

## QuickMAR Pro Reference Guide

For computer problems (crashes, etc.), call:	
For problems with your network (can't get on the internet), call:	
For issues with pharmacy orders in QuickMAR, call your pharmacy at:	
For problems with QuickMAR, call QuickMAR Support (available 8AM-5PM MST, Mon-Fri; leave message after hours)	888-340-9866 <i>option 2</i>

Updates from your pharmacy are scheduled every \_\_\_\_\_ hours starting at \_\_\_\_\_ daily.

If you forget how to do something:

- 1) Contact your internal expert: \_\_\_\_\_ or
- 2) Use the Help File in QuickMAR; then
- 3) Call QuickMAR Support

If the orders don't look right, or are flagged for attention, contact this person(s) at your facility: \_\_\_\_\_

If QuickMAR is offline, finish your med pass first.

If QuickMAR stays offline,



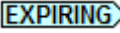






- Use the Find Problem button (in the Med Pass, or at Help/Offline Details menu) and follow the instructions
- If that does not work, wait an hour and try again (often, the problem corrects itself)
- If QuickMAR has been unexplainably offline for more than two or three hours, call QuickMAR support

To learn how to use QuickMAR, view video tutorials at QuickMAR University. A link to QMU is found on the main screen in QuickMAR or at [www.quickmar.com/training](http://www.quickmar.com/training) .





## Helpful Hints

- If an order does not look right, contact your supervisor.
- Make sure you are logged in as yourself when you start a med pass (see lower right hand of screen)
- Make sure you logoff at the end of your shift
- Alerts appear only when you are logged in, so log in frequently during your shift
- Make sure you change your password. Never divulge it.
- Read all warning screens carefully
- If you don't see a resident, make sure they are assigned to a med cart
- If you don't see any residents, make sure you have specified the cart you want (Admin/Select Cart menu)
- Use Skip All Meds to quickly record someone is OOF for a pass
- If the bar code scanner does not recognize the bar code, but you know the package is correct, use your mouse to select it
- At the Resident's screen, click the Show All box to view discharged residents
- At the Orders Screen, click the Show All box to view DC'd orders
- Do not add a resident manually or drug orders manually unless you need to. Let the pharmacy do that for you.
- Use the QuickMAR offline feature only on computers that are used to pass meds—not on your office computers

## Med Pass Icons

 Awaiting approval	 Recently changed	 Expires soon
 Add note to result	 Controlled	 On Hold
 Recent Exception	 Show instructions	 Hide Screen

## Orders Screen Icons

 Needs Reviewed	 Import Error	 New Order
 Manual Override	Yellow hilite = field override; owned by facility	