SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

**Programmatic
Policy and Procedure**

Section	Pharmacy	**Effective:** 9/12/2018
Sub-section		**Version:** 1.0
Policy	Pyxis MedStation Downtime	**Last Revised:** New Policy
Policy #	17.105	

Director's Approval _Alice Gleghorn, PhD_   **Date** 9/22/18

Pharmacist-in-Charge Approval _Morgan Peterson, PharmD_   **Date** 9/26/18

Audit Date: 9/12/2021

Supersedes: New policy

1. PURPOSE/SCOPE

1.1. To establish Pyxis MedStation downtime procedures at Santa Barbara County Department of Behavioral Wellness (hereafter the "Department") sites.

1.2. This policy applies to all Santa Barbara County Mental Health Services Pharmacy (hereafter the "Pharmacy") staff, Department program staff, and any other persons acting on behalf of the Department who utilize a Pyxis MedStation at their assigned site.

2. DEFINITIONS

2.1. **Pyxis MedStation** – an automated dispensing system that performs the storage, dispensing, or distribution of drugs.

2.2. **Downtime** – a span of time during which the Pyxis MedStation system is inoperable or unavailable for normal use (for example, due to a critical system error or power failure), causing medications stored in the system to be inaccessible through the digital interface. Medications will have to be manually removed from the Pyxis MedStation and all activity documented in writing during downtime.

3. POLICY

3.1. When the digital interface of the Pyxis MedStation is rendered inoperable, users shall follow downtime procedures to maintain compliance with all federal and state regulations.

4. OBTAINING ASSISTANCE TO RESOLVE DOWNTIME

4.1. If issues arise with the Pyxis MedStation during regular Pharmacy hours, the team lead or designee will contact the Pharmacy for guidance and assistance.

    1. If issues arise after hours, or if the Pharmacy is unable to resolve the issue, the team lead or designee will contact the Pyxis MedStation support service desk by calling the number posted on the machine.

4.2. Simultaneous to notifying the Pharmacy or the support service desk, the team lead or designee will notify the program supervisor or manager immediately of any downtime incidents.

5. ACCESS TO AND SECURITY OF MEDICATIONS DURING DOWNTIME

5.1. Keys to manually access medications from the Pyxis MedStation during downtime are controlled by the Pharmacy and the on-call administrator. The team lead will notify the Pharmacy to obtain the keys during regular Pharmacy hours.

    1. If downtime occurs outside of regular Pharmacy hours, the team lead will contact the on-call administrator to obtain access to the Pyxis MedStation keys.

    2. Keys to the Pyxis MedStation will be kept in a locked box on-site that is accessible only by code. The code will be provided to the on-call administrator and shared with the team lead when downtime occurs afterhours. The Pharmacy will ensure this code is reset and the keys returned to the locked box the next business day.

5.2. An alphabetical listing of medications will be available to assist in locating medications accessed during downtime.

5.3. The Pyxis MedStation must remain locked when not in use during downtime.

    1. Controlled substances may be removed and temporarily placed in a locked cabinet. The team lead will assume responsibility of the keys to access the cabinet where controlled substances are temporarily stored during downtime.

5.4. During downtime, a paper-based or an electronic Medication Administration Record (MAR) will be used to record the removal of all medications. Pyxis MedStation inventory counts will be rectified by the Pharmacy once downtime is resolved.

5.5. Staff will complete a manual end-of-shift count of all controlled substances during downtime. Written documentation of controlled substance end-of-shift counts must be maintained for the duration of the downtime. After the downtime concludes, this documentation will be forwarded to the Pharmacy, which will be responsible for auditing the documentation and storing records for a minimum of three (3) years.

ASSISTANCE

Morgan Peterson, PharmD, Pharmacist-in-Charge

REFERENCES

Pyxis MedStation™ 4000 System – Console User Guide (November 2010)

California Business and Professions Code
Section 4105.5

California Health and Safety Code
Section 1261.6(c)(d)(1)

RELATED POLICIES

Pyxis MedStation Medication Removal and Return

Pyxis MedStation Controlled Substances

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION

Culturally and Linguistically Competent Policies
The Department of Behavioral Wellness is committed to the tenets of cultural competency and understands that culturally and linguistically appropriate services are respectful of and responsive to the health beliefs, practices and needs of diverse individuals. All policies and procedures are intended to reflect the integration of diversity and cultural literacy throughout the Department. To the fullest extent possible, information, services and treatments will be provided (in verbal and/or written form) in the individual's preferred language or mode of communication (i.e. assistive devices for blind/deaf).