All company and product names mentioned are used for identification purposes only and may be trademarks of their respective owners.
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PREFACE

CONTACT IBM WATSON HEALTH

Office Locations

Michigan Office
777 East Eisenhower Parkway
Ann Arbor, MI 48108
USA

North Carolina Office
4205 South Miami Boulevard, Building 502
Durham, NC 27703
USA

Colorado Office
6200 South Syracuse Way, Suite 300
Greenwood Village, CO 80111 USA

CUSTOMER RESOURCE CENTER

Technical and Customer Support

At IBM Watson Health, our staff of technical and service experts has one goal - to quickly take care of your needs so that you are back to optimal performance with our solutions.

Our Customer Resource Center is available to all of our customers free of charge, and can be your single point of contact for the following services:

- Customer Service
- Account or Subscription Validation and Changes
- Product and Technical Support
- Clinical Content Requests
- Technical Support Requests
- Product Use Support
- Product Enhancement Requests
24/7 Phone Support

United States & Canada:
Phone: 1-877-843-6796
Select option 3 for the Support Services menu.
For urgent technical inquiries select 3,3.

Outside the United States & Canada:
Phone: 1-734-786-5401

Email Support (Business Hours Only)

mdx.techsupp@us.ibm.com

Email requests are answered during normal business hours. Requests received outside of normal business hours are answered the next business day.

Normal Business Hours

Monday through Friday: 7:00 am through 5:00 pm (Mountain Time Zone). Outside of normal business hours, technical support calls will be managed according to the guidelines shown below:

<table>
<thead>
<tr>
<th>General Guidelines</th>
<th>Priority</th>
<th>Maximum Initial Response and Assessment</th>
</tr>
</thead>
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| After business hours: | Critical Priority  
Voice mail messages will be returned in the order they are received. Priority is assigned at that time. | Within 4 hours |
| Email requests received outside of business hours will be assigned a priority level the following business day. | High Priority  
Missing or inaccurate data or functionality | Within 1 business day |
| | Medium Priority  
One user cannot access or use major product functionality | Within 2 business days |
| | Low Priority  
General questions or enhancement requests | Within 5 business days |
TOTAL SUPPORT SOLUTIONS

We stand behind our products and our customers and believe that the total customer-experience is what differentiates us from the competition. Our total support solution offers top-notch service, training, and support to ensure you are able to realize all the benefits our products offer.

As part of our total support solution we will:

- **Provide flexible training** opportunities, such as webinars, on-site classes, unit-to-unit specialized training, eLearning, and more, to help you and all users at your site stay current on Micromedex solutions
- Solve questions and issues promptly with our **24/7 technical support**
- **Ask you for your input** on how we can continue to improve our products and services
- **Make it easy to do business with us** - on all fronts

Ask your Client Success Manager or Sales Executive how we can help you.
BROWSER SETTINGS AND CONFIGURATIONS

Browser Pop-Ups

Pop-up blockers must be turned off in Google Chrome and Mozilla FireFox for NeoFax and Pediatrics to function.

Google Chrome

If the pop-up blocker is turned on in Chrome and you try to access NeoFax and Pediatrics, you see the following message:

To allow NeoFax and Pediatrics pop-ups click the **Always allow pop-ups** radio button and then click **Done**. You will not have to perform these steps again.

Mozilla Firefox

If the pop-up blocker is turned on in FireFox and you try to access NeoFax and Pediatrics, you see the following message:
To allow NeoFax and Pediatrics pop-ups click the **Options** button in the upper right of the page and click **Allow pop-ups for neofax.micromedexsolutions**. You will not have to perform these steps again.

**Browser Search Providers**

**Extend Your Internet Browser to Search NeoFax and Pediatrics**

Enjoy fast and easy access to clinical information in IBM Micromedex® NeoFax® and Pediatrics from any browser-based program in Internet Explorer, Google Chrome, or Mozilla Firefox by using the Monograph Search Providers. With some simple modifications to your browser settings you can search NeoFax and Pediatrics from other web applications (e.g., an EHR or HIS) or Internet browser sessions without having to first navigate to the NeoFax and Pediatrics site. You can be anywhere on the Web and go directly to a NeoFax and Pediatrics monograph.

**Workflow Example**

1. From any Web page highlight the term and click on the accelerator icon or right-click the mouse to open the available options.

   **What antiviral drugs are recommended for use during the 2012-2013 flu season?**
   Antiviral medications currently recommended include **oseltamivir** (Tamflu®) and zanamivir (Relenza®), based upon viral surveillance and resistance data from the **2011-2012 influenza season summary**. These data indicate that of the vast majority of currently circulating influenza virus strains are sensitive to these medications. Rare exceptions were detected during 2011-2012.
2. Select **Search with Neonatal Drug Search** or **Search with Pediatric Drug Search**.

3. The appropriate NeoFax or Pediatric monograph displays.
Search Box Example

If the Neonatal Monograph Search Provider or Pediatric Monograph Search Provider is your default search provider, you can enter a drug name in the search box or address bar, depending on your browser, to display the monograph in NeoFax and Pediatrics.
Configuring the Search Providers

Internet Explorer on page 8
Google Chrome on page 12
Mozilla Firefox on page 13

Internet Explorer

1. From the upper right corner of any page in the NeoFax and Pediatrics application click one of the following:
   - Install Neonatal Monograph Search Provider
   - Install Pediatric Monograph Search Provider

   ![Image of Internet Explorer search provider options]

   **NOTE:** The providers available to you will depend on your subscription.

2. When prompted click *Add*.

   ![Image of Add Search Provider dialog box]

3. With an active subscription you can now search NeoFax and Pediatrics without first launching the NeoFax and Pediatrics home page.

Making one of the Pediatrics and NeoFax Search Providers your default search provider will enable you to enter terms in the browser Search box to access NeoFax and Pediatrics (see *Search Box*).
Example on page 7), and it means that NeoFax and Pediatrics is available in two clicks after highlighting a drug name in any web-based application (see Workflow Example on page 5).

Follow these steps to designate a Pediatrics and NeoFax Search Provider as your default search provider:

**NOTE:** The following examples are for the Neonatal Monograph Search Provider. These steps can also be performed for the Pediatric Monograph Search Provider. Only one provider may be designated as the default search provider.

**Internet Explorer 8**

1. Click the arrow next to the browser Search box.
2. Select **Manage Search Providers**.
3. Click **Neonatal Drug Search**.
4. Click **Set as default**.
5. Click **Close**.

6. When the text "Neonatal Drug Search" displays in the browser Search box it indicates that the Neonatal Monograph Search Provider is the default search provider.
Internet Explorer 9 and Higher

1. Click the **Tools** icon in the upper right of the browser window.
2. Click **Manage add-ons**.
3. Under Add-on Types click **Search Providers**.
4. Click **Neonatal Drug Search**.
5. Click **Set as default**.
6. Click **Close**.
Google Chrome

Google Chrome supports adding search engines to the Google Omnibox. Google Chrome does not use the separate Search Provider box that is common to Internet Explorer and Mozilla Firefox. Setup is fast and easy:

1. From the upper right corner of any page in the NeoFax and Pediatrics application click one of the following:
   - Install Neonatal Monograph Search Provider
   - Install Pediatric Monograph Search Provider

   ![Install Neonatal Monograph Search Provider](image1)

   **NOTE:** The providers available to you will depend on your subscription.

2. Click **OK**.

   ![Edit Search Engine](image2)

Following these steps to make the Pediatric Drug Search or the Neonatal Drug Search your default search provider:

1. Open the Google configuration screen by selecting the icon in the upper-right, then select Settings.
2. Find the Search area of the settings screen and select **Manage Search Engines**...
3. Select Pediatric Drug Search or Neonatal Drug Search and click **Make default**.

   ![Search engines](image3)
4. Click **Done**.
5. Any terms entered into the Google Chrome Omnibox will now search NeoFax and Pediatrics first.

**Mozilla Firefox**

NeoFax and Pediatrics can be added as a search engine in Firefox. In most cases the workflow and user experience are very similar to the experience in Microsoft Internet Explorer. Follow the instructions below:

1. From any page in IBM Micromedex® NeoFax® and Pediatrics click the **Install Neonatal Monograph Search Provider** or **Install Pediatric Monograph Search Provider** link in the upper right of the page.

![Install Neonatal Monograph Search Provider](image1)

2. Check the box next to **Make this the current search engine**
3. Click **Add**.

![Add Search Engine](image2)

Only one search engine can be designated as the default. Following these steps to change the default selection:

1. Click the **Open Menu** icon in the upper right of the browser and then click **Options**.
2. Click **Search** in the menu on the left side of the page.
3. Click the dropdown arrow next to the current default search engine and select a different search engine to be the default.
CHAPTER 1: INTRODUCTION

NEOFAX

More than 500,000 premature babies were born in the US in 2010, and approximately 15 million babies were born prematurely worldwide. Many of these babies require medical care in the Neonatal Intensive Care Unit (NICU). It is estimated that 45% to 65% of medications are used off-label in the NICU setting, and neonates are at higher risk for preventable adverse drug events and medication errors. Consequently, drug dosing is particularly challenging and complex in the neonatal population. NeoFax® is designed to help clinicians improve outcomes and efficiencies with tools to safely and efficiently prescribe, calculate, and administer drug therapy for neonates. By providing complete neonatal drug information, NeoFax helps clinicians make accurate and informed treatment decisions while minimizing the risks for error. Using NeoFax will help improve consistency across the neonatal care team and reduce medication errors.

PEDIATRICS

Medication safety is a critical challenge in the healthcare industry — and even more so in pediatrics. As children grow and change, so does the need for the most timely, accurate dosing, efficacy, and safety information available. IBM Watson Health is pleased to provide Pediatrics. Backed by the same editorial and clinical rigor that powers NeoFax, our Pediatrics solution provides clinicians with the information, tools, and evidence-based approach to prescribing drugs for this vulnerable patient population.
CHAPTER 2: NAVIGATION

To begin using the IBM Micromedex® NeoFax® and Pediatrics application, navigate to the URL you have been provided. Depending upon your configuration, you may be presented with a login page similar to the following.

Populate the following user login fields with the appropriate information:
- Organization Keyword
- User Name
- Password

Click the Enter button.

-OR-

If your facility subscribes to content in Micromedex® Solutions, you can launch NeoFax and Pediatrics by clicking on the NeoFax®/Pediatrics tool available at the top of every Micromedex Solutions page.
TABBED NAVIGATION

Navigating the application is simple. Designed to meet your needs in an efficient manner, NeoFax and Pediatrics operates via a series of top-level tabs. The tabs that display may vary depending on your facility’s implementation and individual user rights.

<table>
<thead>
<tr>
<th>TAB NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drug Monographs</td>
<td>Provides access to information on over 160 neonatal and pediatric drugs. For more information see Drug Monographs on page 23.</td>
</tr>
<tr>
<td>Enteral Formulas</td>
<td>Displays the nutritional information for infant and pediatric enteral formulas, and allows a comparison of up to three different formula selections. For more information see Enteral Formulas on page 27.</td>
</tr>
<tr>
<td>Dosing Calculators</td>
<td>Provides drug, age, and indication specific drug dosing information and calculators. For more information see Dosing Calculators on page 31.</td>
</tr>
<tr>
<td>Admin</td>
<td>Enables users with administrative rights to make changes to user accounts and system settings. For more information see Admin on page 39.</td>
</tr>
<tr>
<td>Password</td>
<td>Enables users to change their passwords if their passwords have not been locked by the administrator.</td>
</tr>
</tbody>
</table>
ADDITIONAL NAVIGATION

Available throughout the application in the upper right of every page are links to the following:

- User Manual
- Release Notes
- Instructions for downloading and updating the IBM Micromedex® NeoFax® and Pediatrics mobile apps. See Mobile Apps on page 51.
- Learn about the powerful features and functions available in our products. The Training Center offers eLearning courses FREE OF CHARGE.
- Context Sensitive Help
- Logout button

Also displayed in the upper right of every page are the name of the user who is currently logged in and the current date.

**Mode**

If you subscribe to both Pediatrics and NeoFax, you will see a Mode switch at the top of many pages.
CHAPTER 3: DRUG MONOGRAPHS

The Drug Monographs tab provides the ability to view drug monographs for neonatal and pediatric (depending upon your subscription) drugs.

To begin using this functionality, click the Drug Monographs tab, located at the top of the page. The drug monograph search tool displays.

Begin typing the drug name in the Alpha Filter field. The drug listing on the page filters down to any drug names that match the letters you entered. For example, enter the letters “di” in the Alpha Filter field to begin a search for the drug name “Digoxin.” The drug list narrows the selections to possible matches to the text you have entered.

Once you see the name of the drug for which you are searching, single-click on the name of the drug to select the drug. The drug monograph is displayed. To better aid you in navigating through the drug information, the box under the drug name contains links to each section of the drug monograph. Rather than scrolling through a long document to locate the information you need, the links provide the ability to jump directly to the section you want to view.
Alternatively, within the search tool you can select one of the following drug categories to narrow your drug selections before entering a drug name:

- Antimicrobial
- Biologicals
- Cardiovascular Drugs
- CNS
- Diuretics
- GI Drugs
- Miscellaneous Drugs
- Nutritional
- Respiratory Drugs
- Vitamins/Minerals
MONOGRAPH SECTIONS

Monographs contain the following sections:

- Dose
- Administration
- Uses
- Monitoring
- Black Box Warning
- Adverse Effects
- Pharmacology
- Special Considerations/Preparation
- Solution Compatibility
- Solution Incompatibility
- Terminal Injection Site Compatibility
- Terminal Injection Site Incompatibility
- References

NOTE: Not all monographs contain all sections.

NAVIGATION

Each section of the drug monograph contains a Back to Top link and a Printer icon.

The Back to Top link provides an easy way to return to the top of the drug monograph without scrolling through a long document.

The Printer icon allows you to conveniently print the full drug monograph from any section.

NOTE: The Printer icon that is available within each section of the drug monograph will print the entire monograph, not just the section from which you selected the Printer icon.
CHAPTER 4: ENTERAL FORMULAS

The Enteral Formulas tab displays the nutritional information for enteral formulas. The application provides the ability to compare the nutritional content of up to three different enteral formulas side-by-side.

VIEWING A SINGLE FORMULA

From the top of the page, click the Enteral Formulas tab. The Available Formulas page displays.

Make a selection from the Display format area of the page. The Display format area provides the ability to designate the manner by which you want to view and/or compare formulas. Make a selection from the following choices:

- Per 100 Cal (calories)
- Per Liter
- Per Both

After selecting the display format you want to use, make a selection from the Formulas Available list. Use the scroll bar to scroll through the formulas until you locate the one for which you want to view nutritional information and then single-click on the formula name. The name of the formula now appears in the Formulas selected box.

To view the nutritional information for a selected formula, click the Regenerate button. The nutritional information appears. The left side of the chart displays the nutrients in the infant formula. The right column displays the amount of each specific nutrient, based on the display option (Per 100 Calories, Per Liter, or Per Both) selected. After reviewing the information displayed, the clinician can make an appropriate decision on which formula to use for a specific patient.

---

If you make any changes to the information used to generate the nutritional chart, such as changing your view from Per 100 Calories to Per Liter, you must click the Regenerate button to update the nutritional chart.
VIEWING MULTIPLE FORMULAS

A clinician may want to compare several different formula mixtures to ensure that the best possible nutrition is administered to a patient. The application provides the ability to view a side-by-side comparison of up to three different formulas.

To compare multiple formulas, select a Display format. Then, using the scroll bar, scroll through the list of formulas in the Formulas Available page. Single-click on the names of up to three different formulas to select the formulas for comparison. The formulas to be compared will appear in the Formulas selected box.

Click the Regenerate button. A comparison chart of the selected formulas appears.

The left side of the chart displays the nutrients in the infant formula. The remaining columns display the amount of each specific nutrient, based on the display option (Per 100 Cal, Per liter, or Per both) selected. The column number corresponds to the formula’s position in the Formulas Selected area.
PRODUCT NOTES

In addition to viewing the nutritional information for the formulas selected, you can also review product notes, provided by the manufacturer, by clicking the Product Notes button. The product notes provide information on protein, carbohydrate, and fat source data, and include dilution tables, when available.

PRINT

You can use the Print Table button at any time to print the formula nutrient information.
CHAPTER 5: DOSING CALCULATORS

The Dosing Calculators tool provides the ability to obtain drug, age, and indication specific drug dosing information and calculators.

To use this tool, click the Dosing Calculators tab at the top of the page. The Patient Information page displays.

The page contains two sections labeled Step 1 and Step 2.
STEP 1 - ENTERING PATIENT INFORMATION

Step 1, located on the left side of the page, is where patient information is entered. Use the field descriptions below to populate the patient information fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fields Common to Neonatal and Pediatric Patients</strong></td>
<td></td>
</tr>
<tr>
<td>Birthdate</td>
<td>Enter, or use the <strong>Calendar</strong> icon to select, the date of birth.</td>
</tr>
<tr>
<td>Population Type</td>
<td>Depending on the birth date entered, the program may default to either Neonatal or Pediatric (if you have both subscriptions) or may allow the user to choose the appropriate population. See “Population Type” below.</td>
</tr>
<tr>
<td>Current Weight</td>
<td>In kilograms, enter the current dosing weight of the patient.</td>
</tr>
<tr>
<td><strong>Neonatal-specific Fields</strong></td>
<td></td>
</tr>
<tr>
<td>Birth Time</td>
<td>Using military time, enter the patient’s time of birth. This is not a required field.</td>
</tr>
<tr>
<td>Gestational Age</td>
<td>From the drop-down, select the patient’s gestational age in weeks and enter days value if known.</td>
</tr>
<tr>
<td>Postnatal Age</td>
<td>The postnatal age of the patient is automatically calculated (in weeks and days) based on the date of birth entered.</td>
</tr>
<tr>
<td>Postmenstrual Age</td>
<td>The postmenstrual age of the patient is automatically calculated (in weeks and days) based on the date of birth and gestational age entered.</td>
</tr>
<tr>
<td>Birth Weight</td>
<td>In kilograms, enter the birth weight of the patient.</td>
</tr>
<tr>
<td><strong>Pediatric-specific Fields</strong></td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>The patient’s age is automatically calculated based on their date of birth.</td>
</tr>
</tbody>
</table>
Population Type

Patients with a postnatal age (or birth date) less than 29 days will automatically be designated as Neonatal. For patients 29 days to 18 weeks postnatal age (based on birth date), the clinician can designate Neonatal or Pediatric as clinically appropriate. For example, a baby that is 5 weeks old but whose gestational age was 28 weeks will be more appropriately managed in the Neonatal system. On the other hand, a term infant who is 35 days old will be more appropriately managed in the Pediatric system. Population Types only applies to users with a subscription to both NeoFax and Pediatrics.

Once the population type is chosen, the appropriate fields will be available to complete the patient entry process.

**NOTE:** If the user enters an infant with a postmenstrual age greater than 44 weeks and chooses ‘Neonatal,’ they will be presented with a message suggesting that the choice of ‘Pediatric’ may be more appropriate. The choice of ‘Neonatal’ is still an option if the treating clinician feels this is clinically appropriate.

After entering the appropriate patient information click the **Proceed to Dosing Calculator** button.
STEP 2 - SELECTING A DRUG

After clicking the Proceed to Dosing Calculator button the Drug Selection page displays. You can begin typing the drug name in the Alpha Filter field. The drug list filters to drug names that match the letters you entered. For example, enter the letters “pen” in the Alpha Filter field to begin a search for the drug name “Penicillin.” The drug list narrows the selections to possible matches to the text you have entered. You can also select a drug category from the drop-down menu to narrow your search. If you do not know the drug category or want to search by drug name, leave this field set to All.

Once you see the name of the drug for which you are searching, single-click on the name of the drug. The drug calculator information is displayed. At the top of the page are the Drug Use and Drug Route sections. The choices shown in these sections depend upon the drug selected. Highlight a choice in each section. The page refreshes, based on the selections made.
The default drug dosing recommendations are automatically populated in the *Dose*, *Interval*, *Admin*, and *Conc* fields. You may change these values, if appropriate. If you enter a value outside the expected range, a pop-up message will display giving you the option to **Revise** your entry or **Override** the range.

**WARNING:** In some browsers you may see a message giving you the option to prevent additional pop-ups from displaying. **DO NOT** check the box to prevent additional dialogs, as this could interfere with appropriate dosing calculations.

Click the **Calculate** button to display the drug dosing values.
Displayed at the bottom of the form are the following buttons:

<table>
<thead>
<tr>
<th>Buttons</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Drug</td>
<td>Use this button to return to the alpha list of drugs and choose a different drug.</td>
</tr>
<tr>
<td>Reset Form</td>
<td>Click this button to reset any changes back to the default settings.</td>
</tr>
<tr>
<td>Calculate</td>
<td>Click this button to calculate the Dose Amount, Dose Volume, and Delivery Rate.</td>
</tr>
<tr>
<td>Print</td>
<td>Use this button to Print the entire drug dosage calculation. A print preview page displays. Click Print again to send the page to the printer. <strong>NOTE:</strong> The format of the printout is dependent on the browser settings, such as offset, margins, paper size, etc.</td>
</tr>
<tr>
<td>Drug Monograph</td>
<td>Click this button to launch the monograph for the drug.</td>
</tr>
<tr>
<td>Comments</td>
<td>Use this button to enter any user comments about the administration of this drug for this patient. The comments will be displayed on the drug dosage calculation printout.</td>
</tr>
</tbody>
</table>
For drugs such as Dopamine, which are sometimes titrated based on patient response, a **Dose vs. Rate** button appears under the dosage calculator. When clicked, this button displays a titration table for the drug, shown below.

The titration table can be printed for future or immediate use.

**NOTE:** Titration tables are not available for all drugs. A new titration chart should be printed if any changes are made to the dosing information.
CHAPTER 6: ADMIN

NOTE: The functionality described in this chapter is only supported for the Internet Explorer browser.

The Admin tab is only accessible to users with Administrator permissions.

This tab houses all the administrative functions of the system. From this tab you can maintain user and organizational information and configure time-out and printer settings.

The Admin tab contains the following pages:

- Organization
- Users
- Admin
- Database Export
ORGANIZATION

Warning
This information is entered for you by the IBM Watson Health Implementation Team. You should edit the information and settings on this page with caution.

Organization Information
The Organization Information section contains the organization name and address information. Organization Name is a mandatory field.

Contact Information
The Contact Information section contains the contact information for the person within your organization who is the main point of contact for IBM Watson Health. The Contact First Name, Contact Last Name, and Contact Email Address fields are mandatory.
**Date & Time**

In the Date & Time section you can select the time zone and date format to be used.

The date format setting applies to the date of birth format on dosing calculator printouts. It is important that the time zone be accurate for calculating patient age.

The time zone options are displayed as GMT (Greenwich Mean Time), which is also known as UTC (Coordinated Universal Time). To view a map for assistance in determining your facility's time zone see [www.worldtimezone.com](http://www.worldtimezone.com).

![Select the desired Time Zone and Data Format.]

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**General Information**

**NOTE:** The Subscription Type field, which denotes if you subscribe to Pediatrics or NeoFax or Pediatrics and NeoFax, can only be modified by IBM Watson Health.

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**Logo**

With the Upload new logo field you can import your facility logo. The logo will display in the center of the header of the Pediatrics and NeoFax® application pages.

Click the Browse button. Navigate to the location of your logo .gif file and select it. The path to the logo is displayed in the Update new logo field.

![Click Browse to upload a logo]

**NOTE:** Only a .gif format can be used for logo images, and the images must be no more than 50 pixels high. You may want to leave a small white border at the bottom of the logo, approximately one to two pixels in length, so that the logo does not touch the forms on which it will be used.
**USERS**

Create or edit system users by clicking **Users** at the top of the page.

**Creating a New User**

To create a new user, click the **Add New** button. The **User Information** page displays.

*NOTE:* If your facility accesses Pediatrics and NeoFax from Micromedex (see **Navigation on page 19**), it is not necessary to create accounts for individual users.

*NOTE:* If your facility accesses Pediatrics and NeoFax from Micromedex (see **Navigation**), it is not necessary to create accounts for individual users.

Populate the following fields on the form as appropriate.
<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTIONS</th>
<th>OPTIONS</th>
</tr>
</thead>
</table>
| Degree        | Clinical degree of the user being created      | • MD
• NNP
• PNP
• PA
• RN
• PharmD
• RPh
• DO |
| User Type     | Determines the permission level of the user    | • Administrator/MD - able to access the administrative tabs, also displayed as one of the ‘Attending MDs’
• Administrator - able to access the administrative tabs
• Operator/MD - general user of the application, also displayed as one of the ‘Attending MDs’
• Operator - general user of the application
• Data Entry - responsible for adding user accounts |
| First Name    | The user’s first name. This field is required. | It can contain up to 20 alphanumeric characters.                       |
| Last Name     | The user’s last name. This field is required.  | It can contain up to 30 alphanumeric characters.                       |
| User Name     | User Name to be used by the user when logging in to the application. This field is required. | It can contain up to 20 alphanumeric characters.                       |
| Email Address | The user’s email address. This field is required. |                                                                         |
| Employee ID   | An ID associated with the user.                | Between 5 and 18 characters in length                                   |
| Code          | A code associated with the user.               | It can contain up to 6 alphanumeric characters.                       |
| Active        | Status of the user                             | • YES - active users who need to access the application
• NO - inactive users who no longer need access to the application |
| Lock Password | Permission to request password reset           | • YES - is not allowed to request a password reset
• NO - is allowed to request a password reset |

Click the **Submit New User** button. A confirmation message appears and displays the user ID and temporary password of the newly created user. The temporary password is also emailed to the user at the email address entered when the user was created. The first time the user logs in with the temporary password, he will be prompted to enter a new password.

The newly created user now appears in the user list.
Editing a User

To edit a user's details, click the user name located in the *User Name* column.

Make any necessary changes, and then click the **Update** button. A confirmation message appears.
Auto Login URLs

If your facility is using URL Integration Points functionality, use the Auto Login URLs button to generate the MD5 (Message-Digest algorithm 5) values for your facility and for each active user.

Click the Auto Login URLs button.

The MD5 value for each active user is displayed.

NOTE: For information on implementing this functionality contact IBM Watson Health. See Customer Resource Center on page 1.
Deleting a User

Users cannot be deleted; their accounts can only be disabled. On the User page, click the user name of the user with which you want to work.

Set the user’s Active status to NO and then click the Update button. The user’s account is now disabled.
Searching for Users

The user search tool is displayed at the top of the list of users. When attempting to locate a user account, you can search the list of users on the following fields:

- User Name
- Active Status
- First Name
- Last Name
- User Type
- Last Access Date

Enter the search criteria you want to use and click the Search button. The list of users is narrowed to the criterion selected.

PRINT SETTINGS

Print Header

To configure the print header, click Print settings at the top of the page. Enter organization information that you want to appear on the applicable printouts. Then click the Update button. A confirmation message appears. Click the OK button.
TIME OUT

The *Time Out* page provides the ability to designate how long a work station can be idle before the application session expires and the user must log in again. The default session time out value is 60 minutes.

To configure the timeout value, click on **Timeout** at the top of the page.

![Session timeout value](image)

Enter the number of minutes that a work station can be idle before the session times out, and then click the **Update** button. A confirmation message appears.

Click the OK button. Your changes have been successfully saved.
**DATABASE EXPORT**

The *Database Export* page provides the ability to export user information to a .cvs file. You can open the file in Microsoft® Excel® and work with the data as needed.

Click **Database Export** at the top of the page.

From the drop-down menu select **Users**.

Click the **Export to Excel** button. The page refreshes and displays a hyperlink to the .cvs file that was created. Click the hyperlink to open the file.
IBM Micromedex® NeoFax® and IBM Micromedex® Pediatrics empower you with the comprehensive, evidence-based drug and enteral formula information required to treat these complex populations. These mobile apps provide reliable access to the details you need to confidently make accurate and informed treatment decisions at the point of care.

The IBM NeoFax app for Apple and Android™ devices is available for free from the iTunes App Store or Google Play™ store for Micromedex customers who have a subscription to NeoFax. For users who are not current NeoFax customers, the app is available for a fee.

The IBM Pediatrics app for Apple and Android™ devices is available for free from the iTunes App Store or Google Play™ store for Micromedex customers who have a subscription to Pediatrics. For users who are not current Pediatrics customers, the app is available for a fee.

Click the mobile link in the upper right corner of any IBM Micromedex® NeoFax® and Pediatrics page for instructions, including passwords, on downloading and accessing the apps.
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