

**Urgent Field Safety Notice**

**Flash Number:** FLASH22-0487-1

**Solution Name:** *i.s.h.med*

**Subject:** i.s.h.med Smart Chart 2.0: System does not correctly display medication events if the display of treatment days is activated

**Impact:**  **Patient Care**

**Summary:** In Smart Chart, the system incorrectly displays events for medication orders, if the user has selected a display with several days. (Multi-day view)  
This issue only occurs with drugs that have the display of the treatment days activated.

December 5, 2022: Updated Description. Updated Resolution. Updated Action.

November 25, 2022: Original Flash publication date.

**Release:** 6.0 EHP 8 – SP31  
6.0 EHP 8 – SP32  
This issue occurs after you have imported collective note 3218751 (information note 3241804).

**Role Targeted:** Clinical staff who prescribe or process medication

**Publication Date:** December 5, 2022

## Description

This flash is valid for customers outside the US who use i.s.h.med.

The Federal Institute for Drugs and Medical Devices has received a copy of this "Urgent Safety Information."

This issue occurs after you have imported collective note 3218751 (information note 3241804).

This flash is relevant if the display of the treatment days for selected drugs is activated in your system and the Chart displays the treatment of patients for several days (multi-day view).

- What is the error?
  - The multi-day view partially hides events, which are either planned or have already been administered. This can lead the physician to incorrectly assume that the patient should not receive or has not already received a dose of the drug on this day, although there is actually a dose planned or a dose has been administered on this day.
- What conditions must be satisfied for the error to occur?
  - The drug is configured in such a way that the display of treatment days is activated. This means that the display of treatment days is set to "Always" on the "Notifications" tab page in drug management.
  - An active order is created for this drug, which contains a cycle that is not daily (e.g. "every 3 days").
  - In the Chart a drug display is selected, which includes several days, whereby the events are displayed together for each day.
- How can the error be recognized or observed?
  - In a multi-day view of the Chart some events are missing, although the system correctly displays them in other views (order dialog, "Change Day's Events" function, pick and fill lists for nursing in the clinical work station).

## Impact Details

Patient care could be impacted because a user, who uses the multi-day view of drugs, could assume that the patient has received no dose of a specific drug, although a dose actually exists for the relevant day. This can lead to double dosing.

## Circumstances

In a test environment, proceed as follows to reproduce the problem:

1. Create an order for a drug in which the display of treatment days is activated.
2. Use a cycle for this order, which has an administration every 3 days.
3. Open a medication graph in the Smart Chart, which displays the patient's treatment for several days.
4. Search for a day on which the system displays no event, although an event should be displayed, according to the cycle and start time of the order.
5. Access the single-day view for this day, by clicking on the date of the corresponding day in the Smart Chart.

#### Observation:

- Ensure that the event is correctly displayed in this single-day view, but is missing in the multi-day view of this event.
- In other medication views, such as the order dialog, the “Change Day’s Events” function or the pick and fill lists for nursing in the clinical work station, the system displays this event correctly.

#### Affected Sites

This issue has been identified in the following support packages:

Release	Support Package
i.s.h.med 6.00 EHP 8	SP31 SP32 Collective note 3218751 (information note 3241804)

Note: If a Support Package contains an error, this exists until it is corrected in every subsequent Support Package. These Support Packages are not listed individually above.

#### Resolution

The correction was made available on 05 Dec 2022 with the SAP correction note 3275151.

#### Reference

##### [Unique Device Identifier \(UDI\)](#)

SAP Note 3275151: <https://launchpad.support.sap.com/#/notes/3275151>

#### Action

- Please keep this information at least until the action has been completed.
- In case of questions, please contact Cerner’s i.s.h.med Support.
- Forward this flash to the relevant employees as soon as possible.
- If necessary, advise your employees to handle this information in strict confidence.

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