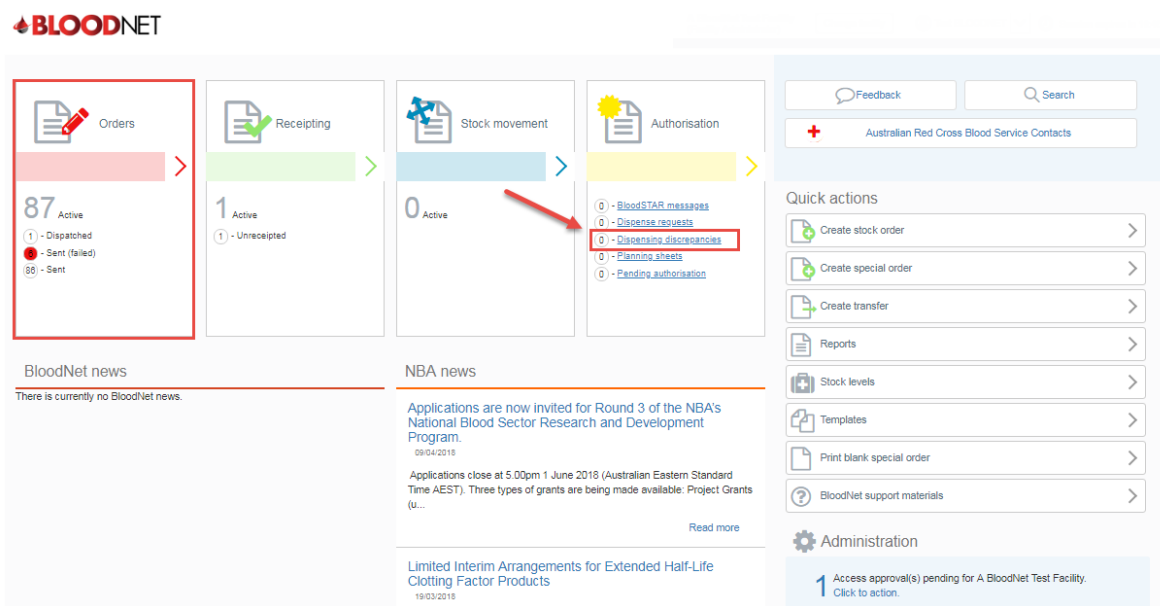


Actioning Dispensing Discrepancies

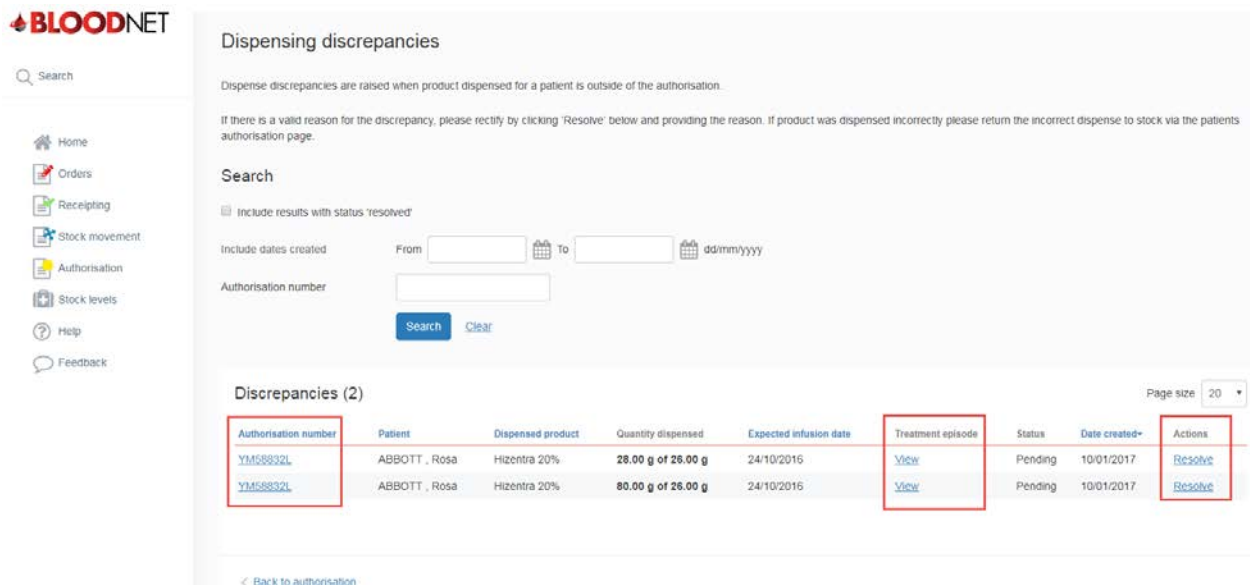
Dispensing discrepancies are created when an Immunoglobulin product is dispensed for a patient outside of the authorisation constraints. If the dispense discrepancy reason is valid, you can resolve the discrepancy and provide justification. If the product was dispensed incorrectly it can be returned 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.



The screenshot shows the BloodNet home page with a navigation menu. The 'Authorisation' menu item is highlighted in yellow. Within this menu, the 'Dispensing discrepancies' link is highlighted with a red box and a red arrow. Other menu items include Orders, Receipting, Stock movement, and BloodSTAR messages. The 'Quick actions' panel on the right includes options like 'Create stock order', 'Create special order', 'Create transfer', 'Reports', 'Stock levels', 'Templates', 'Print blank special order', and 'BloodNet support materials'. The 'Administration' section shows '1 Access approval(s) pending for A BloodNet Test Facility. Click to action.'

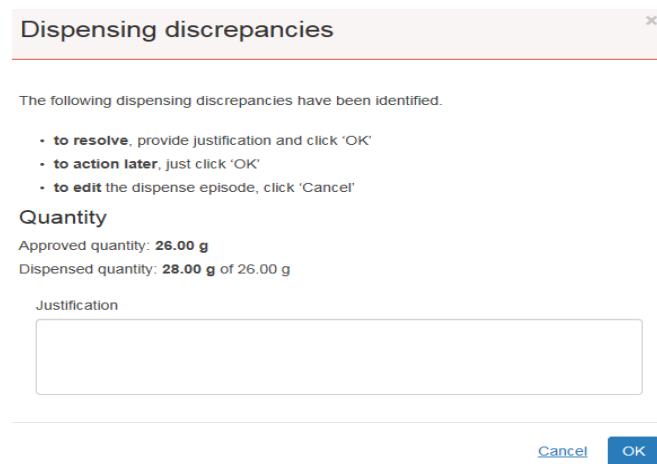
2. The **Dispensing discrepancies** page will display a list of pending discrepancies. You have the option to view treatment episodes, view a patient's authorisation or resolve a discrepancy by clicking on the appropriate hyperlinks.



The screenshot shows the 'Dispensing discrepancies' page. It includes a search bar, a sidebar with navigation links (Home, Orders, Receipting, Stock movement, Authorisation, Stock levels, Help, Feedback), and a main content area. The main content area has a search section with a checkbox for 'Include results with status resolved', date range filters, and an authorisation number field. Below the search section is a table titled 'Discrepancies (2)'. The table has columns for Authorisation number, Patient, Dispensed product, Quantity dispensed, Expected infusion date, Treatment episode, Status, Date created, and Actions. Two rows of discrepancies are shown, both for patient ABBOTT, Rosa, with product Hizentra 20%. The 'View' and 'Resolve' links in the 'Actions' column are highlighted with red boxes.

Authorisation number	Patient	Dispensed product	Quantity dispensed	Expected infusion date	Treatment episode	Status	Date created	Actions
YM58832L	ABBOTT, Rosa	Hizentra 20%	28.00 g of 28.00 g	24/10/2016	View	Pending	10/01/2017	Resolve
YM58832L	ABBOTT, Rosa	Hizentra 20%	80.00 g of 26.00 g	24/10/2016	View	Pending	10/01/2017	Resolve

- To resolve a discrepancy click the **'Resolve link'** on the right of your page. A window will open up on the screen that will give you the option to record a reason for the discrepancy. Enter the reasoning in the text box and click the **'OK'** button.



- If the discrepancy occurred due to an incorrect dispense then you can click on the authorisation number at 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.

