

# Medical Officer – Medication Profile Lock



**Digital Health**  
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Quick Reference Guide

## This Quick Reference Guide will explain how to:

Unlock a patient's medication profile.

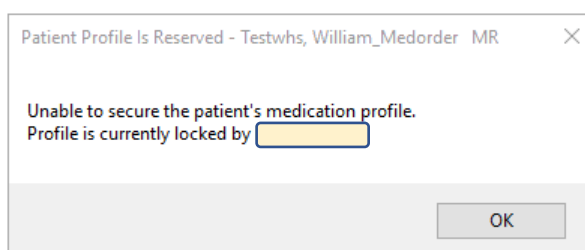
### Reminder

Please remember to exit the medication order if you are no longer prescribing, to prevent locking of the medication profile. Always exit the EMR completely at the end of your shift.

## Why is the Medication Profile locked?

Only one clinician can **add or modify** medication orders for a patient at a time.

If a clinician attempts to **add or modify** a medication while another clinician is attempting to do so, they will get the following notification:



This is a safety feature to ensure that the medication profile is up-to-date before another user proceeds to make changes. The medication profile lock is released after the order(s) are finalised or after 15 minutes of inactivity.

**Note:** There are instances where the profile may remain locked even after 15 minutes of inactivity.

## How to unlock the medication profile

If the medication profile remains locked for more than 15 minutes or the clinician who locked the medication profile cannot be contacted, consider the following:

- Contact the ward Pharmacists (see relevant QRG: *Pharmacy – Unlocking Medication Profiles*)
- Calling DTS / Service Desk officer via ext: 56777
- If after hours, contact the after-hours administrator (AHA)

**Note:** A reasonable attempt should be made to contact the person holding the lock as their pending orders may be deleted should the lock be broken externally.