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Actioning Dispensing Discrepancies

Dispensing discrepancies are created when an Immunoglobulin product is dispensed for a patient outside of the authorisation constraints. If the dispense discrepancy reason is valid, you can resolve the discrepancy and provide justification. If the product was dispensed incorrectly, it can be returned to stock via the patient's authorisation. This tip sheet will explain how to action dispensing discrepancies in BloodNet.

1. Click on Dispense discrepancies hyperlink from your BloodNet home page.

BLOOD NET	Change facility (2) Session expires in 19:38			
Defer	C Feedback Q Search			
	+ Australian Red Cross Lifeblood Contacts			
	Quick actions			
3 Active 4 Active 0 Active 1 Dispense requests 0 - Sart 1 - Dispense requests 1 - Dispense requests	Create stock order			
1) - General Construction 3) - Depending discrementions 2) - Dispatched 0) - Pending authorization 0) - Read Tab message 0) - Read Tab message	Create special order			
(4) • <u>200002174X IIII5339952</u>	Create transfer			
	Create discard			
BloodNet news	Report inventory			
BloodSTAR Facility Preference Function Currently Overridden	Reports >			
The functionality in BloodSTAR for facilities to select a preferred immunoglobulin product <u>cannot be supported at this time and will be</u> overridden by the system<	Templates >			
Show.more	Print blank special order			
Description in the state of the sector of th	LIS administration			
Reminaer: introauction of imported SCig product – Xempiry 20%	BloodNet support materials			
Xembify, a 20% concentration subcutaneous immunoglobulin (SCIg) product supplied by Grifols, is now available as of 1 February 2024.	C Administration			

2. The **Dispensing discrepancies** page will display a list of pending discrepancies. The blue hyperlinks give you the option to click into a patient's authorisation, view treatment episode and resolve a discrepancy.

BLOOD NEI	Dispensing disc	repancies							
	Dispense discrepancies are	raised when product dispense	ed for a patient is outside	of the authorisation.					
Q Search	If there is a valid reason for the discrepancy, please rectify by clicking 'Resolve' below and providing the reason. If product was dispensed incorrectly please return the incorrect dispense to stock via the patients								
	authorisation page.								
🕋 Home	Search								
Orders	Include results with statu	is 'resolved'							
Receipting	Include dates created	From	то	dd/mm/vy	rvv				
Stock movement					,,,				
Authorisation	Authorisation number								
Report inventory		Search <u>Clear</u>							
Reports									
> Feedback	Discrepancies (2	2)						Pag	e size 20 🗸
	Authorisation number	Patient	Dispensed product	Quantity dispensed	Expected infusion date	Treatment episode	Status	Date created+	Actions
	IN SCIENCIM	BORGELT, PERSONAL	PRIVIGEN AU	40.00 g of 40.00 g	20/03/2024 15 days early	View	Pending	14/03/2024	Resolve
	ARCONOM .	26483, Lon.	PRIVIGEN AU	35.00 g of 35.00 g	19/03/2024 6 days early	<u>View</u>	Pending	14/03/2024	Resolve
	< Back to authorisation	l							

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3. To resolve a discrepancy, click the **Resolve** hyperlink beneath **Actions**. A window will open on the screen that will give you the option to record a Justification for the discrepancy. Enter the reasoning in the text box and click the **OK** button.

Dispensing discrepancies	×
The following dispensing discrepancies have been identified.	
 to resolve, provide justification and click 'OK' to action later, just click 'OK' to edit the dispense episode, click 'Cancel' 	
Interval Expected infusion date: 04/04/2024 Dispensed date: 20/03/2024	
Justification	6
Can	cel OK

4. If the discrepancy occurred due to an incorrect dispense then you can click on **Authorisation** on the left of the screen to view the patient's authorisation. This will allow you to view the patient's treatment plan and complete a Return to Stock episode. This will remove the discrepancy.

	BLOOD NET	Dispensing discrepancies		
	Q Search	Dispense discrepancies are raised when product dispensed for a patient is outside of the authorisation.		
	🕋 Home	If there is a valid reason for the discrepancy, please rectify by clicking 'Resolve' below and providing the reason. If product was dispensed incorrectly please return the incorrect dispense to stock via the patients authorisation page.		
	Orders	Search		
	Receipting	Include results with status 'resolved'		
	Stock movement	Include dates created From To ddmm/yyyy		
_	Report inventory	Authorisation number		
	(?) Help	Search Clear		
	S Feedback			
		Discrepancies (0) No records found		

Note: Email reminders for dispense discrepancies older than 48 hours will be sent to all active facility administrators on a weekly basis. Facility Administrators should use this email to remind staff to resolve any dispense discrepancies in a timely manner. Example email shown below.

It is recommended for Facilities to have two facility administrators at all times.





BloodNet dispensing discrepancies [SEC=OFFICIAL]
Blood Operations Centre (National Blood Authority)
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Dear Recipient,
We have noticed the following dispense discrepancy(ies) in BloodNet older than 48 hours:
1 discrepancy(ies) at [AHP – Facility Name]
The discrepancy(ies) should be looked into and resolved in an appropriate manner. If you would like any further assistance, or you would like to speak with a member of our Support team, please contact us on 1300 025 663.
Blood Operations Centre National Blood Authority
13 000 BLOOD (1300 025 663) Postal Address: Locked Bag 8430, Canberra ACT 2601, Australia <u>Support@blood.gov.au</u> <u>www.blood.gov.au</u>



