CPOE
Frequently Asked Questions

FAQ#1
Is there a way to change the date and time for multiple Lab orders without having to change each individually?

If you click on the dark gray header above the orders on the “Start/Service” field rather than the individual light gray area you will change all of the order dates and times at once.

FAQ#2
How can I review the list of diets available to order? What if I can not find the one I want?

In the search field, type “diet” to display all available diets. If you cannot find the one you want, use the ZUNIDiet (Unique) diet to enter a free text order.

FAQ#3
I’m having trouble ordering a physician consult. The computer will not let me type the name.

You must enter the physician’s User ID. The format is the first 4 letters of the last name followed by the first 2 of the first. (A message with instructions has been added to the screen.) To do a lookup, type the first 4 letters of the last name and press F9 or click on the binoculars on the right side toolbar.

FAQ#4
How do I order a medication that is not in the hospital formulary?

Click on the medication button and select “Non-formulary” at the top right corner. Complete all fields for the medication. Hint: If the drug you are ordering is a combination drug such as Hyzaar 10/40 enter this in the drug name.

FAQ#5
I do not like how I have to scroll down to look at all the medication orders on the patient using the scroll bar. Why is it this way?

Sorry, we know it’s a problem. If your mouse has a scroll wheel, click on the scroll bar once, and then you can use the scroll wheel.

FAQ#6
How can I see what was ordered yesterday?

If you click on the darker blue header over the service date and time field, the orders will sort chronologically. You can click a second time to reverse the sort. Clicking on the ALL tab will also display any order that has been completed or discontinued.

FAQ#7
Sometimes I type the name of a drug and cannot find the liquid form. Why?

When you click on the medication button the screen displays a list of your Favorite meds. If the liquid form is not one of your favorites, click on the Full Formulary button to list all forms of the drugs.

FAQ#8
If I enter admission orders while my patient is still in the ED I only get medication order strings for one time or stat orders. Where are the other order strings I usually see?

Medication order strings are location specific. Click the “Show All Locations” button in the upper right hand corner to display all common order strings.

FAQ#9
How do I add some instructions on my dressing change order for the nurse?

When you order any Patient Care Order (PCO) an area is available to enter free text information. Click on the “Add Text” button. You can then click on the “Up to Directions” button to add the frequency.
FAQ#10
I answered a question on the screen but the computer does not like it. How do I look up the valid responses to a question?

There are 2 ways to do a lookup, either click on the binoculars icon on the right side of the screen or press the F9 key.

FAQ#11
I have a problem in PACU getting my orders to print there. How do I do this?

You can control where the order sheets print by entering the appropriate printer name. All printer names are formatted similarly: CPOE.PACU, CPOE.ED, etc. A lookup is available.

FAQ#12
Why do I have to answer a transportation question on my Diagnostic Imaging orders?

You don’t! The question is on the screen to allow for a response of “Portable” when applicable. Reminder: Only queries marked with an asterisk are required.

FAQ#13
How do I enter an order for the next 3 days?

In the Preview/Edit screen, click on the grey box under series and then you can specify the number of days or number of orders.

FAQ#14
I want to order a lab for tomorrow morning. The computer will not allow me to change the date/time.

If you have selected a stat order from your Favorites, you cannot change the date in time. From the preview/edit screen change your priority from S to R and then the computer will let you select tomorrow’s date and time.
FAQ#15
How do I order a blood transfusion?

Select the Blood Product, Administer (PCO) order and in edit text, ie. type transfuse 2 units PRBC’s today for HGB< 8.0. **Reminder:** Order Lasix separately using meds/IV routine.

FAQ#16
I ordered a Lasix IV on the Physician/Nurse Communication and it was not given.

Meds must be ordered using meds/iv button, so that the proper interaction checking and pharmacist verification can be done. This also allows the medication to appear on the nurse’s e-mar.

FAQ#17
How to order clear liquid diet then advance as tolerated?

Order Clear (FNS), Regular (FNS), Nutrition (PCO) and in edit text type advance to regular as tolerated.

FAQ#18
How do I order a PICC?

Select PICC Consult under Consultations in your favorite orders screen. Then type in reason for PICC.

FAQ#19
Can I order restraints using CPOE?

No. You must complete the printer order form and renew every 24 hrs.

FAQ#20
Can I order DNR, DNI in CPOE?

Yes! Effective October 12, 2009, **ALL Code Status orders must be placed electronically.** After selecting the Code Status order, enter in the code status for the patient. This order has 4 screens. To navigate between screens, click on the **Next** or **Prev** button in the lower right hand corner of each screen. To change an existing Code Status order, discontinue the current code status and enter in a new Code Status order. This will allow for the most current code status order to be visible to all.
FAQ#21
I tried to order a PRN medication from my set of routine PRN orders and am asked for additional information on what the PRN is for. Where do I enter that information?

All PRN medication orders require a PRN reason. Click on the down arrow under PRN on the medication ordering screen. A Y will display in the box. A window will appear with reasons associated with the type of medication. You can scroll through the list or type the first letter of the reason you want. Double click on the reason to select.

FAQ#22
I want my patient’s Lovenox to be given at 1400. Each time I order the daily dose the system sets the time back to 1000.

The system will automatically revert an order with a direction of DAILY back to the 1000 dose as per the hospital standard administration times. If you want it administered at a specific time, type that time (e.g. 1400) in the directions field instead of daily.

FAQ#23
How do I enter a medication order for Monday, Wednesday, and Friday or 2 times per week?

Meditech uses the first 2 letters of each day as the abbreviation. If you want multiple days, type the 2 letters of each day without commas or spaces. For example: MoWeFr. For meds ordered 2 times per week, specify the two days, e.g. MoTh. The system automatically converts the letters to uppercase/lowercase.

FAQ#24
How are nurses notified that I placed orders electronically?

Nurses are notified when they access their list of patients in order to document, enter orders or view results in Meditech. This routine is called the Nursing Status Board. They receive a flag on the Status Board when any new order is entered by a CPOE physician for one of their patients. The nurses then acknowledge the orders which then remove the flag. In addition, a yellow order sheet prints on a dedicated CPOE printer at the patient location. The BA’s and nurses are responsible for checking the printer regularly for new orders.
FAQ#25
How can I see all the orders that were ordered on my patient yesterday? Or what diet was my patient on before they were NPO?

From the Review Patient’s Orders screen, click on the header button ALL. The screen will recompile and all orders for the patient visit will display.

FAQ#26
I am trying to order Lab tests for tomorrow morning at 6am and the computer is saying they are redundant orders. What should I do?

If you are getting the message *This is a redundant LABORATORY order. Change Service Date/Time* when entering an order, it means the procedure/test has already been ordered for that date and time. Review the Active orders on the Review Patient’s Orders screen.

FAQ#27
What is the correct way to place an order to transfer a patient to another unit?

The correct way is to use the “Transfer Patient” order. If this order is not under your list of Favorites, select the “Any Order” button, type in transfer, and select “Transfer Patient”. Complete the Transfer to and Diagnosis fields. Don’t forget to add this to your Favorites by clicking on the “Add to Favorites” button.

FAQ#28
Where can I find the BMI calculation for a patient?

To activate the BMI display, select the preferences button from the function buttons on the Review Patient’s Orders screen. Then select More Preferences (located on the right of the screen), and answer Y to include BMI.

FAQ#29
How do I include parameters for a medication?

Hold parameters can be communicated under the instructions box (Inst). Type in the specific instructions to communicate to the pharmacist and the nurse.
FAQ#30
How do I change a tube feeding rate?

From the Review patient’s Orders screen, select the tube feeding order and press the Renew/Repeat button. You have the ability to change the rate, strength, or product from the screen.

FAQ#31
How do I communicate parameters for a medication?

Hold parameters can be communicated under the instructions box (Inst). Type the specific instructions to communicate to the pharmacist and the nurse.

FAQ#32
How do I order an orthostatic blood pressure for my patient?

If an active vital signs order already exists, highlight the order on the Review Patient’s Orders screen, and select View/Change to add supplemental text to the order. If there is not an active vital signs order, select it from your Favorites list, then click edit text and type in orthostatic blood pressure.

FAQ#33
Is there a specific admission order I should be using?

The CPOE Team’s response: Yes! There are four different types of admission orders; Cardiac, Medical, Pediatric, & Surgical. Choose the most appropriate order and complete the required fields. Don’t forget to add these orders to your Favorites list.

FAQ#34
The nurse just called to say I placed orders for a patient on the incorrect account, how do I know what account to use?

An account number, also know as a ‘V’ number, is created with each patient visit. Orders placed on the incorrect account number will not cross over to the current account number. When a list of admission options displays, please carefully choose the inpatient admission. Use the account with the ADM IN status with the most recent date.
FAQ#35
Where can I learn more information about CPOE?

The CPOE Team’s response: Have you visited the new CPOE intranet page? Learn about our CPOE FAQ’s, review monthly newsletters, submit a CPOE question to the support team, view the CPOE overview video, & much more. Simply click on the CPOE link.

FAQ#36
I ordered a Lasix IV using the Physician/Nurse Communication order and it was not given. Why not?

All medications must be ordered using the Meds/Fluids button to enable proper interaction checking, pharmacist verification, and incorporation into the nurse’s electronic medication record (eMAR).
The pharmacist does not see Physician/ Nurse Communication order.