

Question	Answer
So the exception field is required for late passes no matter what?	No, exceptions are currently not required to administer a late pass.
If a customer tries to pass without completing the exception field, it will not allow them to pass?	You can pass medications without a chosen exception. In other words, you can leave the exception as "None", however, that is not recommended best practice unless otherwise specified by your agency.
We are trying to pass the late medications that are there but they do not go away	NSS has identified a solution for this issue and is currently working on a fix.
Also discontinued medications are coming up in the late pass screen despite not actively being on the mar	NSS has identified a solution for this issue and is currently working on a fix.
When putting meds in the med plan they are duplicating on the eMAR. how do we correct that? It's entered in the med plan for a daily administration and when looking at the eMAR it will show up orange but many many times	This is a known issue we are working to correct. We appreciate your patience while we research the best way to prevent the orange duplicates from appearing.
It's taking a lot more time for the medications to submit.. like it's thinking	This is due to the increase of data displayed in eMAR
How are we able to see if a particular medication pass has been completed? With the current changes, it shows patients that have received meds and all patients that have medications throughout the day, but I cannot see when a particular pass is complete.	Select the Show Completed Passes checkbox, check pass history, check eMAR reports.
Yes, but you can't tell if someone should have gotten meds and did not until they are late. So if I have a nurse that says they are finished with 8:00 meds by 8:30, anyone missed won't show up on late passes until after 9. You can't tell who did not get 8:00 am meds. Unless I'm just not seeing it...	The section "Clients that have current passes for meds and treatments today" should always have in green any clients that need to receive a med or treatment pass at that moment.
No that is not what I'm talking about. Like Depakote for 8 am being on 2 to 3 times	NSS has identified a solution for this issue and is currently working on a fix.
Can you help me figure out why a client of mine has a medication pop up under late medications every day even though it is not a medication he takes, nor has ever taken? It was put in by mistake by staff not in this home back in February but was then discontinued back in February.	NSS has identified a solution for this issue and is currently working on a fix.
Can you tell me why medications were passed at the scheduled time at 10 am, he is not showing that he has any medication that needs to be passed, but is still popping up under the late passes tab	NSS has identified a solution for this issue and is currently working on a fix.
I have treatments that are being passed on time, but when you look at the MAR it is showing blanks	Show Completed Passes checkbox, Pass History, eMAR Reports.

<p>You may have answered this as I joined a few minutes late, but when we are pulling up eMAR, it is not putting it in the timeframe. so when they pull up morning meds, it's all the meds for the day</p>	<p>These are either late passes or all passes window.</p>
<p>Is there a reason time filters do not work within the individual client view for med passes? Clarifying my question - I don't think it's obvious when a time filter is applied to the individual view, leading us to think it's not working.</p>	<p>The time filters (Morning, Noon, Afternoon, Night) narrow down the visible clients on the "Med and Treatment Pass" screen, based on agency-configured time frames.</p> <p>Point taken that once you get to the individual client's Med Pass screen, there is no indication that what you are seeing is the "narrowed down" list. The product team will review some potential solutions.</p>
<p>Is there a reason why discontinued medications are now showing up on the EMAR and when medications are documented on the late pass section why are they do not remove after being documented on?</p>	<p>NSS has identified a solution for this issue and is currently working on a fix.</p>
<p>I have medications that are in the passing window 2 or more times for the same time frame.</p>	<p>NSS has identified a solution for this issue and is currently working on a fix.</p>
<p>Why has the layout been changed in the EMAR?</p>	<p>After much customer feedback, we learned that users felt too restricted by the Passing Times (morning, noon, afternoon, night). Feedback suggested that we have a single screen where all of a client's passes could be administered, unrestricted by Passing Times.</p>
<p>Why am I getting the following prompt when trying to pass meds? "One or more selected medications do not have a valid dosage."</p>	<p>The Dosage column is for numerical values only. Any non-numerical values, or lack of numerical values, will cause this prompt.</p> <p>In other words, the dosage column is strictly for the quantity of meds not the strength like "mg".</p>
<p>How do Late Passes function and what are the expectations for passing/removing them?</p>	<p>In NSS, there is no such thing as not accounting for a pass. Every single medication and treatment pass must be accounted for.</p> <p>An audit was done that revealed that many agencies were ignoring their Late Passes, which is a big patient safety issue and threatens NextStep's ability to remain certified.</p>
<p>Where do I find the resources for EMAR that NextStep has available?</p>	<p>https://nextstep.knowledgeowl.com/help/emar https://nextstep.knowledgeowl.com/help/emar-grg</p>