

# Potential Patient Safety

## Alert Message for Medication Interactions May Not Display While Placing Orders

Issue ID: 61851

### Versions Affected

NextGen® Ambulatory KBM v.8.3 to v.8.3.10

### The Issue

NextGen Healthcare has identified an issue associated with the *Office Services* and *Procedure* templates. When medication orders are placed using the *Office Services* and *Procedures* templates, no alert message displays indicating that the patient is allergic to the medication. Please note that no drug interaction checks occur when ordering or administering medications from the identified templates.

### Example

In this example, the user creates a new patient or opens an existing patient. The user navigates to the *System\Practice* template and then clicks the **All** radio button. Under the **Practice** tab, the user selects the *Ngkbn Office Diagnostics* template. The user selects the **Office meds** option. The user selects **J1642** in the **Proc. Code** field. The user clicks the **Order set type** list, selects **ALL**, and then clicks **OK**. The user clicks **Add** and then clicks **Save and Close**. The user creates a new encounter, navigates to the *\*Intake* template, and then selects **Family practice** as the Specialty and **Office Visit** as the Visit Type. The user launches the Medication Allergies Module from the **History** toolbar and then clicks the search icon adjacent to the **Allergy** field. The **NextGen – Allergy Selection** pop-up displays. The user searches and selects **HEPARIN SODIUM, PORCINE**, clicks **OK**, and then clicks **Add**. The user closes the Medication Allergies Module and then saves and closes the *\*Intake* template.

The user re-opens the *\*Intake* template and notices that the added allergy is displayed in the grid in the **Allergies** panel. The user scrolls up and clicks the **Standing Orders** sub-navigation link to launch the *Office Services* template. In the **Office Services > Orders** section, the user selects the row with the **J1642 Proc. Code**. The user clicks **Add or Update Assessment** to launch the *Add or Update Assessment* template. In the **Assessments** tab, the user clicks the **Diagnosis Code Lookup** active text link, searches the **R05** ICD code, and then clicks **Select**. The **Ngkbn Get Diagnosis Status** pop-up displays. The user selects **Improved** from the **Ngkbn Get Diagnosis Status** pop-up, clicks **OK**, clicks **Add/Update**, and then clicks **Save & Close**. In the *Office Services* template, the user selects **R05** from the **Diagnosis** field and **Inactive** from the **Status** field. The user clicks **Place Order** and notices that no alert message is displayed to indicate that the patient is allergic to the medication.

Screen 1: This screen shows the “Allergies” panel on the \*Intake template. Note that the Allergen information is displayed in the Allergies panel.

The screenshot shows a medical software interface with a top navigation bar and a main content area. The top bar includes a date and time '10-28-2015 05:20 PM : "Intake"', a 'Navigation' sidebar, and a 'Specialty' dropdown set to 'Family Practice'. The 'Visit Type' is 'Office Visit'. There are several status indicators: 'Contagion Risk' (0), 'HCC' (0), and icons for 'TOB', 'HTN', 'DM', and 'CAD'. The main content area has a tabbed interface with 'Intake' selected. Below the tabs are links for 'Standing Orders', 'Adult Immunizations', 'Peds Immunizations', 'My Plan', 'Procedures', 'Order Management', and 'Document Library'. There are also 'Care Guidelines' and 'Global Days' links, and a 'Panel Control' section with 'Toggle', 'Cycle', and other icons. The 'Allergies' panel is expanded, showing a table with columns for 'Allergen', 'Reaction', 'Medication Name', and 'Comment'. One allergen is listed: 'HEPARIN SODIUM, PORCINE'. There are 'Add' and 'Update' buttons at the bottom right of the table. Below the table are sections for 'Orders' and 'Review of Systems', and a 'Generate Intake Note' button.

10-28-2015 05:20 PM : "Intake" x

Navigation

Specialty Family Practice Visit Type Office Visit

Contagion Risk 0 HCC 0

TOB HTN DM CAD

Intake Histories SOAP Finalize Checkout

Standing Orders Adult Immunizations Peds Immunizations My Plan Procedures Order Management Document Library

Care Guidelines Global Days

Panel Control: Toggle Cycle

General Reason for Visit Vital Signs Medications Allergies

Comment No known allergies Reviewed, updated Reviewed, no changes

Allergen	Reaction	Medication Name	Comment
HEPARIN SODIUM, PORCINE			

Add Update

Orders Review of Systems

Generate Intake Note

Screen 2: This screen shows the *Office Services* template. Note that the ordered medication is displayed in the template.

Order Category	Lab Name	Proc. Code	Side	Diagnosis Description
ALL	Heterophile antibody screen	86308		
ALL	Infect antigen, immuno, strep, group A	87880		
ALL	INJ HEPARIN SODIUM PER 10 U	J1642		
ALL	INJ HEPARIN SODIUM PER 10 U	J1642		
ALL	Insert bladder catheter	51701		
ALL	Insert fann bladder cath	61702		

Status	Office Diagnostic Description	Side	Interpretation	Result	Performed By	CI
ordered	INJ HEPARIN SODIUM PER 10 U					

## Actions Required

Until this issue is fixed, users should always enter medications in the Medications Module.

## Status

This issue will be fixed in a future release.

Clients who are experiencing this issue can link their practice and be kept up to date on the status of this issue on the **Client Support Center** website (<http://csc.nextgen.com>). Just navigate to the **Known/Fixed Issues** tab, select the affected product from the navigation bar and filter by the Issue ID.

All NewsFlashes can be found in the **NewsFlash Archive** section under the **Known/Fixed Issues** tab on the **Client Support Center** website (<http://csc.nextgen.com>).

Clients who become aware of any potential critical issues should report them by following the process found [here](#).