



User Manual

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Avera Trax

Welcome to the **Avera Trax** User guide. The purpose of this guide is to train pharmacy staff to use the order management system to document medication order entry.

Avera Trax Access

Avera Trax is a web-based order management system that is accessed by following these steps:

1. Open internet browser [IE11 (update version 11.0.x), Google Chrome]
2. **FIRST TIME ONLY:** The first time you access AveraTrax from your computer, you will need to register your IP address. To register your IP address, please do the following:
 - a. Go to www.anteil.com/Avera
 - b. Enter State Abbreviation, Site name, and Last name
 - c. Wait about 5 minutes
3. Go to internet site: <https://www.averaerx.com>
4. On the login screen, type your user name and password in the correct field and click submit. User name and password are case sensitive. You will need to change your password to have 8 characters (1 must be a symbol and it is case sensitive.) There is no limit to password attempts. If you need your password reset click the reset password button on the bottom of the page. If you do not receive an email response with a link to reset your password within 10 minutes please contact ecarepharmacy@avera.org



 You must change your password before proceeding.

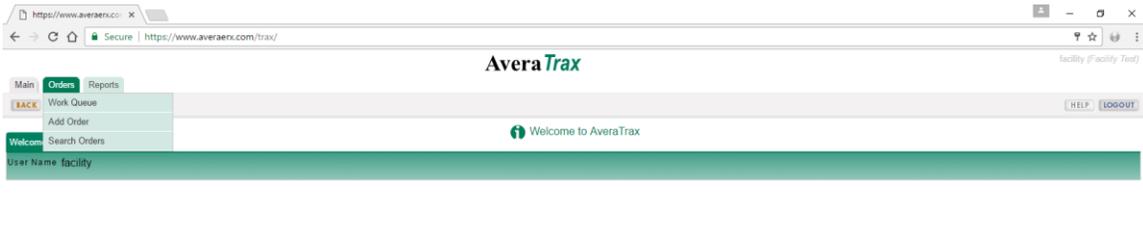
Change Password

Current Password*	<input type="password"/>
New Password*	<input type="password"/>
Verify New Password*	<input type="password"/>

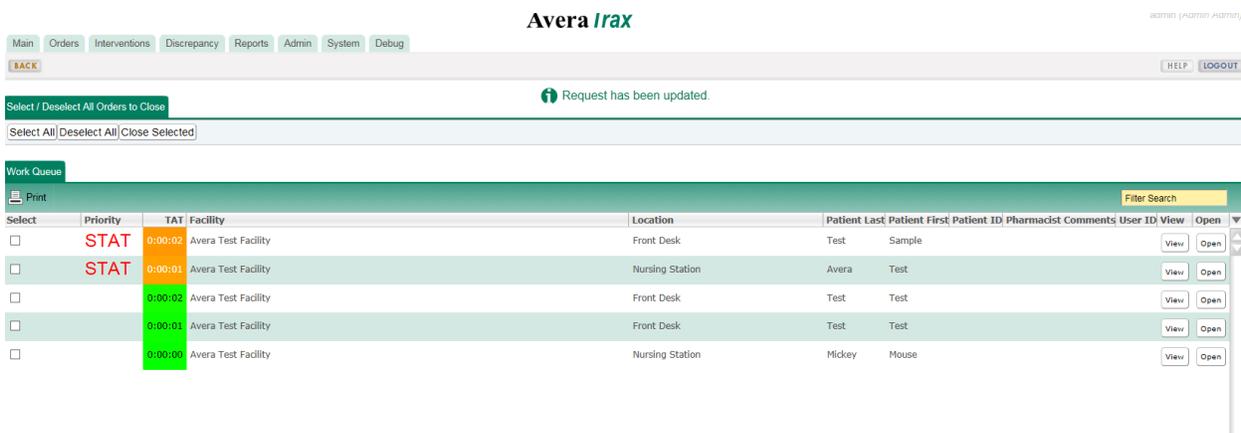
Work Queue

Once you are logged into **AveraTrax**, you will need to open the work queue by following these steps:

1. Click on orders tab and select work queue. This screen shows you the order sheets for facilities that need to be processed. If you have access to multiple facilities, you will see order sheets for those facilities.



2. In the Work queue, you will see the priority, facility name, patient name, patient identification (ID), and the pharmacist comments regarding the specific order sheet. You will also have the ability to adjust the column widths and sort via the columns. The work queue screen is defined in the table below.



Field	Definition
Select	This box is checked if you would like to close the order without opening it. See section “Close Order Tool” for more information on this function.
Priority	The priority of the order sheet: <ul style="list-style-type: none"> • ED- An emergency department order is in the work queue. This is an order sheet with a high priority. • STAT – A stat order is in the work queue. This is an order sheet with a high priority. • Video- A still image that requires pharmacist verification.

	<ul style="list-style-type: none"> • Fax Fail- A notice to let you know that the fax you sent did not go through. • Patient Consult- A notice for patient discharge counseling. • Blank – A routine order in the work queue and will be worked in chronological order.
TAT	Turn-Around-Time: This is the time that has elapsed since the order sheet was received.
Facility	Names the facility that has order sheets that need to be processed depending on user access.
Location	The nursing station or CPOE location where the order sheet originated from.
Patient Last Name and Patient First Name	The patient name once it has been populated.
Patient ID	Displays the patient ID number once it has been populated.
Pharmacist Comments	Notes about the order sheet entered by the pharmacist. Only the first line of comments will display in the work queue. To see all of the comments, open or view the order.
User ID	Displays the user ID who is currently processing the order sheet.
View	Gives a user the ability to preview an order sheet or a read-only access to an order sheet while another user is processing the order sheet.
Open	Gives a user the ability to open an order sheet for processing.

Close Order Tool

From the work queue, select the orders you would like to close by checking the box or by using the Select All button.

AveraTrax admin (Admin Admin)

Main Orders Interventions Discrepancy Reports Admin System Debug

BACK HELP LOGOUT

Request has been updated.

Select / Deselect All Orders to Close
 Select All | Deselect All | Close Selected

Work Queue

Print Filter Search

Select	Priority	TAT	Facility	Location	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
<input type="checkbox"/>	STAT	0:00:02	Avera Test Facility	Front Desk	Test	Sample				View	Open
<input type="checkbox"/>	STAT	0:00:01	Avera Test Facility	Nursing Station	Avera	Test				View	Open
<input type="checkbox"/>		0:00:02	Avera Test Facility	Front Desk	Test	Test				View	Open
<input type="checkbox"/>		0:00:01	Avera Test Facility	Front Desk	Test	Test				View	Open
<input type="checkbox"/>		0:00:00	Avera Test Facility	Nursing Station	Mickey	Mouse				View	Open

To close the orders, select the Close Selected button.

The screenshot shows the AveraTrax web application interface. At the top, there is a navigation menu with tabs for Main, Orders, Interventions, Discrepancy, Reports, Admin, System, and Debug. The user is logged in as 'admin (Admin Admin)'. A notification bar at the top right says 'Request has been updated.' Below this, there are buttons for 'Select / Deselect All Orders to Close', 'Select All', 'Deselect All', and 'Close Selected'. The 'Close Selected' button is highlighted with a red box. Below the notification is a 'Work Queue' section with a 'Print' button and a 'Filter Search' dropdown. The main part of the interface is a table with the following columns: Select, Priority, TAT, Facility, Location, Patient Last, Patient First, Patient ID, Pharmacist Comments, User ID, View, and Open. The table contains five rows of data, with the first two rows having a 'STAT' priority and the last two rows having a '0:00:00' TAT.

Select	Priority	TAT	Facility	Location	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
<input type="checkbox"/>	STAT	0:00:02	Avera Test Facility	Front Desk	Test	Sample				View	Open
<input type="checkbox"/>	STAT	0:00:01	Avera Test Facility	Nursing Station	Avera	Test				View	Open
<input type="checkbox"/>		0:00:02	Avera Test Facility	Front Desk	Test	Test				View	Open
<input type="checkbox"/>		0:00:01	Avera Test Facility	Front Desk	Test	Test				View	Open
<input type="checkbox"/>		0:00:00	Avera Test Facility	Nursing Station	Mickey	Mouse				View	Open

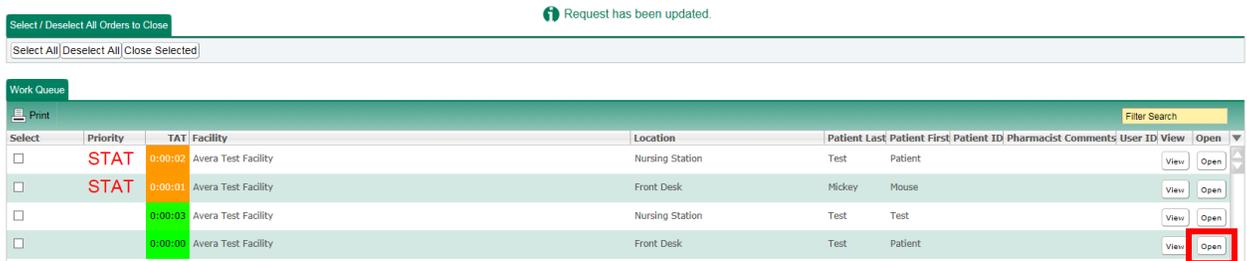
PLEASE NOTE

If your facility does not utilize the AveraTrax, but notices are sent to AveraTrax while you are covering, please use the close order tool to close out the orders prior to eCARE Pharmacy starting services. If you don't do this, all orders from the day will populate our work queue and we will need to double check each order to ensure it was completed.

Process Order Sheet

Once you are in the work queue, you will follow these steps to process an order sheet:

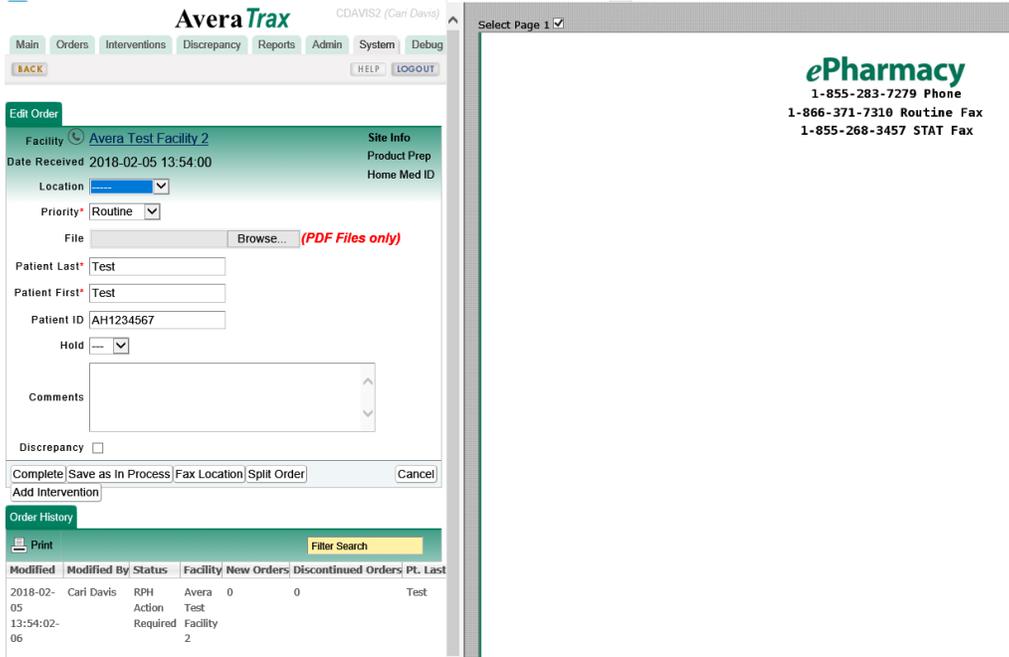
1. Click on the Open button



- a. If you see multiple pages and would like to split out page(s). Please see Split order section in the Table of Contents.

2. Open the patient profile in the electronic medication record (EMR).

3. On the Edit order screen, you will see the following fields and the order image on the right hand side of the screen. See below for field descriptions:



Field	Definition
Facility	Facility location where the order sheet originated from
Phone Icon 	All facility phone numbers stored in AveraTrax will appear in a pop up once this icon is clicked
Location	Location within the facility where the order sheet originated from (Nursing station, CPOE)
Location Phone#	The phone number for the location where the order sheet originated from
Location Fax #	The fax number for the location where the order sheet originated from.
Priority	Defined by the fax number that the order was sent to: <ul style="list-style-type: none"> • Routine • ED- Orders that require high priority • Stat- Orders that require high priority • Video- Orders that require visual verification • Patient Consult- Notice that requires patient discharge consultation • Fax Fail
Reason for Delay	Drop down menu will appear if the contracted turn-around time for routine and stat orders have breached.
File	Allows a user to upload a PDF file from their desktop to the order management system.
Patient Last & First	Fields where patient name will be populated
Patient ID	Field where the patient ID will be populated (Please include all characters)
Comments	Notes about the order sheet entered by the pharmacist.
Discrepancy	Select this box to enter a discrepancy.
Site Info	List of facility specific information

To rotate the order sheet, you will right click and hover over the page until the rotation/annotation symbols appear and select one of the 2 green arrow options. When you rotate the pages, it rotates all pages the same direction if the orders have been collated. You cannot selectively rotate the pages.

See below for rotation and view symbol definitions:

Symbol	Definition
	Rotates the image 90 degrees
	Rotates the image 180 degrees
	Magnifies the image
	Returns image to original size

4. Begin processing the order sheet in the EMR. To document on the orders you will use the following symbols as defined below:

Symbol	Definition
	Text box- Type text on the order sheet
	Stamp- Predefined text that can be placed on an order sheet
	Green Circle-New Order
	Red X- Discontinued Order
	Orange Null Sign- No Medication Order
	Orange Dup-Duplicate order
	Yellow Arrow- draw attention to something on the document
	Blue Screen- Each medication that is discussed during patient consultation. (Avera eCARE pharmacists only)

The system automatically defaults to the green circle or the new order symbol and you will left click this next to each new order that is entered into the system. As you place green circles and red x's on the order page the system will automatically count your orders in the lower right



New Orders: 4
Discontinued Orders: 2

hand corner of the order management software.

Change Symbols

- To change symbols you will right click and continue to hold the right click down, now hover your mouse over to the next symbol you would like to utilize and release the right

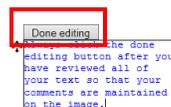
click. If you change symbols while processing a page, the last symbol selected will be your default until you select a new symbol.

Move Symbols

- To move a symbol, you hover over the symbol with your mouse, left click on the symbol and drag it to the correct location.

Text Box

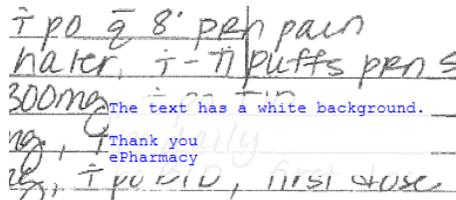
- The text box will put 146 characters in a line.



- When you enter text if you do NOT click done editing option you will be able to go back into the text area and make revisions before you click Save as In Process or Complete.
- If you save the order as In Process, but do NOT click the done editing button you will get

a line for your text when you re-open the order for additional processing.

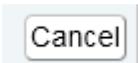
- When you place the text on the order it will have a white background so you will be able to place the text box anywhere on the sheet.



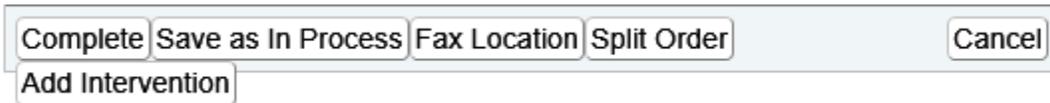
Delete Symbols

- To delete a symbol, you hover over the symbol with your mouse, left click on the symbol and drag it to the upper left hand corner of the order sheet to the black trash can that



Cancel button  - Please note if you make any annotations on the order sheet and click cancel the order will hold your annotations. This functionality does NOT cancel actions you took on the page.

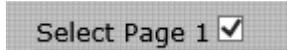
5. Once you have documented the orders and made any text notations on the order you will finish processing the order. You will save the order as In Process or Complete.



- In Process- Order pending clarification to complete
 - To fax back your concern/clarification you will click on the Fax location button

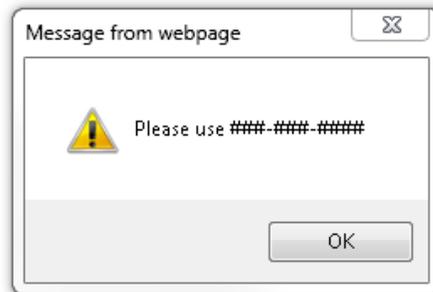


- Then a box will appear with the facility name, the nursing location, and the fax number populated, the pages you would to fax back, and then click Send Fax. To select pages, you click on the box to place a check in it.



If you would like to send to a fax number that isn't listed in the drop down menu, select "Other" in the Location drop down and then type in the 10 digit fax number in the Fax Number field.

If you type in more than the 10 digit number you will get a fax validation error prompting you to only enter 10 digits.

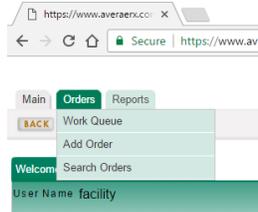


- Ensure you have noted comments about why the order is in process in the comments field and then click on Save as In Process.
- Complete- Order completed and removed from work queue.

- Split Order- To separate out page(s) of orders if they were faxed in simultaneously.
- Add Intervention- To add an intervention to the AveraTrax Intervention queue

Add Order Sheet

In some circumstances, you may need to add an order sheet to the work queue. For example, you do not receive an order sheet to notify you of orders pending verification and need to document your workflow. To add an order sheet, follow these steps:



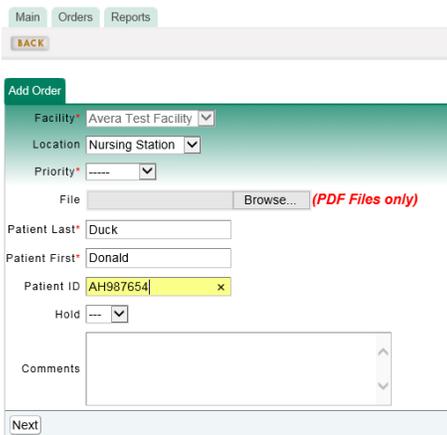
1. Click on Orders tab and select add order.
2. Add the facility from the drop down menu.



3. Fill in the Location and Priority from the drop down menus.



4. Fill in the patient name (Last & First), patient ID (all characters) and click Next to get a blank order sheet where you can document orders. (Fields marked with an asterisk are mandatory fields)



- Now you are in the edit order screen and can document orders on the blank page that you are processing. You can fax the new order sheet back to a nursing station.

AveraTrax facility (Facility Test)

Main Orders Reports

BACK HELP LOGOUT

Edit Order

Facility Avera Test Facility

Date Received 2016-06-15 11:55:54

Location Nursing Station

Location Phone# 605-322-8541

Location Fax#

Priority* Routine

File Browse... (PDF Files only)

Patient Last*

Patient First*

Patient ID

Hold

Comments

Complete Save as In Process Fax Location Add Intervention Cancel

Order History

Print Filter Search

Modified	Modified By	Status	Facility	New Orders	Discontinued Orders	Pt.
2016-06-15 11:55:54-05	Facility Test	RPH	Avera Test Facility	0	0	Du

New Orders: 0
Discontinued Orders: 0

- Once you have completed your documentation, save the order as In Process or Complete.

Add Intervention in AveraTrax

1. Open order sheet from work queue or add a new order
2. Process orders on order sheet and populate patient name and patient ID
3. Click Add Intervention from the Edit Order Screen, your user ID will still show you are actively working on the order in the work queue.

AveraTrax facility (Facility Test)

Main Orders Reports

BACK HELP LOGOUT

Edit Order

Facility [Avera Test Facility](#)

Date Received 2017-02-16 14:59:15

Location Nursing Station

Location Phone# 605-322-8541

Location Fax# 605-322-2096

Priority* Routine

File Choose File No file chosen *(PDF Files only)*

Patient Last* Duck

Patient First* Donald

Patient ID AH987654

Hold ---

Comments

Discrepancy

Complete Save as In Process Fax Location **Add Intervention** Cancel

4. Now you will be brought to the Add intervention screen and your facility, patient name, patient ID, and location will be pre-populated if the name was populated in the Edit Order screen.

Add Intervention

Facility* Avera Test Facility

Location Nursing Station

Patient Last Duck

Patient First Donald

Patient ID AH987654

Intervention Type* -----

Medication* Medication Add Medication

Comments

Follow up Date 2017-02-17 Clear

Recommendation Accepted ---

Save & Follow Up Save & Complete

- Fill in the intervention type from the drop down menu that is applicable.

Intervention Type*

Medication*

Comments

Follow up Date

- Allergy
- Drug Information
- Duplicate Therapy
- Interaction
- Monitored Drug Therapy
- Other Intervention
- Pain Management
- Pediatric Dosing Recommendation
- Pharmacy to Dose/Manage
- Provider Request for Therapy Recommendation
- Renal Dosing Recommendation
- TPN

- Add the medication. You will need to add these via generic name and select them from the drop down list. Do NOT free text a medication, if a medication needs to be added, please contact ePharmacy at ecarepharmacy@avera.org. If you are working with a combination product, you will search for the product using one of the generic names. Ex. to find Maxzide or

Dyazide – Search as Hydrochlorothiazide.

Medication

- Hydrochlorothiazide
- Hydrochlorothiazide and Reserpine
- Hydrochlorothiazide and Spironolactone
- Hydrochlorothiazide and Triamterene

Comments

- Fill in the comments regarding the intervention.

Medication

Comments

Follow up Date

- Save the Intervention

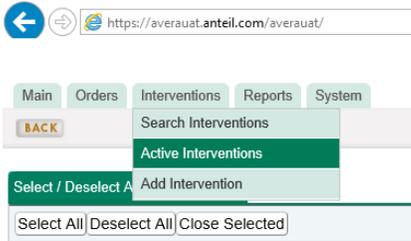
- If the intervention requires follow-up:
 - Advance the date to the date of next follow-up by clicking on the calendar
 - Click Save & Follow Up
 - Now you will be taken back to your order to finish processing
- If the intervention is complete
 - Click Save & Complete
 - Now an intervention summary will appear and you will need to fill in an intervention summary and click Complete

Intervention Summary

- Now you will be taken back to your order to finish processing.

View Active Interventions

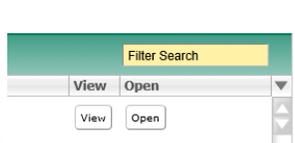
1. Click on the Interventions tab and select Active Interventions.



2. Now you will have a list of active interventions for your facility. You will be able to see all active interventions (those started by your facility staff and by ePharmacists). You will only be able to open interventions that have been started by your facility staff by clicking on the open button. You can view ePharmacy interventions by clicking on the view button.

Facility	Last Name	First Name	Patient ID	Intervention Type	Medication	Comment	Follow-Up Date	View	Open
Avera Test Facility	Duck	Donald	AH987654	Monitored Drug Therapy	Warfarin	87 yo M continuing home dose of warfarin 2.5mg daily for a.fib. INR on admit 2.5, Next INR 2/18.	02-17-2017	View	Open
Avera Test Facility	DUCK	DONALD	AH987654	Renal Dosing Recommendation	Levofloxacin	Levaquin 750mg IV q24h started on a 97 yoF with HCAP. Cr 2.6, CrCl~30 ml/min. Sent recommendation to consider renally adjusting Levaquin to 750mg IV q48h.	02-17-2017	View	

3. To update a facility intervention.



- a. Click on Open
- b. To add follow-up information click on the  next to the comments section and a new comments section will appear.

- c. If the intervention is complete
 - i. Click Save & Complete
 - ii. Now an intervention summary will appear and you will need to fill in an intervention summary, if the recommendation was accepted, and click Complete

Intervention Summary

ePharmacy followed anticoagulation care plan during admission. Patient remained therapeutic during admission and discharged on a therapeutic dose.

Complete

Add Discrepancy

Discrepancies are defined as order entry discrepancies or medication errors. If you come across an issue when you are reviewing work and need to document a discrepancy, you can do this in one of 2 ways:

1. Add a discrepancy directly into AveraTrax. Discrepancies are attached to an order, so you can add a discrepancy to:
 - to an order that is in AveraTrax or
 - to a new order that you add in AveraTrax
2. Manually complete the Discrepancy Form and fax form into AveraTrax.

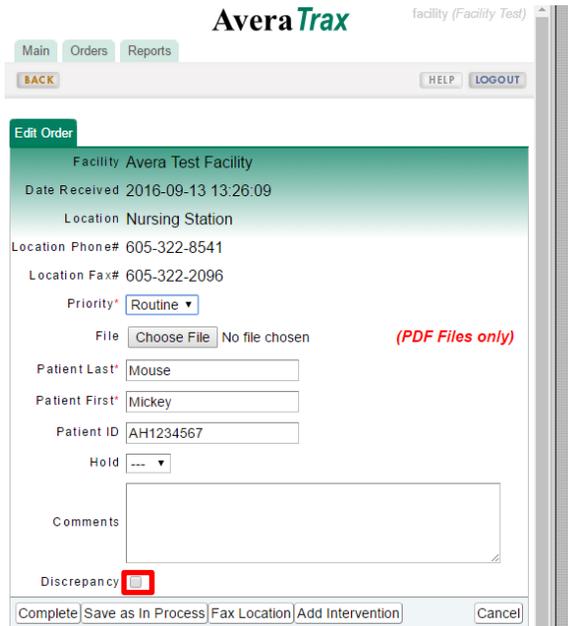
Add discrepancy to an order in AveraTrax (new or in process)

1. Click the open button from the work queue



Select	Priority	TAT	Facility	Location	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
<input type="checkbox"/>		0:00:35	Avera Test Facility	Nursing Station	test	test			In Use - admin	View	
<input type="checkbox"/>		0:00:00	Avera Test Facility	Nursing Station	Mouse	Mickey	AH1234567			View	Open

2. On the edit order screen fill in the patient name, ID, Location, etc. Please note that if you search for the order 24 hours after completion, you will not be able to see the discrepancy fields so you may want to note discrepancy in the 1st comments field for tracking purposes.



AveraTrax facility (Facility Test)

Main Orders Reports

BACK HELP LOGOUT

Edit Order

Facility Avera Test Facility

Date Received 2016-09-13 13:26:09

Location Nursing Station

Location Phone# 605-322-8541

Location Fax# 605-322-2096

Priority: Routine

File Choose File No file chosen (PDF Files only)

Patient Last* Mouse

Patient First* Mickey

Patient ID AH1234567

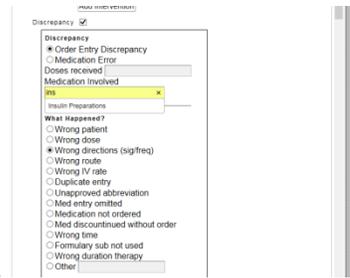
Hold ---

Comments

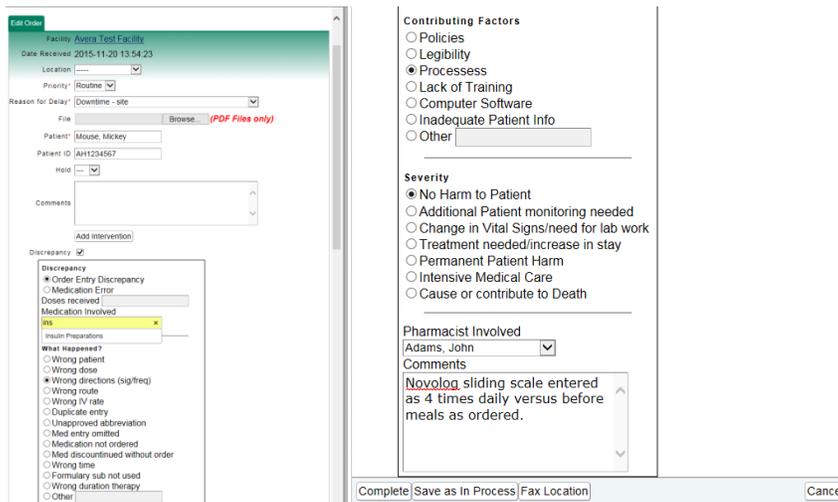
Discrepancy

Complete Save as In Process Fax Location Add Intervention Cancel

3. Click in the discrepancy box and the discrepancy fields will appear.
4. Click the appropriate radio buttons, enter the medication involved from the search box (Please contact ecarepharmacy@avera.org to have a medication added. Please do not free text the medication).



Select the pharmacist involved from the drop down menu, fill in information that concisely describes the discrepancy and any confounding factors.



5. Now you can save the order as complete.

Add a discrepancy to an added order.

1. Add an order to the work queue (see table of contents for directions on adding an order)
2. On the edit order screen fill in the patient name, ID, Location, etc. Please note that if you search for the order 24 hours after completion, you will not be able to see the discrepancy fields so you may want to note discrepancy in the 1st comments field for tracking purposes.

AveraTrax facility (Facility Test)

Main Orders Reports

BACK HELP LOGOUT

Edit Order

Facility Avera Test Facility

Date Received 2016-09-13 13:26:09

Location Nursing Station

Location Phone# 605-322-8541

Location Fax# 605-322-2096

Priority Routine

File Choose File No file chosen (PDF Files only)

Patient Last Mouse

Patient First Mickey

Patient ID AH1234567

Hold ---

Comments

Discrepancy

Complete Save as In Process Fax Location Add Intervention Cancel

3. Click in the discrepancy box and the discrepancy form will appear.

Discrepancy

Order Entry Discrepancy

Medication Error

Doses received []

Medication Involved []

What Happened?

Wrong patient

Wrong dose

Wrong directions (sig/freq)

Wrong route

Wrong IV rate

Duplicate entry

Unapproved abbreviation

Med entry omitted

Medication not ordered

Med discontinued without order

Wrong time

Formulary sub not used

Wrong duration therapy

Other []

- Click the appropriate radio buttons, enter the medication involved from the search box (Do NOT free text the medication in. Contact ecarepharmacy@avera.org to have a medication added). Select the pharmacist involved from the drop down menu, fill in information that concisely describes the discrepancy and any confounding factors.

Facility: Avera Test Facility
Date Received: 2015-11-20 13:54:23
Location: [Dropdown]
Priority: Routine [Dropdown]
Reason for Delay: Downtime - site [Dropdown]
File: [Text] Browse (PDF Files only)
Patient: Mouse, Mickey
Patient ID: AH1234567
Hold: [Dropdown]
Comments: [Text]
Add Intervention

Discrepancy [Dropdown]
Order Entry Discrepancy
Medication Error
Doses received: [Text]
Medication Involved: Ins
Insulin Preparations [Dropdown]
What Happened?
Wrong patient
Wrong dose
Wrong directions (sig/freq)
Wrong IV rate
Duplicate entry
Unapproved abbreviation
Med entry omitted
Medication not ordered
Med discontinued without order
Wrong time
Formulary sub not used
Wrong duration therapy
Other [Text]

Contributing Factors
Policies
Legibility
Processess
Lack of Training
Computer Software
Inadequate Patient Info
Other [Text]

Severity
No Harm to Patient
Additional Patient monitoring needed
Change in Vital Signs/need for lab work
Treatment needed/increase in stay
Permanent Patient Harm
Intensive Medical Care
Cause or contribute to Death

Pharmacist Involved
Adams, John [Dropdown]
Comments
Novolog sliding scale entered as 4 times daily versus before meals as ordered.

Complete Save as In Process Fax Location Cancel

- Click next.

- Now you can save the order as Complete.

View an Order

In some instances, you may need to access an order sheet that is being processed by another user. For example, you may want your co-worker to review the order with you to discuss clinical matters. Order sheets can be viewed simultaneously, but can only be processed by one user.

To view an order sheet that is being processed by another user, follow these steps:

1. From the work queue you will click the view button of the order you wish to view. You will know someone is processing the order because the User ID field will be populated and the open button is not available.

The screenshot shows the AveraTrax Work Queue interface. At the top, there are navigation tabs: Main, Orders, Interventions, Discrepancy, Reports, Admin, System, and Debug. Below the tabs, there are buttons for BACK, HELP, and LOGOUT. The main area is titled 'Work Queue' and contains a table of orders. The table has columns for Select, Priority, TAT, Facility, Location, Patient Last, Patient First, Patient ID, Pharmacist Comments, User ID, View, and Open. The fourth row is highlighted in green and has a red box around the 'View' button and the 'User ID' field containing 'In Use - CDAVIS2'. The 'Open' button is disabled. The 'View' button is also highlighted with a red box.

2. This will take you to the view order screen where the facility information will be on the left side of the screen and the order sheet will be on the right hand side of the screen. You will see the status of the order is locked so you cannot make changes to the order.

The screenshot shows the AveraTrax View Order screen. At the top, there are navigation tabs: Main, Orders, Interventions, Discrepancy, Reports, Admin, System, and Debug. Below the tabs, there are buttons for BACK, HELP, and LOGOUT. The main area is titled 'View Order' and contains a form with the following information: Facility Avera Test Facility 2, Date Received 2018-02-05 13:54:00, Patient Last Test, Patient First Test, Patient ID AH1234567, Hold, Comments, Priority Routine, New Orders 0, Discontinued Orders 0, and Discrepancy 0. The 'Status Locked' label is highlighted with a red box, and the 'Unlock' button is also highlighted with a red box.

3. To back out of the order and get back to the work queue, you will select the back button in the upper left corner of the screen. Do NOT use the back arrow on your browser.

AveraTrax facility (Facility Test)

Main Orders Reports

BACK HELP LOGOUT

View Order **Actions**

Status Locked

Facility [Avera Test Facility](#)

Date Received 2016-06-15 11:55:54

Location Nursing Station

Location Phone# 605-322-8541

Location Fax#

Patient Last Duck

Patient First Donald

Patient ID AH987654

Hold

Comments

Priority Routine

New Orders 0

Discontinued Orders 0

Discrepancy

To View and Unlock an Order

1. From the work queue you will click the view button of the order you wish to unlock. You will know you are processing the order because the User ID field will be populated with your user ID and the open button is not available.

The screenshot shows the AveraTrax Work Queue. At the top, there are navigation tabs: Main, Orders, Interventions, Discrepancy, Reports, Admin, System, and Debug. Below these are buttons for BACK, HELP, and LOGOUT. A status bar indicates 'Select / Deselect All Orders to Close' with sub-options 'Select All', 'Deselect All', and 'Close Selected'. The main area is titled 'Work Queue' and contains a table with the following data:

Select	Priority	TAT	Facility	Location	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
<input type="checkbox"/>		0:02:17	Avera Test Facility 2							View	Open
<input type="checkbox"/>		0:01:47	Avera Test Facility 2							View	Open
<input type="checkbox"/>		0:01:23	Avera Test Facility 2							View	Open
<input type="checkbox"/>		0:00:52	Avera Test Facility 2		Test	Test	AH1234567	In Use - CDAVIS2		View	Open
<input type="checkbox"/>		0:00:27	Avera Test Facility 2							View	Open

2. This will take you to the view order screen where the facility information will be on the left side of the screen and the order sheet will be on the right hand side of the screen.
3. To unlock the order, you will click on unlock in the actions area. Please note: You are only able to unlock your own order. If you need to unlock someone else's order, please contact ePharmacy to have someone with administrative privileges unlock the order.

The screenshot shows the 'View Order' screen in AveraTrax. The order status is 'Locked'. The 'Actions' area at the top right contains an 'Unlock' button, which is highlighted with a red box. The order details are as follows:

- Facility: Avera Test Facility
- Date Received: 2016-06-15 11:55:54
- Location: Nursing Station
- Location Phone#: 605-322-8541
- Location Fax#
- Patient Last: Duck
- Patient First: Donald
- Patient ID: AH987654
- Hold
- Comments
- Priority: Routine
- New Orders: 0
- Discontinued Orders: 0
- Discrepancy:

4. Now you will have control of the order which is identified by the message "Request has been unlocked" and you have been redirected to the edit order screen where you can update the patient name, comments, etc.

The screenshot shows the 'Edit Order' screen. At the top, there is a green notification bar with an information icon and the text 'Request has been unlocked.' Below this, the facility name 'Avera Test Facility' is displayed.

5. Process the orders on the sheet and document your work as described previously utilizing the symbols.
6. Save the order as In Process or Complete.

Search Orders

Order sheets faxed or created in **Avera Trax** will be retained for up to ten years. You can search for orders during a date range, by facility, pharmacist who completed the order, patient, and patient ID. You can further narrow your search by using the filter search.

To search orders within **Avera Trax** you will follow these steps:

1. Click on the orders tab and select search orders



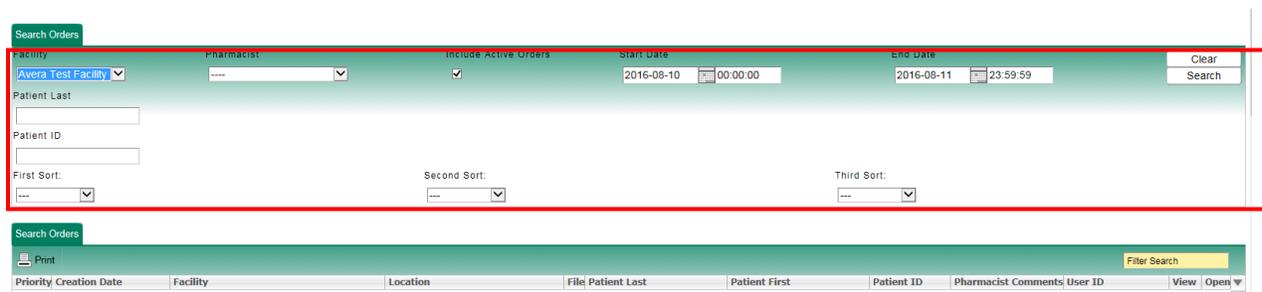
2. Now you will be brought to the Search Orders queue.



3. You can search multiple ways within the search queue and your results will vary depending on your access.

The search options are independent of the filter search

The default search includes New/In Process orders, to see only the completed orders, uncheck the New/In-Process box.



4. After selecting your search queries, click search for your results. Your results will come back with the newest creation date at the top and the oldest at the bottom. The system will retrieve 500 results per query.
5. To view the queried results (multiple options):
 - a. Click on the open box to see the order with the annotations. Please note you will lose your search criteria if you click the view or open option when you click the back button. The discrepancy fields will also show during the first 24 hours when you view or open

the order. Do NOT update the discrepancy fields or re-open the discrepancy, if you need to submit additional information about the discrepancy, please email it to ecarepharmacy@avera.org

b. If you would like to see the order with annotations but not lose your search criteria, left



click on the .PNG file and the order will open in a new window, this view will not show the discrepancy fields. Do NOT double click on the icon since your system will not function properly.

AveraTrax facility (Facility Test)

Main Orders Reports BACK HELP LOGOUT

Search Orders

Facility: Avera Test Facility Pharmacist: --- Include New/In-Process Orders? Start Date: 2016-06-13 00:00:00 End Date: 2016-06-15 23:59:59 Clear Search

Patient Last:

Patient ID:

First Sort: --- Second Sort: --- Third Sort: ---

Search Orders Filter Search

Priority	Creation Date	Facility	Location	File	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
	2016-06-15 11:55:54	Avera Test Facility	Nursing Station		Duck	Donald	AH987654			View	Open
	2016-06-15 11:48:42	Avera Test Facility			Test	Test	MK234567			View	Open
STAT	2016-06-15 11:48:11	Avera Test Facility	Nursing Station		Test	Patient	MK123456			View	Open

Open a Completed Order

You are able to open a completed order that you closed within 24 hours of the order being completed.

To open a completed order, go to the Search Queue and click the “Re-Open” button. (This button will only show up for orders that you have closed within the past 24 hours)

The screenshot shows the 'Search Orders' interface. At the top, there are search filters: Facility (Avera Test Facility), Pharmacist (---), Include Active Orders (checkbox), Start Date (2016-08-10 00:00:00), End Date (2016-08-11 23:59:59), Clear, and Search. Below the filters are input fields for Patient Last, Patient ID, and sort options (First Sort, Second Sort, Third Sort). The main area displays a table of search results with columns: Priority, Creation Date, Facility, Location, File, Patient Last, Patient First, Patient ID, Pharmacist Comments, User ID, View, and Open. Two rows are visible: one for 'Test' (Open) and one for 'Mickey' (Mouse). The 'Re-Open' button in the 'Open' column of the first row is highlighted with a red box.

Priority	Creation Date	Facility	Location	File	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
	2016-08-11 14:44:56	Avera Test Facility	Nursing Station		Test	Open			facility		
	2016-08-10 13:19:58	Avera Test Facility	Nursing Station		Mickey	Mouse			admin		

You can then edit the order as needed and either save in process or complete the order. If the discrepancy box is checked and the fields are filled in, do NOT update them. If you need to send information that needs to be updated, please send the information to ecarepharmacy@avera.org

Splitting Collated Notices Apart

If you ever need to separate out certain notices, you can now split them out as an individual notice or a new group of notices depending on how you select the pages within the notice.

1. Select the page(s) you would like to separate out by clicking in the box on top of the order.

The screenshot shows a notice header and footer. The header is a grey bar with a checkbox labeled "Select Page 1" which is checked. Below the header is a white box containing the ePharmacy logo and contact information: "ePharmacy", "1-855-283-7279 Phone", "1-866-371-7310 Routine Fax", and "1-855-268-3457 STAT Fax". The footer is another grey bar with a checkbox labeled "Select Page 2" which is unchecked. Below the footer, the text "Jan. 30. 2018 10:33AM" is on the left and "No. 0140 P. 3" is on the right.

2. Click on Split Order

The screenshot shows a toolbar with several buttons: "Complete", "Save as In Process", "Fax Location", "Split Order", and "Add Intervention". The "Split Order" button is highlighted with a red rectangular box.

Now a box appears with the selected pages listed in the split pages field.

The screenshot shows a green dialog box titled "Split Pages to New Order". It contains a text input field with the value "1,3" and two buttons: "Split Order" and "Cancel". The text input field is highlighted with a red rectangular box.

The screenshot shows a green dialog box titled "Split Pages to New Order". It contains a text input field with the value "1,3" and two buttons: "Split Order" and "Cancel". The "Split Order" button is highlighted with a red rectangular box.

3. Click on Split Order
4. Now you will go to the work queue and find the orders as separate notices

If you hit split order on a single page notice, it will create 2 place holders (1 you are unable to annotate on (see screenshot below) and a second notice that you can annotate on) in the queue

with the same received date and time stamp.

Edit Order

Facility: **Avera Test Facility**

Date Received: 2018-01-23 14:35:07

Location: SA Test

Location Phone#: 210-549-4061

Priority: Routine

Reason for Delay: Other (avoid use if at all possible)

File: No file chosen *(PDF Files only)*

Patient Last: Fred

Patient First: Jones

Patient ID:

Hold: ...

Comments:

Discrepancy:

Complete | Save as In Process | Fax Location | Split Order | Add Intervention Cancel

Site Info

- EDM Orders- Do NOT Verify
- Outpatient Order Review
- Call Provider Directly
- Patient Monitoring
- No Flush Entry
- Product Prep
- Home Med ID
- Patient Consults
- Antimicrobial Stewardship

Printing an Order

From the Work Queue

You will notice a print icon in the work queue (in the red box below). This will only print the image of the work queue. It is of no use in printing order images.

Click on the down arrow on the far right side of the work queue menu (in the blue box below).



This drop down menu will display. Notice the word File is grayed out by default. If you click on File and then click back on the down arrow to close the drop down menu, you will notice that a column for File is inserted into the gray menu bar in the work queue and an icon displays below it in each order line.



Click on the icon under File (in the blue box above) and the order image will appear in a new tab. You can then print this image.

From Edit Orders

You can use the Fax Location function to fax the order document to your fax machine.

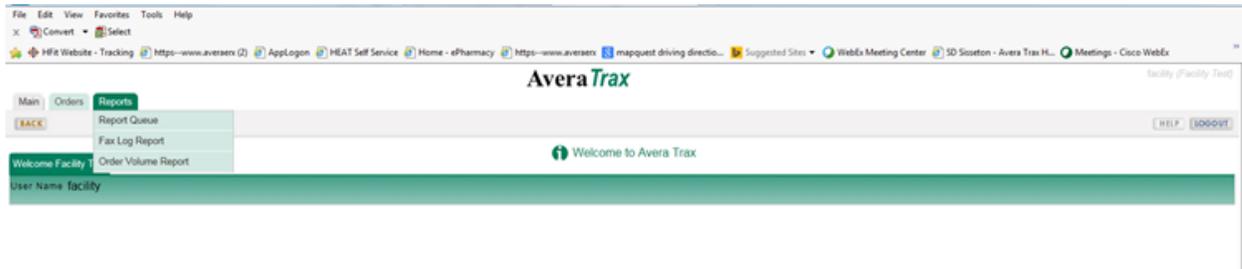
From Search Orders

You will notice that the File column displays by default in Search Orders. This was intentionally included as a feature in Search Orders to aid with quick review of completed orders. You can simply click on the icon under File to display the order in a new tab and print.

Order Volume Report

You have the ability to run an order volume report to see, by hour, how many orders were completed by either your staff or by ePharmacy.

1. Click on the Reports Tab and Select “Order Volume Report”



2. Select Your Facility and Enter Report Parameters

- a. User Group:
 - i. Facility Staff= your team
 - ii. Avera ePharmacist= Avera ePharmacy

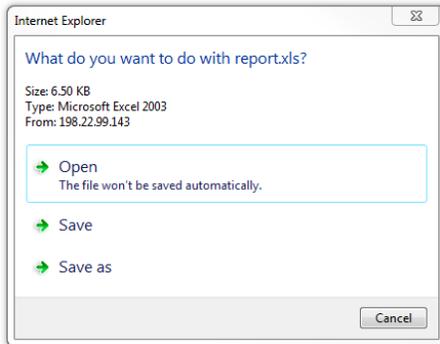


3. Click Run Report
4. You will be brought to the Report Queue Tab. This Tab lists all the reports that have been run. The most recent report will be listed at the top.



5. Click on the Excel Icon to open the report.

You may get a prompt similar to the one below. Click on “open”



6. Report will open in Excel.

Shift Summary Report

You have the ability to run a daily report to see, how many orders were completed by eCARE pharmacy staff, how many orders are still in progress that require follow-up, and how many interventions were placed during a site pharmacist’s absence. This report is used as a communication handoff from the eCARE pharmacist team to the site pharmacist.

1. Click on the Reports Tab and Select Shift Summary



2. Select your facility from the drop down menu. Click Search.



3. The system will give you 72 hours worth of information based on the shift start. The report runs for the hours of coverage we are scheduled to cover.
(In the example below, it breaks up Monday into 2 reports based on the hours being 24/7 on a Sunday and then showing the site coming back on at 8:30 on Monday morning.

Search Shift History		
Facility		Clear Search
Avera Test Facility		
Facility Shift History		
Print	Filter Search	
Shiftstart	Shiftend	Report
2021-01-26 16:30:01-06	2021-01-27 08:30:01-06	View Report
2021-01-25 16:30:01-06	2021-01-26 08:30:01-06	View Report
2021-01-25 00:00:01-06	2021-01-25 08:30:01-06	View Report
2021-01-24 00:00:01-06	2021-01-24 23:58:01-06	View Report

4. Click on View Report

Search Shift History		
Facility		Clear Search
Avera Test Facility		
Facility Shift History		
Print	Filter Search	
Shiftstart	Shiftend	Report
2021-01-26 16:30:01-06	2021-01-27 08:30:01-06	View Report
2021-01-25 16:30:01-06	2021-01-26 08:30:01-06	View Report
2021-01-25 00:00:01-06	2021-01-25 08:30:01-06	View Report
2021-01-24 00:00:01-06	2021-01-24 23:58:01-06	View Report

5. Now you will be presented with a shift summary hand off report.

This report shows the number of orders verified, the breakdown of orders per patient, the orders that are still sitting in the queue that need to be clarified or communicated to the site pharmacist for additional follow-up, the number of video encounter (if you have still image services), and the new interventions that were placed by eCARE pharmacists.

2021-01-25 00:00:01-06 - 2021-01-25 08:30:01-06

Total Number of Orders Verified	
Priority	Number of Orders

Orders per Patient	
Patient Name	Number of Orders

Notifications In-Process	
Patient Name	Comments

Total Number of Video Encounters	
Type	Number of Orders

Interventions			
Patient Name	Intervention Type	Medication	Status
No Interventions			

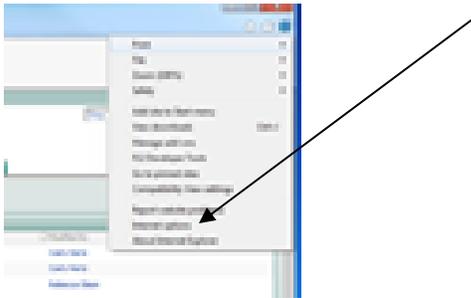
Tips and Helpful Hints

Clear Cache

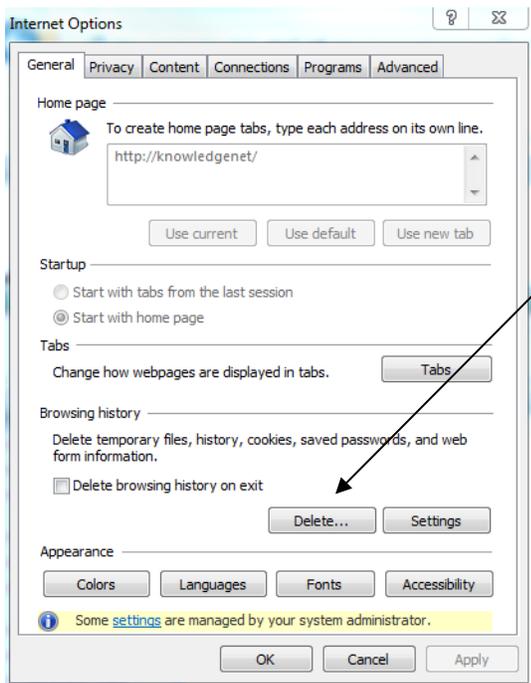
After software updates or if you are having system issues, please follow these steps to clear your cache from the computer:

Clear the Cache IE

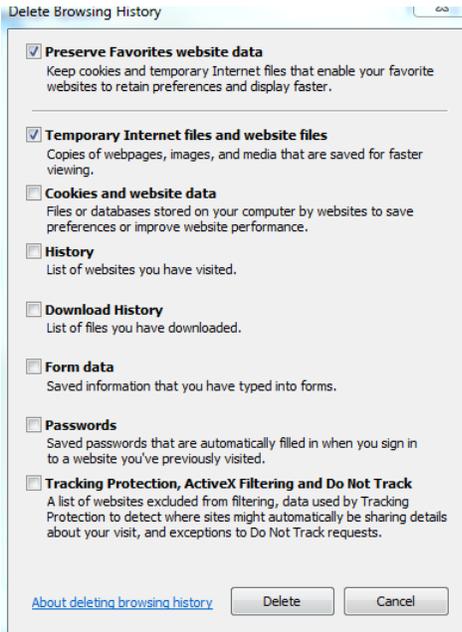
1. Go to the Wheel/Gear icon in upper right of your screen and select Internet Options



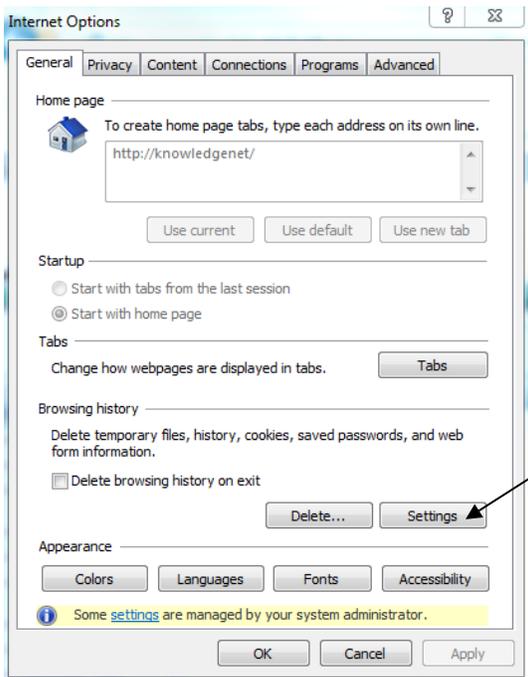
2. Click on Delete



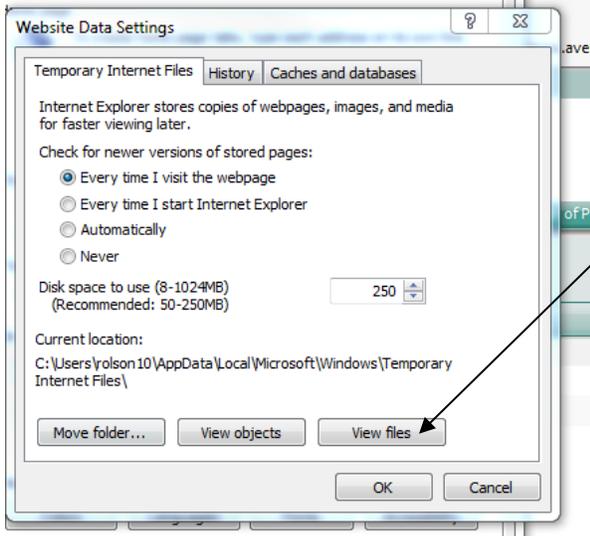
3. Check the boxes below and click Delete



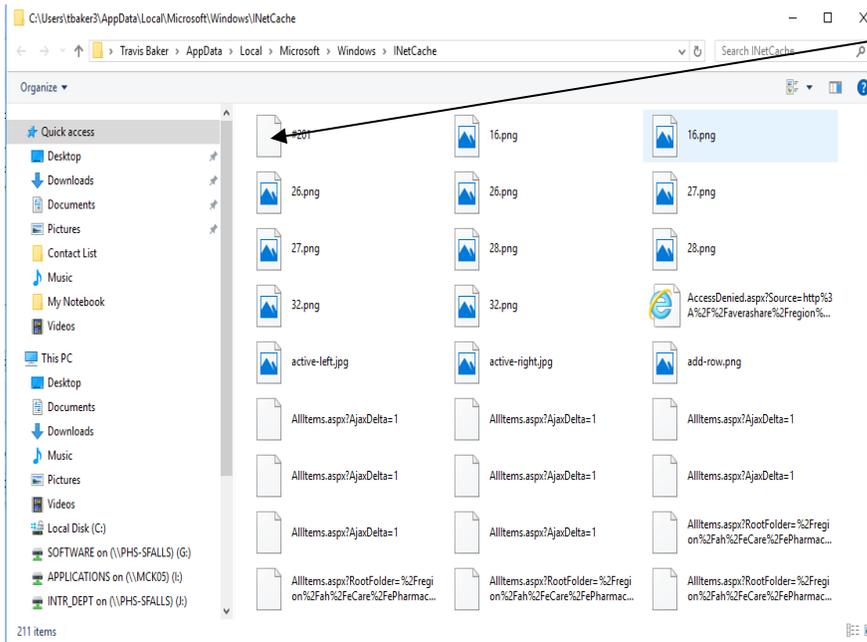
4. Click on Settings



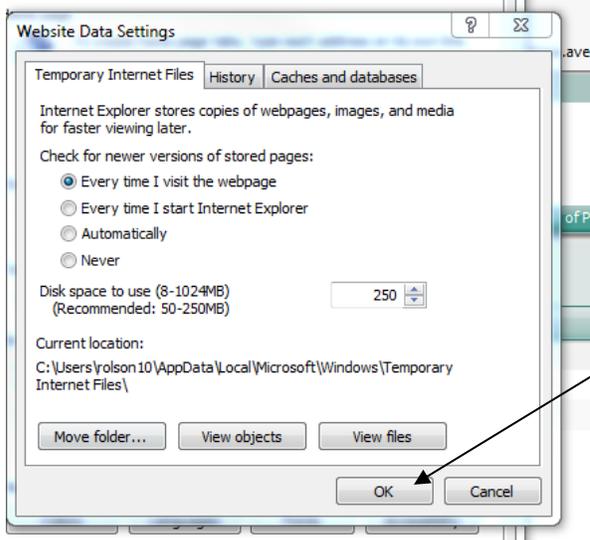
5. Click on View Files



6. Select All Files by clicking the first icon and hitting shift+End keys. Then delete all files.



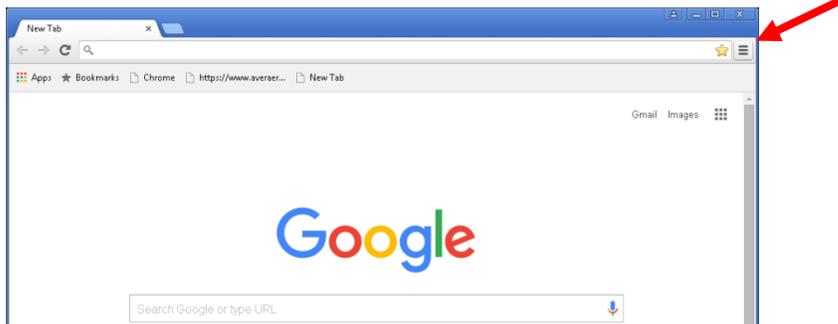
7. Click OK



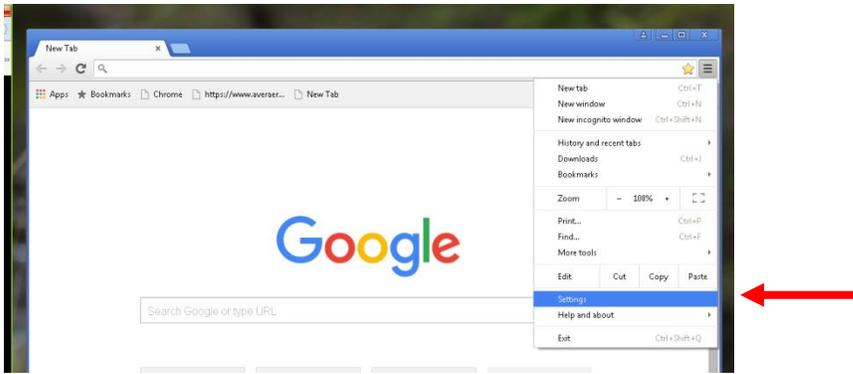
8. Now you can go to www.averaerx.com

Google Chrome- Clear Browsing History (If you don't use Chrome, skip these instructions)

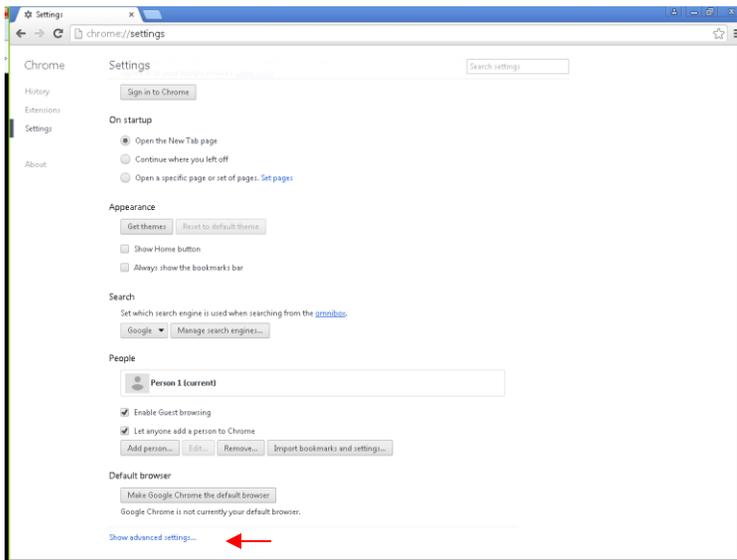
1. Click on the 3 gray bars to the right of the address bar.



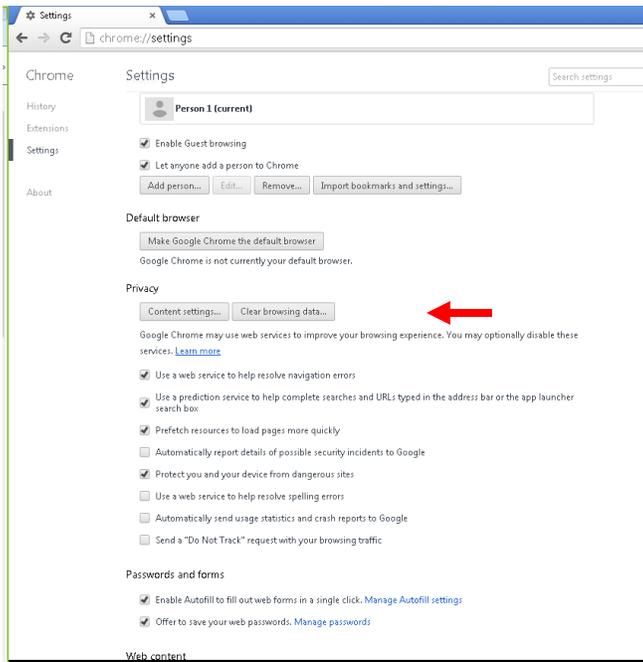
2. Click on settings



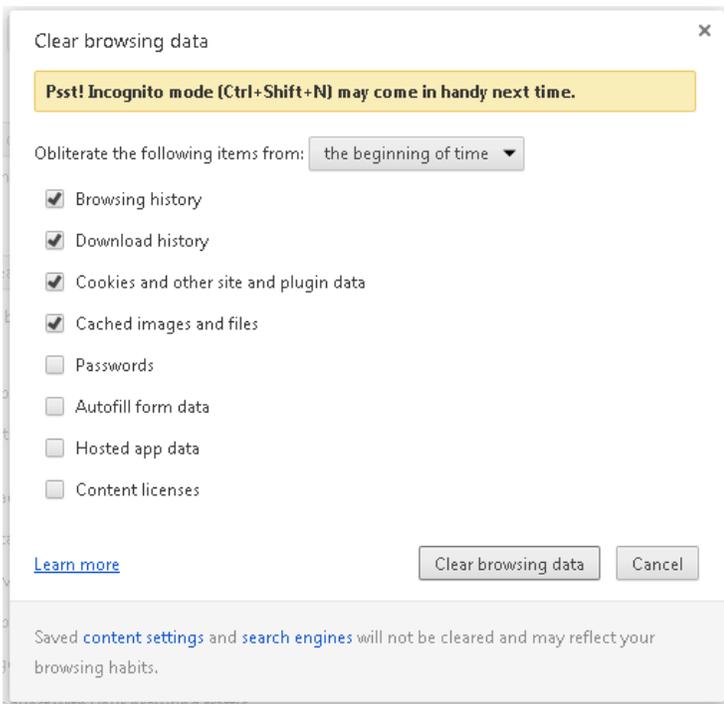
3. Scroll down the page and click on Show advanced settings



4. Scroll down to the Privacy section and click on clear browsing data...



5. Click the following items and then click clear browsing data. Ensure that Cached images and files is checked.



6. Now you can type in www.averaerx.com in the address bar

Order sheet doesn't display

If the order sheet doesn't display when you open the notice, please try the following:

1. Log out of AveraTrax
2. In your browser window, type the following: <https://averaerx.com>
 - a. Do not click on a link that autofills
 - b. Do not use a bookmark

Unable to access the website

If you are unable to access the website, try the following steps:

1. Go to www.anteil.com/Avera
2. Enter State Abbreviation, Site name, and Last name
3. Wait about 5 minutes
4. Go to internet site: <https://www.averaerx.com>

Need help?

Email ecarepharmacy@avera.org.