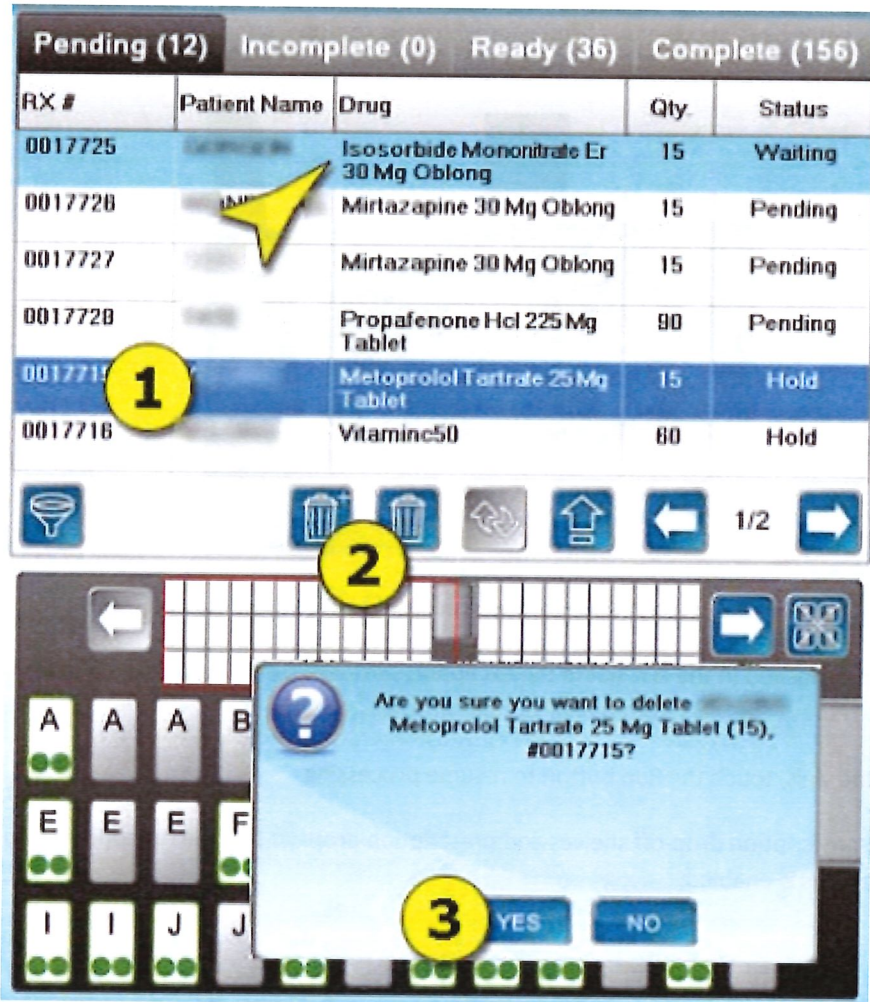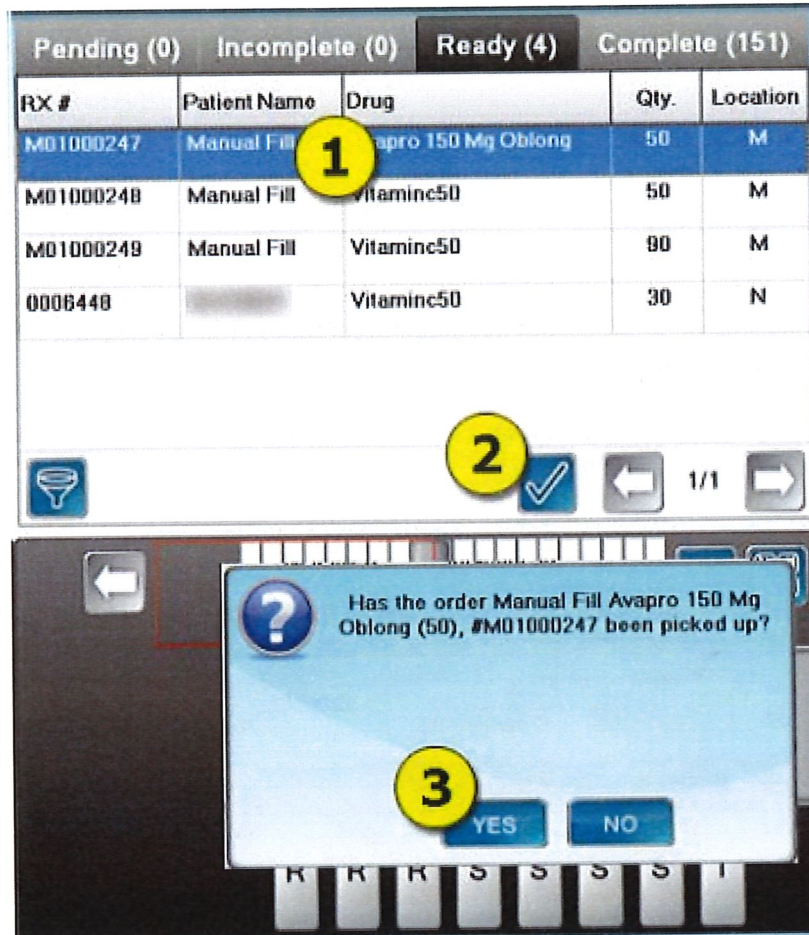## Pending Rx queue

The Pending Queue displays all Rx orders currently waiting to be processed. An order's processing status—Pending, Hold, Waiting, Delay, Labeling, Counting, Capping, Dropping Off —is displayed in the Status column. Rx orders currently being processed (except for Pending or Hold orders) are highlighted in light blue.

Orders are processed by their entry date into the system ("first in, first out"); however, you have the option of promoting a prescription to the top of the queue, or deleting it. (You cannot sort the columns on the Pending Queue.)

NOTE: If the Fill On Demand option is enabled, all incoming Rx orders are assigned a processing status of Hold. You can select Hold orders and promote them to the top of the queue with the **Advance** button.

When a prescription has been filled, its record transfers to the Ready Queue. If the order has encountered an Exception, its record moves to the Incomplete Queue and the vial is deposited in the exception carousel.

Ready Rx queue

The Ready Queue displays all orders that have been successfully filled and are ready for pickup. You also can clear a prescription from its drop-off shelf from the Ready Queue window.

You can touch any column to sort the queue by column heading. Also, you can filter the Ready Queue to display all Rx orders for a particular patient.

Once you have scanned out a vial or cleared the drop-off shelf for a prescription, its record transfers to the Complete Queue.

Shelf Map

The Shelf Map is a graphical representation of the prescription drop-off shelf locations and any Ready scripts they contain. It is displayed on all Rx queue tabs.

Touching any **Shelf** icon on the Shelf Map opens the Prescription Drop Off Shelf queue. The queue displays the Ready scripts in the selected drop-off shelf. Touch the icon again to close the queue. (The

green dots represent the number of Ready scripts currently on the prescription drop-off shelf. Touch the **Previous /Next** keys to display the entire array of drop-off shelves.)

You can clear individual drop-off shelves, or all shelves, from the Prescription Drop-Off Shelf queue and the Shelf Map. Clearing drop-off shelves in this way is equivalent to scanning out completed vials. See **Error! Reference source not found.**.

NOTE: If vials are not scanned out or cleared from a prescription drop-off shelf, they are not removed from the prescription drop-off shelf's inventory.

Complete Rx queue

The Complete Queue lists all Rx orders that have been filled and delivered, as well as orders deleted, canceled or cleared from prescription drop-off shelves.

The Complete Queue displays one day's worth of completed scripts, beginning at 12:00 am (0000 hrs.).

The **Information** button displays the date/time an Rx order was scanned out, picked up or deleted (illustration).

Incomplete Rx queue

The Incomplete Queue displays all Rx orders the Max was unable to complete, whatever the cause.
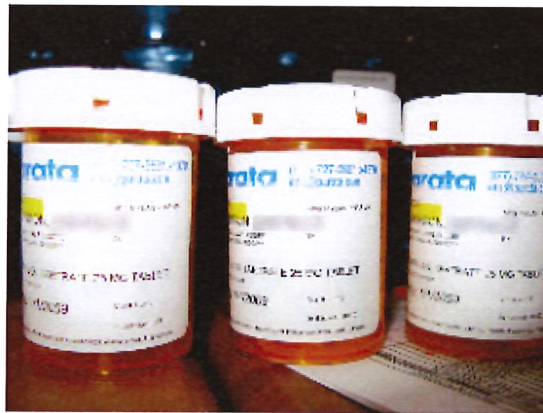
- Orders that were canceled, or that were processed but sent to the exception carousel, also appear in the Incomplete Queue.

When you select a prescription on the Incomplete Queue and touch the **Information** button, the reason its status is Incomplete is displayed and, in many cases, recovery steps are provided (see illustration).

NOTE: Partial fills must be returned to stock before they can be rerun—the **Rerun** button is temporarily disabled; see **Error! Reference source not found.**.

Processing multi-vial orders

When the number of pills required to fill one prescription exceeds the capacity of a single vial, the Max fills the script using multiple vials.

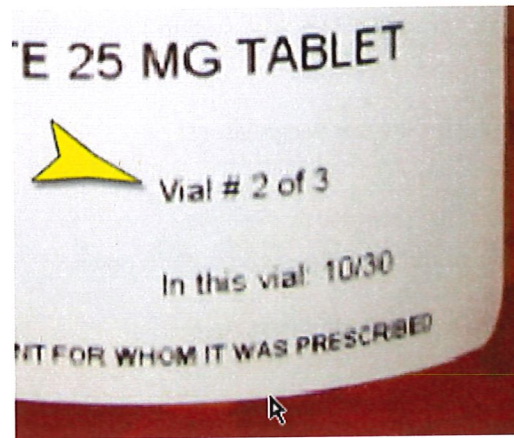The Max is configured to fill a prescription that takes up to 10 vials.

NOTE: The maximum number of vials that can be used in a multi-vial fill is 20. Call the number on the sticker attached to your Max unit if you need to change the default from 10 to 20 vials.

Using unique bar codes, each vial in a multi-vial order maintains its association with a single Rx order—important when returning pills to stock.

The Max distributes pills *evenly* across multiple vials.

When more than one vial is used to fill an Rx order, each vial label includes the vial number and total vial count.

Figure 17: In a multi-vial script, a vial's label indicates its number in the vial sequence.

For example,

- Vial # 1 of 3

- Vial # 2 of 3

- Vial # 3 of 3

- ...and so on, to a maximum of 10 vials.

Multi-cell drug utilization

The Max can be configured to fill orders from multiple cells containing the same NDC by "cell last used" (the default setting) or "oldest expiration date." By providing efficient multi-cell drug utilization, either method can reduce the frequency with which these cells need to be replenished.

NOTE: Cell availability, which is influenced by several factors, also affects cell selection for multi-cell fills.

- In the unit's default configuration, the cell selected for a multi-cell fill of the same NDC is based on the cell last dispensed from. Cell selection in a multi-cell script is determined by the order in which the cells containing the drug NDC were set up in the database. The first vial in a multi-vial order will be filled from the cell that was first set up in the database, the second from the second cell set up in the database, and so on.

- Configuring the unit to fill by "oldest expiration date" will select the cell containing the NDC with the "oldest" lot expiration date. Assuming that two cells with different expiration dates contain the same NDC, the first dispense in a multi-cell order will be done by the cell with the drug that expires first, as will the second dispense (provided the cell retains sufficient inventory).