Resolving Pyxis Discrepancies: Quick Tips and Hints

Discrepancy Resolution Reason	Discrepancy Definition
User miscounted and/or corrected count of pocket contents	This is the most common type of discrepancy and nothing is actually missing. In this case, there will actually be 2 discrepancies—one discrepancy when the count goes up, and one discrepancy when the count goes down. Both discrepancies will need to be resolved.
User removed a different quantity than selected	Here, a medication may be missing or there may be an extra medication in the Pyxis, but it is documented as administered to the patient in MedConnect/EHR. In this case, there will be only one discrepancy to resolve—the count will be more or less than the Pyxis expected.
User cancelled removal, but still took a medication	A medication is missing from the Pyxis, but it is documented as administered to the patient in MedConnect/EHR. In this case, there will be only one discrepancy to resolve—the count will be less than the Pyxis expected.
Pyxis/Cubie failure or issue	The medication count is incorrect in the Pyxis, but the medication in question is documented as administered to the patient in MedConnect/EHR. Further, when reviewing the Pyxis transactions, it is noted that there is a "Recovered Storage Space" transaction. In this case, there will be only one discrepancy to resolve—the count will likely be less than the Pyxis expected.
Product failure or issue	The medication count is correct in the Pyxis, but the medication packaging is not intact, the packaging is missing, or the medication appears to be damaged or missing from the packaging. In this case, there will be only one discrepancy to resolve—the count will likely be less than the Pyxis expected.
User returned a different quantity than noted	The medication count in the Pyxis return bin is not accurate, but medications can be accounted for after reviewing MedConnect/EHR documentation. Further, when reviewing the Pyxis transactions, it is noted that the discrepancy occurred on an "Empty Return Bin" transaction. In this case, there will be only one discrepancy to resolve—the count will be more or less than the Pyxis expected.
Pharmacy refill error	The medication count in the Pyxis is not accurate—usually the count will be more than expected, but could also be less than expected. This type of discrepancy is distinguished by noting that a pharmacy associate was last person to use the Pyxis AND there is one of the following transaction types: Load, Unload, and/or Refill. This type of discrepancy should not be resolved by nursing or anesthesia staff (but nursing or anesthesia could witness, if necessary). Please notify a pharmacy supervisor for resolution.
Could not resolve; CONTACT SUPERVISOR and submit PSE	Medication cannot be accounted for; research has been conducted in the Pyxis and MedConnect/EHR documentation reviewed. No reasonable explanation found.

Other tips:

- The person who "finds" the discrepancy may not be the person who "created" the discrepancy—review the Pyxis screen or receipt to determine the prior user. Review of the transactions of prior user(s) are an important step in resolving the identified discrepancy.
- Discrepancies should be resolved appropriately, within 24 hours. If research has been conducted and no reasonable explanation has been found, you can escalate the matter by selecting "Could not resolve; CONTACT SUPERVISOR and submit a PSE"