



Electronic MARs (eMARs) :

The eMAR program in use is selected by the facility.

The pharmacy helps to provide the interface of data from the pharmacy software to the program chosen by the facility.

****Please note that pharmacy staff does not see the same screens that are shown in the facility. Pharmacy enters and views data directly into the pharmacy software, not into the eMAR program, therefore we may not be able to see what you are viewing.***

Please contact the appropriate party for troubleshooting any of the following:

Question / Concerns Regarding		Please Contact
A Medication Order or Data on the resident profile <i>Updating Resident Profiles</i> <i>Refills, New or D/C'd meds</i>		Guardian Pharmacy Fax: (616) 974-8205 Email: ordersmic@guardianpharmacy.net
Internet Connection <i>Slow internet speed, No internet or Wi-Fi info</i>		Internet Provider
Issues or Questions regarding the eMAR program: <i>Functioning, Logins and Report Options</i> <i>Barcode Scanning Process,</i> <i>Inventory Discrepancies</i>	Accuflo	MatrixCare Senior Living
	888-339-7050, ext. 110	866-493-3597 ext 2
	ALIS	PCC/QuickMAR
	888-404-2547	877-722-2431
	ECP	YARDI
262-684-5600 opt 1	800-866-1124	
Eldermark		
866-833-2270		

Responsibilities of the Facility will include but are not limited to:

- ✚ Managing their facility users and their granted access privileges
- ✚ Reviewing and approving data that is sent over the interface
- ✚ Reconciling that information such as medication orders matches the physician order or prescription they have on file
- ✚ Maintaining an Internet Connection for Interface Communication with the pharmacy
- ✚ Adding information when needed and after pharmacy hours
- ✚ Training Facility Staff on the eMar in use at the facility
- ✚ Communicating to the pharmacy in the event of an equipment, internet or other failure