

Troubleshooting and Resources

Problem Area	Contact	Phone #
Pneumatic Tubes	Maintance	5745/8475/8483
General Computer/IT	National Help Desk	7604
Ordering/Purchasing	Rodney Elliot	7484
Talyst	Judy Settle/Cassie Schrader	4757/4778
Meditech & Order Sets	Angie McGhee	7468
Outpatient Infusion/Narcotic Ordering/Investigational Drugs	Marty Laird	7460
Technicians/Workflow	Amanda Tolbert	7462
Scheduling	Karen Babb	7464
EMAR/Smart Pumps	Michelle Denham	7463
Pyxis	Cassidy Turner & Dana Britt	7478/7487

Team	Lead
Anticoagulation	Sydney Hopper
Chemo	Shital Patel/Marty Laird
Antibiotic Stewardship	Patrick Ellis
ED	Danny Marsh
Nutritional Support	Amy Quinn/Diane Woods
Kinetics	Leisha Carroll
Distribution	Judy Settle
Critical Care	Jenny Parnell/Jaik Lee

Shortages

- Keep an eye out for emails and updates from Patrick, Angie, Marty, or Rodney concerning current and critical shortages
 - Tip: The app “RxShortages” is available for most smart phones and can be a helpful tool
- Be mindful loaning items that are currently on shortage

What to do when we have an order for formulary item and no medication in pharmacy:

- Is this a home medication? Can patient use their own?
- Call Surgery, Outpatient, and Hixson to see if they have the med available
- Once all inter-facility resources have been exhausted call area in-patient facilities (Erlanger, Park Ridge...)
- Call “Paceline Courier” service to schedule pick-up @ 954-2310 (cost code: 1570)
- Fill out borrow/loan slip
 - Note: Rodney will follow-up with billing process

What to do when non-formulary items are requested

- Is this a home medication? Can patient use their own?
- Have MD fill out non-formulary request form (located under notebooks in main pharmacy)
- Assess situation on case by case basis as to whether or not we should borrow from another facility.