BD Pyxis™ MedStation™ ES
Resolve a discrepancy

A discrepancy occurs when the physical quantity of a medication in the device does not match the expected quantity recorded by the system. Discrepancies can happen because of simple mistakes, operator error, distractions during transactions, or purposeful taking of medications.
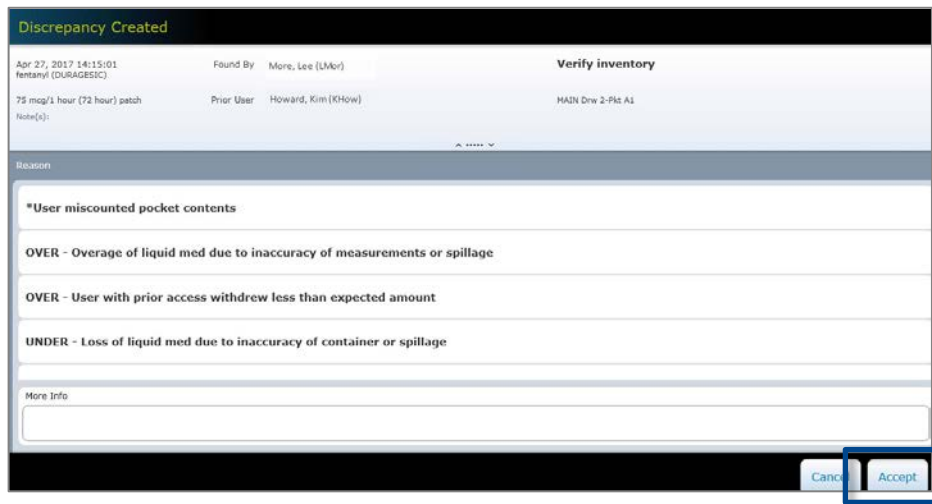
1. When there is an unresolved discrepancy, an alert icon will appear at the top of the screen. From the Home screen, select **Discrepancies**.

   *Note: Depending upon your permissions, you may need to select **More**, then select **Discrepancies**.*

2. The Discrepancy Created screen shows a list of all discrepancies. Select the discrepancy you want to resolve and select **Accept**.

   Note: For single-dose MiniDrawers, discrepancies will be aggregated and require you resolve only one discrepancy for the MiniDrawer, regardless of the number of individual pockets affected.

3. Select an option at the bottom of the Transaction History screen:
   - **Cancel**: Select this option to return to the previous screen.
   - **Notes**: Enter details about any research you performed to resolve the discrepancy.
   - **Count**: Select this option to perform an inventory for the medication if you have the required system permission. Performing a count may require a witness.
   - **Print**: Use this option to print a transaction history for the discrepancy.
   - **Resolve**: Select this option to resolve the discrepancy.

4. After you select **Resolve**, the witness enters their sign in credentials.

5. Select a discrepancy reason from the list provided. You may enter additional information (up to 250 characters) in the More Info box.

6. Select **Accept**. The discrepancy will be removed from the list. Once all discrepancies are resolved, the alert icon will disappear.