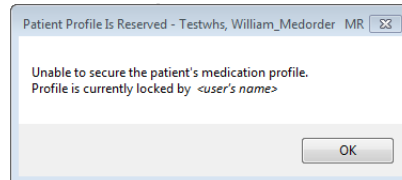




## EMR Quick Reference Guide

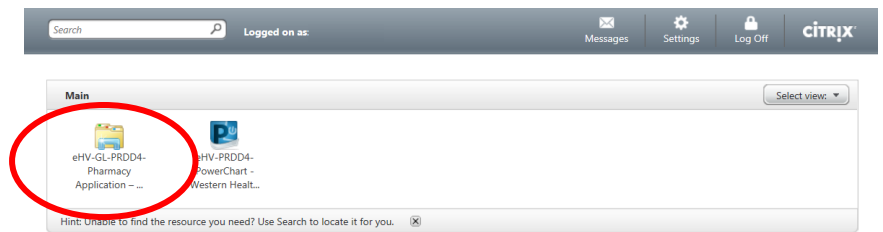
### Pharmacy– Unlocking Medication Profiles

There may be instances where a patient's medication profile is locked and cannot be accessed i.e. a clinician has left an order unsigned and pending (in the scratch pad) or if the profile is left open in PharmNet.

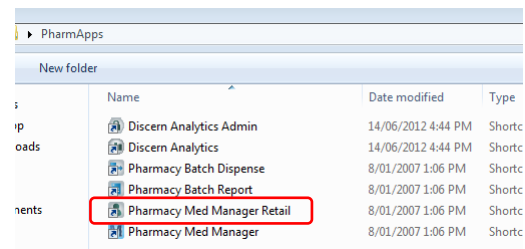


### How do I unlock the patient's profile?

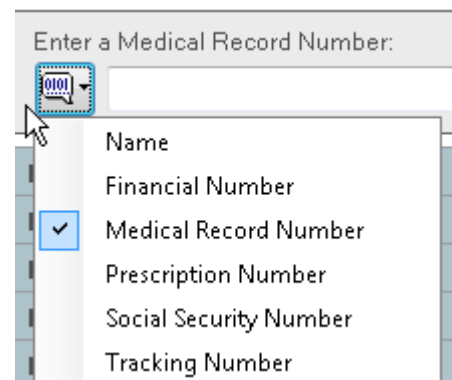
1. Go to the Citrix landing screen and double-click to open Pharmacy Application folder



2. Double-click on Pharmacy Med Manager Retail



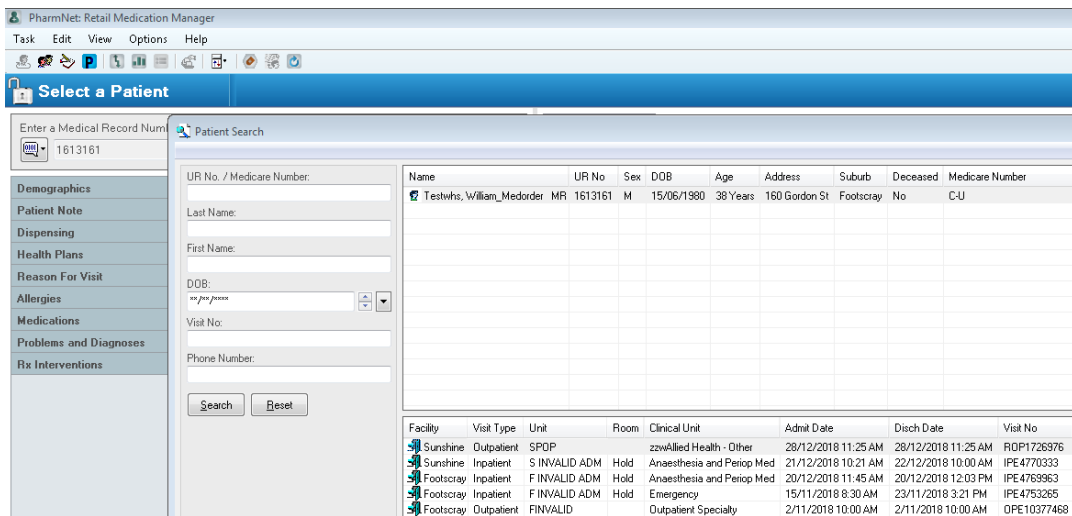
3. Change the search filter to MRN (medical record number)



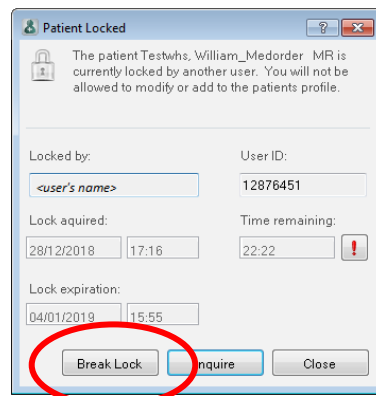




4. Select the correct encounter



5. Click on **Break Lock**



6. **EXIT** Pharmacy Med Manager Retail to complete the break lock process  
(NB: The patient profile remains locked if left open in this application)