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| **PURPOSE:**  *O*rders being entered , but not saved in WIZ resulting in duplicate order numbers  **Orders Entered in WIZ But Not Saved** | | | |
| **Date of Creation:** | 9/19/201/kr | **Date of latest revision**: | **1/23/12/dc** |

In the event that orders have been entered in WIZ, order numbers assigned to 2 different orders both have a current order sheet printed, usually the first order assigned the duplicate number was not saved in WIZ:

* Verify the order numbers and their content that are missing from WIZ
* Shred Current Order Sheet that correlates with the missing WIZ order
* Have user re-enter these orders
* Have ticket reassigned to Order Entry Support for follow up

The below explanation given by Michael Caudill of Order Entry Supported provides a clear, concise explanation of this issue:

“Spoke with \_\_\_\_\_.  This is a known issue.  The user who entered the original orders that printed as 160, 161 & 162 experienced a session crash "after" hitting final accept.  HEO performs the printout before actually saving the orders to the database.  The session crash happens between these two events leaving a printout, but no matching orders on the patient.  The next user to enter orders will get the same order numbers, because they were never written to the database.  The correct protocol in this case would be to dispose of the original printout with the lost orders and have those orders re-entered as needed.” Michael Caudill