CHAPTER 8. GENERATE A REPORT - REPORTS [F10]

8.1.   Report Types.
The System makes it possible to generate a wide variety of reports. Stored information can be sorted based on Patient Name, Location, Aging Status, Partially Delivered orders, etc.

8.2.   Report by Patient Name.
This report provides the user with a list of all active locations sorted alphabetically by last name. The Patient Report should be printed each night at closing. In the event the IntelliSys system is down, the printed Patient Report may be used for manual search and retrieval of prescriptions until the system is back up.

8.3.   Report by Location.
This report provides the user with a list of all active locations sorted by the location in numeric order.

8.4.   RX Aging Report.
Provides the user with a list of all active locations sorted by age of prescription (date scanned into the system).

8.5.   Report by Drug.
This report provides a list of drugs in the IntelliSys system.

8.6.   Volume Summary.
Gives a count of total prescriptions processed. The report can be broken down monthly, daily, and hourly. This report is useful to generate work counts.

8.7.   Volume by Operator.
This report is similar to volume summary, but it further breaks down the data to individual users.

8.8.   History.
A simplified version of the History [F7] tab. The user is able to export the history report to a Microsoft® Excel spreadsheet or print directly to a printer.

8.9.   Partially Delivered Orders.
Provides the user with a list of active prescriptions which were partially delivered such as a "Temporarily Out of Stock" (TOS).

8.10.   HIPAA Notices.
Provides a list of HIPAA Notices delivered to patients and HIPAA Notices signed by patients.

8.11. Tag Misreads.

Gives a report of the general health of a drawer. GSL personnel may ask a user to look at this report if the pharmacy is having issues with a drawer.

8.12. Central Fill Receive.

Provides information about prescriptions received from a central fill facility.

8.13. Central Fill Return.

This report shows prescriptions returned to the central fill facility.

8.14. Inventory.

Provides information about current inventory in the GSL system.

8.15. Steps to Generate a Report.

Use your badge to identify yourself and access the database.
Press the Reports tab or [F10] button to access the Reports screen.

To print a report, select your print preferences from the menu bar, such as zoom, page width, etc., and then send your report to the printer or to a file *(Figure 57)*. You can select a specific printer or print layout, page setup, or export the report to a Microsoft® Excel spreadsheet or to an Acrobat® PDF file.

Figure 57. Print and Export buttons.

8.16. Volume Reports

The Volume Reports are useful to generate an accurate count of specific activities throughout the pharmacy.
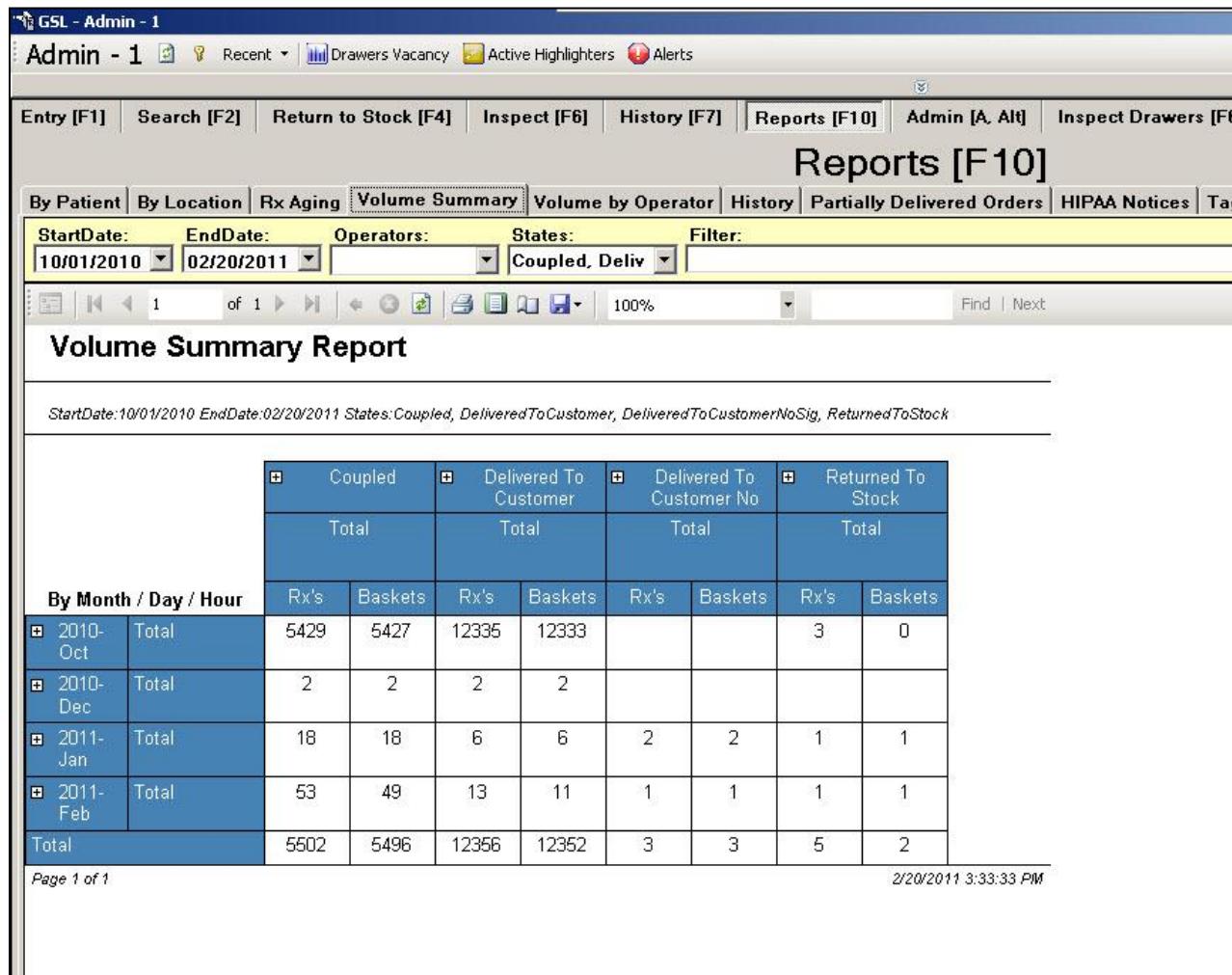
Figure 58. Volume Summary Report.

Use the StartDate and EndDate boxes to set the date range of the report *(Figure 58)*. To further breakdown each month into daily totals, click the small "+" next to the corresponding month. Daily totals can also be broken down hourly by again clicking the small "+." The small "+" across the top of the report will break the data down to each specific pharmacy, if multiple pharmacies are associated with the IntelliSys server.

Site totals can be further broken down to specific workstations and coupling stations. To view data specific to a user(s), check their name in the Operators drop down box. The data contained along X axis is selectable in the States drop down box. For more info on the filter bar, see section 7.1 in the History [F7] section.

8.17. Volume by Operator

The Volume by Operator report is similar to the Volume Summary report. Notice in *Figure 59* the range of dates has been replaced with the users. This report is useful to observe data for all pharmacy employees. Clicking on the "+" next to each user will break down their totals by month/day/hour.


GSL - Admin - 1

Admin - 1 · Recent ▾ · ☐ Drawers Vacancy · Active Highlighters · Alerts

| Entry [F1] | Search [F2] | Return to Stock [F4] | Inspect [F6] | History [F7] | Reports [F10] | Admin [A, Alt] | Inspect Draw |

Reports [F10]

| By Patient | By Location | Rx Aging | Volume Summary | Volume by Operator | History | Partially Delivered Orders | HIPAA Notic |

StartDate: 11/01/2010 **EndDate:** 02/21/2011 **Operators:** Admin, ALICE, **States:** Coupled, Deliv **Filter:**

|◄ ◄ 1 of 1 ► ►| ← ◯ ↻ 🖨 ☐ 🕮 💾▾ 100% Find | Next

Volume Summary by Operator Report

StartDate:11/01/2010 EndDate:02/21/2011 Operators:Admin, ALICE, barney States:Coupled, DeliveredToCustomer, DeliveredToCustomerNoSig, ReturnedToStock

By Operator / Month / Day / Hour	Coupled Total		Delivered To Customer Total		Delivered To Customer No Total		Returned To Stock Total	
	Rx's	Baskets	Rx's	Baskets	Rx's	Baskets	Rx's	Baskets
⊞ Admin Total	54	51	11	9	2	2		
⊞ ALICE Total	1	1	4	4			2	2
⊞ barney Total	2	2	4	4	1	1		
Total	57	54	19	17	3	3	2	2

Page 1 of 1   2/21/2011 8:34:01 AM

Figure 59. Volume by Operator Report.

CHAPTER 9. THE SYSTEM ADMINISTRATOR

9.1.   INITIAL SET UP AND ADMINISTRATOR FUNCTIONS

Once the System is installed and all components are working correctly, the software can be prepared for use. To begin, use the default supervisor log-in information provided by the installer, and go to the Admin screen [A + Alt]. The Admin [Alt + A] screen is used whenever the Administrator needs to:

1. Identify new users or update existing ones;

2. add SmartBadges;

3. reset, place drawer online, and offline;

4. access diagnostic logs for troubleshooting; and

5. automatically upload data logs to GSL support staff.

Individuals who are allowed to access the software, open SmartDrawers, or add or remove prescriptions must have a SmartBadge. Each badge contains an RFID tag and a barcode which allows the SmartBadge to be "read" by scanners.

The System is capable of monitoring an infinite number of users. However, the System is configured to allow only 4 simultaneous users to access drawers, file or retrieve prescriptions, perform RTS functions, etc.

9.2.   ACCESS LEVEL

9.2.1. **ADMINISTRATOR - Pharmacy staff member(s) responsible for maintaining the GSL System. The Administrator(s) have access to all GSL Will-call Client settings.**

9.2.2. **SUPERVISOR - Pharmacy staff member with privileges to override user warnings. The supervisor does not have access to user settings or the Administrator tab [A+Alt].**

9.2.3. **RPH - Usually reserved for the Pharmacist. The Pharmacist(s) can override user warnings,but, like the Supervisor, cannot access the Admin [A + Alt] screen.**

9.2.4. **OPERATOR - Operators are also known as technicians.This group has access only to basic system functions and cannot override any user warnings.**

9.3. IDENTIFY NEW USER OR UPDATE AN EXISTING USER

9.3.1. To add or update users, follow the steps shown below:

- Log-in to any workstation client (requires administrator privileges).
- Click once on the Admin [A + Alt] Tab.
- Click once on the Users sub tab.

9.3.2. To edit a user:

- Type username or last name, first name to find the person you want to edit.
- Highlight the desired user and click to populate the editable fields.
- Edit desired field and click save.

9.3.3. To enter a new user:

- Click on the **Create New User Check Button** *(see Figure 64).*
- Populate all fields per level of access.
- Click on **Save** to save the user.

<mark>NOTE: NEVER DELETE OR EDIT THE ADMINISTRATOR ACCOUNT.</mark>
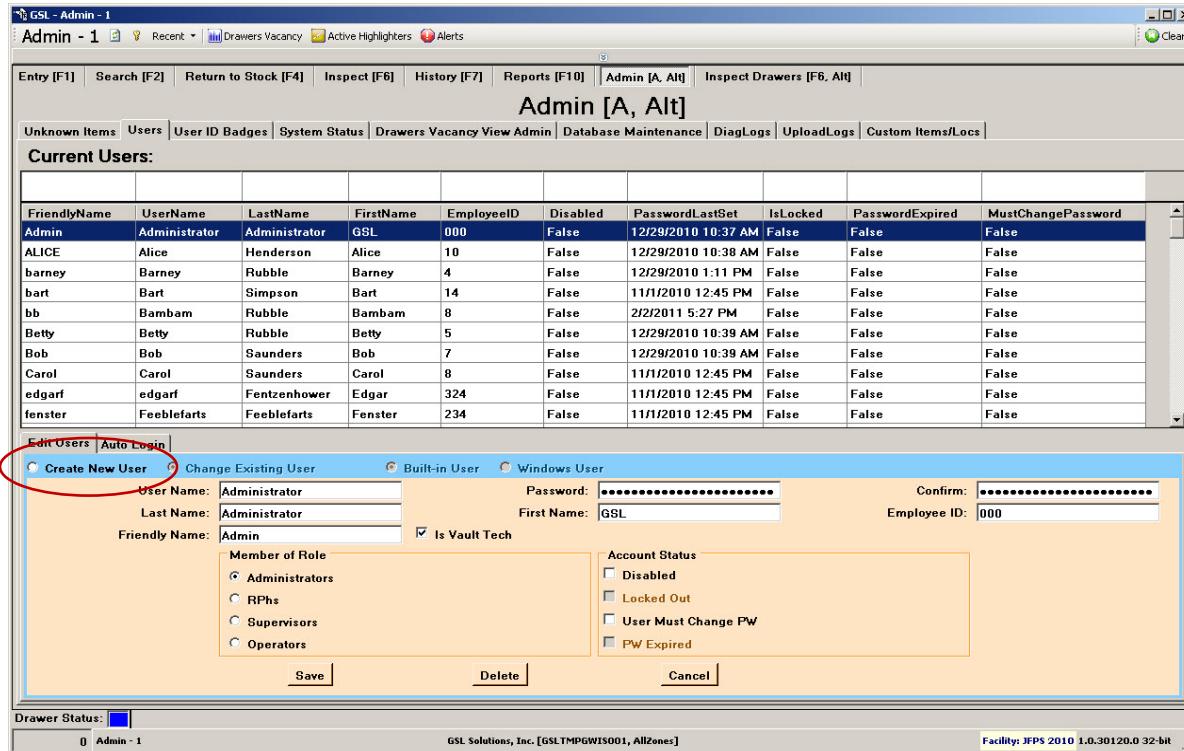
Figure 60. Administrator [A + Alt] – Add or Edit Users screen

9.4. ADD SMARTBADGES

9.4.1. Before a SmartBadge can be used it must be added to the system. Follow these steps to add a SmartBadge to the system (*see Figure 61*):

- Log-in to any workstation client (requires Administrator privileges).
- Click once on the Admin [A + Alt] tab.
- Click once on the User I.D. Badges sub-tab.
- Simply place the SmartBadge on the RFID Reader. You should hear the happy "chirp" tone which indicates the SmartBadge was successfully accepted. Alternatively, the SmartBadge can be scanned by a Barcode scanner if an IntelliPad is not present or operating.

Note: The SmartBadge can only be added at a Workstation Client with an IntelliPad or Barcode scanner present.

To identify each SmartBadge with a specific person for documentation purposes, manually enter the 3-letter Badge I.D. in the Employee I.D. Field. Once the individual users and SmartBadges are identified to the system, you can begin entering customer information and filing and retrieving prescriptions.
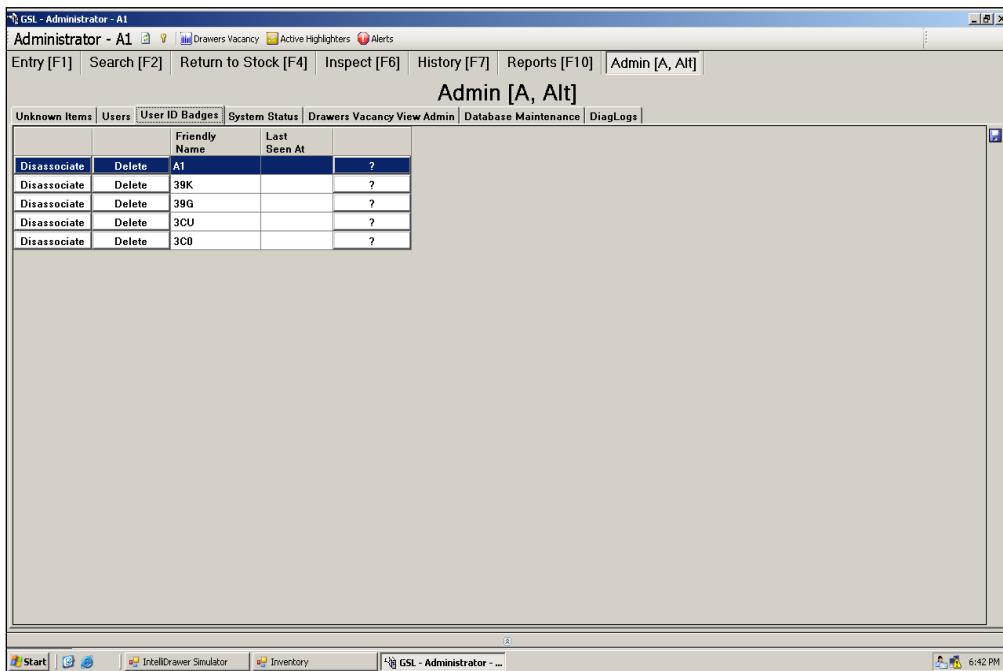

Figure 61. Administrator – Add SmartBadges screen.

9.5. RESET OR PLACE A DRAWER ON OR OFFLINE

Occasionally, a drawer may need to be restarted or taken offline for a number of reasons. Following are steps to perform this function (*see Figure 62*).

- Log-in to any workstation client (requires administrator privileges).
- Click once on the Admin [A + Alt] tab.
- Click once on the System Status sub-tab.
- Select the drawer either by drawer number or by number range of the drawer.
- To take the drawer offline, simply click on the tab "Take Offline."
- To bring the drawer online, simply click on the tab "Bring Online."
- To restart the drawer, simply click on the "Restart" tab.
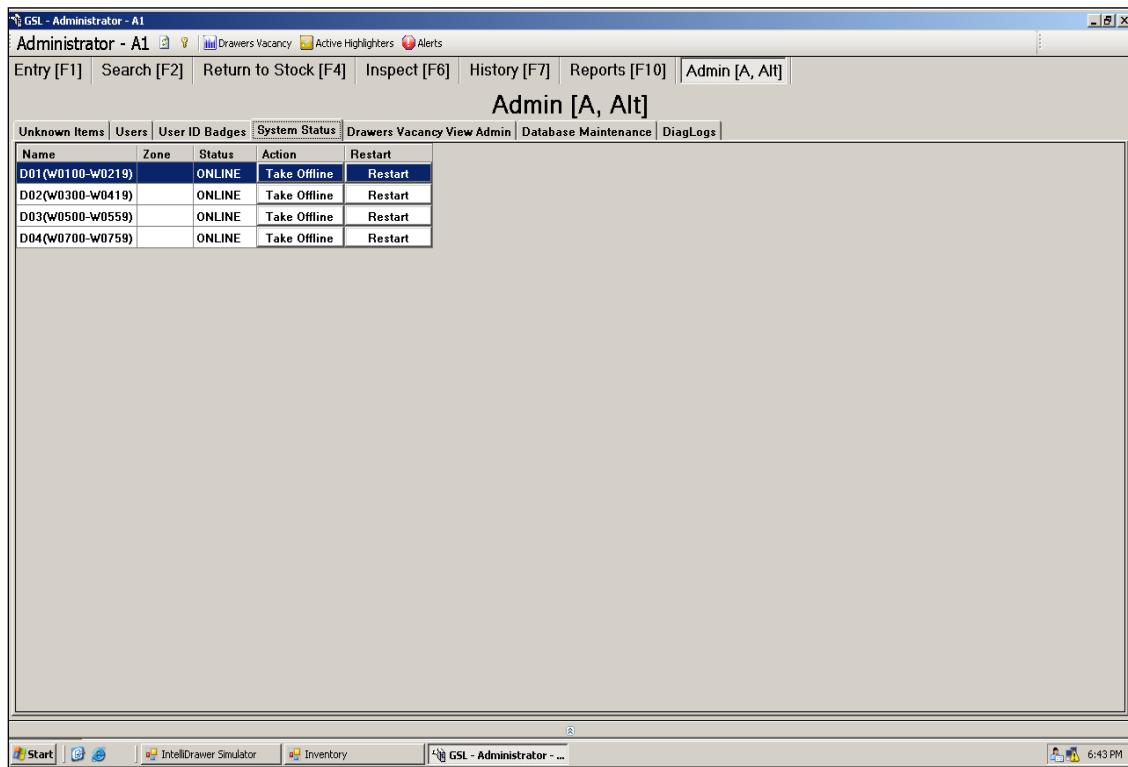
Figure 62. Administrator – Drawer Status screen.

9.6.   UPLOAD LOGS

GSL uses the logs to troubleshoot and debug IntelliSys remotely. The logs contain only the actions taken by the system and the users to help us better identify a problem. **NO PATIENT DATA IS SENT WITH THE LOGS**. To upload the log files a GSL representative will inform you which logs to include by checking the boxes at the top of the screen, and then click the *Start UploadLogs* button. The rest of the process is automated.
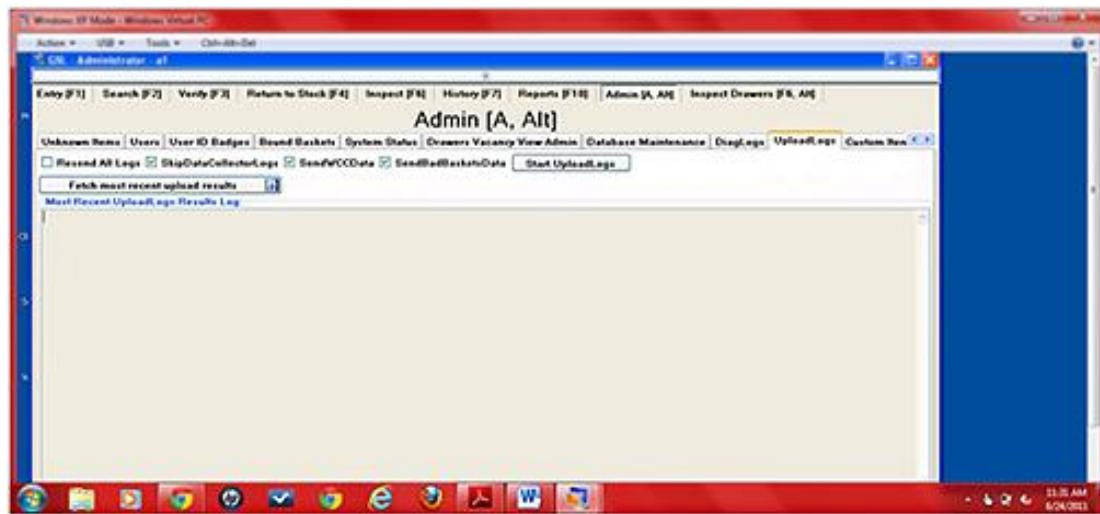

Figure 63. Upload Logs—for remote troubleshooting.

Note: All users have the ability to upload logs through the Admin [A + Alt] tab. However, the Admin tab contains many other features that are not available to all users and will only appear for certain roles. For example, Operators are not allowed to create new users, so this feature will not appear on the workstations into which they are logged.

CHAPTER 10.   USER ALERTS

ALERTS DISPLAYED ON SCREEN. On-screen alert messages inform users of situations that require some user intervention or corrective action. The following table lists the on-screen alert messages users are likely to encounter, along with an explanation of the cause of the alert, and the steps necessary to correct the problem.

TABLE OF USER ALERTS

10.1.1	ALERT:	**Basket(s) with unknown contents present. Isolate basket(s) and then Go to Entry [F1] screen. Place basket on pad and press 'Reset Basket' after inspecting.**
	REASON:	A SmartBasket was shelved without being linked to its contents.
	SOLUTION:	Press [F2] to open the Search window. Problem basket(s) will be highlighted in Pink. Click on highlighted "Unknown Contents." All suspect baskets will be displayed at right. Press [F12] to perform a pull operation to remove the basket(s). Press [F1] to open the Entry screen, reset the basket, and then correctly link the basket with the contents.
10.1.2	ALERT:	**Unauthorized basket(s) removed from drawer. Call Supervisor, isolate basket(s).**
	REASON:	The wrong basket was removed and then A) was left in the cabinet, or B) was removed from the cabinet. Any unauthorized pull locks the system and requires a supervisor to clear the error.
	SOLUTION:	DO NOT REMOVE THE CONTENTS FROM THE BASKET. Contact the supervisor to override the error message and alarm.

Supervisor: Log on, then click to acknowledge the alarm and clear the error message.

Follow the steps outlined in Alert message 10.1.3 to complete this operation. |
| 10.1.3 | ALERT: | **Basket(s) requiring reverification present.** |
| | REASON: | The wrong basket was pulled and A) left in the cabinet, or B) the wrong basket was removed from the cabinet, or C) no basket was pulled, but the RFID tag on the basket is not operating. In case of a bad tag, the basket should be removed and the contents unlinked from that basket and linked to a new, good basket. The bad basket should be turned over to a supervisor. Any unauthorized pull requires a supervisor to clear the system. Determine which condition, A, B, or C, caused the error, and follow the appropriate steps. |
| | SOLUTION: | **The wrong basket was pulled and then was put back in the cabinet:**

Press INSPECT [F6] and system will highlight basket(s) in Peach color. Select the basket(s). Press [F12] or click *Pull* and remove the basket(s). Press VERIFY [F3]. Scan each basket and visually inspect contents to ensure match. Click on Yellow *User Verifies* button on bottom of screen to clear error condition. Put basket back in cabinet. |

		The wrong basket was pulled and was not put back in the cabinet: Press SEARCH [F2] and visually determine which basket(s) need reverification. Locate the basket(s). Press VERIFY [F3]. Scan each basket and visually inspect contents to ensure match. Click on Yellow *User Verifies* button on bottom of screen to clear error condition. Re-shelve the baskets. **The error resulted from a bad RFID tag on a basket.** Press SEARCH [F2] and visually determine which basket(s) need reverification. Locate the basket(s). Press VERIFY [F3]. Scan each basket and visually inspect contents to ensure match. Unlink the contents and give basket to Supervisor for replacement. Link contents to new basket. Re-shelve the basket.
10.1.4	**ALERT:**	**Too many items on RFID pad. Please remove all but one.**
	REASON:	The IntelliPad has detected more than one basket, or a basket plus an I.D. Badge. This error can occur if a badge is worn at the hip or is close to the pad reader.
	SOLUTION:	Check to make sure only one basket is on the pad, and that your I.D. badge is not close to it. Remove the extra basket or badge and proceed.
10.1.5	**ALERT:**	**Scan Rejected. An empty basket must be present on the IntelliPad before scanning Rx.**
	REASON:	No basket is present on the pad when an Rx is scanned. The scanner will beep continuously until corrected. *Linking sequence is: basket on IntelliPad, scan barcode on Rx label.*
	SOLUTION:	Click OK in the upper right of the ENTRY [F1] screen to turn off alarm. Place basket on RFID pad and re-scan Rx. For oversized or refrigerated items, click the *Allow Rx scan without basket* button on the right side button bar, and then scan the location's barcode. The system will return to normal operation after 60 seconds of inactivity.
10.1.6	**ALERT:**	**Basket may not contain items for more than one patient.**
	REASON:	During the linking process, Rxs for two different patients were scanned for a single basket. The scanner will beep continuously until corrected.

	SOLUTION:	Click OK in the upper right of the ENTRY [F1] screen to turn off alarm.
		Visually inspect the basket contents to make sure all prescriptions are for only one individual.
		Remove any Rxs intended for a different patient, and link them to a different basket.
10.1.7	ALERT:	**Please note: your Pick Number and color have changed since last time.**
	REASON:	Your Pick Number and Color are subject to change. If your number and color have changed since your last pull, this message alerts you to the change.
	SOLUTION:	Note the current Pick Color and Number for this operation.
		Pick Numbers are only valid for one transaction and are subject to change.
10.1.8	ALERT:	**Unauthenticated drawer access.**
	REASON:	A drawer was opened without first presenting a valid I.D. Badge for authentication.
	SOLUTION:	Close the drawer and authenticate.
		Reopen the drawer.
10.1.9	ALERT:	**A basket stopped responding while drawer was closed. Isolate basket [#] and hand to Supervisor.**
	REASON:	A basket previously stopped responding while drawer was closed. The alarm is suppressed until the drawer is opened. **Alert message 10.1.2 will appear approximately 5 seconds after drawer is opened.**
	SOLUTION:	Click the button bar at the top of the screen to clear the overall system alarm.
		Expect to see the following error message: Unauthorized basket(s) removed from drawer. Call Supervisor, isolate basket(s).
		Follow the steps outlined for Alert message 10.1.2, above.

10.1.10	ALERT:	SYSTEM UPDATE NOTIFICATION.
	REASON:	Whenever this purple symbol appears in the bottom left corner of the status bar, it indicates an update has been performed and the client software needs to restart.
	SOLUTION:	The user should finish the current task, log-out by pressing [F9], and then log back in.
10.1.11	ALERT:	SIGNATURE PAD ERROR
	REASON:	This indicates that the signature pad did not recognize the current action.
	SOLUTION:	The user should finish the current task, log-out by pressing [F9], and then log back in.
10.1.12	ALERT:	DUPLICATE FRIENDLY NAME
	REASON:	A basket has the same 3-digit "friendly name" as another basket. To avoid confusion this basket should be removed from the system and taken out of circulation
	SOLUTION:	Click the button reading *This basket will no longer be used*, then remove the basket from circulation.

CHAPTER 11. TROUBLESHOOTING.

11.1. POWER

If cabinet power is not operating, check that the Uninterruptible Power Supply (UPS) under the cabinets is powered "on." The indicator lights at the front of the UPS will be solidly lit. If the lights are flashing or not lit, reset the power button. If the UPS still doesn't turn on, check that it is plugged in. If the UPS does not seem to be operable, you can plug the IntelliCabs directly into any 110v outlet. However, you will not have a battery backup should there be a power failure.

11.2. INTELLICAB DRAWER REMOVAL

It is unlikely that IntelliCab users will ever need to remove or reinstall the cabinet's IntelliDrawers™. Never move or relocate an IntelliCab without first calling GSL customer service for proper moving instructions. Moving an IntelliCab may void your warranty with GSL Solutions. Should the need to remove and reinstall the drawers arise, follow the following steps. The tools needed to complete this task include:

- Standard screwdriver
- Small level

Step 1. To remove the drawers, start with the drawer on the left side of the cabinet, and pull the drawer out of the cabinet until it stops, then push it back in slightly.

At the bottom rear of the drawer, be sure to unplug the network connection, unscrew the black thumbscrew, and remove the tension plate attached to the thumbscrew before proceeding *(Figure 64).*
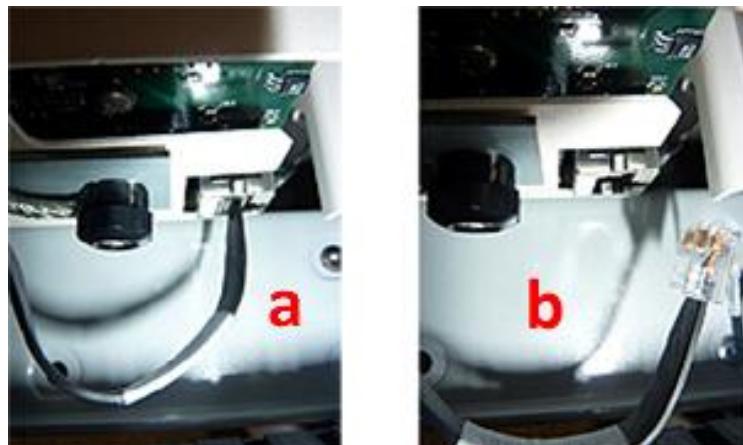

Figure 64. Ethernet cable plugged in and plate screwed on (a); Ethernet cable unplugged (b).

Step 2. Locate the rubber **slide extension stop** (*Figure 65)* on the top of the drawer and pull the slide extension stop forward to release the upper slide. Push the upper slide back into the cabinet, tilt the drawer upwards and slide it out of the cabinet.
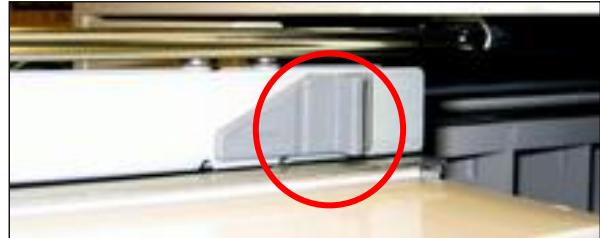
Figure 65. Slide extension stop.

Step 3. You must close the locking fork at the back of the cabinet which corresponds to the drawer you removed before you can remove the next one *(see Figure 66)*. Place the drawer out of the way, taking care not to damage the metal work, and repeat the process for each drawer in the cabinet. Once the cabinet is in position, the drawers can be easily replaced after leveling the unit.
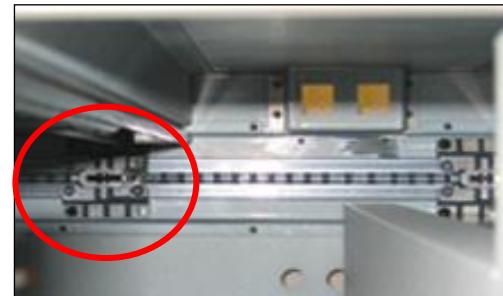
Figure 66. Locking fork.

11.3.   INTELLICAB DRAWER REPLACEMENT

The IntelliCab System is equipped with drawer locks featuring an anti-tilt mechanism to allow only one drawer to be opened at a time. Before replacing a drawer that has been removed, make sure the ***locking fork*** (located on the inside back wall of the cabinet –see *Figure 66*) for the drawer to be replaced is **open** and can accept the drawer.

Step 1. To replace the drawers, you must first engage the bottom slide. Pull the bottom slide out of the cabinet and insert a screwdriver through the two holes on the side of the slide to keep the slide extended outside the cabinet. Lift the drawer and insert the edges and "ears" on the bottom drawer slide (*Figure 67*) into the guides at the front of the lower slide, and push the drawer onto the lower slide until the drawer stop is engaged (*Figure 68*).


Figure 67. Ears on bottom of drawer slide.
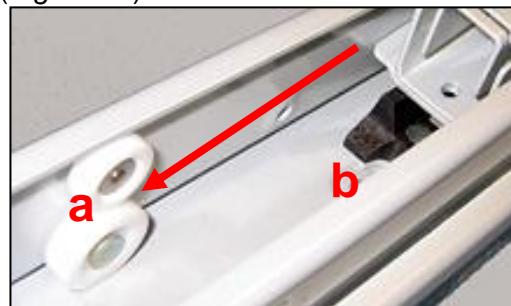
Figure 68. Insert the ears on bottom drawer glide into roller guides (a); lift drawer to clear the stop, (b).

Step 2. Tilt the drawer up slightly to clear the stop, and insert the slide extensions into the space between the slide rollers, continuing until the slide is completely engaged.

Step 3. Attach the upper slide. Pull the upper slide forward until all four rollers are in the slide U-channel and push the rubber slide into place until it locks. **Slowly** close the drawer after inserting.

Step 4. Reconnect the network cable, insert the tension plate in place, and tighten the black thumbscrew *(see Figure 64).*

Repeat the process for each of the drawers.

11.4.   ALIGN THE DRAWERS

Prior to using the cabinet, each of the drawers should be aligned to ensure smooth operation. Before aligning the drawers, make sure the cabinet has been leveled and that it does not rock from side to side or from front to back. Alignment screws are located on the underside of each drawer, at the front of the bottom slide *(Figure 69).* These can be used to raise or lower the drawer and move it from side to side.

To align the drawers, start with the drawer on the left side of the cabinet. Using a 4mm Allen wrench, loosen the side screws *(Figure 69 - "A")*, and then raise or lower the drawer as needed by tightening or loosening the vertical alignment screw *(Figure 69 - "B")*. The front face of the drawer should be adjusted to allow approximately 0.15 inch of space at the top of the drawer when it is closed. Make sure the side alignment screws remain engaged in the U-channel while aligning the drawers.
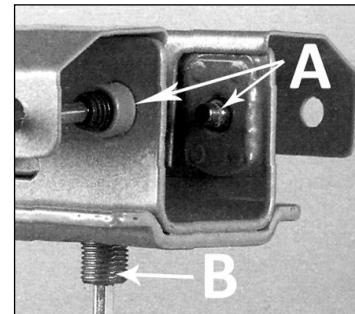

Figure 69. Horizontal and vertical alignment screws.

When the vertical alignment is complete, adjust the horizontal alignment by tightening or loosening the horizontal alignment screws. To adjust the drawer to the right, loosen the right screw and tighten the left; to move the drawer to the left, loosen the left screw and tighten the right. When the horizontal position is correct, with approximately 0.15 inch of space on the left edge between the cabinet frame and the drawer, tighten the horizontal adjustment screws just enough to ensure that the drawer is snugly locked into position. Repeat the process for the drawer on the far right, leaving a 0.15 inch space between the right edge of the drawer and the cabinet frame, and then adjust the middle drawer(s) so that all of the drawers are spaced evenly and freely slide in and out of the cabinet.

Note: IntelliCab drawer slides are tested at the factory prior to shipment and do not require any additional lubrication. The application of any type of lubricant to the slides by the customer may impair their operation and may void your warranty.

11.5.   STARTING THE FAIL-OVER SERVER. See section 12.2.

11.6.   FIND PRESCRIPTIONS IF THE SYSTEM GOES DOWN. See section 12.

11.7.   LOCATE FAILED RFID TAGS WITH AN ELECTRONIC CUBBY REPORT.

Note: This function is designed to help you find baskets that are not being read by the IntelliCab drawer, or a basket that may have been accidentally put into the IntelliDrawer backwards (with the RFID tag facing the front). The System will light cells it thinks are empty.

When an RFID tag or SmartBasket is placed in the IntelliCab, the user receives audio and visual feedback that a RFID tag or SmartBasket was read correctly. However, in a few special circumstances the RFID tag may fail to read. For example, after opening and closing the IntelliDrawer, items within the SmartBasket may shift. If the SmartBasket contains Rx materials with any foil packaging, then the RFID tag may stop reading, or the RFID tag may be weak. If this occurs the user may not know the RFID or SmartBasket is now not reading within the IntelliDrawer.

To verify all RFID tags or SmartBaskets are reading properly, the following steps should be followed:
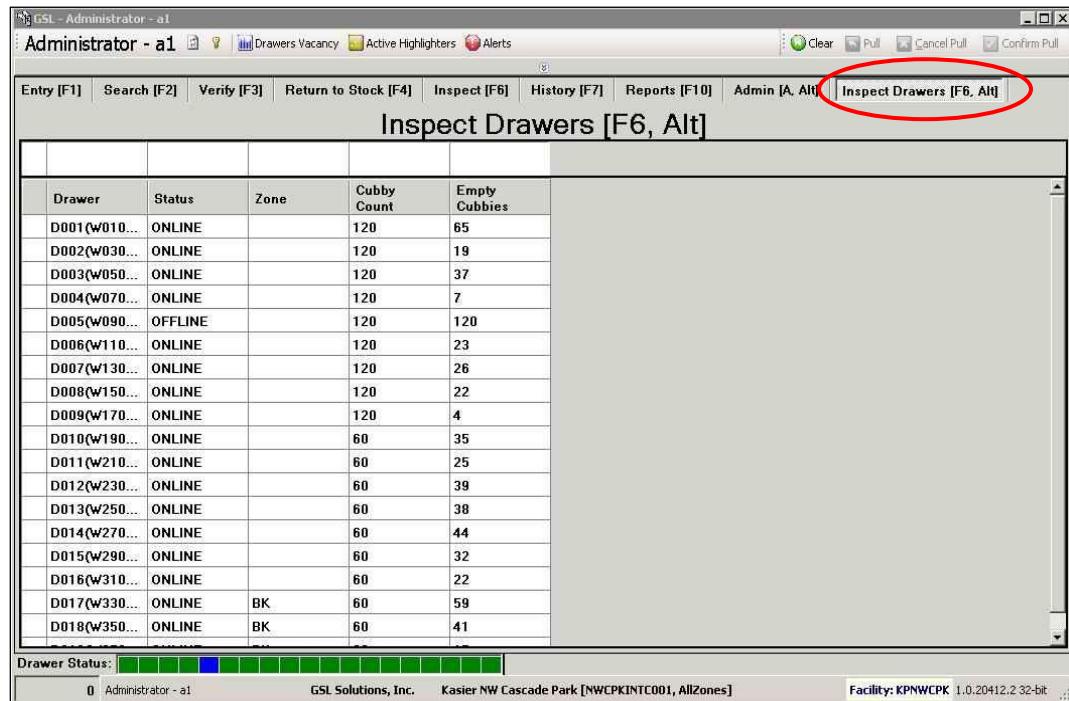
Figure 70. Inspect Drawers [Alt + F6] for correct operation.

Step 1. From the main menu click on the Inspect Drawer Tab or press [ALT+F6].

Step 2. Click on the first drawer, while holding down the left mouse button, move the mouse down until all the drawers are highlighted then release the left mouse button.

Step 3. Next, simply click on *Pull* or press [F12] to activate a pull operation.

Step 4. The light will illuminate on each cabinet with your Pick Number and Color. Authenticate yourself at the first drawer; once your number/color blinks, proceed to open the drawer.

Step 5. Once the drawer is opened, the green LED lights turn on and scroll row by row from the top to the bottom. In this mode, the lights indicate that the System believes each lit cell to be empty. Should a light flash on a cubby that has a SmartBasket located in it, the user should remove this SmartBasket. This indicates the SmartBasket may have been put in backwards or is "bad" and is no longer being read by the System. As mentioned above, this is most likely due to metal interference and improper loading during the coupling process. If an empty location does not light up, this could indicate a bad LED light strip beneath that cell.

Step 6. Once you have verified and removed any "bad" SmartBaskets from the drawer, close the drawer and repeat the step for the next drawer until all drawers are verified.

Step 7. If any SmartBaskets were removed, the user should place the basket on an RFID Reader and verify the basket is empty. If the SmartBasket does not read, remove all the contents of the basket and try reading again.

Step 8. If the SmartBasket is reading once the contents are removed, simply couple the contents to the SmartBasket again, ensuring no foil packaging is placed near the back left side of the SmartBasket.

Step 9. If the RFID tag still does not read, even when all the items have been removed, the SmartBasket should be isolated and removed from production. The contents of that basket should then be recoupled to a different SmartBasket.

CHAPTER 12. SYSTEM BACKUP AND RECOVERY

OVERVIEW

The GSL System contains numerous methods and functions enabling continuous operation with little-to-no down time of operation personnel.

At the system level, **Hot Server Standby along with nightly database backups provides full system recovery options.**

At the IntelliCab component level, each IntelliDrawer operates as a separate functional unit. A failure of an IntelliDrawer does not affect the operation of adjacent or other IntelliDrawers. For those failures that are temporary in nature, such as a power failure, IntelliSys automatically creates a "PatientReport" every thirty minutes onto a remote server of choice, thus enabling patient lookup via paper.

At the Software Client level, failure of local or attached devices such as an IntelliPad or barcode scanner are failed gracefully to other methods. If an IntelliPad fails, then the barcode scanner can be used. If the barcode scanner is also unavailable, then manual entry of information can occur.

12.1. DATABASE AND EVENT LOG BACKUP

Each night at 2300 the system automatically creates a set of backup data in a Staging folder. This folder contains backups of all SQL Server databases and event log-information per DISA standards. Database backups will be saved in a rotating "last 7 days" mode, while System Event Log-information is maintained for a minimum of one year. With the information contained in the staging folder, customer provided backup utilities can safely copy this information into a central repository of backup data.

12.2. STANDBY SERVER

GSL provides a Standby "Backup" server for customers purchasing Enterprise or Enterprise Plus IntelliSys. GSL has partnered with Doubletake Software, which enables the real-time backup of all information from the Production Server to Standby. Upon fail-over, the Standby system will reconfigure itself as a complete "clone" of the production server, the original production server will be asked to shutdown (if running) and the standby will reboot. Upon reboot, a complete and exact copy of all data and configuration is produced, resulting in a production system with few if any transactions lost.

12.3. PATIENT REPORT/PDF BACKUP

In case of complete system failure due to events such as power loss or network failure, the System produces an electronic Patient Report every

thirty minutes. This report contains essential prescription look-up information allowing for the discovery of Patient Name (and DOB), along with the physical location of those prescriptions within the IntelliDrawers, Oversize, and Refrigerator. It is recommended this report be placed onto a server or workstation located in a different facility than the computer room. GSL also recommends the server or PC utilize an Uninterruptible Power Supply (Battery) in case of total power failure.

### 12.3.1. STEPS TO LOCATING AND USING THE PATIENT REPORT.
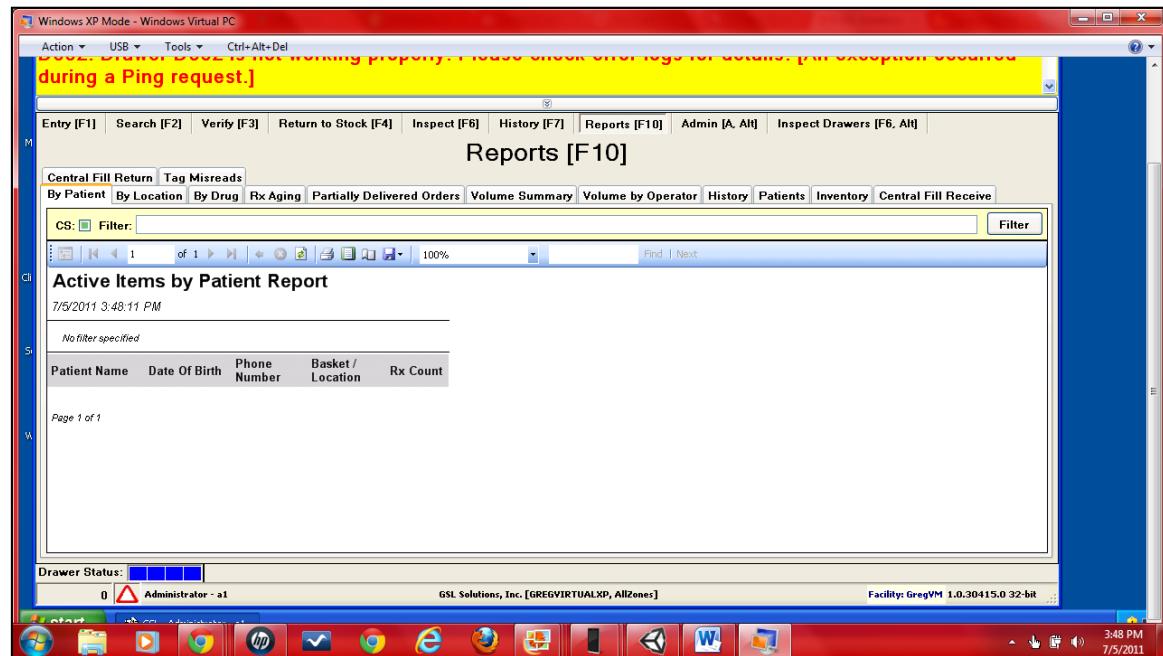
Figure 71. Using the Patient Report.

Step 1. Locate the red medium-size basket labeled "Customer Kit." (This basket is usually in the highest numbered Large cabinet in the bottom row).

Step 2. Once inside the medium red basket, locate the patient backup report instructions which will provide the location of the patient backup report.

Step 3. Once you locate the backup report, print and place near the IntelliCabs for all to use. ***Note: this report will be in alphabetical order by patient name.*** The report will also display the location of the SmartBasket and the number of Rxs contained within the IntelliCabs.

Step 4. Identify the patient on the report, identify the IntelliCab, open the drawer and identify the location of the basket(s). Example: patient name is John Doe and the location identified is W0120. The user will go to the drawer labeled 100-219. Once opened, **locate cubby number 120** *(see Figures 72a and 72b).*

Figure 72a and 72b. Locating the drawer and cubby containing the Patient Report – example from Step 4.

Step 5. Once the SmartBasket is removed from the system, you will need to annotate the removal on the patient report by signing or initialing by the patient's name.

12.3.2. STEPS TO UPDATE THE SYSTEM ONCE ALL INTELLICABS ARE BACK ONLINE.

Step1. The IntelliSys application will display yellow alerts stating SmartBaskets are removed without authorization.

Step 2. Click the [F2] function key. You will see a list of SmartBaskets that were removed from the system. These will be listed first.

Step 3. Click on the first item; the item details will be displayed on the right side of the screen. Verify the item is checked or initialed on the patient report as being removed.

Step 4. If the item was identified as being dispensed, simply click on the pull button or press [F12]. This will update the system to identify the Rx as being dispensed from the IntelliSys.

Step 5. Repeat process for each item. If an item is displayed in IntelliSys as removed but is not on the patient report; the supervisor must investigate further to determine the status.

12.4. DEVICE FAILURE AND RECOVERY OPERATION

12.4.1. INTELLIPAD AND COMPONENTS

The GSL IntelliPad consists of several components:

1. RFID Reader
   a. Low voltage power supply
   b. Standard RJ 45 Ethernet cable
2. RFID Antenna
3. Coaxial Cable

The RFID Reader is used to communicate to the IntelliSys application. This component is programmed at the factory with an IP address, MAC Address, and Subnet Mask.

Figure 73. Front of RFID Reader with Ethernet cable.
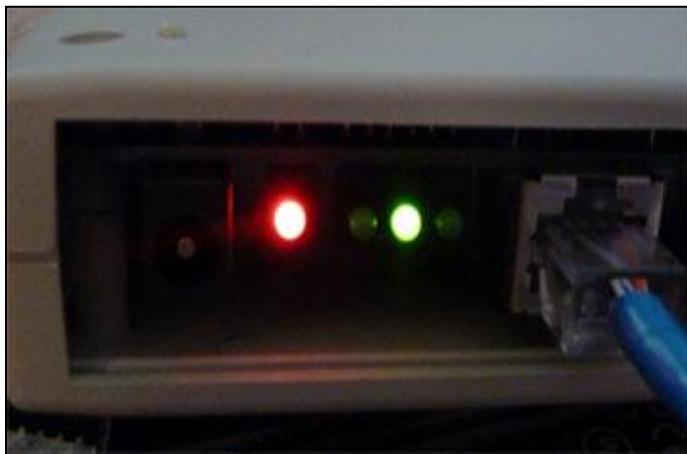
The front of the RFID Reader displays 2 LEDs: one Red and one Green. The Red LED indicates the device is connected to the network via the RJ 45 Ethernet cable. This LED consistently flashes when the RFID Reader is communicating with the network. The Green LED indicates the RFID Reader is receiving power. This light should not flash *(Figure 74)*.

Figure 74. RFID Reader with front LEDs.

The RFID Antenna is a plastic black box with one coaxial connector on one end and is usually mounted underneath the countertop. The Antenna reads the GSL RFID tag placed near it and sends the information to the RFID Reader. There are no serviceable parts within the RFID Antenna.

The Coaxial Cable is used to connect the RFID Reader with the RFID Antenna. This cable simply twists a quarter turn clockwise and locks in place at the RFID Antenna (There is only one place the cable will connect). The other end of the cable is connected the same way; however, there are several connectors on the RFID Reader. The Coaxial Cable is always connected to the connector furthest

from the power and Ethernet connection (*Figure 75*). The Coaxial Cable should be run in a way that it does not coil or hang freely under the counter. A "zigzag" pattern usually works best in reducing interference.
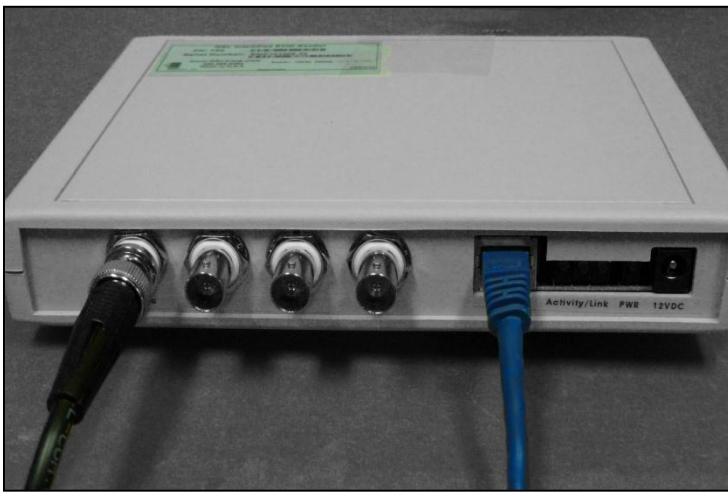
When troubleshooting the IntelliPad and components, you should always check the two LEDs, the Coaxial Cable connections, the "route of the cable," and for any metal objects near any of the components. Metal objects will cause interference and may reduce the ability of the IntelliPad to read. Also, the IntelliPad has no user-level serviceable parts.

Figure 75. Coaxial Cable is attached to connector on left side.

12.4.2. INTELLIPAD FAILURE

An IntelliPad offers very fast electronic reading of SmartBaskets or RFID Badges by simply placing the item on the counter over the reader. If an IntelliPad fails for any reason, including power fail, network fail or device failure, the System will alarm and indicate which IntelliPad has failed. During the failure, normal system functions can occur via use of the barcode scanner. Every SmartBasket and SmartBadge contains a barcode specifically for this purpose.

12.4.2.1. INTELLIPAD FAILURE – ENTRY [F1] SCREEN

With the IntelliPad unavailable, simply scan each prescription into the SmartBasket. After the last RX has been scanned, scan the barcode on front of the SmartBasket.

If a barcode scanner is unavailable, manually type each RX into the RX/PatientName field and depress either [TAB] or [ENTER]. After the last RX is entered, click on the LOCATION field and then manually enter the 3 character SmartBasket I.D. into this field, then depress [ENTER].

In order to view basket contents on the ENTRY [F1] screen, use the barcode scanner and scan the barcode on the front of the SmartBasket. If a barcode scanner is unavailable; Click on the LOCATION field and then

enter the 3 character SmartBasket I.D. into this field, then depress [ENTER].

In order to clear the entry screen and ready for the next operation, switch screens to the Search Screen, AND THEN back to the ENTRY [F1] Screen.

12.4.2.2. INTELLIPAD FAILURE - LOGIN SCREEN

If an IntelliPad is unavailable, use the barcode scanner to scan the SmartBadge. If a barcode scanner is unavailable, manually enter the 3-character Badge I.D., followed by username and password.

12.4.3. SCANNER FAILURE

A wireless Bluetooth scanner's battery may not hold a charge after two to three years, in which case the battery will need to be replaced (contact GSL Solutions for service). However, the scanner will still operate while on the cradle. When a barcode scanner is unavailable, then manual data entry can be used.

Note that if there are multiple wireless scanners at a site, they are programmed specific to their respective cradles. First make sure that the wireless scanner is matched with its paired cradle.

12.4.4. SCANNER FAILURE- ENTRY SCREEN

If a barcode scanner is unavailable, manually type each Rx into the Rx/PatientName field and depress either [TAB] or [ENTER]. After the last Rx is entered, click on the LOCATION field and then manually enter the 3 character SmartBasket I.D. into this field, then press [ENTER].

To view basket contents on the ENTRY [F1] screen, use the barcode scanner and scan the barcode on the front of the SmartBasket. If a barcode scanner is unavailable, click on the LOCATION field and then enter the 3-character SmartBasket I.D. into this field, then press [ENTER].

To clear the entry screen and prepare for the next operation, switch screens to the Search Screen, then back to the ENTRY [F1] Screen.

12.4.5. SCANNER FAILURE – LOG-IN SCREEN

If a barcode scanner is unavailable, manually enter the 3-character Badge I.D., followed by username and password.

12.4.6. SCANNER FAILURE - SEARCH SCREEN

If a barcode scanner is unavailable for patient lookup, click on the column headers such as PCode, LastName then manually enter the appropriate patient information for lookup and search.

12.4.7. INTELLIDRAWER FAILURE

Each IntelliDrawer operates as an independent unit and failure of any one (or more) drawers will not affect operation of other IntelliDrawers. The System offers provisions to file and find prescriptions stored within drawers that are offline or failed, thus allowing degraded but normal operation to occur.

If an IntelliDrawer fails to respond, a warning screen may appear.
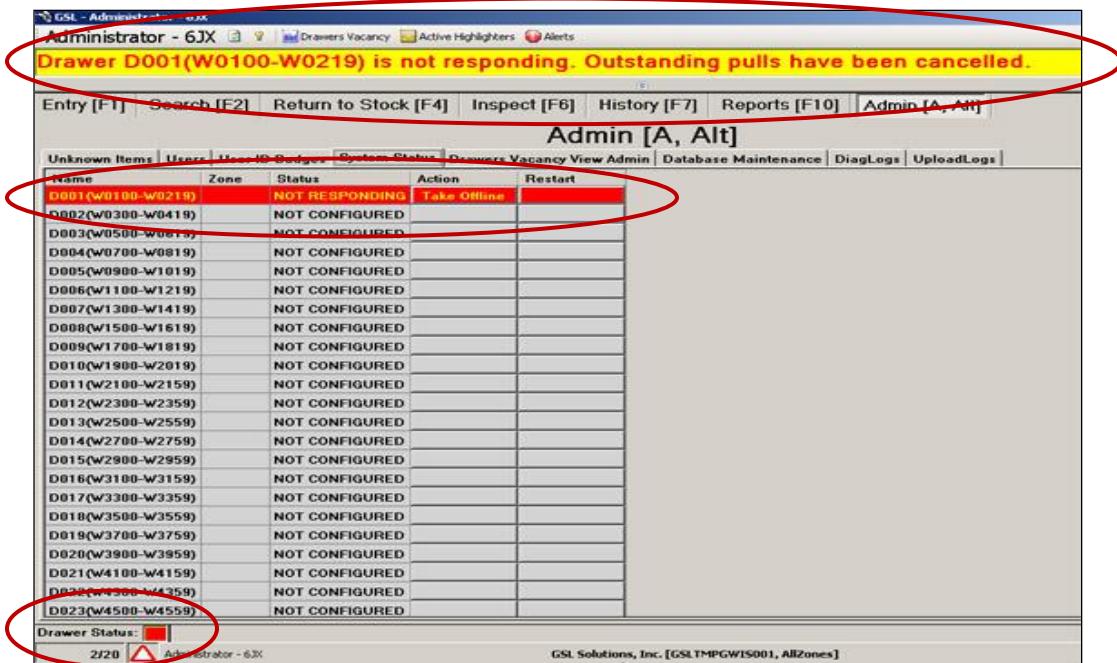
Figure 76. IntelliDrawer failed to respond.

In the event an IntelliDrawer experiences failure, two choices of continued operation are available: Swap Baskets or Use Drawer in Offline Mode.

12.4.8. SWAP BASKETS. Swapping baskets to other operating drawers is standard practice when an IntelliDrawer fails.

Step 1. Set IntelliDrawer to Offline. Using the Admin Tab, System Status Sub-Tab, locate the failed drawer, click *Offline*, then

click on the *YES* button, or press the [Y] key on the keyboard, to bring the drawer into an offline condition. Once offline, the drawer will not attempt to electronically scan for SmartBasket insertion or removal.

Step 2. Using the INSPECT screen, highlight all the baskets contained in the drawer just taken offline.

Step 3. Press [F12] to initiate an *Inspect Pull* of all baskets in the IntelliDrawer.

Step 4. Click on *Confirm Pull* which will indicate to the System all baskets are now out of the drawer.

Step 5. Re-file the SmartBaskets just removed into any other IntelliDrawers.

Step 6. Place a note on the failed IntelliDrawer indicating a *DoNotUse* condition to prevent anyone from filing new SmartBaskets into this drawer.

Step 7. Contact GSL and follow the instructions to troubleshoot the failure MM – 24/7 Support Line: 866.477.2682

12.4.9. USE DRAWER IN OFFLINE MODE.

IntelliDrawers may also be used in Offline mode. In this mode, SmartBaskets can be removed from the drawer, and new SmartBaskets can be filed within the drawer.

Set IntelliDrawer to Offline. Using the Admin Tab and the System Status Sub-Tab, locate the failed drawer, click *Offline*, then click on the *YES* button, or press the [Y] key on the keyboard, to bring the drawer into an offline condition. Once offline, the drawer will not attempt to electronically scan for SmartBasket insertion or removal.

12.4.9.1. SEARCHING FOR PATIENT PRESCRIPTIONS IN OFFLINE INTELLIDRAWERS

When searching for patient prescriptions in offline mode, perform normal lookup functions via the SEARCH [F2] Screen. When the pick is initiated, there will be no lights to guide or follow and the system will follow the same procedure as if an Oversize item was selected.

Step 1. Lookup patient per normal methods and perform a pick operation.

Step 2. Note the location(s) of the prescriptions on the screen. For those prescriptions located within an IntelliDrawer that is offline, the System will indicate this will be a manual pick operation.

Step 3. Use the pick information and locate the SmartBasket within the drawer and remove.

Step 4. Bring the SmartBaskets back and then use the barcode scanner to scan each basket to verify the proper basket was retrieved.

12.4.9.2.   FILING SMARTBASKETS INTO OFFLINE INTELLIDRAWERS

If multiple drawers are not working, or an entire IntelliCab is down, check the UPS (battery backup), and check the connections from the UPS to the IntelliCab.

Filing SmartBaskets into offline IntelliDrawers can be performed using the wireless scanner provided with the system. GSL recommends you use a PC that is located close to the IntelliDrawers with an associated wireless scanner.

For each SmartBasket to be filed, first scan the barcode located on the front of the basket. Then place the SmartBasket into a cell and scan the barcode for that location. Listen for the "happy chirp" tone to be emitted from the PC for each operation.

When normal IntelliDrawer operation resumes, the system will check the location of all the SmartBaskets within the drawer and will automatically adjust for any discrepancies.

CHAPTER 13.   SUPPORT AND WARRANTY

13.1.   ABOUT GSL SOLUTIONS, INC

GSL Solutions, Inc. designs and produces a variety of storage and tracking products specifically designed for retail pharmacies' will-call operations. Headquartered in Vancouver, Washington, the Company's Will-Call Storage and Retrieval System cabinets and associated hardware and software components improve safety and compliance, streamline workflow, and increase the efficiency of your pharmacy operations.

13.2.   WARRANTY

DISCLAIMER OF IMPLIED WARRANTIES AND LIMITATION OF LIABILITY

GSL Solutions, Inc. warrants that the Will-Call Storage System delivered by GSL Solutions, Inc. will be of the kind and quality described in the order or contract and will be free of defects in workmanship or material. Should any failure to conform to this warranty appear within —1— (one) year of purchase, GSL Solutions, Inc. shall, on notification, correct such non-conformity, including non-conformance with the specifications, at its option, either by repairing any defective part or parts, or by making available a repaired or replacement part. For military bases outside the United States, GSL Solutions, Inc.'s obligation under this warranty shall not include any transportation charges or costs of installation. Any improper use, operation beyond capacity, substitution of parts not approved by GSL Solutions, Inc., or any alteration or repair by others in such manner that in GSL Solutions, Inc.'s judgment affects the product materially and adversely shall void this warranty.

GSL Solutions, Inc., makes no other warranty, expressed or implied, as to any matter whatsoever including, without limitations, the design or condition of the equipment, its merchantability or its fitness or capacity or durability for any particular purpose, the quality of the material or workmanship of the equipment or the conformity of the equipment to the provisions and specifications of any purchase order or orders relating thereto. GSL Solutions, Inc. shall have no liability for any claim, loss or damage caused or alleged to be caused directly, indirectly, incidentally or consequentially by the equipment or software, or by any inadequacy thereof or deficiency or defect therein, by any incident whatsoever in connection therewith, arising in strict liability, negligence or otherwise.

Correction of non-conformities, in the manner and for the period of time provided above, shall constitute fulfillment of all liabilities of GSL Solutions, Inc. to its customer, whether based on contract, negligence or otherwise, with respect to, or arising out of, such equipment. Neither GSL Solutions, Inc. nor its customer shall be liable for special, indirect or consequential damages, or damages due to delay. The remedies set forth in this Section are exclusive, and are the limits of any liability of GSL Solutions, Inc., with respect to any contract or sale or

anything done in connection therewith, whether in contract, in tort, or under any warranty.

13.3.   HELP DESK

24/7 Support Line: 866.477.2682

Email: support@gslcorp.com

Corporate Address:

GSL Solutions, Inc.
2414 SE 125th Ave.
Vancouver, WA 98683

APPENDIX A: USER IDENTIFICATION AND ROLES

GSL IntelliSys™ System Initial User Identification and Roles				
Site:				
Date:			By:	GSL
Updated:				
Updated:				
Updated:				
Use this table for preparing the initial system configuration. *Document staff and personnel access to the GSL IntelliSys System along with the various roles to which personnel may be assigned.* • Each person accessing the system must have credentials that are maintained within IntelliSys. • This information is only used within IntelliSys and is not related to any other sets of information. **Each of the following columns must have information defined according to the following parameters:**				
Login-Username	Recommend Last Name or FirstName.LastName or F.LastName.			
Login-Password:	Recommend simple initial password and allow person to change during training. ***Note: Password complexity is site specific. Depending on Site Security policies, the passwords may be relatively simple or complex.***			
First Name	Information used only within IntelliSys. May be used in reports.			
Last Name	Information used only within IntelliSys. May be used in reports.			
Role	Consider shift operations when assigning roles. **Recommend at least one person per shift have supervisor privileges** so alarms can be acknowledged.			

ROLE DESCRIPTIONS

Administrator	Access to all configurable settings within the Will-Call Client. Can add/disable system users, define security badges, place IntelliDrawers Online / Offline. Includes all functions within the RPh, Supervisor and Operator Roles.
RPh	Essentially equivalent to Supervisor Role. Future use for Pharmacist verification of patient Rx (new prescriptions).
Supervisor	Ability to acknowledge system alarms such as "Unauthorized Basket Removal." Includes all functions available within the Operator Role.
Operator	Can perform all normal operational functions within IntelliSys, such as Linking, Searching, Return to Stock (Non-Compliance), Put-away of prescriptions, and Retrieving Prescriptions.
Vault Tech	The Vault Tech role is a secondary role that can be given to any user. This role allows the pharmacy to define drugs that are controlled and gives the Vault Tech special access to controlled substances. Only the Vault Tech can perform non-compliance on drugs deemed to be controlled.

LOGIN-USERNAME	LOGIN - PASSWORD	FIRST NAME	LAST NAME	ROLE
GSL Example	*1234*	*Tericia*	*Nelson*	*Supervisor*
				Operator
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				Operator

APPENDIX B: INSTALLATION OF GSL WILL-CALL CLIENT APPLICATION (WCC)

B.1. INFORMATION NEEDED FOR INSTALLATION

The following information is required for installation:

- Name of the computer on which the WCC will be installed.
- Computer name or IP address of Server.
- WCC software location (e.g. CD or server share)
- Installation Specific Password (see internal documentation).

The following software is required for installation:

- Operating System:
  - Windows 7 (32 bit and 64 bit)
  - Win XP SP2
  - Windows VISTA SP1
  - Windows 2003
  - Windows 2000

- Microsoft .Net Framework 2.0 SPI

B.1.1. PREPARING TO INSTALL THE GSL WILL-CALL CLIENT

B.1.1.1. **Obtain the WCC software via CD or server share.** The installation file is labeled ***ClickOnceClientSetup.msi***

B.1.1.2. Ensure the Installation account has Administrator rights and privileges.

B.1.1.3. Launch the *ClickOnceClientSetup.MSI* installer. A security warning will pop up indicating the installer is unsigned. Click "Run" to proceed with installation:

B.2. INSTALLATION PROCEDURES FOR THE GSL WILL-CALL CLIENT SOFTWARE

B.2.1. **The GSL Installation Wizard splash screen will appear following the security warning. Click Next to proceed.**
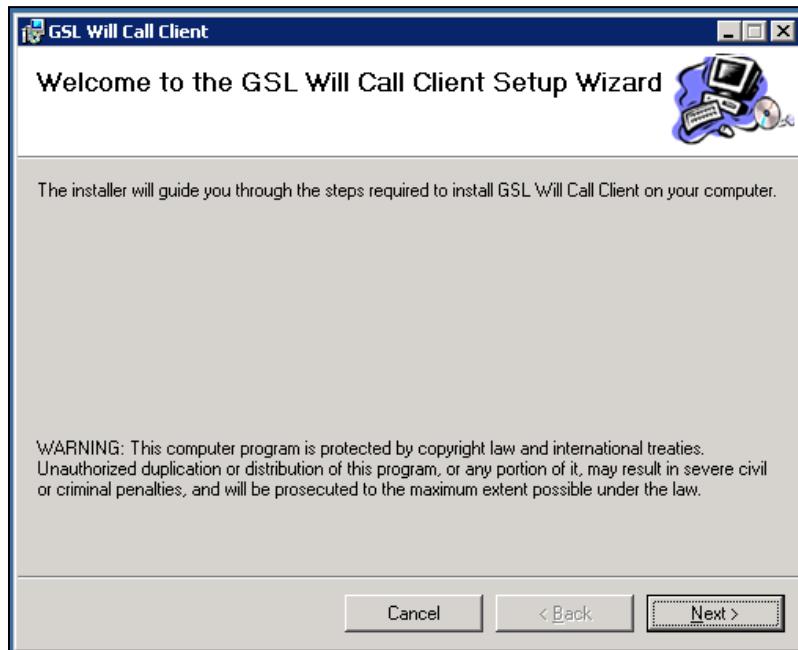
B.2.2. **Choose the folder where you want to install the client. It is recommended you use the default folder settings. Click Next to proceed.**
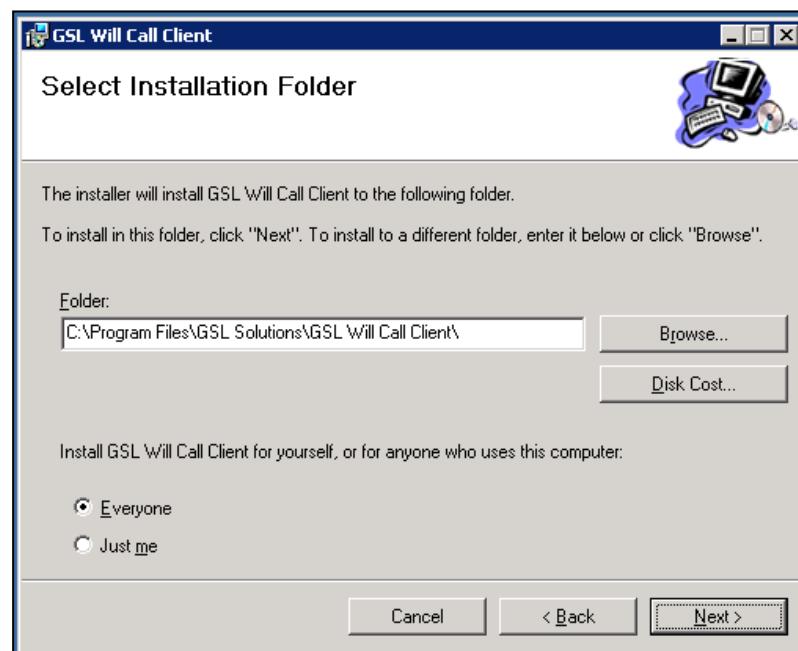
B.2.3.   Confirm you want to install the software. Click Next to proceed.
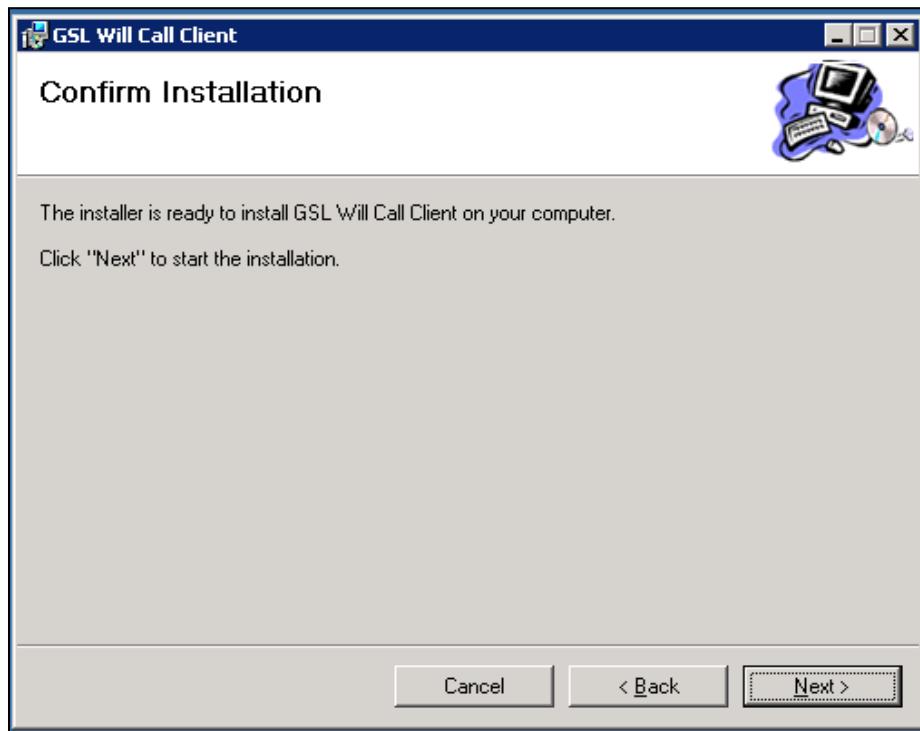
B.2.4.   The installation progress screen will appear. Please wait to supply configuration information.
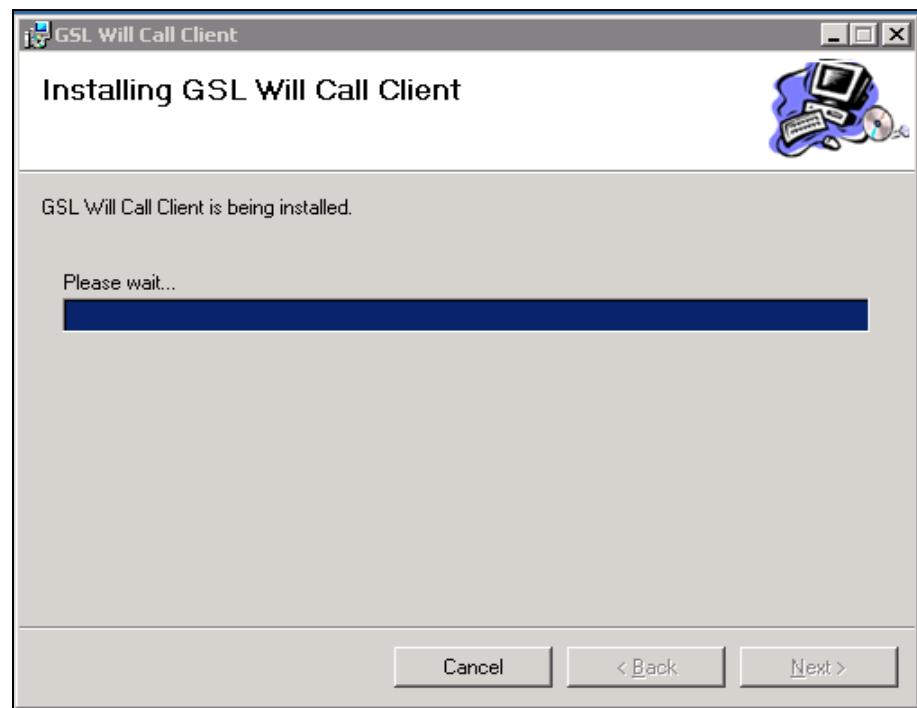
B.2.5. To complete the installation process, the user must supply final configuration information. The next screen allows for multiple server targets. For each GSL IntelliSys System, please provide the server name or IP Address. For testing purposes, pressing the "Ping" button will confirm that access to the server is available.

B.2.6. Server information is supplied in two columns: "Server Name" and "Server Friendly Name." **Server Name** refers to the IP Address or Computer Name of the IntelliSys Server. **Server Friendly Name** can be associated with the server and will be the name displayed at the top of the WCC Window in a multi-System deployment.

B.2.7. When the information is complete, click **OK**.
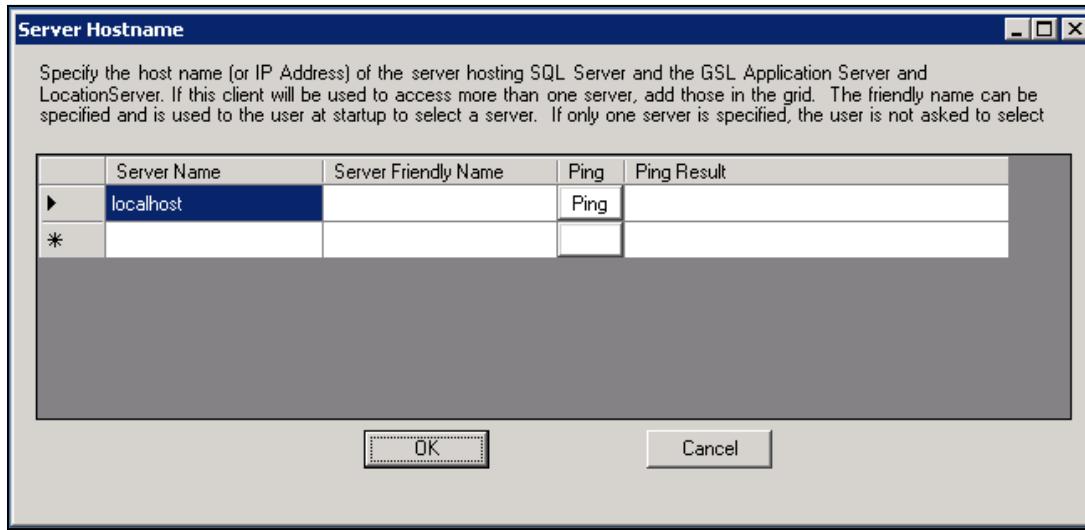
B.2.8. A password was created when the server was initially configured. This password must be used for the initial connection between the WCC applications and the server. On the *Specify GSL Broker Account Password* screen, please enter the password and password verification.

B.2.9. The final next screen will appear to indicate the successful installation of the WCC application.
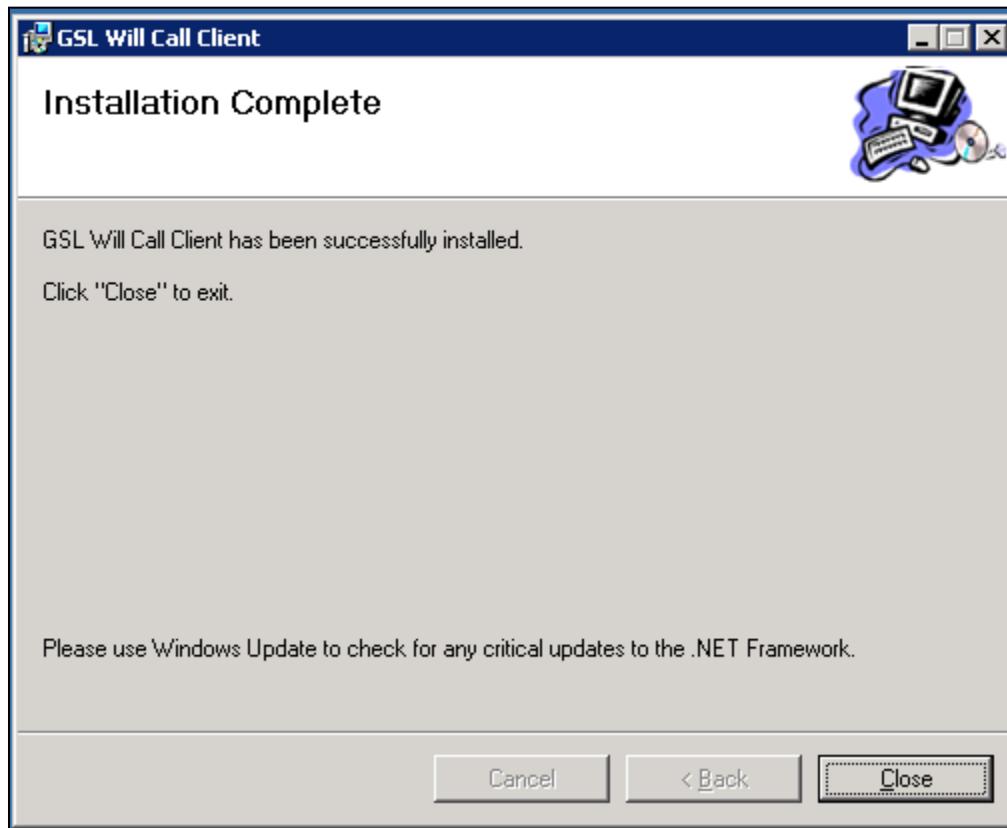
B.3. CONFIGURE THE WCC APPLICATION ON THE SERVER

B.3.1. SECURITY OF CONNECTION. Security established between the WCC application and IntelliSys server consists of:

- Password-protected initial communication.
- Secure encrypted communication.
- WCC configuration on IntelliSys server.

B.3.2. ACCESS THE INTELLISYS SYSTEM.

B.3.2.1. Login to the IntelliSys server (with Administrator privileges).
B.3.2.2. Launch the Configurator application.
B.3.2.3. Click **Start -> All Programs -> GSL Will-Call Serve -> GSL Will-Call Server Configurator**.

B.3.3. Select the "Location Server" configuration level located on the left panel. Click on **Create Subcomponent**.

B.3.4. The next window allows configuration of the WCC Application. Click on the **Will-Call Client** check box.
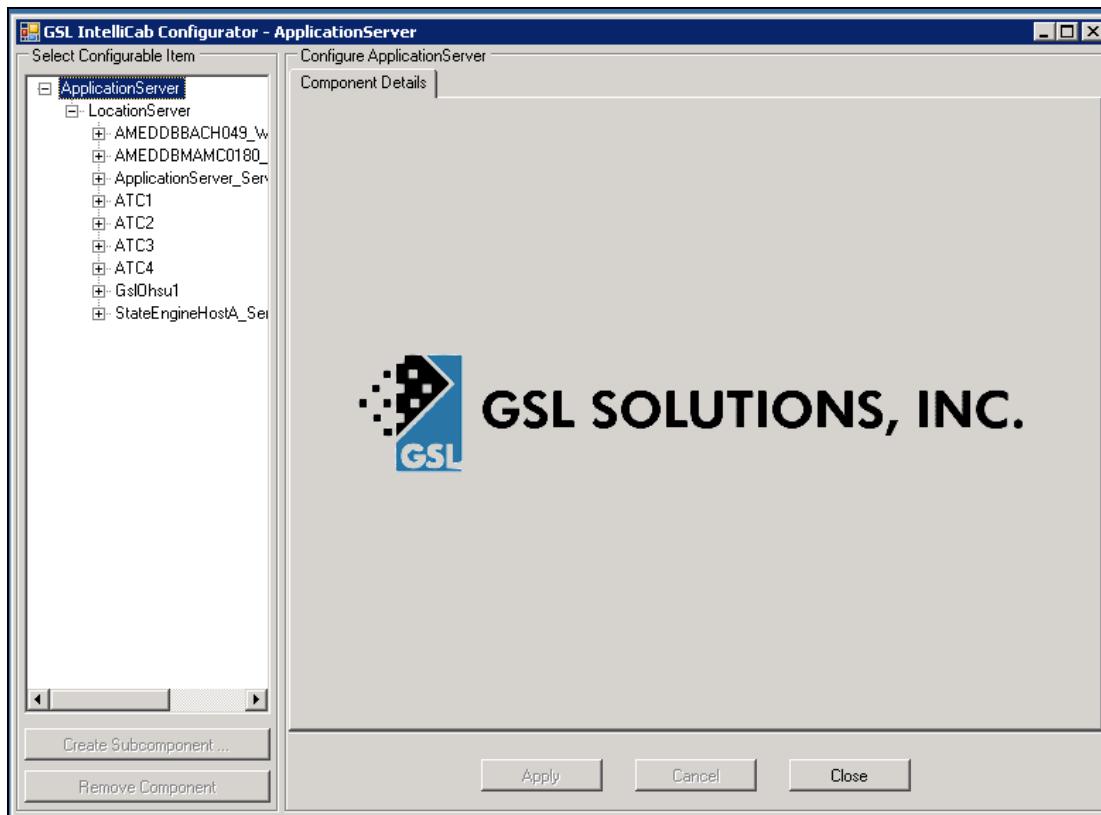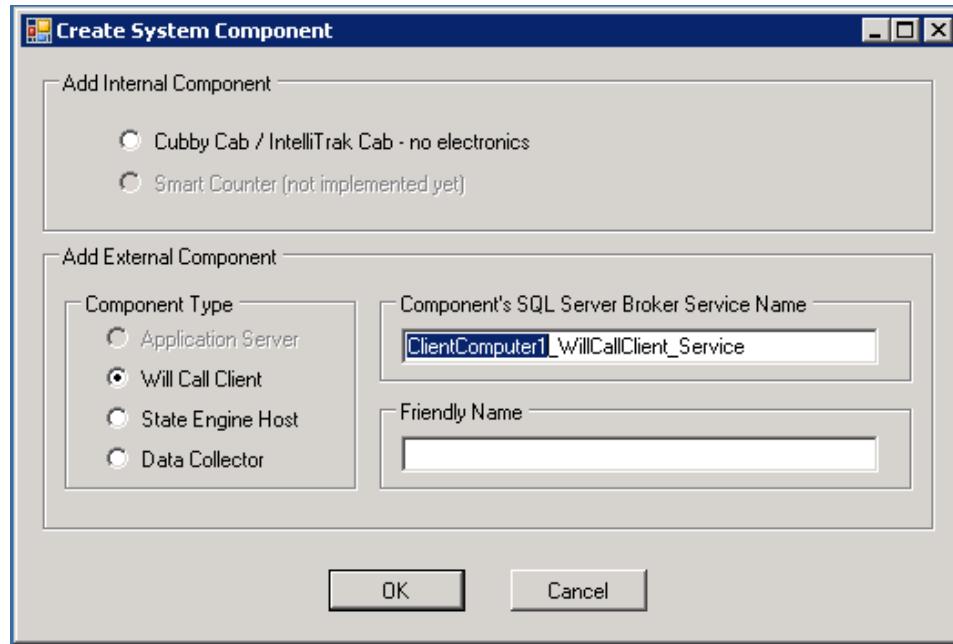
B.3.5.1. Note the phrase **ClientComputer1** is highlighted.

B.3.5.2. Replace the highlighted text with the name of the PC where the WCC was installed. The example uses AMEDWKESN01111.

B.3.5.3. Highlight the entire name:
(e.g., AMEDWKESN01111_Will-CallClient_Service) and paste into the "Friendly Name" field.

B.3.5.4. Click **OK**.
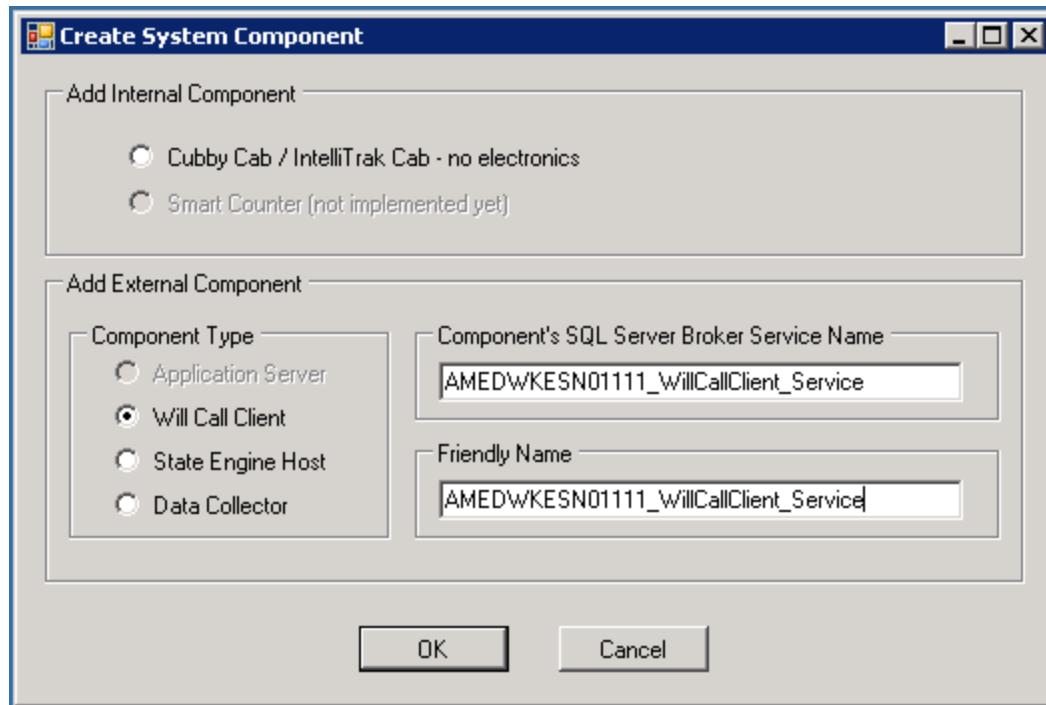
B.3.5.5. Notice that a new "node" is now present under the node "location Server" and is called {MachineName}_Will-CallClient_Service.
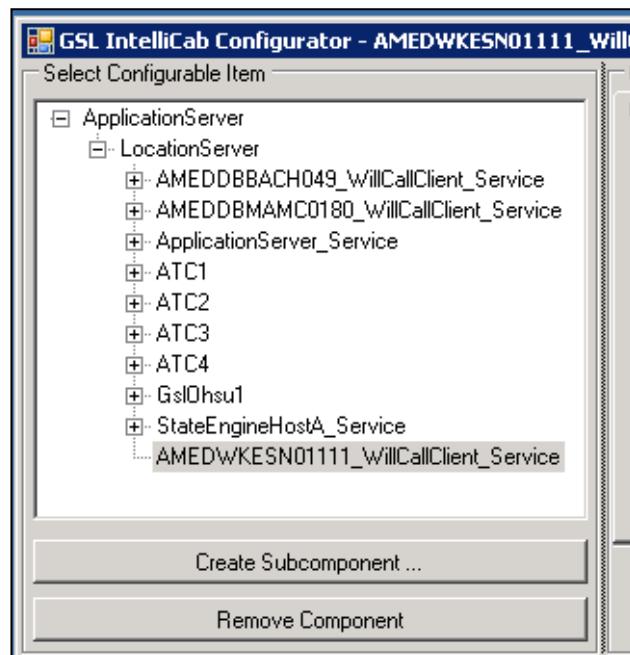
B.3.6. The next step is to create the Workstation and optional IntelliPad and scanner components.

B.3.6.1. Click on the **Workstation** Button, then click **OK**. The Configurator window will appear with "Component Details" pane.
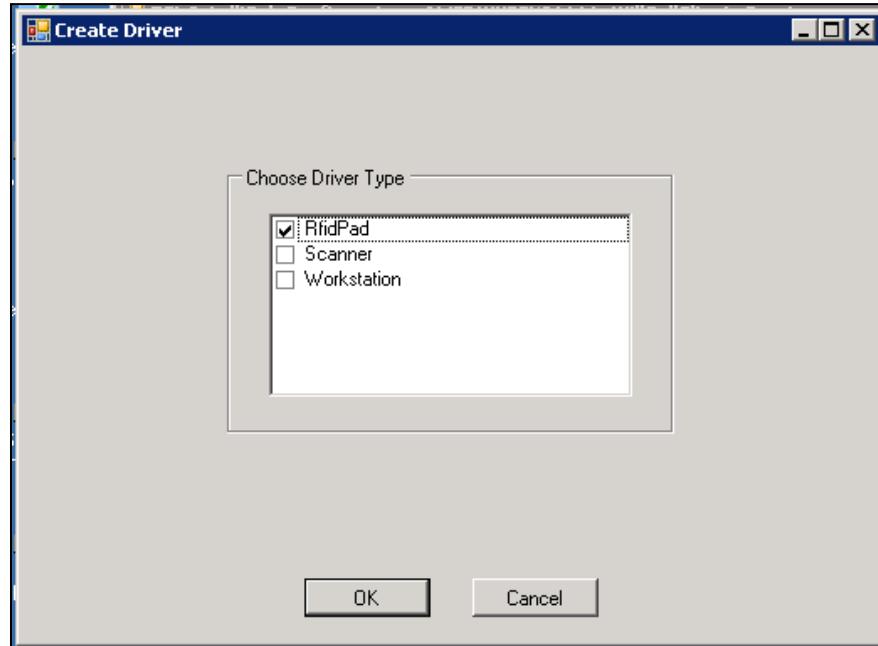

B.3.6.2. De-select the "FinalVerificationWork" checkbox and click **Apply**.
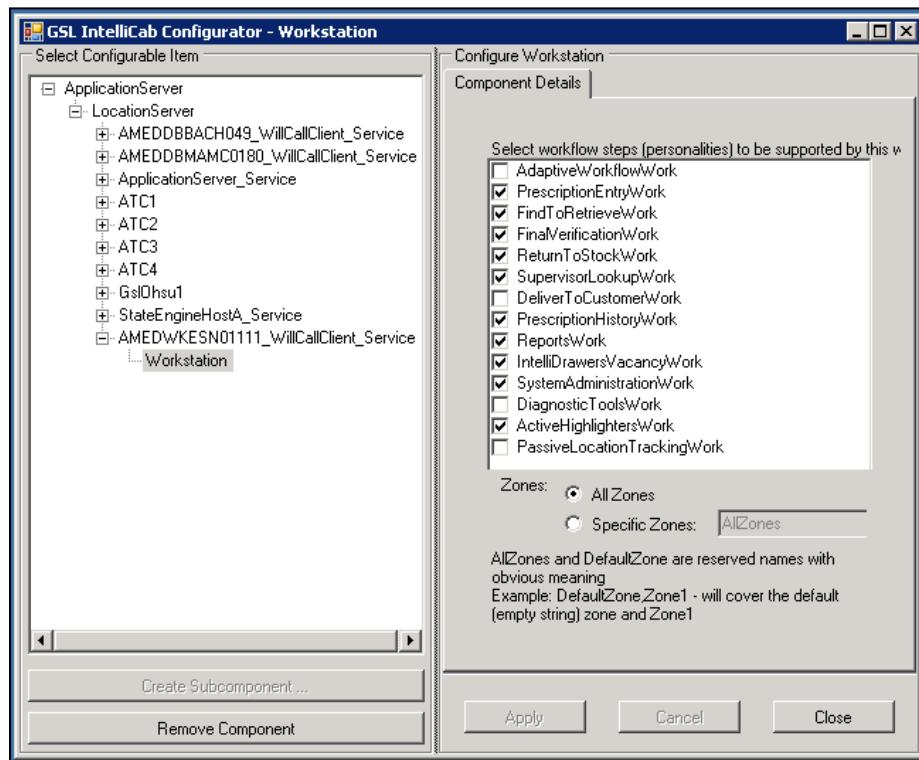
B.4. OPTIONAL SCANNER AND INTELLIPAD CONFIGURATION

B.4.1. For each desired component, click on the **MachineName}_Will-CallClient_Service** Node, then click on **Create Subcomponent**.

B.4.2. To add a scanner, click on **Scanner**, then **OK**. Configure the settings for the Barcode scanner. Once the settings are complete, click on **Apply**.
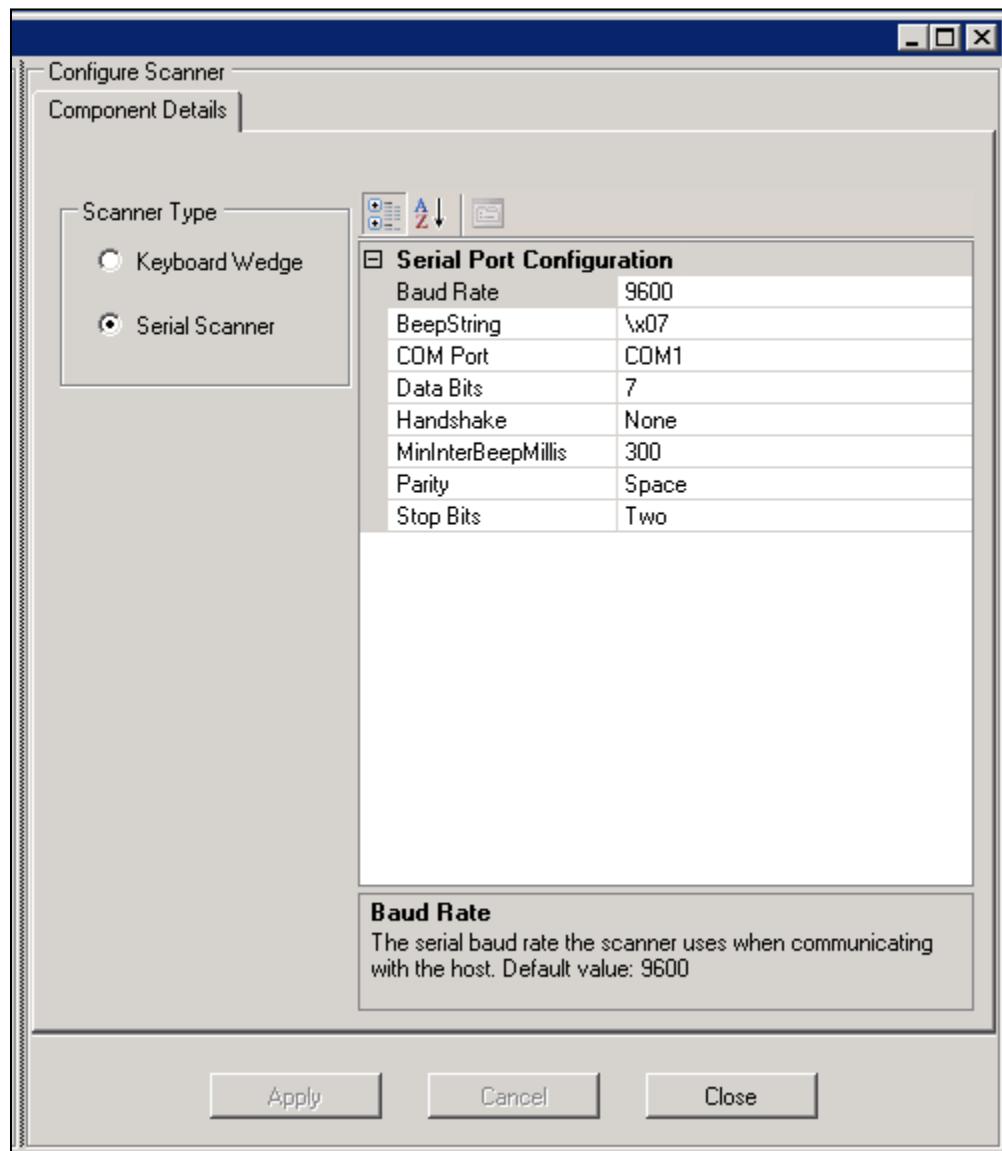
B.4.3. To add an IntelliPad, click on **RfidPad**, then **OK**. Enter the name of the IntelliPad (e.g., *Coupling Station A*). Enter the IP Address of the IntelliPad. Click on **Apply**.
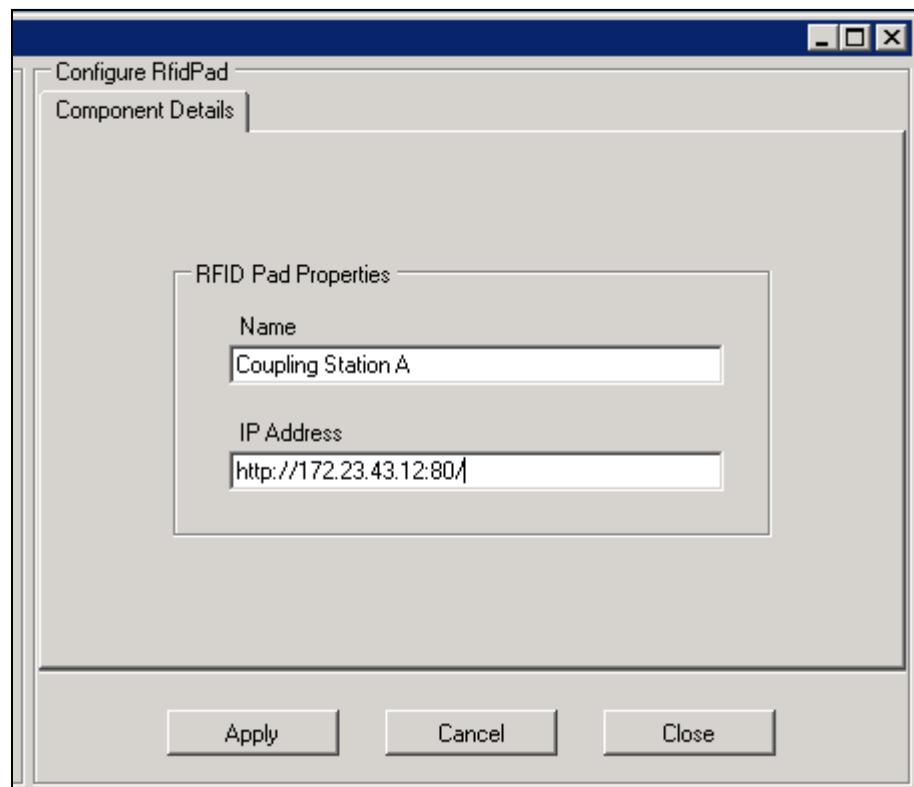

B.4.4. Test the client for access and Scanner/IntelliPad functions.

APPENDIX C: GSL SOLUTIONS WILL-CALL INTELLICAB™ SYSTEM OVERVIEW

SYSTEM OVERVIEW
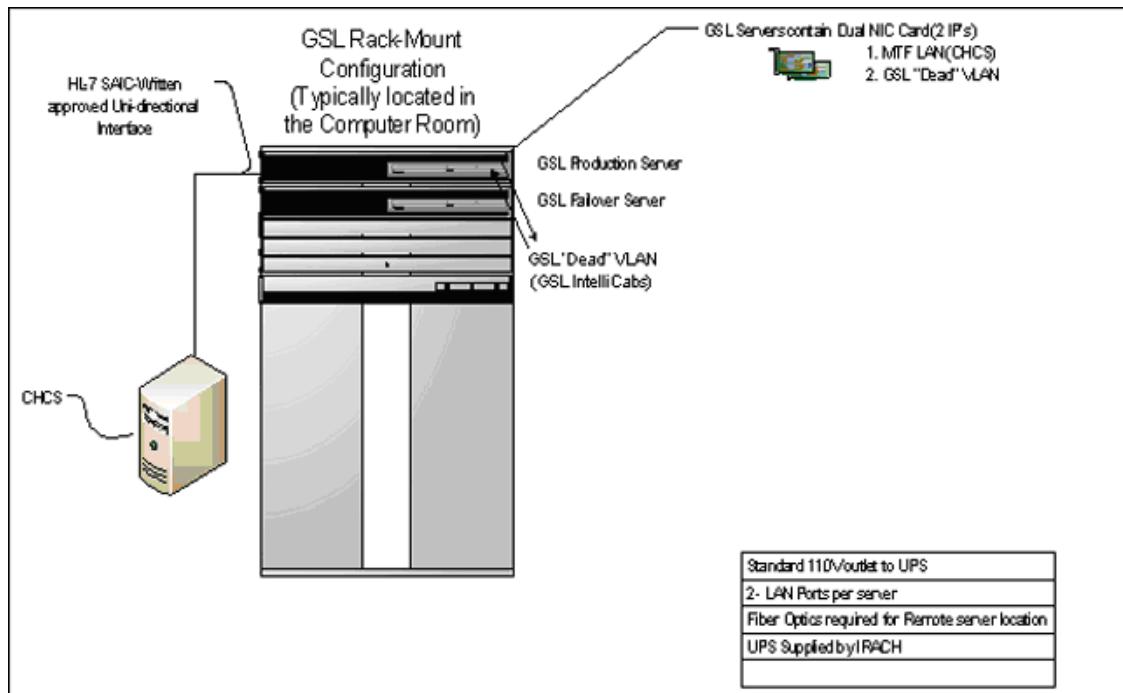
GSL "Coupling" Station
Sample Front View

6/15/2009 RevA

SmartBasket
Barcode Laser Scanner
110V AC power
KBD
IntelliPad Antenna
No Metals in this area
ComPort
IntelliPad Reader
LAN
110V AC power

- **IntelliSys WCC PC Requirements**

  CPU: 2.4Ghz processor recommended
          1.0Ghz Processor minimum
  RAM: 1GB Ram recommended
          1 Gb minimum
  Disk: 20-200Mb
- OS: Win2000 / WinXPSP2 PRO
          with .Net2.0SP1
- Network: 1 Network interface port required
- ComPort: 1 needed for SerialPort Laser Scanner
          (Recommended) - Optional use of
          scanner as "Keyboard Wedge"****
- Sound Device w/speakers
- Screen Resolution: 1280x1024 recommended
          (1024x768 minimum)

  *** "Keyboard Wedge scanner must accept and
  be programmed to operate with WCC software

Patient Lookup Front View
(Single Scanner)