

CareMobile (Dolphin) Workflows

Med Larger Than Ordered Dose

1. You scan dose larger then ordered; a warning appears. Select **Yes** to continue.
2. The med charting window displays; enter your dose in the required field.
3. Click **Save**, then go to **To Be Signed** folder to sign meds.

Scanned Med Less than Ordered Dose

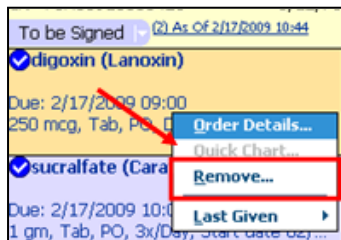
1. Scan a dose smaller then ordered dose.
2. Scan the second dose.
3. Notice that the dose should now be correct on the med charting window.

Chart Medication as Not Given

1. Scan the medication.
2. Select the **Not Given** box.
3. Enter a not given reason (required field).
4. Complete medication administration process.

Canceling in the To Be Signed Folder

To remove a medication from the To Be Signed folder list, tap and hold the stylus on the medication and select Remove. The medication task will be










returned to the Due Task folder.

If signed in error, the med will need to be corrected from the MAR.











CareMobile Icons and Tips

CareMobile Tips

1. **Soft Reset:** Press and hold CTRL + SFT
2. **Cleaning:** Use bleach free wipes.
3. **Battery:** Look for the green, yellow or red band in each screen to indicate remaining battery power
4. **Stylus:** use only the stylus, do not use a pen, pencil, fingernail or eraser.
5. **Align the screen:** Click align screen before logging into CareMobile. Follow the directions.
6. **Scanning Bar Codes:** Scan the bar code to start 4-6" from the bar code then slowly pull away. Make sure the scanner covers the bar code. Pull back slowly when scanning.

	Inactive Order - This icon indicates the medication task is tied to a discontinued or suspended order.
	Unverified Order – This icon indicates the medication order has not been verified by a pharmacist.
	Pharmacy Rejected – This icon indicates the medication order has been rejected by the pharmacy.
	Nurse Review – This icon indicates the order needs to be reviewed by a nurse.
	Note – This icon indicates there is a product or MAR note attached to the medication. Clicking the icon will display the note.
	Task Complete – Indicates the medication task has been completed and is ready to be signed off.
	Task Incomplete – This icon indicates that a required documentation field has not been completed.

CareMobile Icons

	Medication Volume Projection – This icon indicates that projected volumes are available. Click the icon to view the projected volumes.
	Admin Note – This icon indicates a nurse-specific comment can be added to the medication task. Click the icon to display the comment.
	Network Connectivity – This icon displays when the device is connected to the network. If the icon displays a red circle with a line over it, the device is not connected to the network.
	Battery Level Indicator – Clicking this icon notifies you of the batter level of the device.
	Keyboard – Clicking the keyboard icon will display the on-screen keyboard. Clicking it again will hide it.
	Results – This icon lets you review the patient's results.
	Ad Hoc Medication – This icon lets you scan or search for an ad hoc medication, perform interaction checking, display the Order screen and complete the relevant administration documentation at signing.
	Scan Patient – This icon provides an option of scanning a patient wristband to open the patient's Task List.
	Patient List – This icon lets you view your list of patients.
	Patient Search – Clicking this icon lets you find a patient by searching by the patient's name, MRN or FIN.

Common Error Messages and Solutions

All tasks have been disqualified – Ingredients are incompatible

This occurs when you scan a second medication before completing the required details of the first medication.

1. Tap cancel.
2. Scan the first medication again and address the required fields.

** When this message occurs, it deletes all previous entries. You will have to start over from the beginning**

Invalid Scan

1. Select **Ok**; rescan the Aztec barcode on the patient's armband.

Medication x dose unit does NOT match the ordered dose unit. Would you like to create a new order?

This occurs when the unit of measure (i.e. mg) does not match the unit of measure verified by the pharmacy.

1. Call the pharmacy to verify the order/product is correct.

Network connection is not available. Would you like to work offline?

1. Select No.
2. Perform a soft reboot by holding the Shift and CTRL keys until the screen resets.


No patient information could be found.

1. Select **Ok**.
2. Select **Tasks -> Pick Organization**.
3. Ensure correct facility is selected.
4. Ensure patient has correct armband.

Common Error Messages and Solutions


Order for Medication x not found in task list. Would you like to create a new order?

If a medication task was expected:

1. Select "No," then refresh the screen by clicking the **As Of**  **As Of 3/18/2011 10:34** line.
2. Confirm that you have the correct medication and that the order appears on the eMAR.

Product not found


This occurs when there is an error with the barcode (typically, it is not registered into the system).

1. Ensure the device is still connected to the network as evidenced by the icon: 
2. Complete the task by tapping the medication on the list and completing the required details.
3. Alert the pharmacy by completing the **Barcode Issue Form** and send to pharmacy.

Scanned patient does not match the current patient. Would you like to switch context?

1. Select **Yes** if you are administering medication to another patient.

Preferred method for switching patients

1. Click the bar code  icon.
2. Scan the next patient.

Common Error Messages and Solutions

System error encountered while submitting the request. No reply was received from the server. Your documentation may not have been committed to the patient's record. Please verify the patient's record prior to proceeding.

1. Select **OK** and wait for the device to reconnect to the network.
2. Sign the medication tasks again.

There are pending tasks for patient, xxxx that need to be signed. Do you want to continue? Click NO – Return to Sign Medications. Click YES – all saved data will be lost.

This indicates there are still medications that need to be signed in the **To Be Signed** folder.

1. Select **No**, then return to the **To Be Signed** folder and sign the medications.
2. Select **No**, then log off and find the previous clinician who was administering medications so they can sign the previous medications. (**Not signing is one of the reasons meds do not show up on the eMAR as completed**)

Unable to authenticate login. Please contact your system administrator.

This occurs when your password needs to be updated or your user account has been inactivated.

1. Select **Ok** to exit the error message. Then select **Cancel** on the CareMobile login screen.
2. Log in to Clarity. If prompted – change your password. If you are locked out of Clarity, call the Help Desk.
3. Log into CareMobile with your new password.