

**IMD2**

**Medication Dispensing and  
Management**

**Procedures Manual**

*By*

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## IMD Medication Dispensing Procedures

### **Introduction:**

The IMD2 dispenses at the right time, organizes the right medication at the right time in the right dose. The verbal message is a powerful tool, combined with the visual screen, flashing red light which creates the highest level of compliance of any tool on the market. The machine and the client are monitored 24/7.

**The machine is programmed whereby on a routine basis, to reload all you have to do is open it up, hit the load key and it will tell you how many to load by day including the present time. If you hit the quit key you should be able to just repeat this operation consistently. However, clitches can occur and this manual is designed for the “clitches”.**

The IMD 2 is a reliable and consistently trouble free. Most units work month in and out with no problem. Units have been on line for year’s trouble free. However there seems to be a few that cause problems.

No machine is perfect. The space shuttle blew up, expensive cars need repair, and computers go haywire. I am convinced that 90% of the problems are human error, which means a combination of clients and caregivers.

We have enclosed the essential directions with this manual.

This manual should be in a central place that a caregiver can grab and take to a home for a set up, reload or fix a problem.

These directions and the advice in this manual have been tempered with experience with many units in all kinds of situations. **The propensity of problems is directly related to the degree the “operators” have attempted or not attempted to understand and pay attention to the directions.**

**The monitoring center/support center is at 866.633.2576 ext. 4 MHM is at 866.686-7504.**

## **Five Steps Setting up MD in the Home**

Introduction: You walk with this big machine into a home which may be small and crowded. The client takes one look at the size of the box and says “oh no” or worse “no way”. It can be intimidating to you as a caregiver and the user. The following steps will make it a lot easier and smoother to install and help create the “buy in” you need.

1. **The Paper work and Medication schedule step:** You need to get the client’s dosing schedule set up and any messages you want programmed in. Start here by talking to the client and explain how it will tell them when to take their pills on their schedule. Fill out the meds schedule and subscription form.
2. **Communications Step:** Call the above in to the support center at 866.633.2576 ext. 4 they will download that schedule and client information into the MD2/server and it will be there when you hook it up. They need to know the serial # on the inside of the door on the back of the unit, and the client’s demographic information.
3. **Equipment Step:** Pull the MD 2 out of the box find a flat spot accessible for the client, and within reach of a phone outlet and electric outlet. Be sure the batteries are connected (8 C size in a carriage) and the switch in the back is in the down (off) position. Take the phone cord that currently runs from the phone to the wall put it into one of the phone outlets in the back of the MD2. Take the phone cord that is in the md2 box and connect it from the wall to the 2<sup>nd</sup> phone outlet on the Md2 and hook the power supply from the outlet (cord) on the md2 and the wall.
4. **Medication Set up Step:** Take the organizing tray and the 1 oz. med cups and set them out on the tray in the order of the regimen you determined above. Fill as many complete days as you can or you have meds for or to fit the schedule of whomever will be managing the unit. Carefully put the lids on
5. **Downloading and loading Step:** Turn the switch in the back next to the power cord **On**. Let the unit cycle through the “self test” , when it says “unit empty ready to load” on the screen, hit the schedule key, OK, Direct Dial, OK,

and it should go to “Unit empty ready to load” hit OK, and it will cycle to the first scheduled dose for that day. It will tell you what to load and when. “Continue” will flash on the screen, hit OK. Follow the verbal prompts. When you are at the last day, and dose hit the Right arrow key to go to “quit”, OK. And you are done.

### **I. Missed Doses or Doses not dispensing:**

*“My medicines did not come out”*

If the machine says on the screen it is “OK” and has the correct date on the screen most likely it was not loaded correctly. It usually means a dose was missed in the loading process or a day was missed, or the quit key was not hit at the correct time. It is easy to be distracted and lose the rhythm of the machine in loading, and get ahead of it or behind it.

Also in reloading if the “REFRESH” procedure is not done and somebody assumes they know exactly where the machine is and what it has left in it is a dangerous assumption. You can NOT manually calculate the machines status it is controlled by a central computer server. You CAN review with the review function.

This explains why occasionally we get a call the day after the machine has been reloaded.

**Machine says “Machine error” and nothing is working.**

This is typically a jammed cup. It happens in the real world the cups are plastic not titanium. A cup is jammed when it is bent/crimped, two lids have been put on or there are loose pills floating around in the machine.

Solution: The machine typically needs to be “refreshed”.

**“REFRESH PROCEDURE”**

- ❑ **Turn the machine off** with switch in back
- ❑ Rotate cylinders and listen for rubbing noise. **Unload** all medication cups. Check for loose lids, crimped cups in the cylinders and the dispensing chute.
- ❑ Do not rotate cylinders manually with power on!
- ❑ Turn unit back on.
- ❑ Hit the SCHEDULE key: OK> Hit “CALL SUPPORT CENTER” OK DIRECT DIAL>OK (calling a computer server)
- ❑ It will tell you it is empty and needs to reload. That is good news you are almost done!
- ❑ Hit LOAD: hit OK and the unit should go to the correct time, dose etc and verbally prompt you to load XX number of cups upside down. Follow the verbal prompts and reload in the correct dosing schedule.
- ❑ When almost done pay attention and on the last dose be sure to not to hit “continue”, Hit right arrow key go to **“QUIT”**. Load a full day on the last day or your loading cycle!

If you are not changing the schedule this will be all you need to do.

If you are changing the schedule or setting up a new unit call the call center at 866. 633. 2576 ext. 4 or MHM at 866.686.7504.

- ❑ Going away for an extended time, turn the switch on the back to off (down). Call 866.633.2576 ext. 4 and let them know. When you return you will need to simply follow the above steps.

### **III. Early Dosing and early dosing client's problems:**

Early dosing is a *great* feature. It gives our clients flexibility and the capability to not be a slave to a machine. Conversely it is not for everybody and some people just need to be a slave to the machine.

It works by unlocking the unit and opening the door (not all clients can have the key) Hit the EARLY DOSE key> OK > Yes> when the machine ask if you want to early dose.

The machine remembers where it is at on the schedule and will dispense the next available dose at the correct time.

#### **Problems with early dose:**

The biggest problem with early dose is client who **will abuse their meds** and early dose frequently and overdose. It is up to the caregiver to determine if the key is left in the unit or not. The meds can be abused with the md2 if they have full access to the unit.

#### **Recommendation:**

Limit early doses to clients that need it and are reliable. For clients that need it for convenience you may save yourself grief to have a PRN dose in a cup set aside for that occasion i.e. like once a week or whatever you deem appropriate. It is good to talk about this and their schedule at reload time.

#### **Fix the problem:**

If the machine and their schedule are out of synch you will need to go to the REFRESH procedure or review (or combined) to get the unit back on their schedule. Remember they have taken too many doses out so you need to the schedule and the correct number of doses re-matched.

### **IV. Lost Button or transmitter for PERS:**

Call MHM at 866. 686.7504 so we will get you a new one. Typically somebody needs to pay for them, they are not cheap.

When you get the button, hit SETUP on the keypad scroll over to ERS, and when it is flashing hit OK, and then LEARN will be flashing, hit OK and push the button until the red light flashes at which point the machine and the button have shook hands and been introduced to each other. You can scroll over to do a range test, or push the R arrow key to QUIT and get out of that program.

#### **V. Jammed Cups and or loose lids and or pills:**

90% of the time when the machine shuts down it because of a jammed cup, or broken lid or pills that have come out of the cups. Turn the machine off and turn the cylinders and determine if there is resistance or you hear any rubbing or scraping noise.

The bad cups or lids need to come out.

Normally shutting down and emptying the machine and doing the **REFRESH** procedure will solve the problem.

#### **Machine Surgery: (last resort)**

If when the unit is turned off it still has resistance and you believe whatever is jammed is not out, you may need to do surgery with a screw driver-Phillips head.

This is a last ditch effort and is not recommended as a normal procedure.

Call MHM before you take this step.

#### **VI. Low battery indicator:**

The MD2 has 8 C size batteries. If it shows low battery after having been functioning on AC power, it most likely means that the power was interrupted and the unit ran on batteries until they went dead.

It can mean a loose connection to one or both of the battery posts.

It will run for 4-6 hours on battery power.

The monitoring center knows when the power goes off and will do a safety check on the client, and notify somebody that the power was off and batteries may need to be replaced.

**VII. What is left in the machine?**

Hit the status key and it will tell you on the screen the # of days left.

**VIII: Operating Rules:**

- Do not be intimidated by the machine
- Whatever is flashing on the screen hit OK for
- Follow a few basic procedures and understand the basic directions before loading and reloading
- Call the support center at 866.633.2576 or MHM at 866.686.7504
- Use good cups and be sure the lids are on securely and not cracked.
- Stay in focus and in synch with the machine when loading and reloading. It seems slow and it is easy to attempt to get ahead of the unit.
- Play with it some before actually loading it. Try some of the different functions to see for yourself how different functions work. For example turn it off and on and refresh it and load and reload one day worth of pills, just to get a feel for it.
- Be sure it is on sturdy and flat surface.
- Pay some attention the manuals and “help” aids that are enclosed.



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