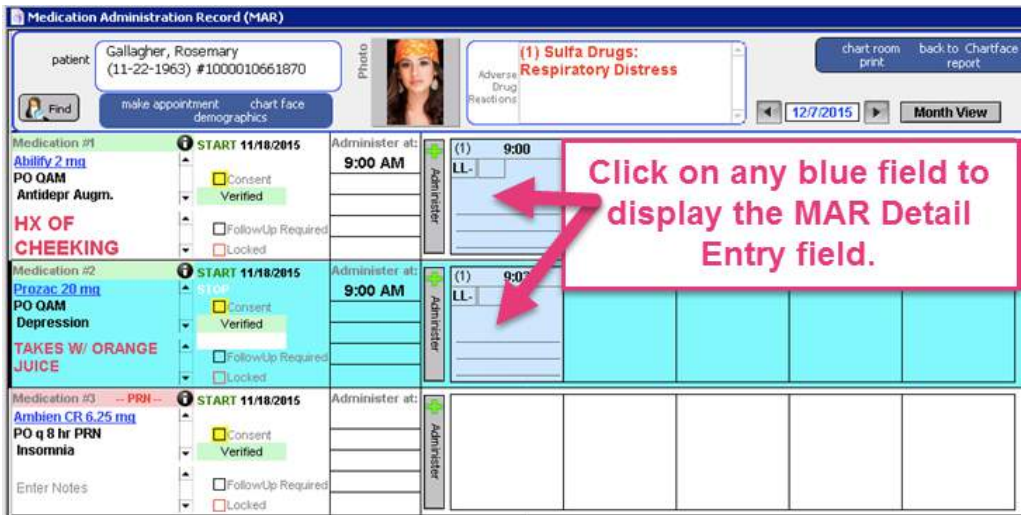
- Example of medications that have all been verified and are safe to administer.

Administering Abilify

- Click the Administer button.
- This will document the time the patient took the medication.
- A turquoise stripe will highlight the last medication field you worked on.
- You are done with Abilify!

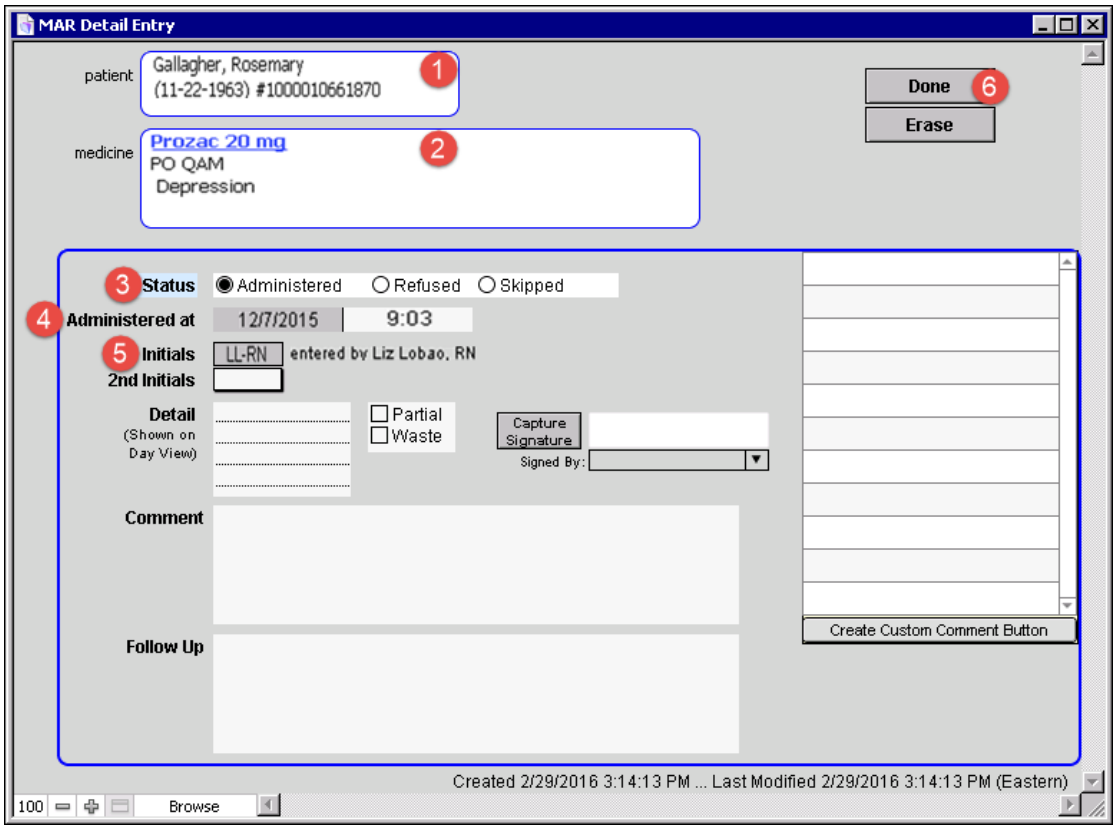
Modifying Administered Medications

- To modify an administered medication, double click on any blue field to display the MAR Detail Entry field.
- You will be able to modify your medication entry.



MAR Detail Entry Field Workflow

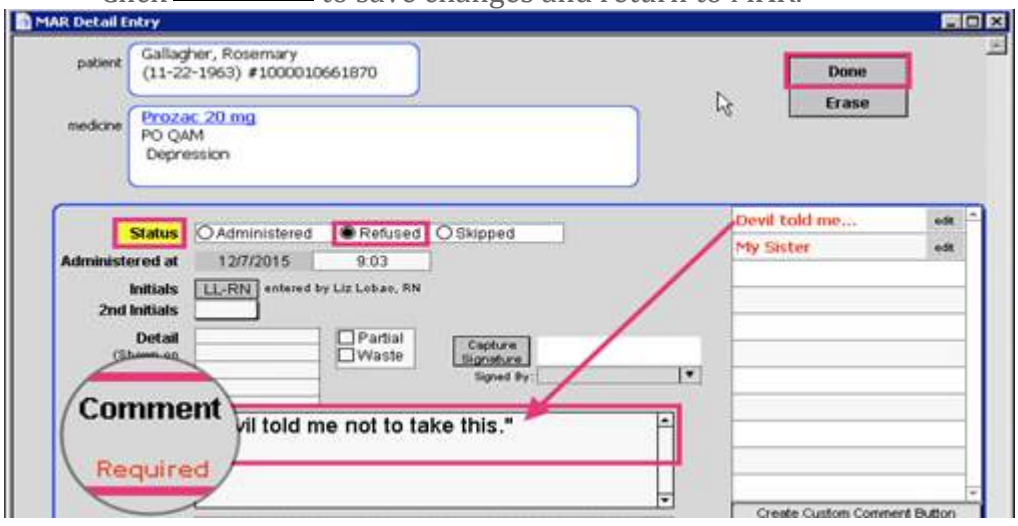
1. The patient's name, DOB, and ID.
2. Medication order.
3. Status of dose.
4. Administered at date and time.
5. Initials of person who gave dose. This field cannot be modified.
6. Click Done to return to the MAR.

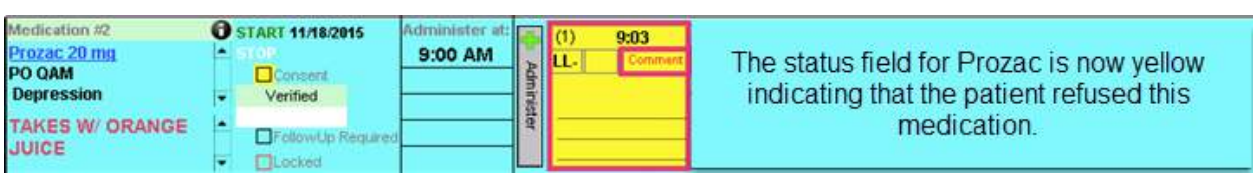


This detail window shows that Rosemary was administered Prozac 20 mg PO, QAM for depression.

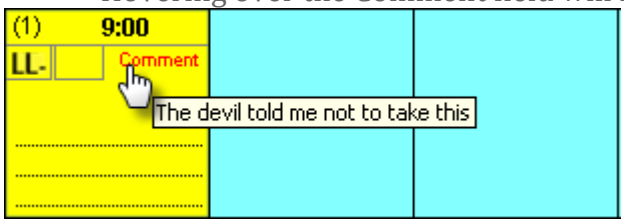
Patient Refused Prozac

- Rosemary refused to take the Prozac. Click into the blue field to reveal the MAR Detail Entry window.
- Click the ○ Refused radio button under Status. This will cause the status field to turn yellow.
- Any refused medication requires a comment to be entered.
- Click Done to save changes and return to MAR.





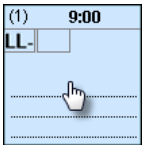
- Hovering over the Comment field will reveal the reason why patient refused this medication.



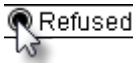
Medication Refusal Workflow

1. If the patient refuses the medication, click Administer.

2. Click into the blue field to reveal the MAR Detail Entry window.



3. Click the ○ Refused radio button under Status.

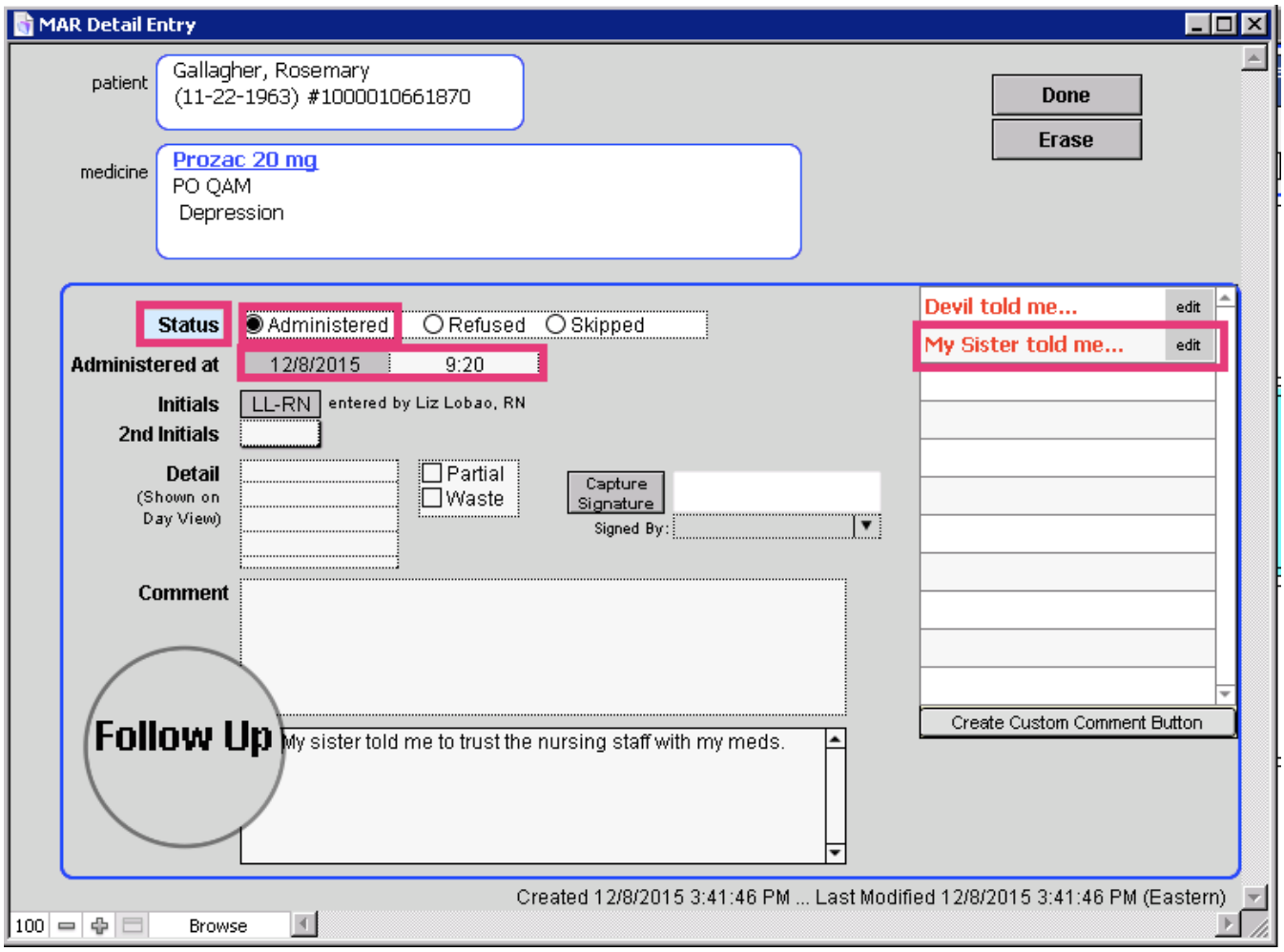


4. Enter a comment explaining why the medication was refused.

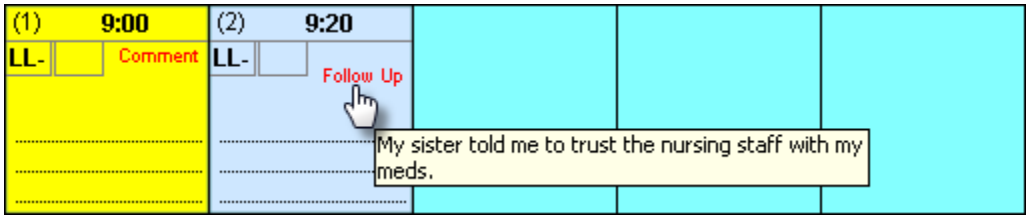
5. Click to save changes and return to MAR.

Patient Takes Medication that was Refused Earlier

- If the patient decides to take a medication previously refused, click the Administer button to offer the medication to the patient a second time.
- Click into the blue field to document the Follow Up – why the patient decided to take the medication.
- In the MAR Detail Entry, enter the reason why the medication was taken.



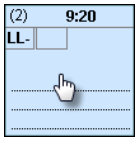
- Hovering over the Follow Up field will reveal the reason why patient decided to take the medication.



Add Follow-up for Medication that was Refused Earlier

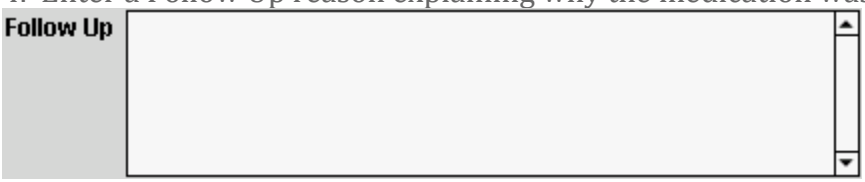
1. If the patient refuses the medication, click Administer.

2. Click into the blue field to reveal the MAR Detail Entry window.



3. Ensure that Administered radio button is on.

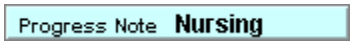
4. Enter a Follow Up reason explaining why the medication was taken

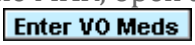


5. Click to save changes and return to MAR.

UPDATING THE MAR

Open a New Nursing Progress Note

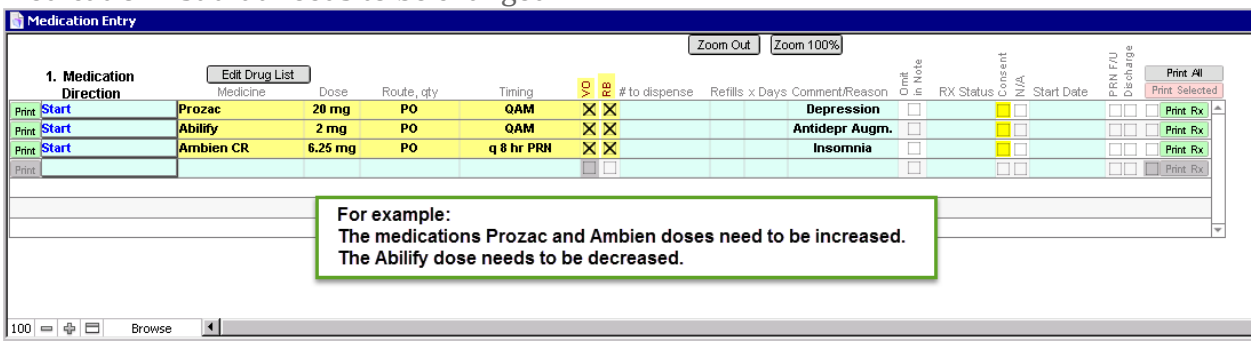
- To update the MAR, open a new  from the patient's Chart Face.

- Click on the  button from the Nursing Progress Note.

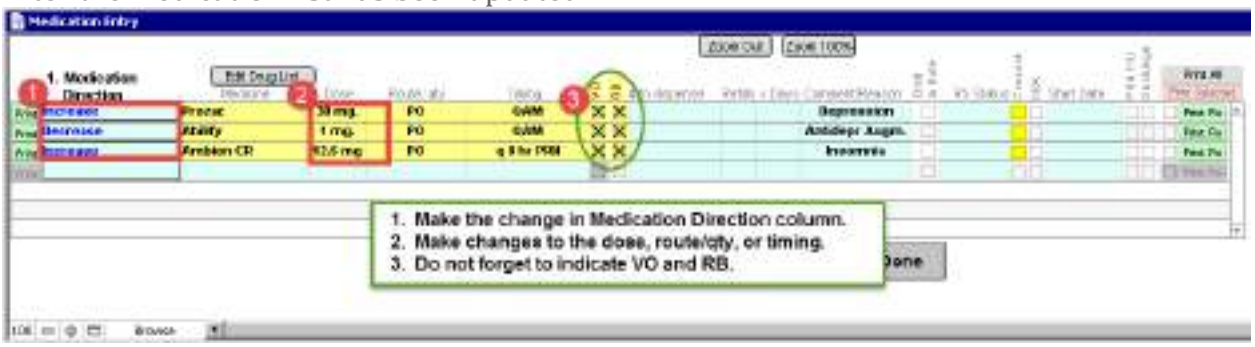
Altering Medication Rule IMPORTANT

- When a medication needs to be altered, make the changes on the line it was previously created on.

Medication list that needs to be changed:



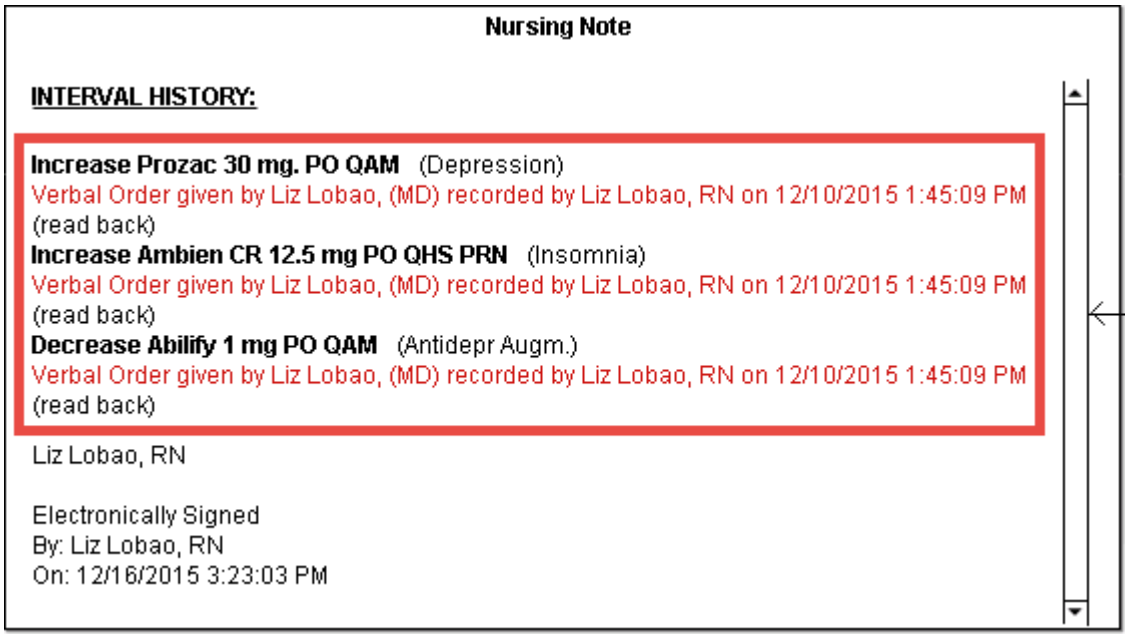
After the medication list has been updated:



IMPORTANT: Do not create a new line for the change.

Pick Up Updated Medication Orders and Verify in MAR

- Once the medication changes have been made and Done button clicked on the Medication Entry screen, click Compile this Note from the Nursing Progress Note.
- You will see the changes you made in the medications in bold.

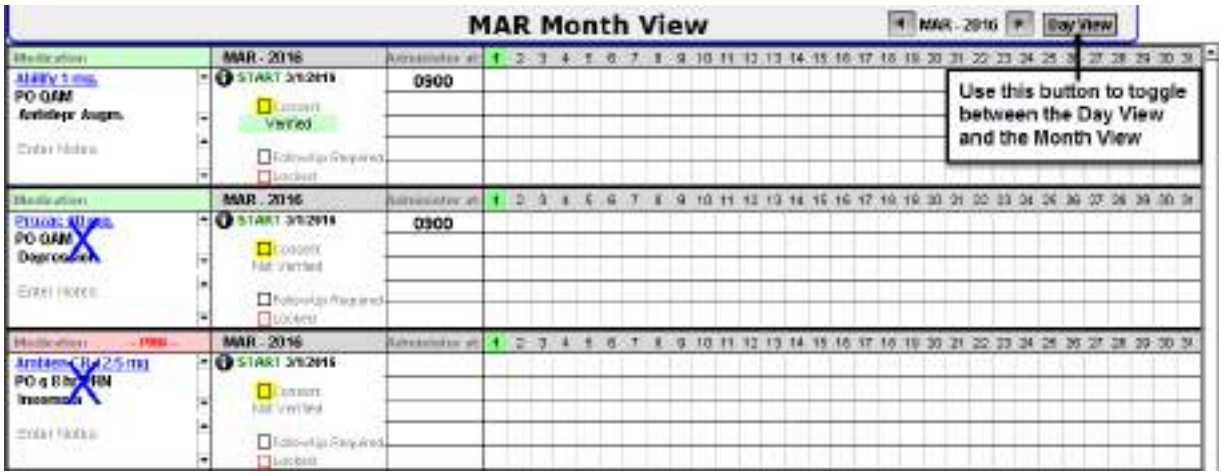


- Electronically sign the Finished Note (if applicable).
- Click the Chart Room button to return to the Chart Room.
- Click the VO(s) Waiting button in the top left of the Chart Room.
- Refer to workflow for orders needing pick up section for reference of how to pick up medication orders from the Clinical Order Sheet.

Verify Medications in Month View of MAR

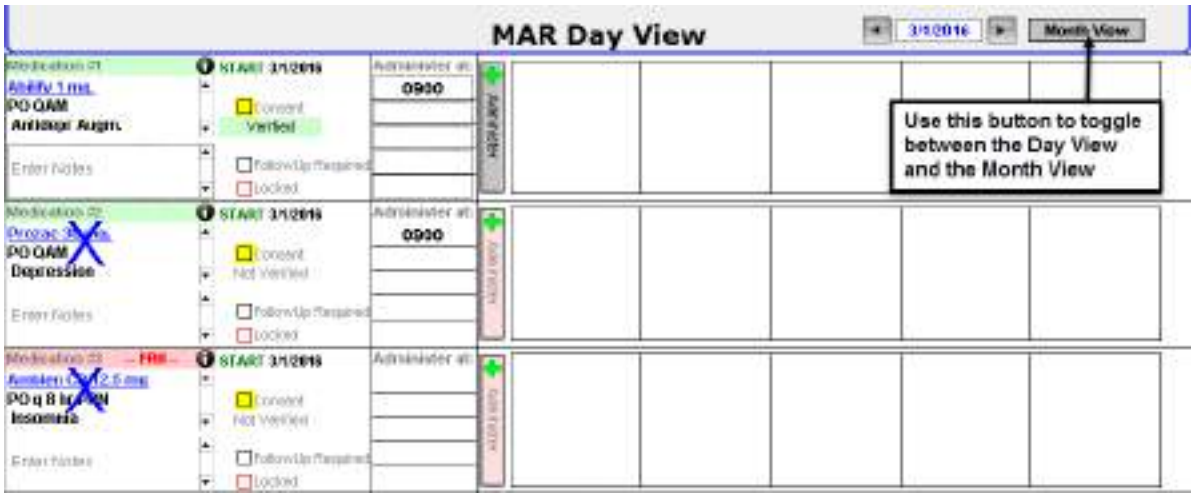
Medications can be verified in the month view on MAR.

- Click on the Month View button in the top right of the MAR to change to the month view.
- Compare printed medication order sheet against MAR for accuracy.
- If the medication has been accurately pushed into the MAR, tap the Not Verified line to toggle to Verified. Your verified medication order will display a green Verified field and the blue will disappear.



Same Medications Viewed in Day View of MAR

This screenshot shows the same set of orders as the screenshot above, just viewed from the Day View.



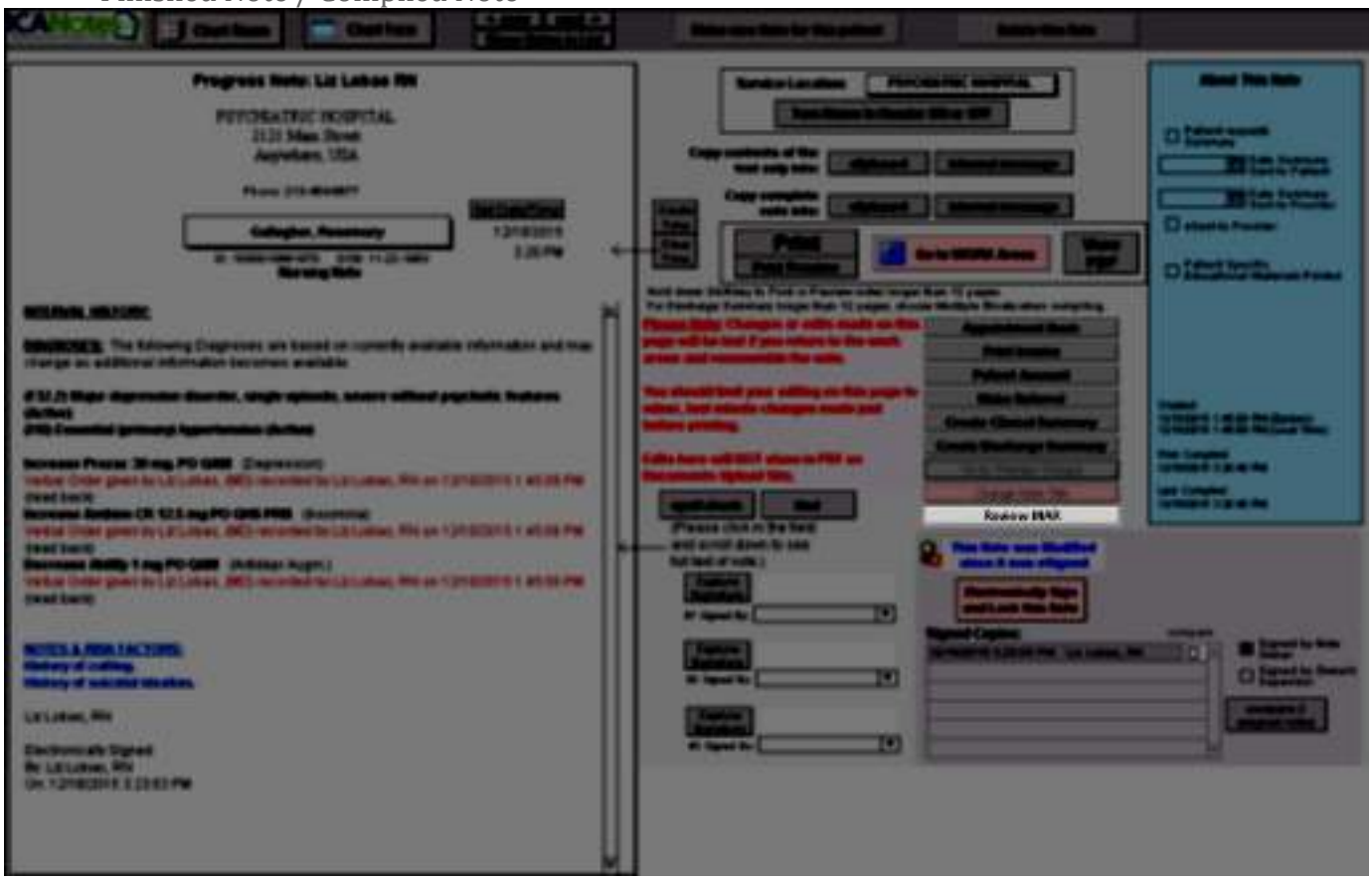
How Do I Find the MAR?

There are three areas within ICANotes that have a MAR button. These places are:

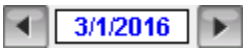
- Chart Room

- Chart Face

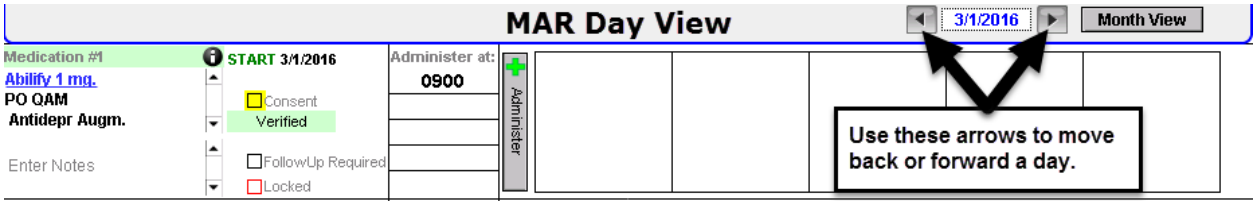
- Finished Note / Compiled Note



How Do I Find Today's Active Medications from Day View?

- In the Day View of the MAR, use the arrow buttons 

to move forward or back one day at a time.

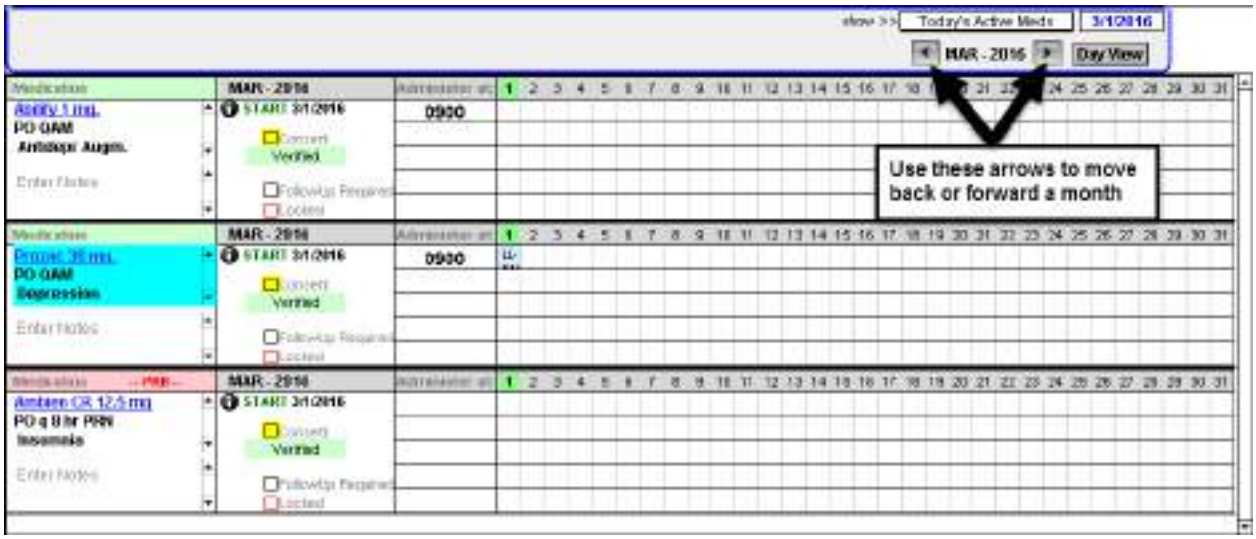


How Do I Find Today's Active Medications from the Month View?

- In the Month View, use the arrow buttons

to move forward or back one month at a time.
- Be sure that

is chosen from the drop-down menu in the top right.

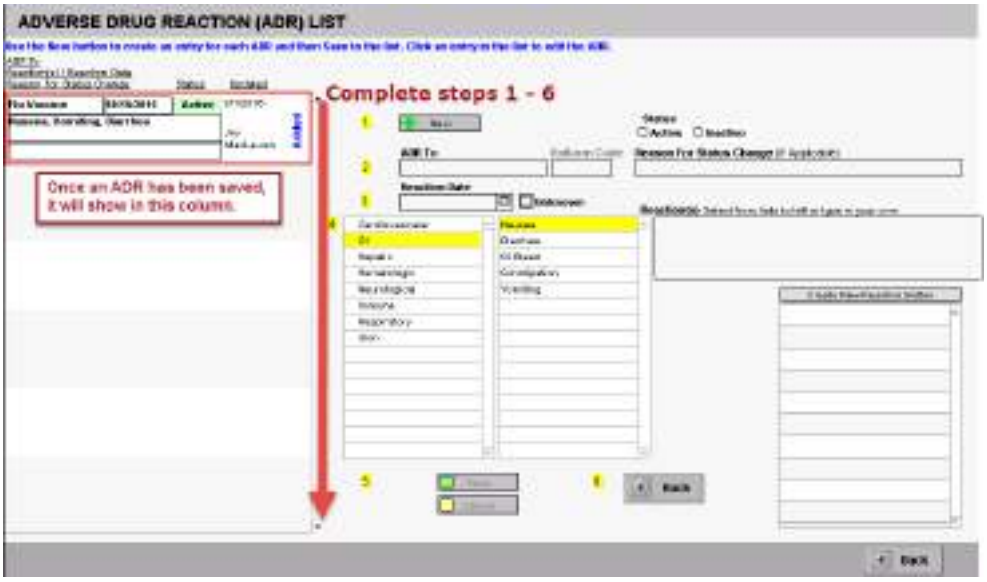


How Do I Update Adverse Drug Reactions?

- To update the Adverse Drug List, click the Progress Note **Nursing** button from the patient's chart face.
- In the Nursing Progress Note, click the **enter... Drug Reactions** button.
- Complete one through six on the Adverse Drug Reaction ADR List.

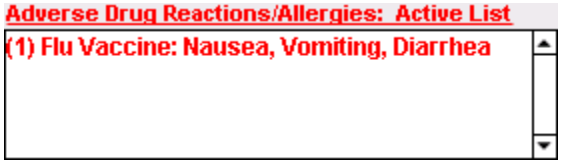
1. Click the New button. This will activate the **Status** ◉ **Active** ○ **Inactive** area where you can select Active or Inactive.
2. In the ADR To field, you can select from the drop-down menu or type the ADR. If there is a status change, fill in the **Reason For Status Change** (if Applicable) field.
3. If the reaction date is known, fill in using the calendar drop-down button. If the reaction date is unknown, click the ☐ **Unknown** checkbox.
4. Fill in the reaction by using the shrubs or by typing into the Reaction(s) field.
5. Click Save to save changes or Cancel to cancel any changes.
6. Click Back to return to the Nursing Progress Note.

- Once an ADR has been saved, it will show in the left column.

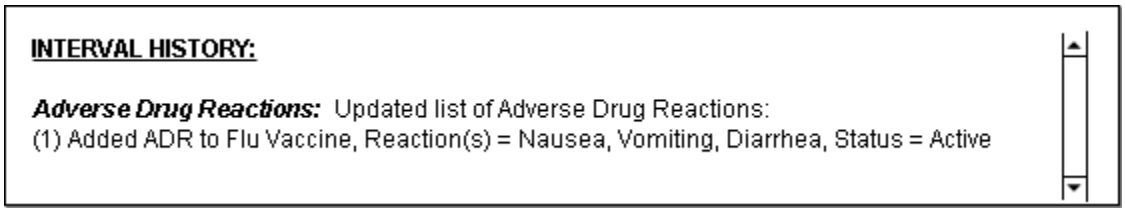


- This information will go to the Finished Note when compiled and to the Chart Face.

From the Chart Face:

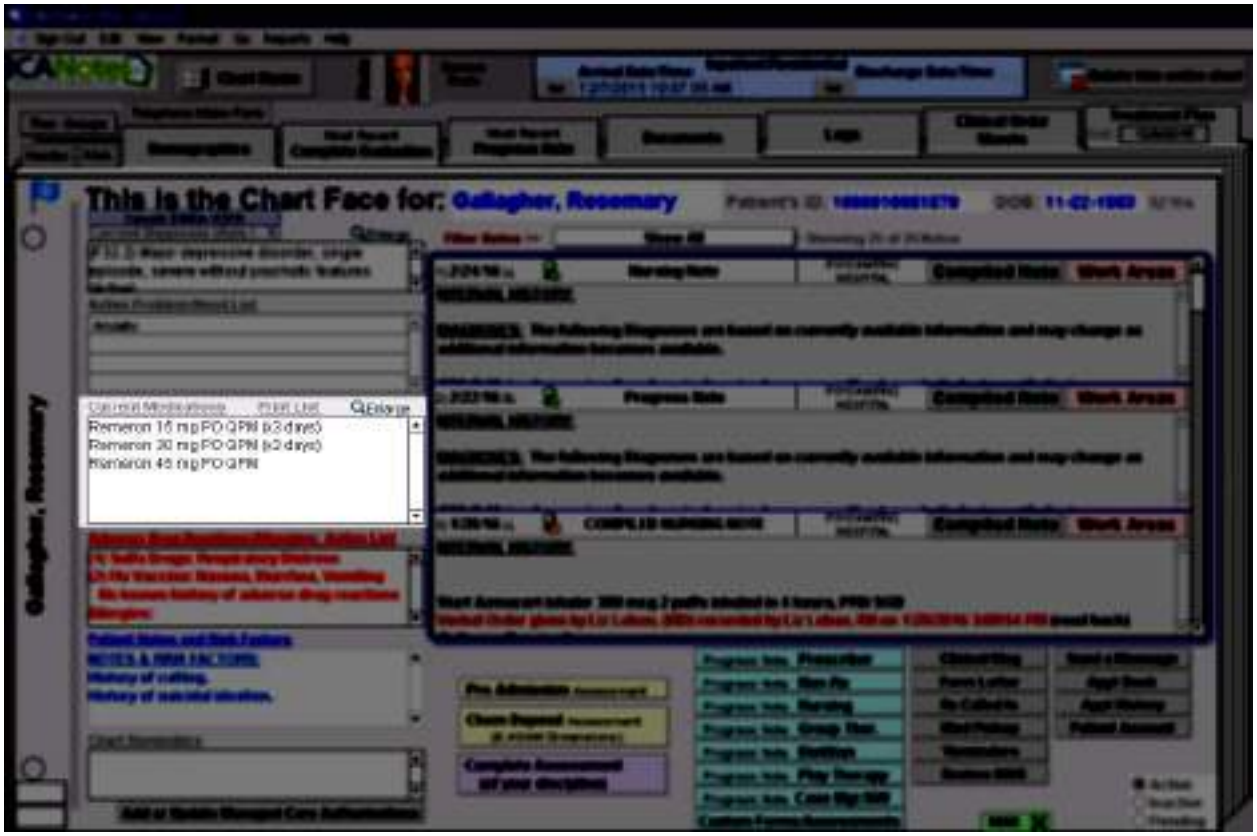


From the Finished Note:

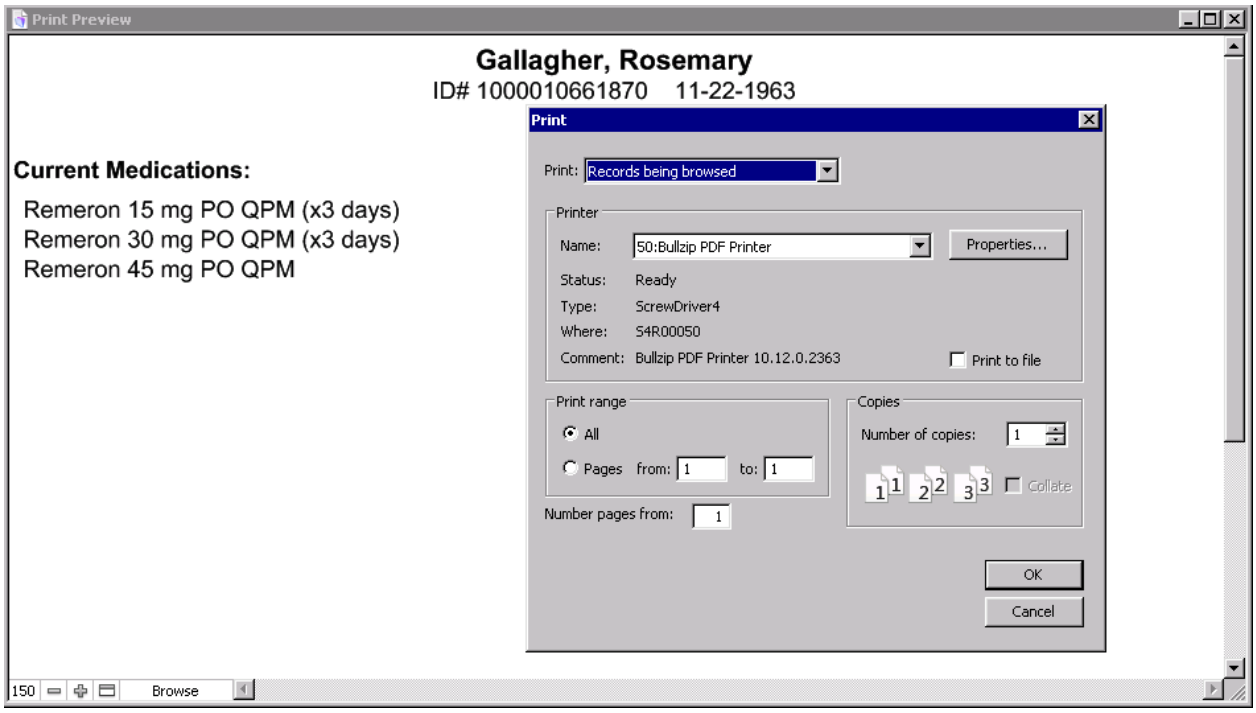


How do I Find and Print Medications?

You can find and print the current medication list from the Chart Face.

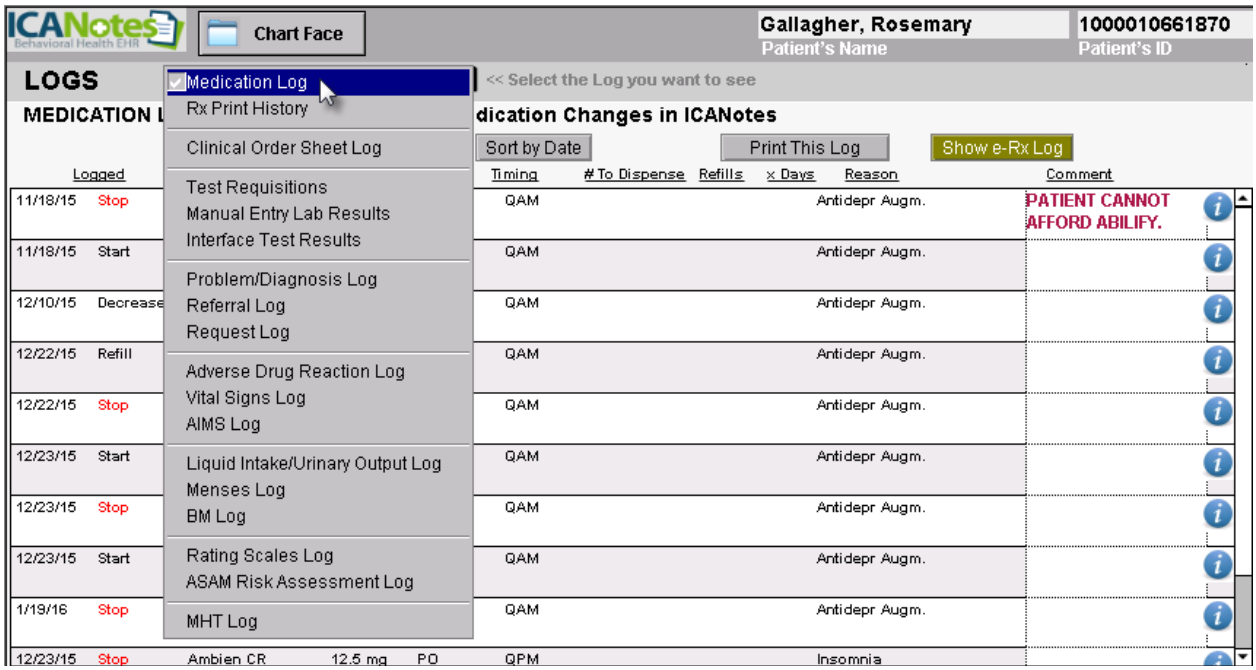


- Click the Print List link.
- When the Print Preview window pops up, you can click OK to print the document.



How Do I Find the Medication Log?

- From the Chart Face, click the **Logs** tab.
- If **Medication Log** is not showing, click on the drop-down menu to select.

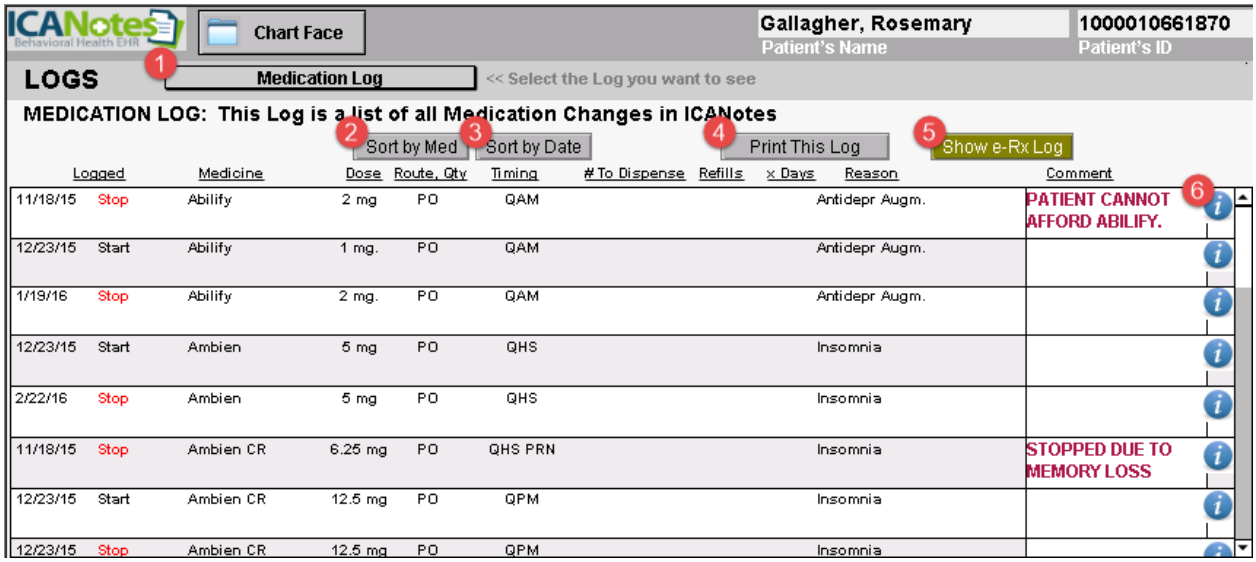


How Do I View the Medication Log?

- From the Chart Face, click the **Logs** tab.
- If **Medication Log** is not showing, click on the drop-down menu to select.

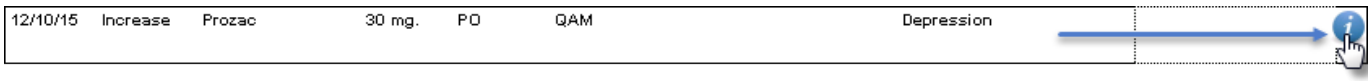
What Features are in the Medication Log?

1. Click this area [Medication Log] to change the Log that you want to see.
2. [Sort by Med] button will alphabetize the medication list.
3. [Sort by Date] button will sort medication changes by date.
4. [Print This Log] button will print the log.
5. [Show e-Rx Log] is not used in the inpatient setting.
6. This icon will connect you to the web where you will find information about any medication readily available to print for your patient.



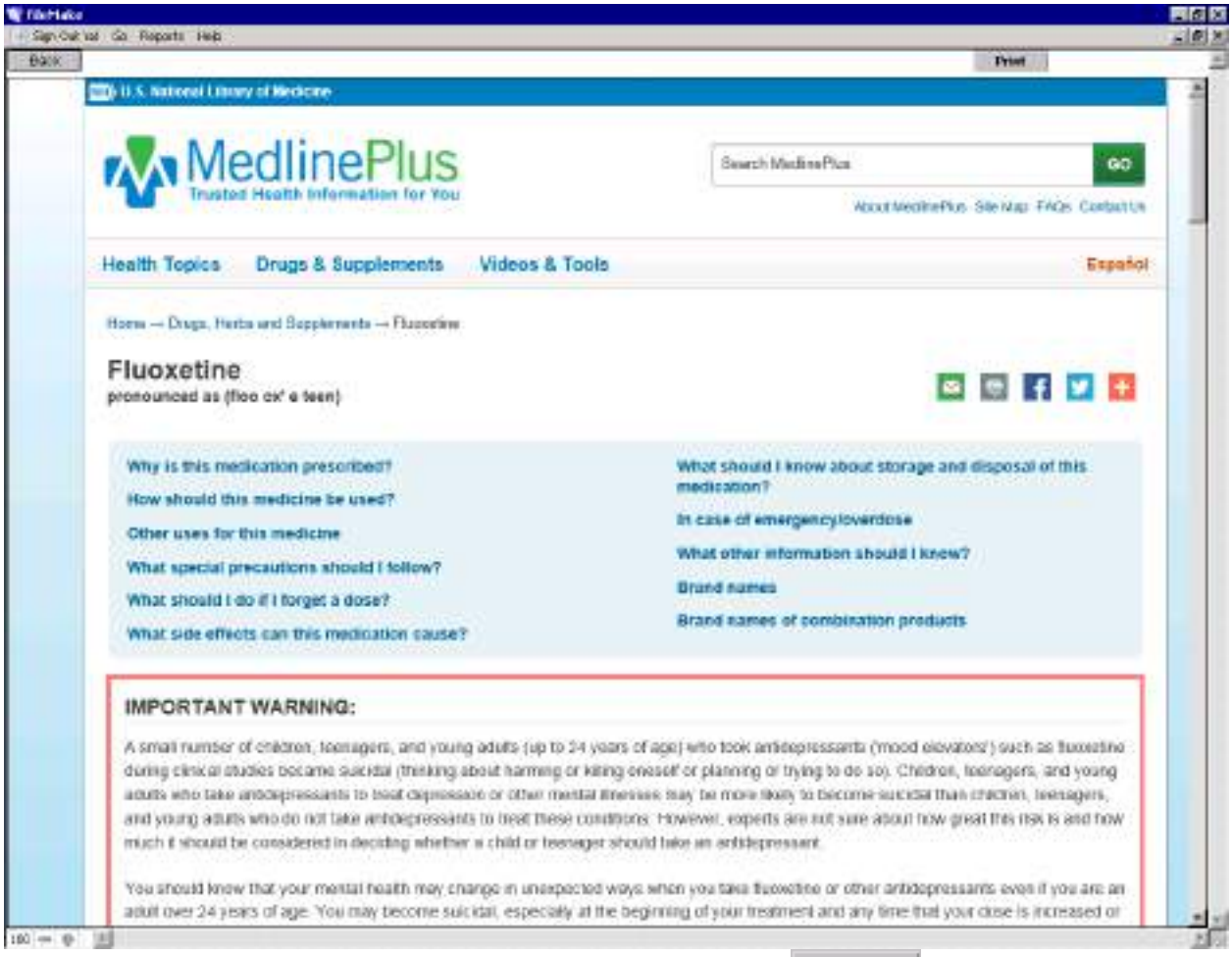
How Do I Access MedlinePlus from the Medication Log?

This icon will connect you to the web where you will find information about any medication readily available to print for your patient.



- Click the icon to go to MedlinePlus Connect website.
- Click the medication.

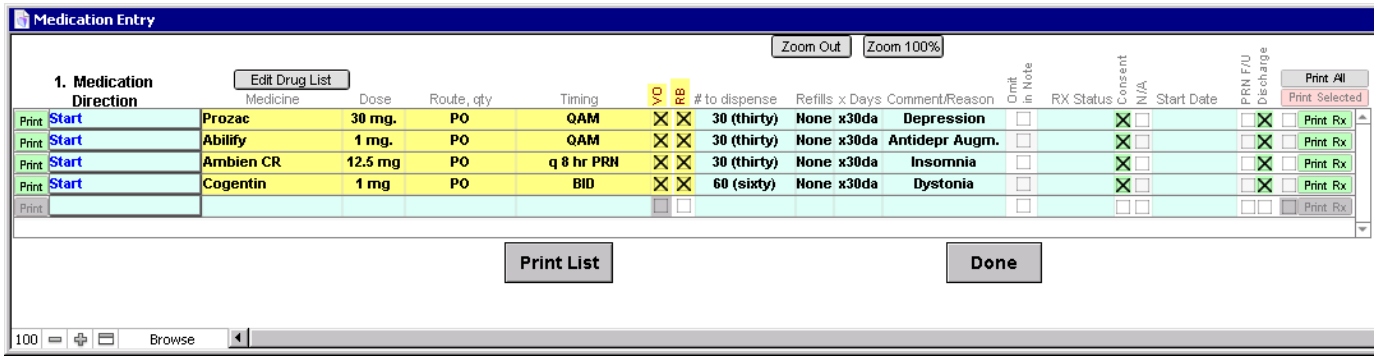
- You will be brought to a website that allows you to look up drug information, important warnings, and FAQs.



- You can print any of the information by clicking the **Print** button.
- Click the **Back** button to return to the Logs page.

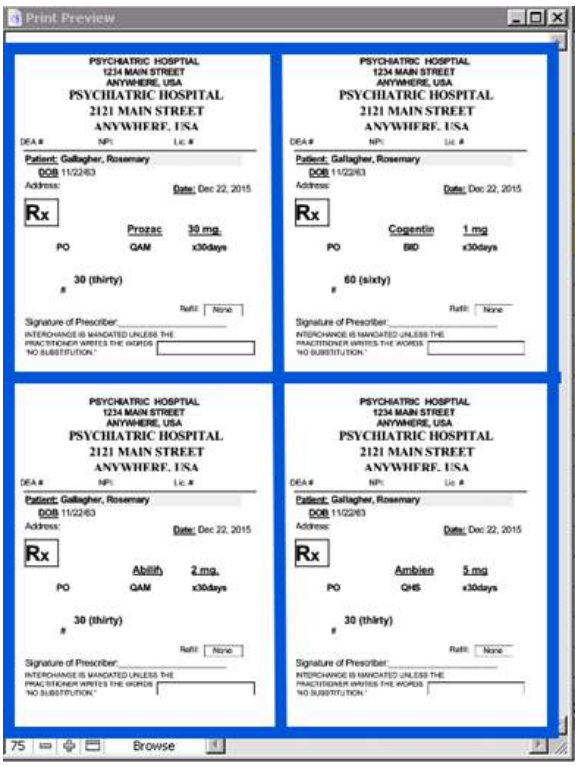
How Do I Print a Prescription for the Prescriber?

- From the Chart Face, click on the Progress Note **Nursing** button.
- Select **Enter VO Meds** to enter the Medication Entry window.
- In the Medication Entry window, working from left to right, fill in each field appropriate for a printed prescription. This generally includes # to dispense, Refills, and xDays.
- Fill out the VO/RB checkboxes as described in using verbal orders / read back option section.
- To print all prescriptions, click the Print All button in the upper right of the window.
- To print individual prescriptions, select the prescription by clicking Print Rx right of the prescription. Then click Print Selected button.



Note: Print All will print up to four prescriptions on one 8x11 prescription printing paper. The ICANotes Support Team can assist you in setting up your prescription printing preferences.

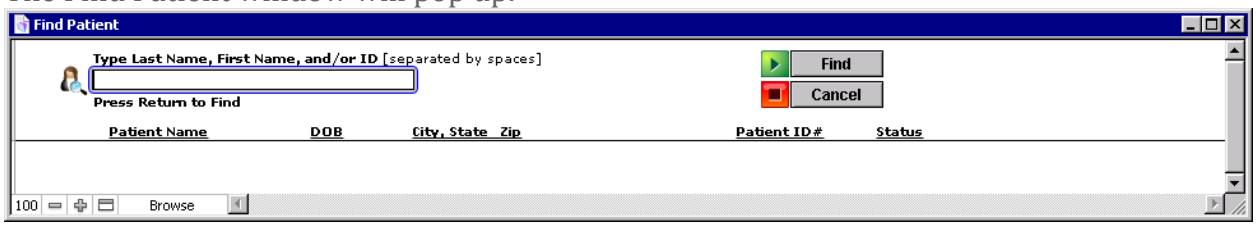
ICANotes Customer Support: 463-569-8778

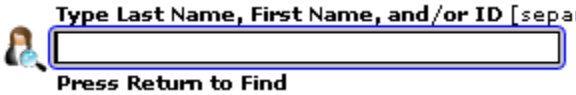


How Do I Turn a Page on the MAR?

- While you are in the MAR of a patient and you wish to go to another patient's page, click

button.

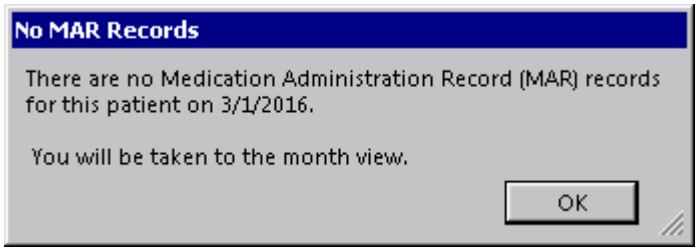
- The Find Patient window will pop up.
- 

- In the 

field, type in the patient's name or ID.

- If the patient has an active MAR, this will open in Day View.

- If there is not an active MAR, you will receive a warning. Click OK to proceed to the Month View.

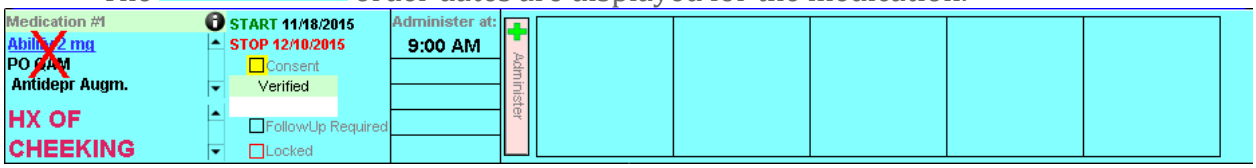


How Do I Find Start & Stop Dates for Medications?

- The over the medication signifies that this medication has been stopped.

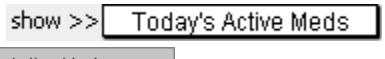
- The

order dates are displayed for the medication.

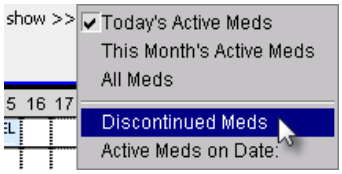


How Do I Find a List of Discontinued Medications?

- Click on the

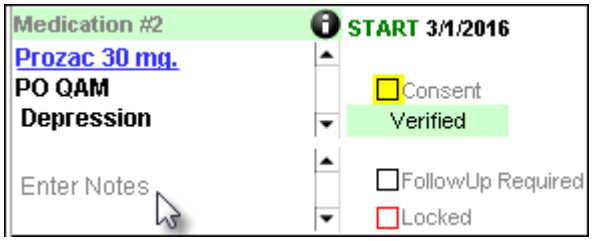
button in the top right of the MAR to change to the month view.
- Click on the 

drop-down menu and select Discontinued Meds.

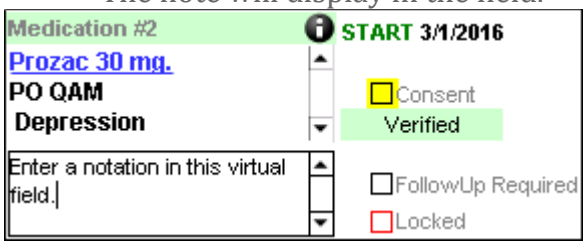


How Do I Create a Virtual Note in the MAR?

- Click inside the Enter Notes field to enter a virtual note.



- The note will display in the field.



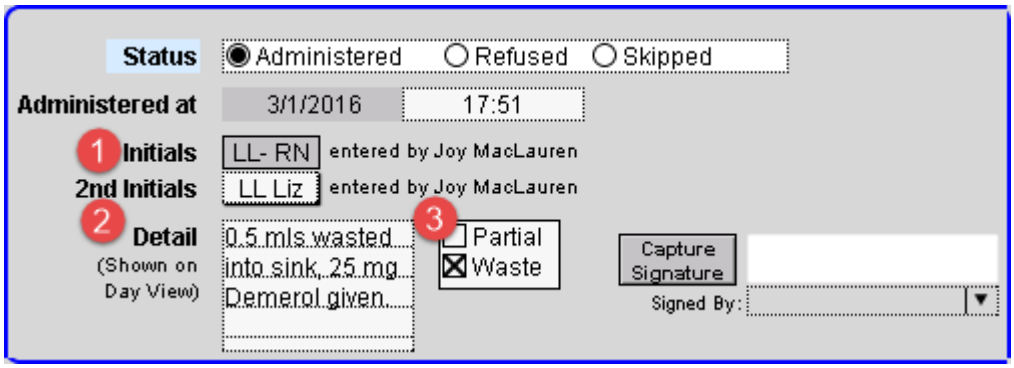
How Do I Document a Waste Narcotic in the MAR?

- Click the

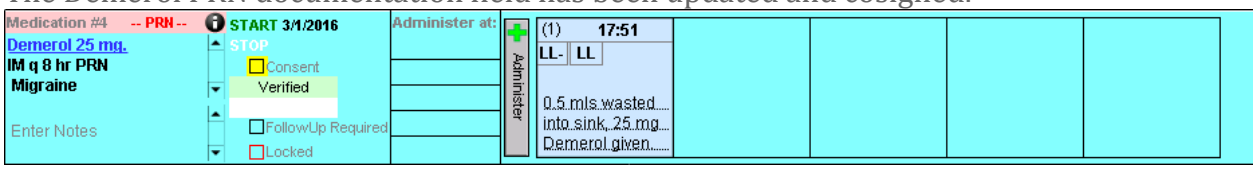
button for the medication.

- Click inside the administered field to open the MAR Detail Entry window.

- Fill out the MAR Detail Entry window:
  1. Fill out initials.
  2. Type in Detail.
  3. Click Waste.



- The Demerol PRN documentation field has been updated and cosigned.



ADVANCED WORKFLOWS

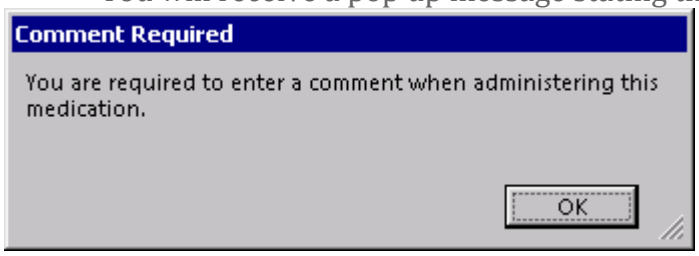
How to Order PRN Medication with Follow-up Notation

- From the Chart Face, click on the Progress Note **Nursing** button.
- Select **Enter VO Meds** to enter the Medication Entry window.
- Enter the PRN medication.
- Click in the PRN F/U checkbox.

- After you have compiled the note, verify the medication following the workflow for orders needing pick up and medication verification workflow.

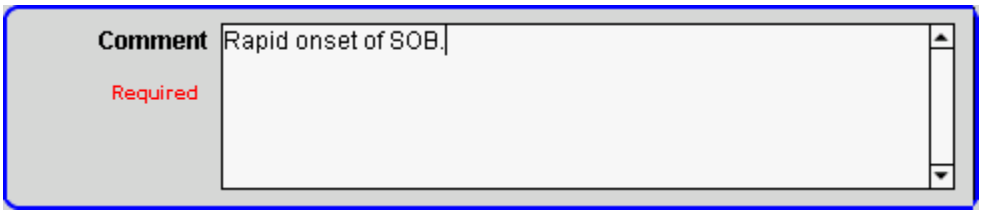
Adding Comment to PRN Medication Follow-up Notation

- When the medication needs to be administered, click the administer button.
- You will receive a pop up message stating that a comment is required.



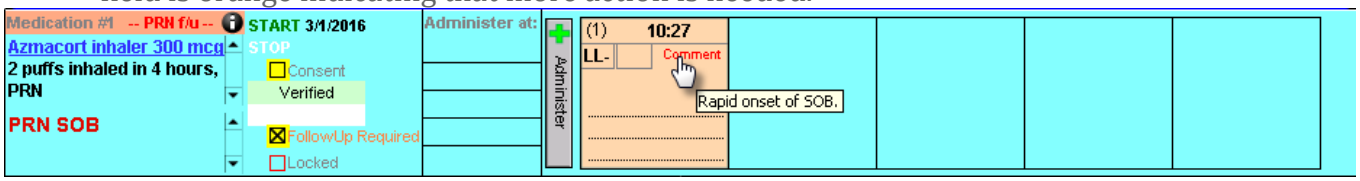
- Click and this will bring you to the MAR Detail Entry area.

- Leave a comment in the comment field.

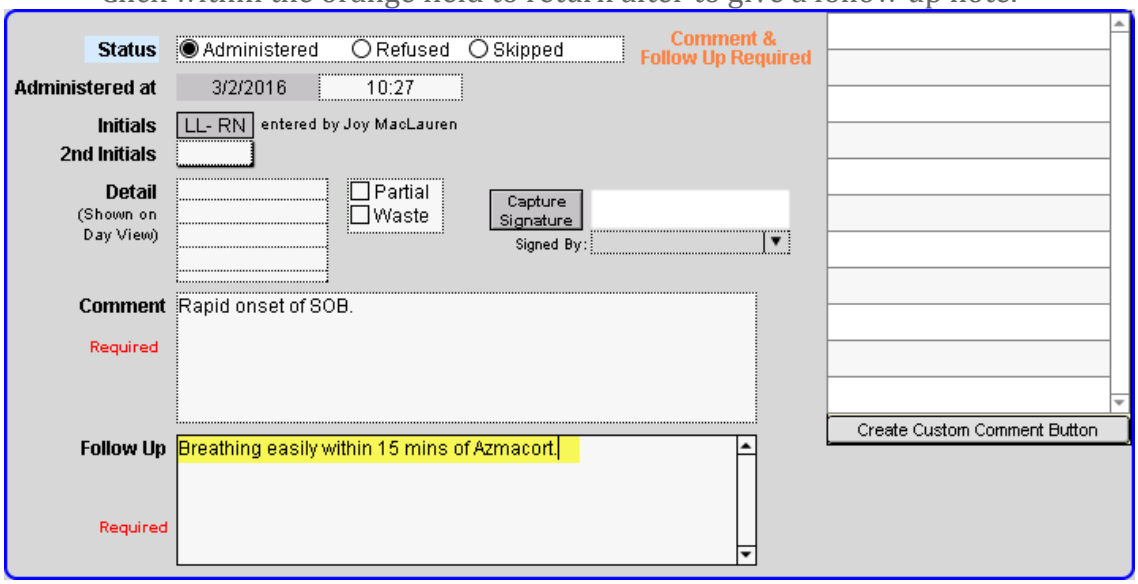


- Click the button to return to the MAR day view.

- This leaves a comment for the administration field. Note that the color of the administered field is orange indicating that more action is needed.



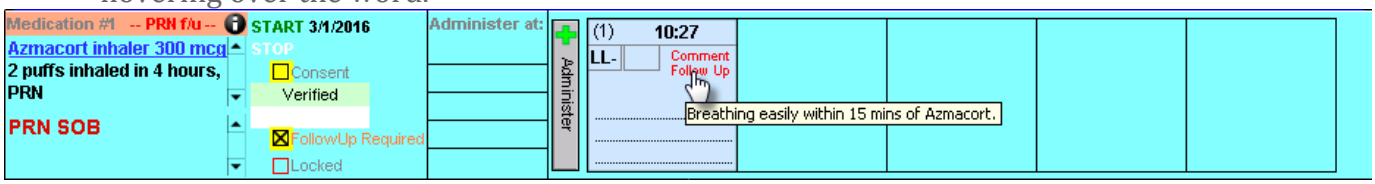
- Click within the orange field to return after to give a follow up note.



- Click the Done button to return to the MAR day view.

Viewing Completed Workflow for PRN Medication Follow-up in Daily View

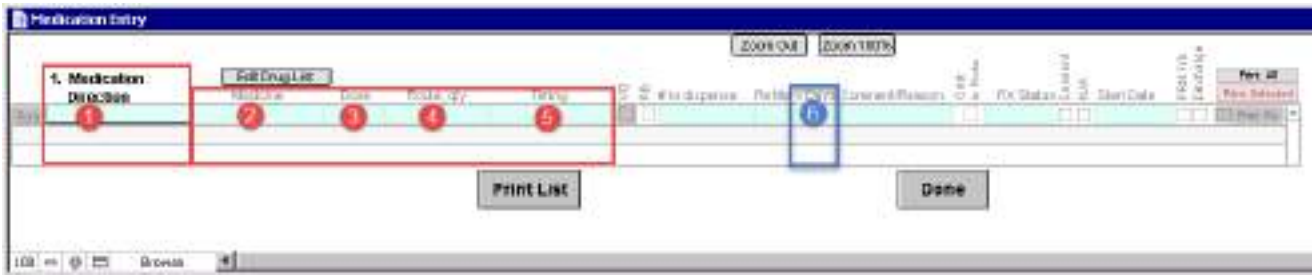
- The administered field will now turn blue and the Follow Up comment will show when hovering over the word.



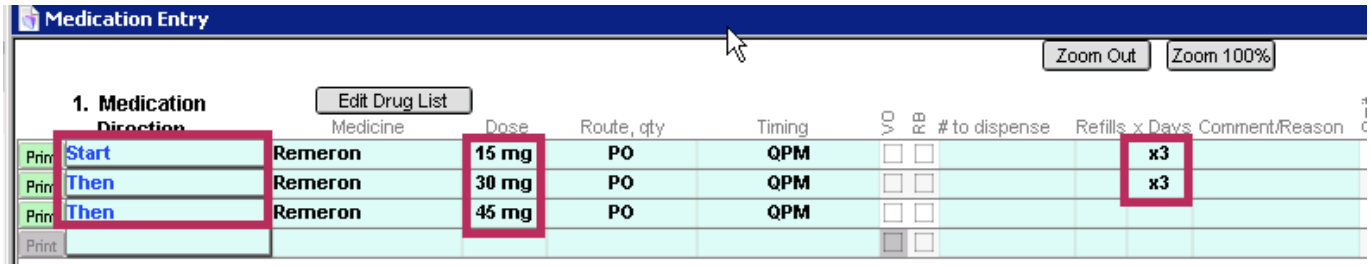
Medication Protocol: Which Cells are Mandatory

The first five cells of the Medication Entry are mandatory when building any medication order.

1. Medication Direction
2. Medicine
3. Dose
4. Route, qty
5. Timing
6. Tip: The x Days is optional, but necessary, for some medication orders.

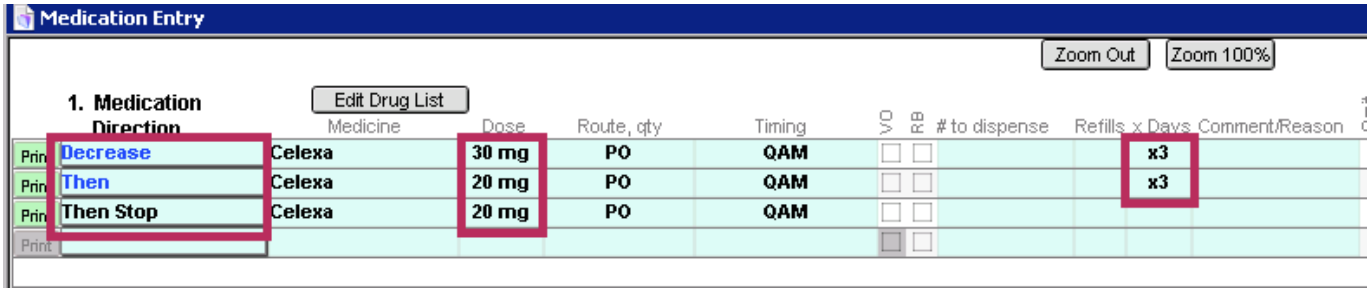


Start and Increase Medication Over Specific Number of Days



- To increase a medication over time, use the verbs as displayed in the screenshot above.
- By using the terms "Start" and "Then", the program will understand that each dose of the medication is to be staggered over the specified number of days.
- Note that when the targeted dose is ordered, it is not necessary to enter the number of days. This is because the target dose will be given each day moving forward.

Decrease and Stop Medication Over Specific Number of Days



- To decrease a medication over time, use the verbs as displayed in the above screenshot.
- By using the terms "Decrease", "Then", and "Then Stop", the program will understand that each dose of medication is to be staggered over the specified number of days.

Create Medication Protocols in Settings + Directories

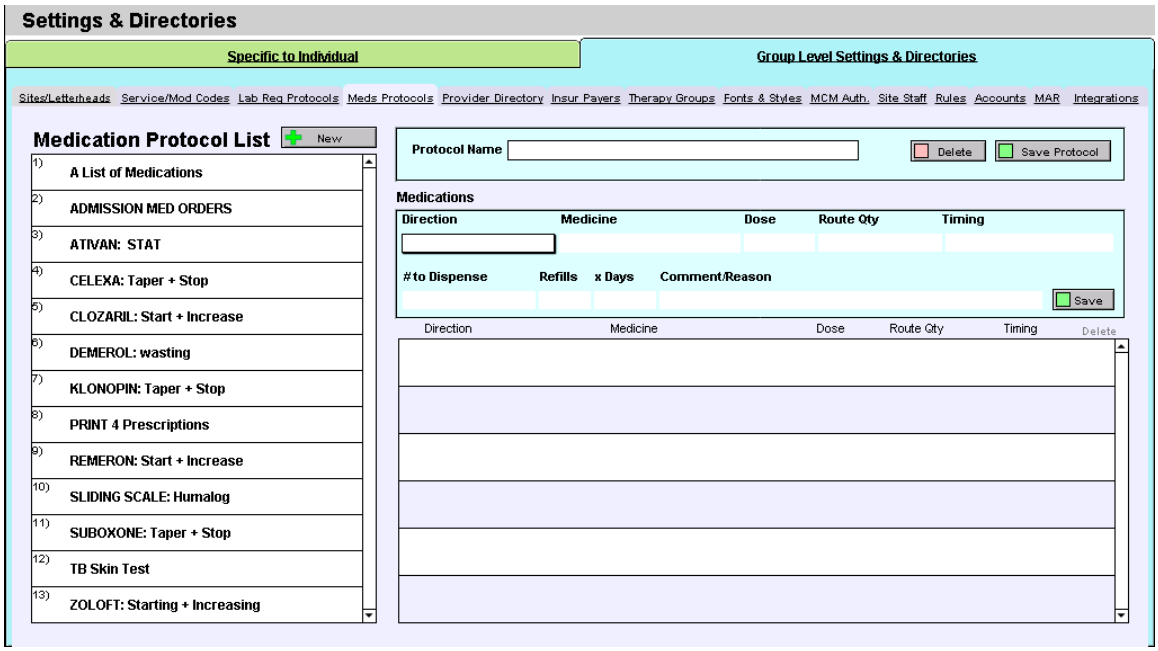
Medication Protocols can be set up in Settings + Directories to show up in the Medication Entry screen. These are set up by a group administer.

- From the Chart Room, click the

button.
- Click the

tab.
- Click the

tab.



Create Medication Protocol to Wean Medication

To create a medication protocol to wean medication, follow these steps:

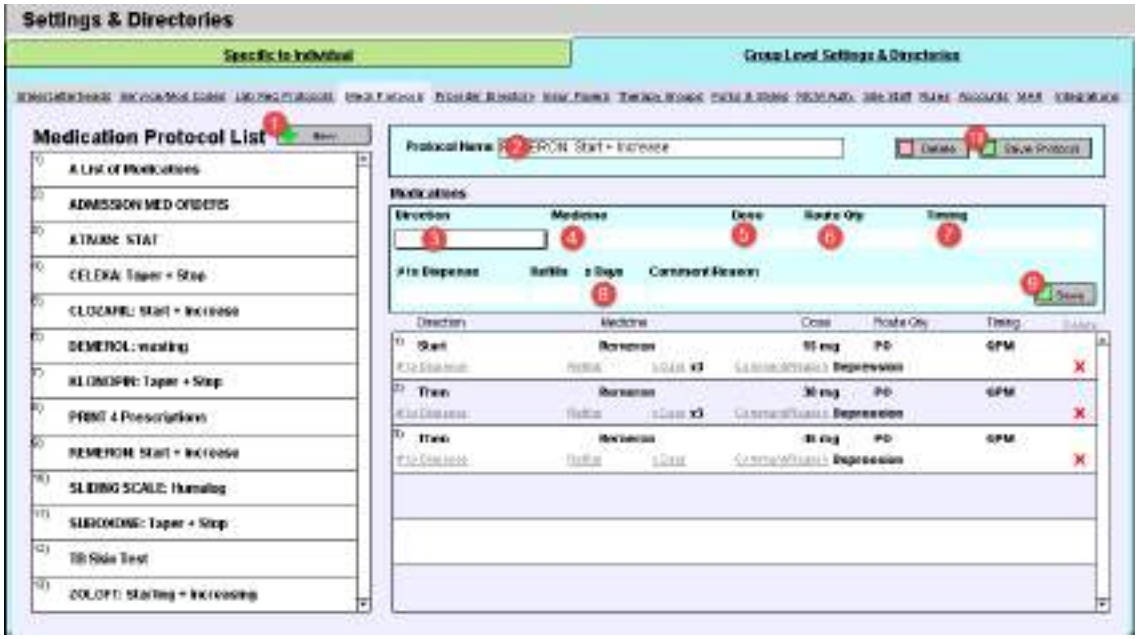
1. Select the New button.
2. Name the protocol.
3. Begin the first line of the taper by using the word "Decrease"
4. Add name of medication.
5. Add current dose of medication.
6. Add route/quantity of medication.
7. Add timing of medication.
8. Add number of days medication will be given at this specific dose.
9. Click the Save button to save your work.
    - You will need to add each medication direction following steps 3 through 9 until the entire taper has been created.
10. Click the Save Protocol button to save the protocol.

- Use the verbs "Decrease", "Then", and "Then Stop" (final line only).
- Note that the final line does not show the number of days since the medication is finished.

Create Medication Protocol to Increase Medication

To create a medication protocol to wean medication, follow these steps:

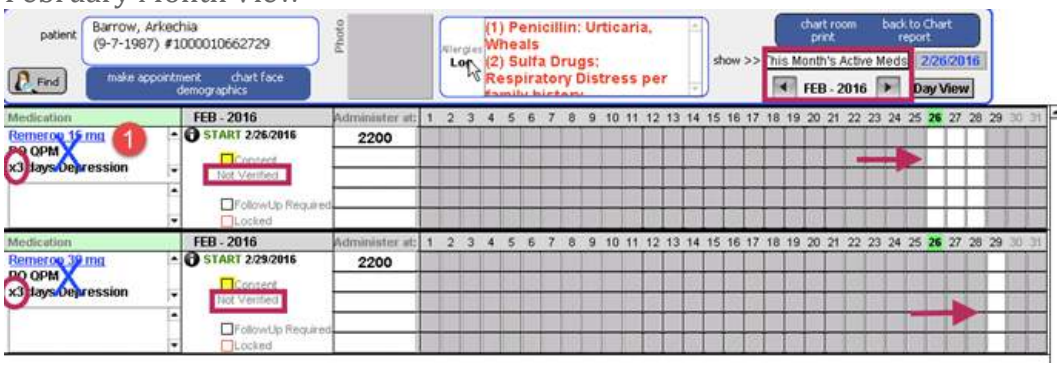
1. Select the New button.
2. Name the protocol.
3. Begin the first line of the taper by using the word "Start"
4. Add name of medication.
5. Add current dose of medication.
6. Add route/quantity of medication.
7. Add timing of medication.
8. Add number of days medication will be given at this specific dose.
9. Click the Save button to save your work.
    - You will need to add each medication direction following steps 3 through 9 until the entire protocol has been created.
10. Click the Save Protocol button to save the protocol.



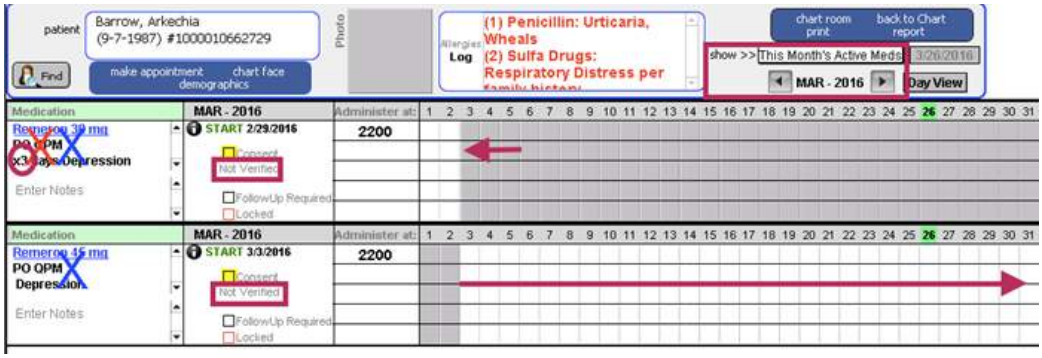
- Use the verb "Start" only on the first line.
- Use the verb "Then" on each subsequent line.
- Note that the final line does not show the number of days since the medication will continue at this dose.

Verifying Medication Titrations in Month View

February Month View



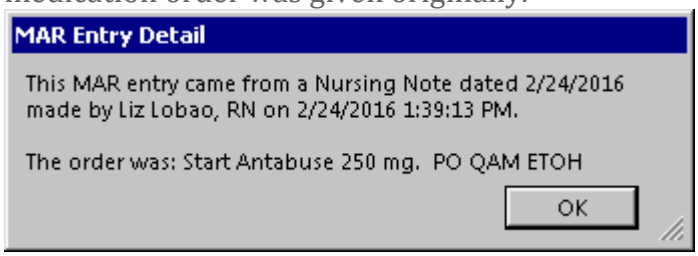
March Month View



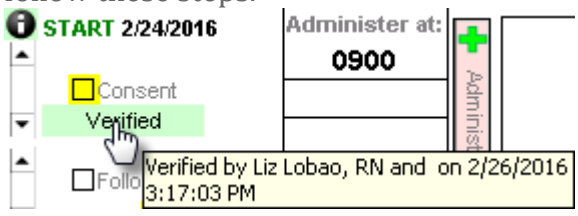
- Verifying a titrated medication is done in the Month view of MAR.
- The screenshots above shows an order that was written at the end of the month, so a portion will need to be verified on the February calendar and a portion on the March calendar.

Locking the MAR

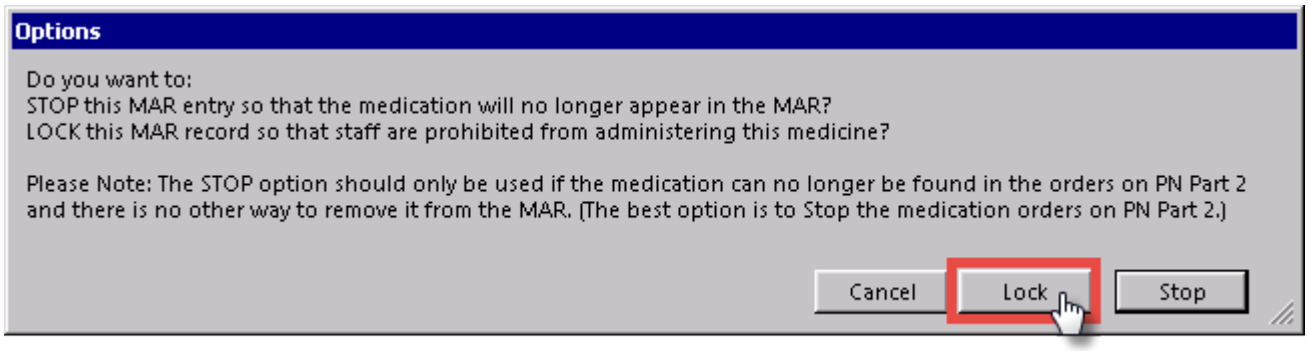
If you note that a medication has an inappropriate dose or a patient-safety mistake on the way the medication is documented on the MAR, click on the ⓘ next to the medication to read how the medication order was given originally.



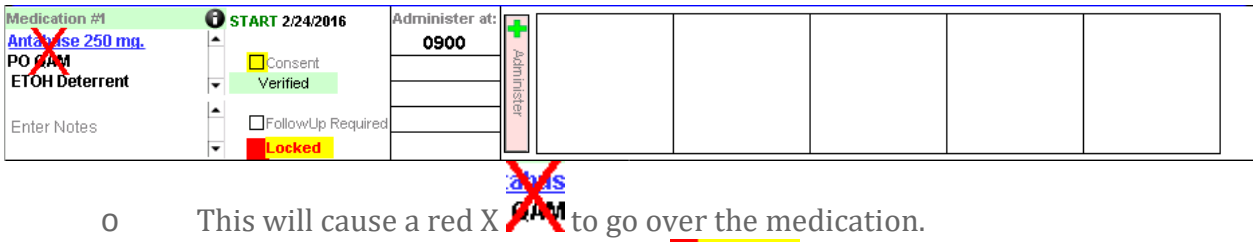
If what was ordered does not match the MAR despite the medication was verified as correct, please follow these steps.



- Click the ☐Locked button.

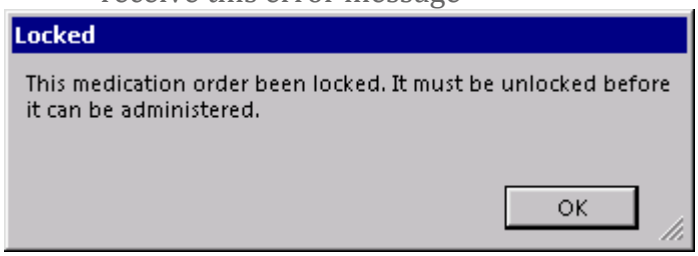


- Click Lock to lock the medication on the MAR.



- This will cause a red X to go over the medication.
- Indicate the medication is locked - Locked.

- The button will no longer be able to be used. If the button is clicked, the user will receive this error message



- **Call the ICANotes Customer Support team (available 24/7 for MAR emergencies) at 443-569-8778.**

- The ICANotes Customer Support team member will contact an ICANotes Developer to contact you and help you make sure the medication is put back in the MAR correctly so you can administer the medication.

Do not erase/delete the information, the ICANotes Development team needs to see the information to find out where and how the error occurred.