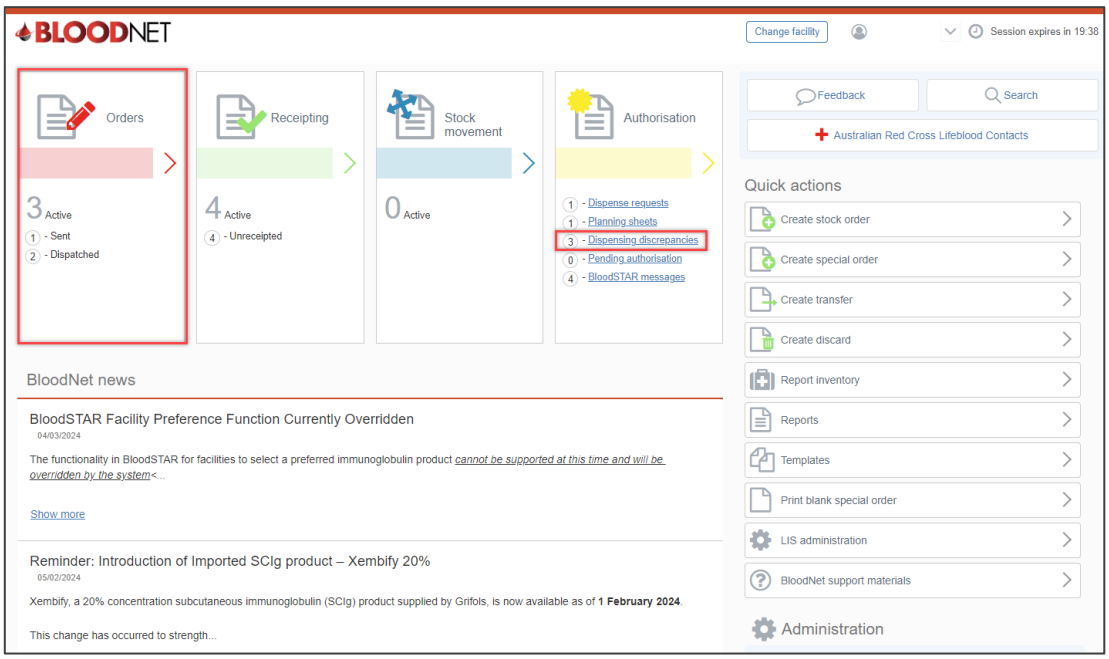
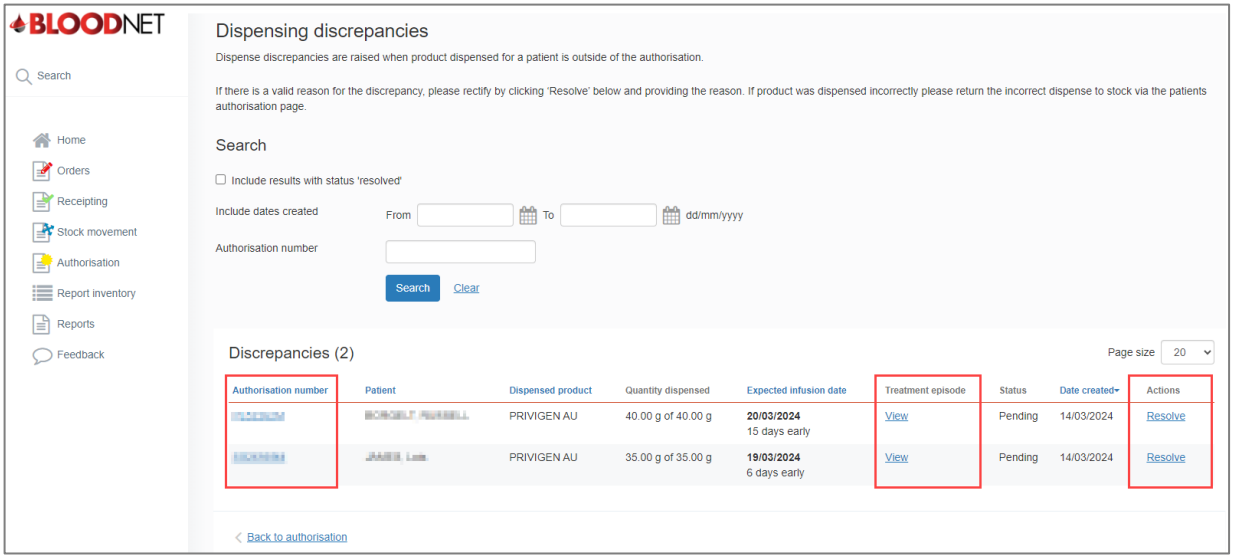
Actioning Dispensing Discrepancies

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.



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.



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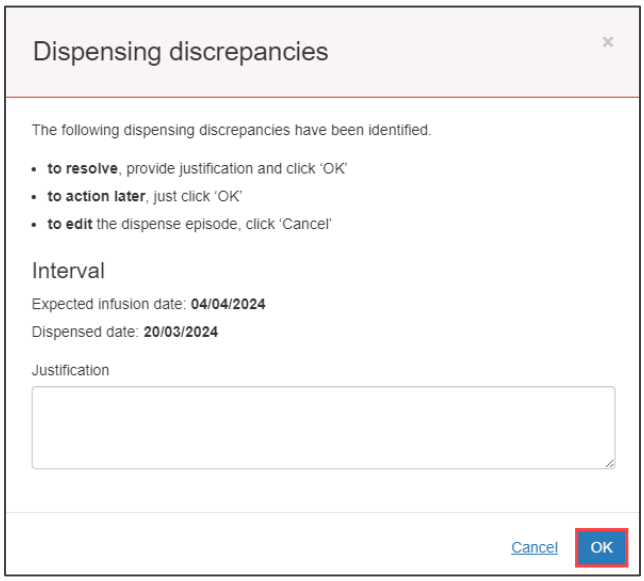
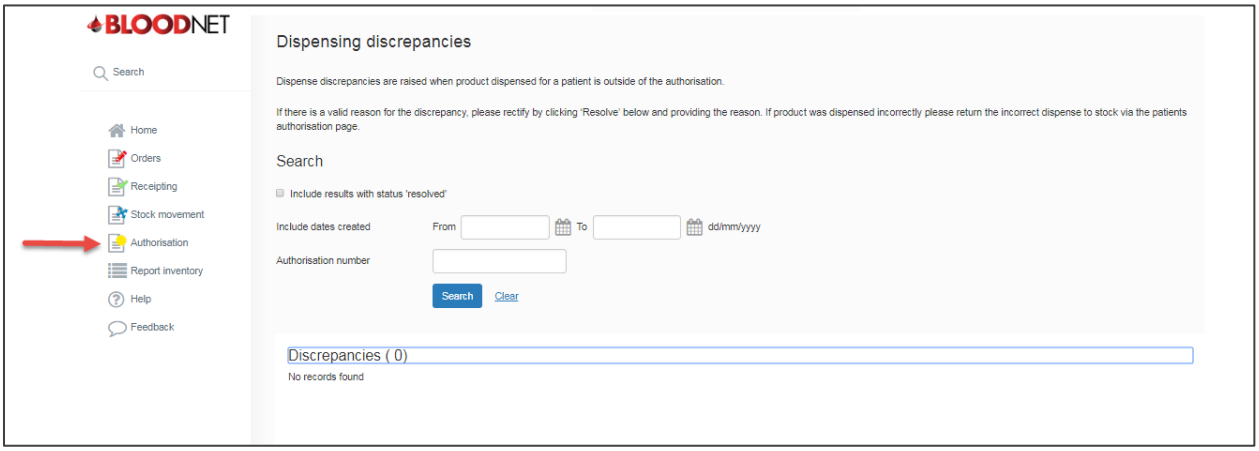
3. To resolve a discrepancy, click the **Resolve** hyperlink beneath **Actions**. A window will open on the screen that will give you the option to record a **Justification** for the discrepancy. Enter the reasoning in the text box and click the **OK** button.



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.



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)
To [redacted]

OFFICIAL

OFFICIAL

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
Support@blood.gov.au | www.blood.gov.au