Chapter 4

Understanding the System

Representatives from ScriptPro work with the pharmacy to install the ScriptPro Robotic Prescription Dispensing System. Installation includes setting up resources available to the system, and customizing it for the pharmacy. After the system is installed, the next step is to learn the various components and how they work together. The system is controlled through barcode scans, standard Windows dialog boxes, and interactive devices.

The system automatically fills and labels vials based on instructions from the host system. The primary interaction with the system, is to verify and to remove filled prescriptions from the system. Script filling instructions can also be entered directly into the system to create prepacks.

This chapter includes the following topics:

▶ **Cautions**

▶ **Safety Consideration and Symbols**

▶ **System Messages**

▶ **Robot Page**

▶ **Data Storage Page**

▶ **Cell Data Dialog Box**

▶ **Drug Data Dialog Box**

▶ **Script Data Dialog Box**

▶ **Script Fill/Verify Dialog Box**

Cautions

Before using the ScriptPro Robotic Prescription Dispensing System, it is important to understand and follow the cautions described in the table below.

Caution	Description
Keep the door closed.	The doors protect the equipment and safeguard the operators. Keep the doors closed during system operation; open them only when instructed by the software or this manual. Never place any part of your body, clothing, jewelry, or anything else in the path of any moving part while the system is running.
Do not interfere with the robotic equipment.	The robotic equipment is controlled by the computer system and should not be manipulated manually. Doing so can damage the system and void your warranty.
Follow all instructions when using medication dispensing cells.	Fill and refill the medication dispensing cells only in accordance with the software instructions or this manual. The cell filling procedures are designed to cross-check and verify product contents.
Follow all instructions when using vials.	Remove filled vials from the system only in accordance with the software instructions or this manual. The refill vial dispenser procedures are designed to cross-check and verify vial sizes and shapes.
Avoid turning off the system or system electrical power.	Power down or turn off the system only as directed by the software or this manual. Make sure the system is powered by a properly maintained uninterruptible power supply (UPS). Interruption of electrical power to the system during operation can cause loss of data and inability to restart.
Avoid tampering with or moving the system.	Do not modify or tamper with the system. Doing so voids your warranty. Do not move the system without consulting **ScriptPro Customer Service**.

Safety Consideration and Symbols

Read all safety and operating instructions before operating the ScriptPro Robotic Prescription Dispensing System. Adhere to all safety warnings marked on the unit, and in this manual. Follow all operating instructions.

Do not modify power or input cables. Consult **ScriptPro Customer Service** if the connector does not match the utility receptacle. The ScriptPro Robotic Prescription Dispensing System must be grounded at all times while in use. Turn off the system before unplugging it, or before the safety ground is removed. Operate the system only from a properly grounded outlet (two wires plus a ground).

The 120V model is equipped with a grounded NEMA 5-15 input power plug. Do not defeat the safety purpose of the grounded plug. If it is not possible to fully insert the plug into the wall outlet, contact a qualified electrician for assistance.

Route power cords so they are not walked on, pinched, or accidentally disconnected.

Maintain adequate ventilation to ensure reliable and continued operation. Never block or insert any object into ventilation holes or other openings.

The internal UPS and accessory power strips are designed for data processing equipment. Do not plug appliances not provided by ScriptPro into these power receptacles, including such things as heaters, vacuum cleaners, or electric drills.

All robot system users should become familiar with the safety symbols described in the following table.

| Symbol	Name	Description	Locations
	Hot Surface	Surface is hot to the touch. Extended contact can cause minor injury.	Y-axis brake X motor Y motor
	Electrical Risk	Potential exists for electrical shock or burn. Follow label instructions where present. If no specific instructions are present, the area is to be accessed only by trained service personnel.	E-cart main cover E-cart security panel Laser printer power cord Power inlet Control center access panel Accessory power strip
	Pinch Point	Potential exists for pinching of fingers or hands. Keep hands clear of the labeling mechanism when operating.	Near vial exit on labeling unit Label bay finger guard near vial clamp
	Pinch or Crush	Potential exists for clothing or fingers to be entangled, injured, or crushed. This area is beyond the guards and is to be accessed only by trained service personnel.	Near conveyor pulleys

| Symbol	Name	Description	Locations
	Protective Earth	Connections marked with this symbol are necessary for the proper electrical grounding of the equipment. Modifying these connections can compromise the safety of the equipment.	Ground studs inside control center Ground stud inside electrical cabinet
	Important Information	Read and follow safety instructions.	Accessory power strip
CAUTION LASER RADIATION DO NOT STARE INTO BEAM VISIBLE LASER DIODE 1 mW MAX OUTPUT CLASS II LASER PRODUCT	**Laser Radiation**	Items marked with this symbol contain a Class II laser product. Do not stare into the beam. Eye damage can occur.	Gripper

System Messages

Operator Action Messages

When the system requires operator action or intervention to continue processing, a dialog box appears and an audible chime is sounded. This dialog box is referred to as an Operator Action Message (OAM). Below are descriptions of the items found on an OAM.

**CAUTION: If the screen saver is running, the audible chime will not sound.**
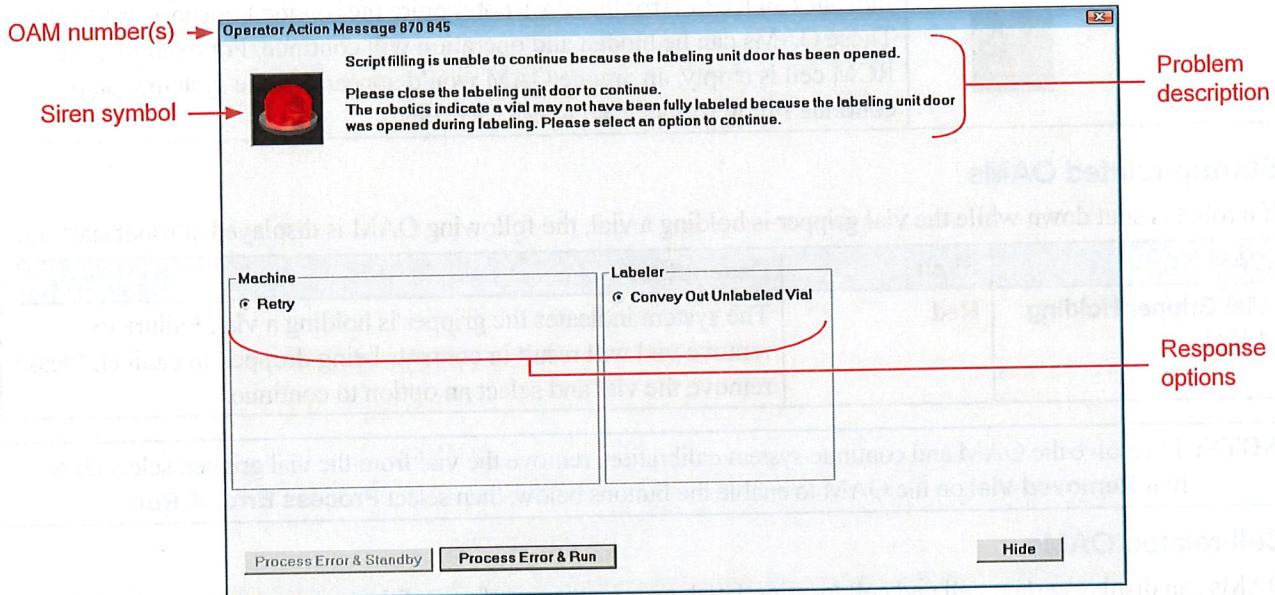
Operator Action Message Dialog Box

The following table includes items present on all OAM dialog boxes.

Item	Description
OAM Number(s)	The number(s), displayed in the dialog box title bar, indicates the type of OAM. If contacting **ScriptPro Customer Service** regarding an OAM, please reference this number.
Problem Description	A brief description of the problem requiring intervention.
Response Options	Options for processing. The options are different depending on the type of OAM. If options exist for multiple robot components, they are listed in separate areas and labeled accordingly.
Process Error & Standby	Processes the error according to the selected option, and places the robot in **Standby** state.
Process Error & Run	Processes the error according to the selected option, and places the robot in **Run** state. **NOTE: Process Error & Run** is preferred over **Process Error & Standby** because it allows the system to transition directly back to **Run** state.
Hide	Hides the OAM. When a message is hidden, the **Show Machine Error** icon on the toolbar (normally green) turns **red** . To view the message again, select the Show Machine Error icon. **NOTE:** Hiding OAMs is not recommended. The system is not functional until the message is processed.

The color of the siren symbol indicates the level of action required to continue system operation.

Siren Color	Symbol	Action
Yellow		Requests an operator correct the cause of the interruption.
Red		Requires an operator to carefully read and act upon the displayed message to continue operation, or indicates an RCM error that could result in a collision with the robotic transport arm.
Orange		Indicates an RCM error that does not require the robotic transport arm to stop. These OAMs can be hidden and operation will continue. For example, if an RCM cell is empty, an orange OAM would appear, but the system would continue filling scripts from non-RCM cells.

Startup-related OAMs

If a robot is shut down while the vial gripper is holding a vial, the following OAM is displayed at robot start-up:

OAM	Siren	Description
Vial Gripper Holding a Vial	Red	The system indicates the gripper is holding a vial. Failure to remove vial will result in contents being dropped in cabinet. Please remove the vial and select an option to continue.

NOTE: To resolve the OAM and continue system calibration, remove the vial from the vial gripper, select **User has Removed Vial** on the OAM to enable the buttons below, then select **Process Error & Run**.

Cell-related OAMs

OAMs can display certain cell and cell location label error messages. If one of these messages is received, the barcode scanner on the robotic transport arm has been unable to verify the barcode on the front of a cell or the cell is empty. The following are examples of cell-related OAMs:

OAM	Siren	Description
Cell Location Label Unreadable	Red / Orange	The cell label might be torn, smudged, or covered with debris. To correct, apply a new cell location label straight and flat on the cell.
Wrong Cell Barcode Scanned	Red / Orange	The cell scanned has a different barcode than expected. Take necessary action to put the correct cell in position. If this problem persists, contact **ScriptPro Customer Service**.
Cell Empty	Red / Orange	The medication dispensing cell has emptied during script processing. Options include: refilling the cell, completing a partial fill, or cancelling the label.

NOTE: These cell-related OAM examples can also occur with RCM cells which are available in SP 200/SP 100/ SP 50 robots.

Cell-related OAMs can be due to one of the following conditions:

- **Cell is missing**—The cell was removed from the robotics cabinet. Return the cell to its proper location.
- **Incorrect cell in location**—The cell was placed in the wrong location in the robotics cabinet. The cabinet location identifier is posted by row (on the left side of the cabinet) and column (at the top of the cabinet). Move the cell to its correct position in the cabinet.
- **Cell seated improperly**—The cell is not sitting flat in its cabinet location. If it is tipped forward, wedged at an angle, or not seated all the way down on the holding bracket, the barcode scanner may not properly register the barcode label on the cell. Gently adjust the cell to the correct position.

Vial-related OAMs

The following are examples of vial-related OAMs.

OAM	Siren	Description
Wrong Vial Diameter Found	Red	An unexpected vial diameter was detected in a vial dispenser. Remove the incorrect vial, and if this problem persists, contact **ScriptPro Customer Service**.
Vial Dropped	Red	The vial might have been dropped. To correct, check that the gripper is clean and that the cell is properly aligned in the cabinet.
Vial Overfilled	Red	The vial is overfilled. Verify the Units/12 dram setting in the **Drug Data** dialog box is correct for the drug. Check the cell flowgate to ensure units are singulating during dispensing, and clean if necessary. Also ensure that the pill count sensor is clean and that the cell is seated properly. If this problem persists, contact **ScriptPro Customer Service**.

Vial-related OAMs can be due to one of the following conditions:

- **Vial is not sitting properly in chute**—The vial is tipped or tilted in the chute. Straighten the vial so it is resting vertically in the chute.
- **Vial type in chute does not agree with database**—The brand and/or size of vial listed in the database does not match the brand and/or size of vial in the chute. Put the correct vial in the dispenser.
- **Incorrect Units/12 dram measurement**—Correct the drug's Units/12 dram measurement. For instructions on setting the Units/12 dram, see the *Robotics Operator Guide*.
- **Incorrect flowgate setting**—If the flowgate is set too wide, units might not singulate when flowing from the cell causing unit count errors. For instructions on setting the cell flowgate, see the *Cell Flowgate Adjustment Guide*.
- **Pill count sensor dirty**—Clean the pill count sensor following the instructions in the *Robotics Maintenance Guide*.
- **Pill count sensor sensitivity set too low**—An indicator of this problem is that the number of units dispensed for the script exceeds the script quantity. The operator must not adjust the pill count sensor sensitivity until **ScriptPro Customer Service** is contacted.

Vial Dispenser-related OAMs

When the vial dispenser is loaded, vials drop into the pickup position one at a time and land flat in the vial delivery chute. If the dispenser is loaded but a vial does not appear upright in the vial pickup area, a jam or misalignment might have occurred. In such cases, or when a vial dispenser runs empty, a vial dispenser-related OAM occurs.

NOTE: Some types of vial dispenser jams can be mistaken as vial dispenser empty errors; the system assumes the vial dispenser is empty because a vial is not available in the pickup area. If this occurs, free the vial jam and reload the vial dispenser in the software.

The following are examples of vial dispenser-related OAMs.

OAM	Siren	Description
Vial Dispenser Chute Jam	Red	One of the vial dispenser chutes is jammed. A vial might have dropped at an angle and be caught in the delivery chute. Insert a spatula in the vial delivery chute slot to free the vial. If this problem persists, contact **ScriptPro Customer Service**.

OAM	Siren	Description
Optimum Size Vial Dispenser Empty	Red	Script filling cannot continue because the optimum size vial for the script is not available. The options are to refill the vial dispenser, or clear the **Use optimum vial only** check box on the **SP X00/CRS System Defaults** page in **Custom Options**.
Vial Dispensers Empty	Red	Script filling cannot continue because the system is completely out of vials. Refill at least one vial dispenser to continue.

Vial dispenser-related OAMs can be due to one of the following conditions:

- **Improper loading**—It is important to load the vial dispensers with the correct size and type of vial, to avoid loading warped or otherwise defective vials, and with vertical vial dispensers to alternate the direction of the open ends of the vials while loading.

- **Overfilled dispenser**—Overfilling the vial dispenser prevents free movement of vials inside the dispenser. This can cause the vials to jam together tightly or form a bridge inside the dispenser. Open the vial access door, remove 10 to 12 vials, and close the door. Do not fill the dispenser above the vial dispenser fill line.

> **NOTE:** Open the vial access door slowly so vials do not fall out. Close the vial access door slowly so vials do not become jammed by the door.

- **Vial misaligned in pickup area**—If the vial is sitting in the pickup area at an angle, the robotic transport arm can sense a vial diameter exception and refuse to pick up the vial. To address the error, reposition the vial upright.

Labeling Unit-related OAMs

The following are examples of labeling unit-related OAMs.

OAM	Siren	Description
Label Door Open	Red	The labeling unit door is open during script processing. Close the labeling unit door to continue.
Label Incomplete	Red	The vial label application process was not completed. Selecting **Convey Out Unlabeled Vial** allows the system to continue. If this problem persists, discontinue use of the system and contact **ScriptPro Customer Service**.
Label Stock Out	Red	Label stock is depleted. The system cannot continue filling scripts until label stock is reloaded.
Ribbon Stock Out	Red	Ribbon stock is depleted. The system cannot continue filling scripts until ribbon stock is reloaded.

Hardware-related OAMs

The robot discontinues operation under the following examples of hardware-related OAMs.

OAM	Siren	Description
Main Door Open	Yellow	Script filling is unable to continue because the robotics cabinet door is open. Close the robotics cabinet door to continue.
Locking Cell Column Open	Yellow	The robotics indicates a failure to move due to the Locking Cell Column not being in its Open position. Please close the cabinet door(s) and ensure the electronics door locks are engaged. Then select an option to continue.
Emergency Stop Pressed (General)	Red	Script filling is unable to continue because the Emergency Stop has been pressed. After the problem has been addressed, pull the Emergency Stop button to continue.

OAM	Siren	Description
Conveyor Full	Red	The conveyor is full with vials. Alleviate this error by clearing vials from the conveyor belt and scanning the vials to Fill/Verify.
Slots Full	Yellow	The slots are full with vials. Alleviate this error by clearing vials from the slots and scanning the vials to Fill/Verify.
Gripper Fail (General)	Red	A gripper failure has occurred. Check the gripper for any obstructions. Contact **ScriptPro Customer Service**, if needed.
Pause Pressed	Red	Script filling is unable to continue because Pause has been selected on the toolbar.
Pill Sensor Malfunction	Red	A pill sensor error has occurred. Confirm that the cell is seated properly and that the pill count sensor is not obstructed by the vial. The sensor may also need to be cleaned. If this problem persists, contact **ScriptPro Customer Service**.
Count Sensor Calibration	Red	The pill count sensor failed to calibrate correctly. Clean the pill count sensor, and if this problem persists, contact **ScriptPro Customer Service**.
Y-axis Failure	Red	Script filling is unable to continue because there is an obstruction of the y-axis hardware. Clear the obstruction.

RCM-related OAMs

The following are examples of RCM-related OAMs.

NOTE: RCM cells are available in SP 200/SP 100/SP 50 robots.

OAM	Siren	Description
RCM container failed to retract	Red	Script filling is unable to continue because there is a potential obstruction with the RCM. Remove any obstruction, and confirm proper connection. If the problem still exists, set the RCM offline.
RCM latch failure	Red	Script filling is unable to continue because there is a potential latch obstruction with the RCM. Ensure the latch is properly secured on the RCM.
RCM container engage error	Red	The gripper failed to engage the RCM. Remove any obstruction to the gripper and ensure all dispensing cells are properly aligned.
RCM pill sensor failure	Orange	There is a possible sensor obstruction. Verify that the cell is seated properly and clean the RCM pill sensor. If the problem persists, contact **ScriptPro Customer Service**.
RCM container extend error	Orange	The RCM container failed to extend. Remove any obstruction to the gripper and ensure all dispensing cells are properly aligned.
RCM container overfilled	Orange	The RCM container overfilled. Ensure the Units/12 dram setting is correct. If necessary, check the cell flowgate setting to ensure singulation, ensure the cell is in the correct position, and/or clean the pill count sensor.
RCM pill motor failure	Orange	An RCM pill motor error occurred. Remove any obstruction. If the problem persists, contact **ScriptPro Customer Service**.
Non-confident RCM purged	Orange	Some RCM containers are not confident in their count. Purge all affected RCM containers.

OAM	Siren	Description
RCM present where not configured	*Orange*	An RCM is present and not configured in the system. Depending on the issue, remove the RCM from the system and scan the cell barcode to install, or remove the existing cells from the needed locations and scan the RCM cell barcode to install.
RCM communication failure	*Orange*	A communication failure has occurred with an RCM. After selecting Retry, if the problem persists, contact **ScriptPro Customer Service**.
RCM software, hardware, or data failure	*Red*	Script filling is unable to continue, because a failure has occurred in the system relating to an RCM. After selecting Purge Container, if the problem persists, contact **ScriptPro Customer Service**.

OAM Response Options

The following are common OAM response options.

Response Option	Description
Retry	Directs the system to retry the current task. Any option that includes **Retry** in the name indicates the system can fill the script as soon as drug and vial resources are available.
Requeue Script	Appears if the script in process is eligible to be requeued. Any option that includes **Requeue** in the name indicates the script in question will return to the Pending list to be processed later.
Partial Fill	Appears when drug units are counted into the vial and the cell times out during dispensing. Select this option to fill the script partially and requeue the remainder of the script in the **Pending** list.
Refill Vial Dispenser	Appears when the system is configured to use only optimum size vials and the required vial size is not available, or if all dispensers are empty. Select this option to refill the vial dispenser.
Refill Cell	Appears when the system is paused or when the cell times out during dispensing. Select this option to refill a cell and to allow the system to fill the remainder of the script.
Refill Cell with Previous Quantity	Appears when the system is paused or when the cell times out during dispensing. Select this option to refill a cell with the previous quantity listed in the OAM, and to allow the system to fill the remainder of the script.
Shutdown	Shuts down the system.
Cancel Label	Directs the system to stop filling the current script, convey the vial out, and requeue the script.
Convey Out Unlabeled Vial	Appears if the labeling unit door is opened before the vial is successfully labeled. Select this option to direct the system to convey the unlabeled vial out and requeue the script.
Purge Conveyor	Appears if the conveyor becomes full or blocked during script processing. Clear any conveyor sensor obstructions, and select this option to activate the conveyor motor.
Label OK	Appears when the labeling unit door has been opened while the system is in the process of labeling a vial. Select this option if the label printed by the system is visible and acceptable regardless of the interruption.
Cancel Operation	Appears when a script or task is eligible to be cancelled. Select **Cancel Operation** to prevent further action on the specified script or labels.
Set Cell Empty and Retry	Appears when the system is paused during the script fill process. This option can be used to direct the system to finish filling the script from another cell with the same drug. The quantity of the original cell is set to zero (0) and the system fills the remainder of the script from another cell loaded with the same drug.

Response Option	Description
Set Cell Empty and Partial Fill	Appears when the system is paused during the script fill process. Select this option to set the cell quantity to zero (0) and partially fill the script. ■ **Requeue Remainder on Automation**—The remainder of the script appears in the **Pending** list. ■ **Automation Complete**—The remainder of the script does not appear in the **Pending** list.
Set Cell Empty and Cancel Label	Appears when the system is paused during the script fill process. Select this option to set the cell quantity to zero (0) and to cancel the label. The script record appears in the **Pending** list highlighted in red, with a **Cell Empty** processing exception. **NOTE:** For information, see *Processing Exceptions* on page 4-15.
Clear Vial Dispenser Jam	Appears when there is a jam in one of the vial dispensers. Select this option after the jam is cleared to continue use of the vial dispenser.

Machine Information

During the course of system operation, events occur that require attention. Selecting the **Show Machine Information** button 🖳 on the toolbar provides the ability to view messages for a workstation. Current events appear highlighted in the Status area. Previous events display in the **Status Log** area with the date and time the event occurred.
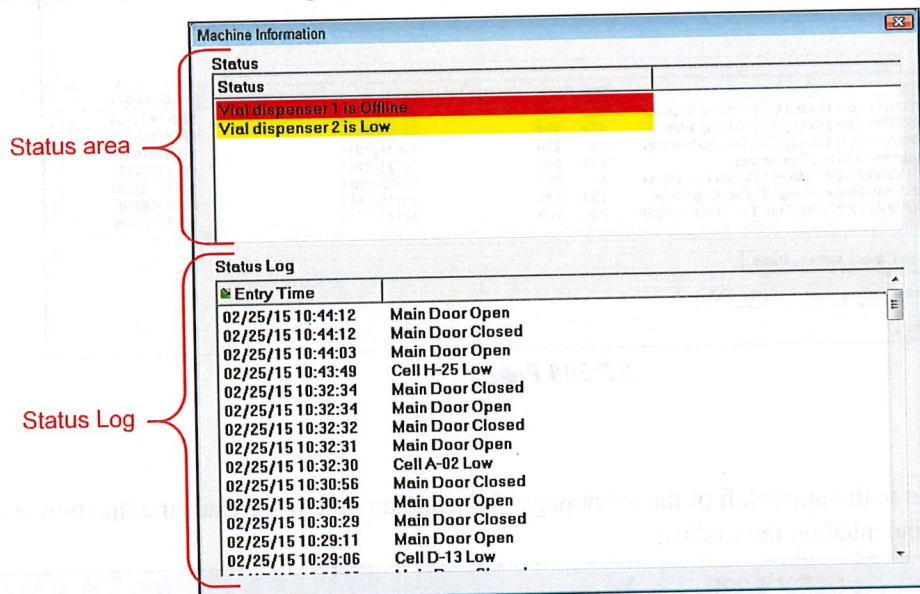
Machine Information Dialog Box

Robot Page

Depending on the robot model installed in the pharmacy, the robot page should be selected as the profile page at the bottom left of the screen as shown below. Additional profile pages might also be present to support other ScriptPro equipment components.

NOTE: The robot page shows current and pending information regarding system processing, such as pending scripts, filled scripts, and drugs currently assigned to cells.

SP 200 Page

Toolbar

Toolbar options are available in the upper left of the robot page. Selecting an option activates the function, and the active system state appears indented on the toolbar.

Menu Item	Description
	Left Standby—Places the system in **Left Standby** state. The robotic transport arm stops filling scripts and moves to the far left side of the robot.
	Run—Begins processing scripts.
	Right Standby—Places the system in **Right Standby** state. The robotic transport arm stops filling scripts and moves to the far right side of the robot.
	Pause—Pauses script processing and moves the robotic transport arm to left or right standby to allow access to cells.
	Show Machine Error—View Operator Action Message (OAM). For more information on OAMs, see *Operator Action Messages* on page 4-5.
	Show Machine Information—View machine information. For more information, see *Machine Information* on page 4-11.

Menu Item	Description
	EDL/LCC Lock/Unlock—If the robot is equipped with an electronic door lock (EDL) and/or locking cell column (LCC), this button can be used to lock and/or unlock the EDL and/or LCC.
	Publication Library—Not currently functional.
	Report Generator—Opens the **SP Central Report Engine** dialog box for access to predefined reports and report scheduling. For more information, see the *Reports Reference Manual*.
	Drug List—Opens the **Drug List** dialog box for searching, adding, modifying, deleting, and copying drug data.
Connected / Disconnected	**Interface Icon**—Changes to reflect whether the host interface is **Connected** or **Disconnected**.
Login RPh Csl	**User login options**—Selected in the **Hardware Data** dialog box where the workstation can be configured for processing. The available **Login** buttons are: • **Login**—Local PIN requests. This feature reduces manual PIN entry after completing tasks requiring security authorization. When working at the robot for an extended period of time, a secure logon can be used to eliminate repeated prompts for PIN entry. • **RPh**—Pharmacist-in-charge. When selected, the pharmacist's initials display on the hard copy label and the script label where configured. For scripts filled by robots, the robot must be logged into RPh for RPh initials to correctly print on script labels. • **Csl**—Person who counsels the patient when **Counseling Required** is set. Operator initials are displayed to the right of the respective button. When an operator is logged in and selects the button, the operator is logged out of the workstation. If no PIN action occurs on a robot within a configurable time period, the system automatically releases the secure login. **NOTE:** Use this feature with caution as others can use the robot if the individual who is logged in steps away from the robot.
	PHI (Protected Health Information) Data—ScriptPro robots in public view can be set to Protected View to hide patient-sensitive information. This feature, combined with the configurable screen saver, satisfies the Health Insurance Portability and Accountability Act of 1996 (HIPAA) requirements to protect PHI. In Protected View, patient names are only partially visible. Pass the cursor over the patient name to view the full name, or to temporarily deactivate protected view to access the information.

NOTE: Toolbar options are also available in the upper right of the **Machine View** tab.

Script View Tab

The **Script View** tab displays script and drug information related to the robot.

SP 200 Page, Script View Tab

Lists on the tab can be sorted by:

- Selecting a column heading. The ![asc] symbol represents an ascending sort, and the ![desc] symbol represents a descending sort.

- Right-clicking a column heading, and selecting a sort option from the shortcut menu.

Pending Lists

When a prescription is entered for a drug loaded in the robot, the script is sent to the robot for filling and appears in the **Pending** list. Prepacks entered from the robot also appear in this list. The following table describes the columns in the **Pending** list.

Column	Description
Script #	The script number. For more information, see the **Script Data** dialog box section of the *Robotics Operator Guide*.
Patient Name	The patient name.
Drug Name	The drug name.
Qty	The script quantity.
Priority	The script priority. Possible options include **Prepack**, **Waiting**, and **Rush**.
Status	The pending status of the script displays here. Possible statuses are: **Pending**, **In Process**, **(RCM) Pending**, and **(RCM) In Process**. Processing exception statuses are also displayed here. For more information, see *Processing Exceptions* on page 4-15.
Requested	The date the script fill request occurs.

Processing Exceptions

If a script fails to fill due to a processing exception, it is displayed in the Pending list until the exception has been resolved.

Processing Exception	Description
Insufficient Quantity Scripts	When the quantity of units required to fill a script exceeds the number of units available in the cell, the script appears highlighted in **yellow** in the **Pending** list. This type of script is referred to as an Insufficient Quantity script. To resolve, refill the low cell. For directions on refilling a cell, see the *Robotics Operator Guide*.
Lot Expiration	When the drug loaded in a cell has reached its expiration date, the robot will not fill a script from that cell. If a script is sent for fill requiring a drug from one of these cells, the script appears in the **Pending** list highlighted in **red**. To resolve, refill the cell with unexpired drugs. For directions on refilling a cell, see the *Robotics Operator Guide*.
Cell Empty and Vial Exceptions	A drug or vial exception indicates the required resource is not available to fill the script. Cell Empty and Optimal Vial Exception scripts appear highlighted in **red** in the **Pending** list until the required resource is provided to fill the script. **NOTE:** Default Custom Options settings include selection of the **Use optimum vial only** check box. If cleared, using non-optimum sized vials would be allowed, and therefore a vial exception would only occur if all vial dispensers were empty.

Rejected Scripts

There are three primary reasons why the system rejects a script and prevents it from filling.

Reason for Rejected Script	Description
Script Quantity Exceeds Maximum Allowed	The script quantity exceeds the global maximum quantity allowed to fill, as defined in Custom Options. The default maximum quantity is set at 270. Authorized operators can modify this quantity for all drugs in SP Central, or on an individual basis.
Script Quantity Has Been Blocked From Filling by the Robot	The script quantity matches a quantity set to reject on the **Robotics** tab of the **Drug Data** dialog box.
Drug ID Requested Does Not Match ID Located in the Robot	The NDC (or other unique drug ID) requested for the script does not match the one loaded in the robotic system.

Filled List

All scripts and prepacks filled by the robot appear in the **Filled** list. The following table describes all columns in the **Filled** list different from or not in the **Pending** list.

Column	Description
Slot #	For robots with a Collating Control Center (CCC), this displays the slot the vial occupies. For information on the CCC, see *Collating Control Center* on page 8-2.
Status	The filled status of the script displays here. Possible statuses are **Filled** and **(RCM) Filled**.

Drugs Assigned to Cells List

The system drug layout is listed in the **Drugs Assigned to Cells** list. The following table describes all columns in the **Drugs Assigned to Cells** list.

Column	Description
Cell	The cell number where the drug is loaded.
Drug Name	The drug name.
Qty	The current cell quantity.
Low	The value in the **Low Quantity Warning** field on the **Robotics** tab of the **Drug Data** dialog box. For more information, see *Drug Data Dialog Box* on page 4-28.
Lot Number	The lot number, entered in the **Cell Data** dialog box.
Exp Date	The lot expiration date, entered in the **Cell Data** dialog box.
Reorder Code	The drug's reorder code, entered in the **Cell Data** dialog box.
Product Code	The drug's code, entered in the **Cell Data** dialog box by stock bottle barcode scan. For information on assigning a drug to a cell, see the *Robotics Operator Guide*.

Cells to Refill List

On the **Cells to Refill** tab, drugs that need to be refilled are listed in the **Cells to Refill** list.

CRS Page, Script View Tab, Cells to Refill List

NOTE: The column information in the **Cells to Refill** list are the same as the columns in the *Drugs Assigned to Cells List* on page 4-16.

Medication dispensing cells can be refilled prior to daily operation or as needed. Refill low or empty cells prior to daily operation to avoid interruptions during peak script filling times. The **Cells to Refill** list identifies all cells with quantities below their low quantity threshold, and is available on the **Script View** tab. Cells in this list appear in alphabetical order by drug name. The list can be sorted by any column heading, such as **Drug Name**, **Qty**, or **Exp Date**.

The *Robotic System: Inventory Management: Cells to Refill* report can also be printed, which lists all cells with drug quantities at or below the low quantity threshold.

> **NOTE:** For more information on reports, see the *Reports Reference Manual*.

When cells are refilled with drugs from pharmaceutical stock bottles, a cell location label barcode scan is required followed by a stock bottle scan. The stock bottle scanned must match the drug loaded in the cell.

Control Center View Tab

If the system has a Collating Control Center, a **Control Center View** tab displays to the right of the **Script View** tab. For more information, see *Control Center View Tab* on page 8-4.

SP 200 Page, Control Center View Tab

Machine View Tab

The **Machine View** tab displays elements that describe the state of the system's mechanical functions.

SP 200 Page, Machine View Tab

CRS Page, Machine View Tab

Cell Layout Area

Medication dispensing cells are displayed on the **Machine View** tab. The color of the cell indicates the quantity category for each cell—at or above the low quantity threshold, below the low quantity threshold, unassigned cell, or empty cell.

There are three types of cells:

- **Single Cells**—Occupies one cell location in the robotics cabinet.
- **Extended Cells**—Occupies two cells locations in the robotics cabinet.
- **RCM Cells**—Occupies four or five locations—two locations for an RCM cell and either two locations for a standard RCM engine or three locations for an extended RCM engine.

NOTE: RCM cells are available in SP 200/SP 100/SP 50 robots.

For detailed information on cell types, see *Drug Layout Plan* on page 2-3.

Machine View Tab, Cell Layout Area
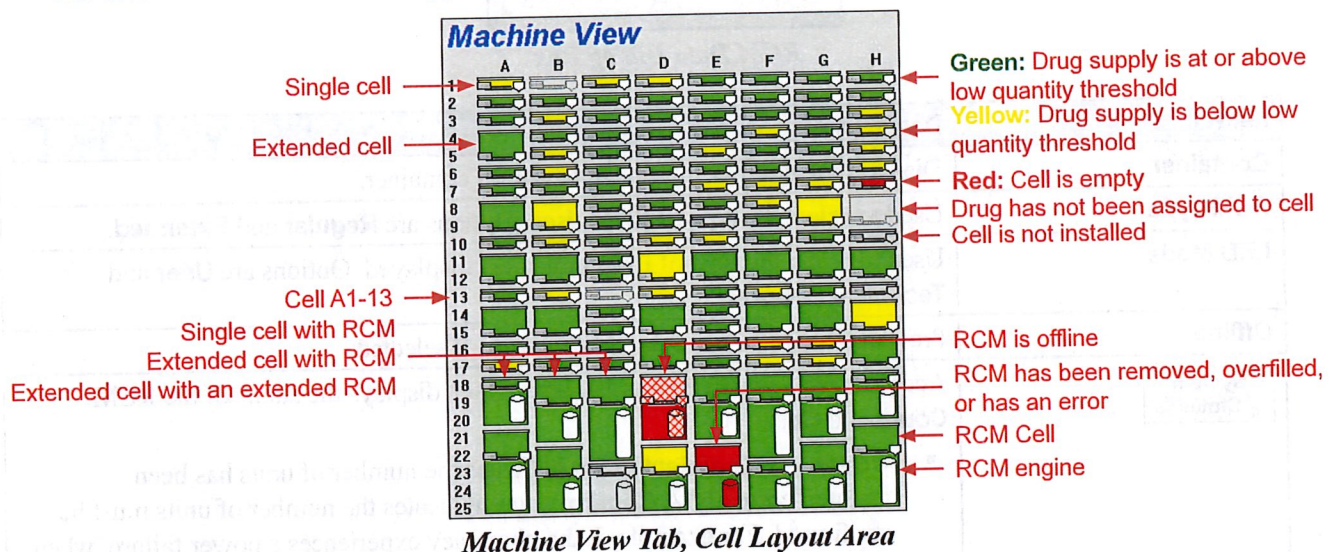
Each medication dispensing cell is identified by a column letter, a machine number, and a row number. For example, cell A1-13 is located in column A, machine 1, row 13.

Right-clicking a cell in the cell layout displays the following options:

- **Add**—Adds a cell
- **Delete**—Deletes the selected cell
- **Cell Data**—Opens the **Cell Data** dialog box
- **Purge Container**—Purges the RCM container
- **RCM Data**—Opens the **RCM Data** dialog box

NOTE: Purge Container and **RCM Data** options are only available when a robot is equipped with an RCM and the RCM cell is right-clicked.

RCM Data

For robots equipped with RCM cells, the following table describes items in the RCM Data dialog box.

RCM Data Dialog Box

Item	Description
Container	Displays the number of units in the RCM container.
RCM Type	Used to select the type of RCM used. Options are **Regular** and **Extended**.
LED Mode	Used to select the type of LED indicators displayed. Options are **User** and **Technical Support**.
Offline	Prevents the RCM from dispensing drugs if selected.
System Status	Accesses the **System Status** list box, which displays the status of the RCM **Count** and **Cell**. ■ **Count**—A **Confident** count indicates the number of units has been counted correctly. A **Confirm** count indicates the number of units must be confirmed. For example, if the pharmacy experiences a power failure, when power resumes, the count is in a **Confirm** state until the system purges the container. ■ **Cell**—A **Confident** cell indicates the RCM cell has been scanned and is in proper working order. A **Confirm** cell indicates the cell has been placed in the cabinet after being removed, or the system has been powered up, and the cell has not yet been scanned by the robotic transport arm. *System Status List Box*
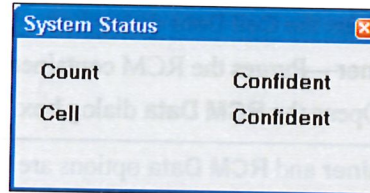
Cell Details

The **Cell Details** area displays drug content information for a specific cell. Select a cell on the cell layout area to display details.

Drug name → **Product: Omeprazole 20 mg DR Cap Apotex** ← Drug expiration date

Cell Identification → **G1-19**
Reload Qty: 1000
Current Qty: 980   Exp. Date: 02/15/2017 ← Current quantity in cell
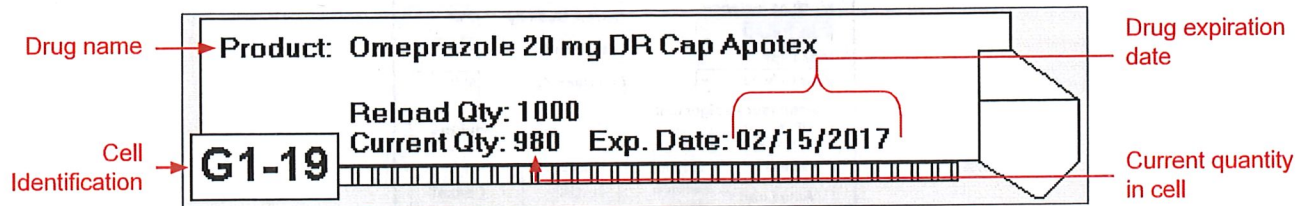
Machine View Tab, Cell Details Area

Vial Dispenser Indicators

The vial dispenser icons represent the vial sizes installed in the system. The color and height of the bar in the vial dispenser icon indicates the quantity of vials in the vial dispenser, expressed in percent of capacity.

Color	Capacity Level
Green	Indicates the vial supply is at or above the low quantity threshold.
Yellow	Indicates the vial supply is below the low quantity threshold.
Red	Indicates the vial dispenser is empty.
Crosshatch	Indicates the vial dispenser is offline.
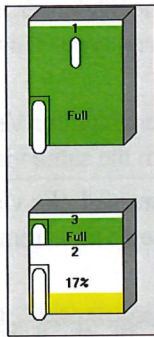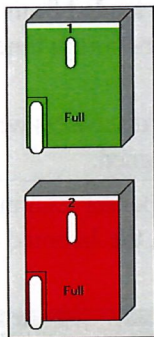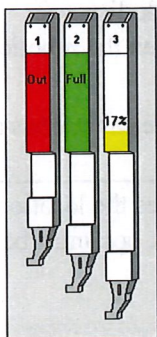
Vertical, Bulk Load, and Spiral Vial Dispensers
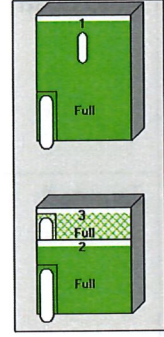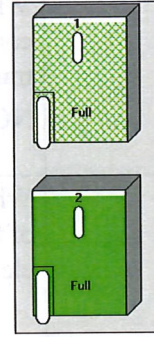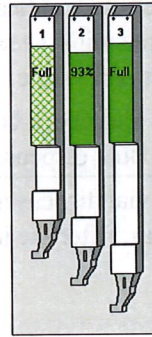
Vertical, Bulk Load, and Spiral Offline Vial Dispensers

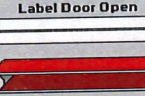Double-clicking a vial dispenser icon accesses the **Vial Dispenser** dialog box where vial dispenser information is found.
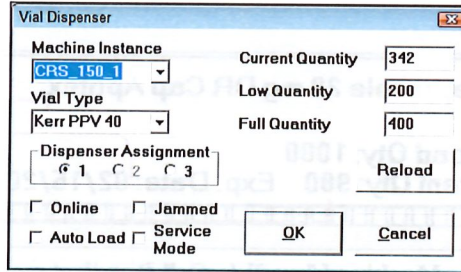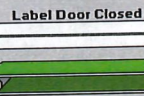
Vial Dispenser Dialog Box
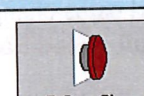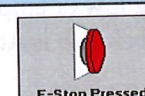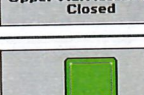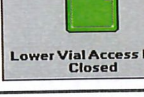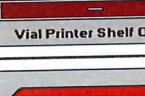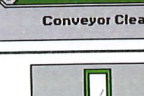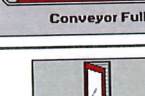
The following table describes items in the **Vial Dispenser** dialog box.

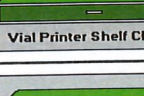| Item	Description
Machine Instance	Displays the robotics machine in use.
Vial Type	Displays the type of vial loaded in the dispenser.
Dispenser Assignment	Indicates the dispenser's position in the robotics cabinet.
Online	Must be selected to activate the dispenser. A vial dispenser can be taken offline, making it unavailable for use. This is useful, for example, if a vial dispenser requires repair.
Auto Load	When selected, indicates the dispenser is auto loaded from a Bulk dispenser configured with the same vial type. This occurs during times when the robotic transport arm is idle. **NOTE:** This check box is enabled for Vertical dispensers when the cabinet has a Bulk dispenser with the same vial assigned.
Jammed	When a vial dispenser is jammed, the vial dispenser icon indicates the location of the jam. After the **jammed** vial is removed, the Jammed check box must be cleared. *Vertical, Bulk Load, and Spiral Jammed Vial Dispensers*
Service Mode	Not currently functional.
Current Quantity	Used to enter the current number of vials loaded in the dispenser. This field updates automatically when vials are dispensed based on the number dispensed.
Low Quantity	Used to enter the number of vials where the dispenser is considered low.
Full Quantity	Used to enter the number of vials to fill the dispenser.
Reload	Updates the **Current Quantity** field to the **Full Quantity** amount.

Machine Status Indicators

Machine Status Indicators on the **Machine View** tab provide information regarding various system components.

SP 200/SP 100/SP 50 Robot System Components

Normal	Activated	Explanation of Indicator Activation and Resolution
E-Stop Clear	E-Stop Pressed	The **Emergency Stop** has been pushed. Ensure the reason for activation is resolved, and pull the Emergency Stop out.
Print Engine OK	Print Engine Error	The **Print Engine** (labeling unit) cover is open. Close the cover.
Label Door Closed	Label Door Open	The **Labeling Unit Door** is open. Close the door to resume operation.
Conveyor Clear	Conveyor Full	The **Vial Outfeed Sensor** is blocked. Clear excess vials from the conveyor.
Cabinet Door Closed	Cabinet Door Open	One or both robotics cabinet doors are open. Ensure the doors are completely closed and the handles are turned to the latched position.

CRS/CRS 150/CRS 225 Robot System Components

| Normal	Activated	Explanation of Indicator Activation and Resolution
E-Stop Clear	E-Stop Pressed	The **Emergency Stop** has been pushed. Ensure the reason for activation is resolved, and pull the Emergency Stop out.
Upper Vial Access Door Closed	Upper Vial Access Door Open	The **Upper Vial Access Door** is open. Close the door to resume operation.
Lower Vial Access Door Closed	Lower Vial Access Door Open	The **Lower Vial Access Door** is open. Close the door to resume operation.
Vial Printer Shelf Closed	Vial Printer Shelf Open	The **Vial Printer Shelf** is open. Close the shelf to resume operation.
Conveyor Clear	Conveyor Full	The **Vial Outfeed Sensor** is blocked. Clear excess vials from the conveyor.
Cell Access Door Closed	Cell Access Door Open	The **Cell Access Door** is open. Ensure the door is completely closed and the handle is turned to the latched position.

RCM On/Off Button

If the robot is equipped with an RCM, the RCM button is found on the right side of the Machine View tab on the robot page. The default setting is RCMs On, [RCMs On] which indicates the RCMs are ready to fill orders as long as they are not offline.

Selecting the RCM button changes the setting to RCMs Off [RCMs Off]. When the RCM button is selected, RCMs are not able to fill orders.

Labeling Unit Diagram

The labeling unit houses the label printer and the vial positioner that applies the label to the vial as it passes through the unit on the conveyor belt. Label stock must be loaded whenever the supply runs out. If thermal transfer label stock is being used, a new ribbon is needed. The diagram with the label path outlined is found on the right side of the Machine View tab.

The label path follows the red arrows

VS25 Labeling Unit Diagram

The label path follows the red arrows
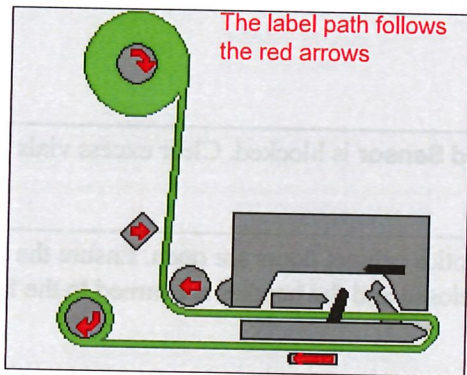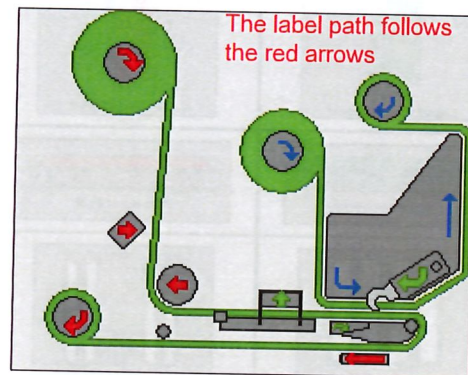
SATO Labeling Unit Diagram

Labeling Unit Status Indicators

A roll of label stock contains 1,250 labels. When supplies are running low or empty, the label paths change color on the **Labeling Unit Diagram**. A **Green Label Path** indicates the label path is **Adequate/Full**, a **Red Label Path** indicates the label path is **Empty**.

Labeling Unit Diagram Path	Green	Yellow	Red
Label Stock Path	Adequate/Full	N/A	Empty
Label Ribbon Path	Adequate/Full (or not installed)	Running Low	Empty

Data Storage Page

The **Data Storage** page displays tabs with script processing information for a specified period of time. While the robot page shows current and pending information regarding system processing, the tabs on the **Data Storage** page display information for older scripts in the system.

The **Patient Status** list, which displays patient scripts, appears at the top of the screen when any **Data Storage** tab is selected.
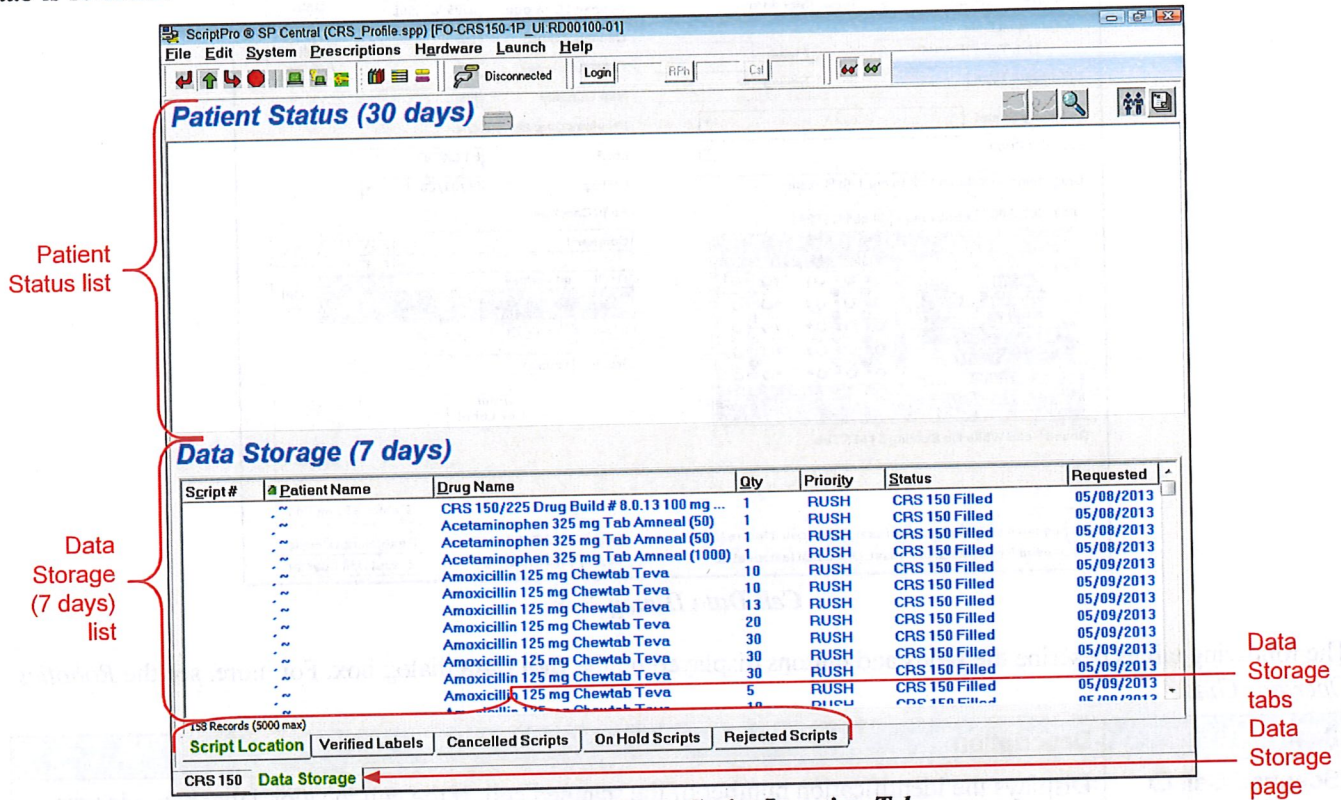
Data Storage Page, Script Location Tab

The following table describes items in the **Data Storage** page.

Item	Description
Script Location	Displays all script processing information within the last seven days.
Verified Labels	Displays all scripts verified within the last seven days.
Cancelled Scripts	Displays all scripts cancelled within the last seven days that have not been reactivated.
On Hold Scripts	Displays all scripts put on hold within the last seven days that have not been released.
Rejected Scripts	Displays all scripts rejected within the last seven days. **NOTE:** For more information, see *Rejected Scripts* on page 4-15.

NOTE: For more information, see the *Robotic Prescription Dispensing System*.
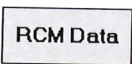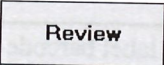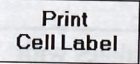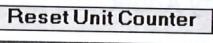
Cell Data Dialog Box

Cell information adjustments are made by double-clicking a record in the **Drugs Assigned to Cells** list to access the **Cell Data** dialog box. The **Cell Data** dialog box is also accessed by right-clicking a drug and selecting **Cell Data** from the shortcut menu, or scanning the cell location label barcode.

Cell Data Dialog Box

The following tables describe the fields and buttons displayed on the **Cell Data** dialog box. For more, see the *Robotics Operator Guide*.

Item	Description
Scanned Cell ID	Displays the identification number of the scanned cell. If the cell location label barcode was not scanned to open **Cell Data**, scan or type the cell number into the **Scanned Cell ID** field.
Expected Cell ID	Displays the expected cell identification number.
Cell Size	Used to select the size of the cell. Options are **Single** and **Extended**.
Type	Displays the cell type. Possible displays are **Standard** and **RCM**.
Adjustment Data	Displays read-only cell adjustment data. ▪ **Hub Type**—Displays the cell hub type. ▪ **Platter**—Displays the cell platter type. ▪ **Flowgate Type**—Displays the cell flowgate type. ▪ **Setting**—Displays the flowgate setting number. This number is also printed on the cell, and can be referenced for the drug when assigning and calibrating in the future. **NOTE:** The items in this area are also in the **Drug Data** dialog box, **Robotics** tab.
Inventory Center	If ScriptPro Inventory Management (SIM) is in use, this drop-down list allows for selection of the desired inventory center.
Reorder Code	Displays the drug's reorder code.
Drug Name	Displays the drug name, strength/unit, dosage form, and distributor.
Drug Image	Displays the image of the product. Selecting the tabs displays additional images available for the drug. The **Push Pin** button is used to set the default image.

Item	Description
Scripts and Units Dispensed	Displays the number of dispensed scripts and individual units since the last reset.
Expected Code	Displays the expected product code or other unique identifier.
Scanned Barcode	Displays the scanned product code or other unique identifier. If the cell location label barcode was not scanned to open the **Cell Data** dialog box, scan or type the NDC into the **Scanned Barcode** field. **NOTE:** If a non-ScriptPro item barcode is scanned, the following is displayed: "The scanned barcode was not found in the Drug Database. The drug may need to be added to the Drug Database or the package code needs to be added to an existing record."
Quantity Added	Displays the quantity added to the cell. Upon product barcode scan, this field populates with the full package quantity, but can be modified. For information on adding a drug to a cell, see the *Robotics Operator Guide*.
Current Quantity	Used this field to enter the current cell quantity.
New Quantity	Displays the new cell quantity. The **New Quantity** is the sum of the **Quantity Added** and the **Current Quantity**.
Previous Quantity	Displays the number of units in the cell prior to the most recent activity.
Lot #	Used to enter the product or stock bottle lot number. Additional lot numbers are added to the **Refill Comment** grid list.
Lot Exp	Used to enter the product or stock bottle lot expiration date. The default is configured in Custom Options.
Refill Comment	Used to enter comments concerning refill procedures. The grid list also displays additional lot numbers if the stock bottles used to fill the cell have differing lot numbers.
Owner	Displays the cell owner, if applicable. Use owners to segregate employee stock or patient assistance stock from regular drug stock with the same NDC.
Last Reset	Displays the date and time of the last script and unit resets.
Drug Data / **Product Data**	Opens the **Drug Data** dialog box for the drug in the cell. For more information, see *Drug Data Dialog Box* on page 4-28.
Cell Actions	Opens the **Cell Actions** dialog box. This dialog box displays past activity for the cell. **Cell Actions** | Action	By	Date/Time	Reviewer
--------	----	-----------	----------
Cell Created	TAW	12/09/2013 12:19	n/a
Drug Assigned	TAW	12/09/2013 12:19	n/a
Cell Refilled	TAW	12/09/2013 12:19	n/a
Unit Returned	TAW	12/10/2013 10:10	n/a
Unit Returned	TAW	12/10/2013 11:30	n/a
Quantity Added	TSO	12/18/2013 08:30	n/a
Set to Empty	TSO	12/18/2013 11:08	n/a
Cell Refilled	JP	12/18/2013 11:59	n/a
Timeout Quantity Reset	TSO	12/19/2013 10:54	n/a
Cell Refilled	RPh	12/27/2013 13:03	n/a
Unit Returned	RPh	12/27/2013 14:24	n/a
Unit Returned	RPh	12/27/2013 14:27	n/a
Drug Removed	TSO	01/06/2014 15:13	n/a
Drug Assigned	TSO	01/06/2014 15:13	n/a
Cell Refilled	TSO	01/06/2014 15:13	n/a
Timeout Quantity Reset	TSO	01/06/2014 15:14	n/a
Cell Refilled	TSO	01/07/2014 13:16	n/a
Unit Returned	TSO	01/07/2014 14:02	n/a	 [Close] *Cell Actions Dialog Box*

Item	Description
RCM Data	Opens to the **RCM Data** dialog box. For more information, see *RCM Data* on page 4-20. **NOTE:** The RCM Data button only appears in the **Cell Data** dialog box of RCM cells.
Review	When the Review required on cell qty modification check box is selected on the **System Defaults** page in **Custom Options** (or on the Robotics tab of the **Drug Data** dialog box for the drug in the cell), a pharmacist's review of cell data is required before any quantity modifications are saved. The review is logged after selecting this button and a pharmacist's operator ID scan. For more information, see *Drug Data Dialog Box* on page 4-28 and *SP X00/CRS* on page 5-6.
Print Cell Label	Prints a cell label. For more information, see *Cell Drug Labels* on page 3-2.
Remove From Cell	Causes the system to remove the drug from the cell. The drug must be physically removed from the cell after selecting this button.
Reset Script Counter	Resets the script counter.
Reset Unit Counter	Resets the unit counter.

Drug Data Dialog Box

The SP Central Drug Database is a comprehensive tool with many features. This section includes an introduction to the SP Central Drug Database and information on how to view drug data for drugs loaded in the system.

Right-clicking a drug in the **Drugs Assigned to Cells** list and selecting **Drug Data** from the shortcut menu accesses the **Drug Data** dialog box. The **Drug Data** dialog can also be accessed by selecting the **Drug Data** button in the **Cell Data** dialog box.
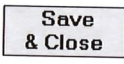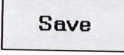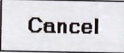
NOTE: Depending on the robot build series, the **Cell Data** dialog box displays either a **Drug Data** button or a **Product Data** button.

The **Drug Data** dialog box has four tabs which display varying information about drugs loaded in the system:

- **Main**
- **Robotics**
- **Comments/Alerts**
- **Miscellaneous Details**

Common Buttons

The following table describes common buttons which are available on all of the **Drug Data** tabs.

Item	Description
← →	SP Central supports multiple image versions for drugs in the database. The red arrow buttons cycle through all available images.
📌	This **Push Pin** button pins an image version that displays when the drug's **Drug Data** dialog box is accessed.
Save & Close	Saves any changes made since the last save, and closes the dialog box.
Save	Saves any changes made since the last save.
Cancel	Cancels any changes made since the last save, and closes the dialog box.
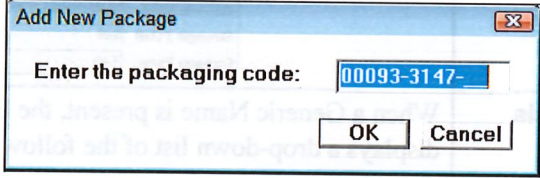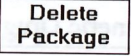
Main Tab

The **Main** tab details product identification information.

Pharmacy Product Data Dialog Box, Main Tab

The following table includes the fields and buttons on the **Main** tab.

Item	Description
Drug [Code]	Each drug is identified with a unique drug code. For NDC drugs, the standard format consists of a 5-4-2 digit format, totaling 11 characters plus dashes. After a drug is defined in the system, the drug code cannot be changed.
Brand Name	Displays the drug brand name.
Generic Name	Populated when selecting the Generic Drug Strength/Unit **Ellipsis** button.
Strength/Unit Ellipsis	When a Generic Name is present, the **Ellipsis** button to the right of the **Unit** field displays a drop-down list of the following: ▪ **Generic Drug List** ▪ **Generic Drug Data** When a Generic Name is not present, the only option available is Generic Drug List.
Dosage Form	Displays the dosage of each drug, and is populated, if applicable, by data from the Generic Drug.
Distributor	Displays the drug distributor.
Product Line	Displays the drug product line.
Add'l Desc	Displays additional information about the drug.
Shape	Displays descriptive information about the shape of the drug.

Item	Description
Color Pattern	Displays descriptive information about the color pattern of the drug.
Color	Displays descriptive information about the color of the drug.
Scoring	Displays descriptive information about scouring marks on the drug.
Markings	Displays descriptive information about markings on the drug.
Storage Type	Displays location options of where the drug should be stored. Location options are: **Ctrl Room Temp** **Refrigerate** **Freeze** **No UV Light/Ctrl Room Temp** **No UV Light/Refrigerate** **No UV Light/Freeze**
Drug Storage	Default location where the drug inventory is stored in the pharmacy. Options include: **Freezer**, **Waiting**, and **Will Call**.
Script Storage	Allows specific storage location to be set for a script. Options include: **Freezer**, **Waiting**, and **Will Call**.
Product Type	Displays the drug product type.
Schedule	Provides selections of the drug's DEA schedule. Options are: **Null**, **II**, **III**, **IV**, **V**, and **VI**.
Product Class	This drop-down list provides selections of the drug's class. Options are: **Brand** **Branded Generic** **Generic** **Non-Drug**
Single Source	Indicates the drug is available from only one manufacturer when selected.
Phcy Drug ID Ellipsis	Opens the **Pharmacy Drug ID Manager** dialog box.
Auxiliary Labels	Provides space for auxiliary labels to be entered if there are any associated with the drug. Use the insert or delete buttons to insert or delete auxiliary labels as needed.
Drug Image	Displays the front and back images of the drug.
Add Package	Opens the **Add New Package** dialog box to enter a new package code. *Add New Package Dialog Box*
Delete Package	Deletes the package label open at the time the button is selected.

Robotics Tab

The **Robotics** tab contains information regarding a drug and its functional robotic system settings.

Pharmacy Product Data Dialog Box, Robotics Tab

The following table describes the fields displayed on the **Robotics** tab.

Item	Description
Drug [Code]	Each drug is identified with a unique drug code. For NDC drugs, the standard format consists of a 5-4-2 digit format, totaling 11 characters plus dashes. After a drug is defined in the system, the drug code cannot be changed.
Product Type	Displays the drug product type.
Supported	Indicates the product can be dispensed from the robot if selected.
Units Per 12 Dram	Usee to enter the number of units that fit into a 12 dram container without shaking or packing. SP Central uses this figure to calculate vial size and quantity.
Cell Configuration	Displays read-only cell configuration information. ■ **Hub Style**—Displays the cell hub type. ■ **Flowgate Type**—Displays the cell flowgate type. ■ **Flowgate Setting**—Displays the flowgate setting number. This number is also printed on the cell, and can be referenced for the drug when assigning and calibrating in the future. ■ **Platter Type**—Displays the cell platter type. NOTE: The items in this area are also in the **Cell Data** dialog box.

Item	Description
Cell Inventory Management	Displays information for cell inventory management. ▪ **Units/Cell**—Used to enter the maximum amount of product units to have available in stock. ▪ **Low Quantity Warning**—Used to enter the quantity level that causes this cell to show on the **Cells to Refill** tab and *Cells to Refill* report. ▪ **Reorder Quantity**—Used to enter the quantity to reorder when the cell runs low. ▪ **Review Rqd on Cell Qty Modification**—Prompts the appearance of a message if an attempt is made to change the cell quantity or if the product is removed from the cell.
Drug Image	Displays the front and back images of the drug.
Dispensing Parameters	**Std** column (Read-only)—Displays ScriptPro's recommended parameters, if available. **Actual** column—Configurable fields which regulate dispensing parameters for: ▪ **Max Motor Speed**—Used to configure the product dispensing speed. ▪ **Target Dispensing Rate**—Used to configure the product dispensing speed. ▪ **Decelerate Qty**—Used to configure the product dispensing speed. ▪ **Timeout Seconds**—Used to configure the number of seconds a cell platter spins after the last unit is dispensed into the vial. If no units are dispensed during this timeout period, the cell is considered empty.
Prepack / Maximum Qty Blocking	Used to prevent specific script quantities from being produced. For example, a script quantity of 100 can be blocked for a drug that the pharmacy purchases and dispenses in packages of 100 units. Selecting Ins accesses the **New Reject Quantity** dialog box. *New Reject Quantity Dialog Box* New quantities appear in the **Quantity to Reject** list box. Use the **Max Qty** field to enter the maximum number of drug units per script allowed to be filled by the system for this drug.

SPUD Tab

If the robot is equipped with a SPUD, the Robotics tab contains a SPUD tab which includes information specific to the SPUD configuration.

NOTE: For detailed information of the items on the SPUD tab, see the *SPUD Guide*.

Drug Data: Metformin 500 mg Tab Apotex (Drug Version #2)

Main | Robotics | Comments/Alerts | Miscellaneous Details

SP 200/SP 100 | SPUD

Drug NDC: 60505019000

60505019000 | 60505019001 | 60505019004 | 60505019008

Multiple Images Available   Multiple Images Available

SPUD Configuration

Inventory Pool	SPUD Instances	Store in SPUD	Low Qty Warning	Max SPUD Qty	Script Qty Mismatch Tolerance	Std Sto
E.R.	SPUD_1	☒	2	5	8	Standa
Outpatient	SPUD_4	☐				
Inpatient	SPUD_3	☒	1	4	0	Standa

Ver 2

Save & Close | Save | Cancel

SPUD Tab

The following table describes the fields displayed on the **SPUD** tab.

Item	Description
Drug NDC	Each product is identified with a unique code. For NDC drugs, the standard format consists of a 5-4-2 digit format, totaling 11 characters plus dashes. After a product is defined in the system, the code cannot be changed.
Drug Image	Displays the front and back images of the product package.

Item	Description
SPUD Configuration	▪ **Inventory Pool**—Displays the inventory pool name.
	▪ **SPUD Instances**—Displays all SPUD instances assigned to the inventory pool. SPUD instances are separated by a comma. If multiple SPUD instances are displayed, the column may need to be expanded to view all instances.
	▪ **Store in SPUD**—Indicates that the product should be stored in the SPUD for the corresponding inventory pool. When not selected, the product is not populated in the **Products to Load** list or *SPUD Products to Load* report.
	▪ **Low Qty Warning**—Used to enter the minimum package quantity for the product. An entry in this field overrides the **Low Quantity Warning** field in Custom Options, SPUD pages. Depending on the **Low Quantity Warning** settings in Custom Options, a message is displayed when the available package quantity drops below the low quantity threshold and the product is displayed on the **SPUD** page, **Products to Load** list.
	▪ **Max SPUD Qty**—Used to enter the maximum package quantity for the product. An entry in this field overrides the **Max SPUD Quantity** field in Custom Options, SPUD pages. if the Display Max SPUD Qty overage warning check box is selected in Custom Options, a message appears when you are loading a product exceeding the Max SPUD Qty.
	▪ **Script Qty Mismatch Tolerance**—Displays a drug package level override to the Script Quantity Mismatch Tolerance set in Custom Options. If this field is blank, the system uses the default value in Custom Options.
	▪ **Std Storage Type**—Displays the recommended storage type. The value is set by ScriptPro via automated update. Values are: **Standard**, **Tray**, and **Wide (Irregular)**.
	▪ **Actual Storage Type**—Used to select a storage type. If an option has been selected for Std Storage Type, that option is displayed. If the Std Storage Type is blank the Standard option or one of the following user-selected override options is selected.
	□ **Standard** (default)—1 cm of space is required in front of and behind the product and a groove of space is required on each side.
	□ **Tray**—the product should be put into a tray prior to loading. This setting causes the Tray Notification message to display when the product is scanned in the SPUD Product Load dialog box.
	□ **Wide (Irregular)**—2 cm of space s required in front of and behind the product and 2 grooves of space are required on each side.
	▪ **Suppress Tray Notification Msg**—Used to determine if the *Tray Notification Message* is displayed. The notification recommends that the product be stored in a tray due to the product package dimensions. Options are: **blank**, **Always**, and **Today**.
	▪ **Suppress Loading Risk OAM**—When selected, the Loading Risk OAM is not displayed.

Comments/Alerts Tab

The **Comments/Alerts** tab is used to insert or delete comments and alerts relating to a specific drug. Drug alerts are used to:

- Prompt pharmacy staff to complete a step or provide information or services to a patient during script fulfillment.
- Provide real-time reminders for pharmacy staff to counsel patients about potential hazards or drug interactions.
- Inform patient about special promotions or sales.

Drug Data Dialog Box, Comments/Alerts Tab

The following table describes the fields displayed on the **Comments/Alerts** tab.

Item	Description
Comment	Provides space for comments to be added for specific drugs.
F, V, D check boxes	Selected to indicate where the comment displays. Options are: - F—Fill - V—Verify - D—Dispense
By	Populated with the initials of the logged on user once a comment is saved.
Date	Displays the date a comment was added.

Miscellaneous Details Tab

The **Miscellaneous Details** tab displays settings for quantity verification, package code matching, automated updates, and the subscribed check box.

Drug Data Dialog Box, Miscellaneous Details Tab

The following table describes the fields displayed on the **Miscellaneous Details** tab.

Item	Description
Quantity Verification	Only one of the following options for cell quantity verification settings can be selected: ▪ **No recount required**—A manual operator recount is not required. This option is the default setting for all drugs in the database. ▪ **Recount/Dispose of excess**—A manual operator recount is required. Properly discard excess drug units. ▪ **Recount/Return excess to fill device**—A manual operator recount is required. Return excess drug units to the filled device. ▪ **Recount/Return excess to stock**—A manual operator recount is required. Return excess drug units to the drug container. ▪ **Warn if overcount detected**—A message appears if an overcount is detected by the dispensing device. The operator determines if a drug unit recount is required.
Require Package Code Match on Fill	Requires the package code to match the drug selected at fill.
Exclude from automated updates	Sets the drug to be excluded from the automated update process.
Subscribed	Used to designate which drugs the pharmacy uses, and only these drugs are included in the automated update. This option is currently unavailable.
Calculated Name Overide	Displays a user-defined name that prints on a script label in place of the calculated drug name. The field holds a maximum of 128 characters.
Restore System Default	Enabled when a user has created a user-defined name, and ScriptPro has centrally provided a calculated name override. When selected, ScriptPro's defined calculated name override is restored into the field.

Script Data Dialog Box

The **Script Data** dialog box can be accessed by selecting **Script Data** from the shortcut menu after right-clicking a script in the **Pending** list, or by scanning the vial barcode. This dialog box is used to view script data or manually enter script data for a new script.

For more information, see the *Robotics Operator Guide*.

NOTE: An empty **Script Data** dialog box can be accessed by selecting **Add** from the **Pending** list shortcut menu.

Script Data Dialog Box

The following table describes the fields displayed in the **Script Data** dialog box.

Item	Description
Order #	Displays the script's order number.
Script #	Used to enter or view the **Rx number** for the script.
Patient	Used to enter, search for, or view the Patient name. The field is linked to the Patient Profile.
Prescriber	Used to enter or view the prescriber name.
Requested Drug	Used to search the SP Central Drug Database for the prescribed written drug.
Dispensed Drug	Used to select the Dispensed Drug based on the logic in place and drugs available in inventory, if ScriptPro Inventory Management (SIM) is in use.
Inventory Center	Used to select the desired inventory center, if ScriptPro Inventory Management (SIM) is in use.
SIG	Displays the script usage instructions.
Drug Image	Displays the front and back image of the drug or drug package. On occasion, a manufacturer may change the physical appearance of a drug. In such circumstances, new images are automatically downloaded to the SP Central Drug Database through the SP Central Automated Update program. Selecting the **Label Image** tab displays the image that appears on the printed label.
Refill	Displays the number of remaining refills for the script.

Item	Description
From Cell	Displays the cell from which the drug was dispensed.
Return to	Displays the cell to which the drug is returned if the script is cancelled.
Cost	Displays the cost of the script, if data was sent across the interface.
Expected Code	Displays the read-only drug code the system expects to receive from scanning the barcode of the matching drug to dispense.
Scanned Barcode	Used to scan or manually enter a barcode.
Lot #	Used to enter the drug lot associated with the dispensed drug. After a script label is printed, this field cannot be modified.
Lot Exp	Used to enter the drug lot expiration date. After a script label is printed, this field cannot be modified.
Script Qty	Displays the quantity of the script.
Label Qty	Displays the quantity printed on the label.
Prepack	If this check box is selected, the script is a prepack and not for a specific patient.
Qty	Displays the prepack quantity if the **Prepack** check box is selected.
Priority	Used to select the script's priority. Some options are **RUSH**, **MAIL**, and **WILLCALL**.
Package in	Used to select the vial in which to package the script.
Script Owner	Used to select the script owner.
Script Source	Used to select the source of the script. The selections vary depending on the pharmacy's configuration.
Fill Device	Used to select how the script is filled. Options are: No **Robotics**, **Use Robotics**, and **SP Station**.
Drug Data	Opens the **Drug Data** dialog box.
Script Actions OR **Transaction Details**	Opens the **Script Actions** or **Transaction Details** dialog box where a script's history is displayed. *Script Actions Dialog Box* *Transaction Details Dialog Box*
Label Data	Opens the **Label Data** dialog box where additional labels can be printed, and auxiliary labels added.

Script Comments Grid List

The **Script Comments** grid list is a tool for entering and viewing comments such as a message regarding specific script handling. Existing comments can be modified by selecting the line item. Each comment is automatically updated to reflect the date the comment was entered and who created or updated the comment.
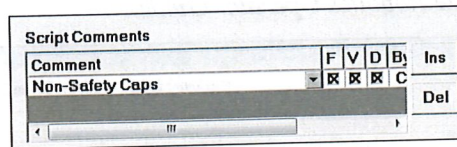
Script Comments Grid List

Default comments with alert settings are defined in Custom Options and become available selections in the Comments grid list on the various dialog boxes. All comments can be set as an alert by selecting one or more check boxes under the column headings **F** (Fill), **V** (Verify), or **D** (Dispense).

Item	Description
Comment	Comments can be typed or selected from a drop-down list. Drop down-list values are defined in Custom Options.
F, V, D	Check boxes appear under the column headings **F** (Fill), **V** (Verify), and **D** (Dispense). Selecting the check box on a line causes the comment to appear on the **Alert Data** dialog box that appears over the **Script Fill/Verify** dialog box. More than one check box can be selected. These check boxes are influenced by the default alert settings in Custom Options.
By	A system-controlled field containing the initials of the operator creating or modifying a comment line. The initials cannot be modified.
Ins	The Ins (Insert) button inserts a new line in the grid list for data entry.
Del	The Del (Delete) button deletes the selected line in the grid list. Proper security authorization is required to perform this action.

Script Fill/Verify Dialog Box

The **Script Fill/Verify** dialog box is accessed by scanning the vial barcode or by selecting **Fill/Verify** from the shortcut menu after right-clicking a script in the **Filled** list. This dialog box is used to verify script information before dispensing. For more information, see the *Robotics Operator Guide*.

Script Fill/Verify Dialog Box

The following table describes buttons specific to the **Script Fill/Verify** dialog box.

Item	Description
Fill/Verify	Indicates the script has been visually verified.
Interrupt	Saves all data, closes the dialog box, and sets the script status to **Interrupt**.

NOTE: For more information, see *Script Data Dialog Box* on page 4-37.