

Incident Reports

The “Incident Report” special action form shall be utilized by Field Users and EMSV providers whenever a controlled substance event has occurred in which reporting and documentation as outlined in *AFD P&P 300-17 DEA Controlled Substances* is required.

1. Select the specific controlled substance the “Incident Report” will be filled out upon.
 - a. Only one (1) controlled substance may have an “Incident Report” special action form completed at once (multiple controlled substance reports will require multiple “Incident Report” special action forms (one-to-one ratio).
2. Click on “Incident Report” button on the right side of the “My Control Numbers” taskbar.
3. Complete all the fields of the “Incident Report” special action form.
 - a. Mandatory fields have a red asterisk next to the description.
4. Multiple answers may be checked within the “Current Condition of Controlled Substances” field.
5. To utilize the “Attachments (Pictures, Documents, Other)” field, click on the “Click to select file” link to upload the attachment directly from the computer to the “Incident Report” special action form.
 - a. Note: Once submitted, an attachment cannot be uploaded to the report (it is considered a legal report at the moment of submission and time stamped in the OpiQ database). It’s imperative this attachment is uploaded before submission.
6. When the report is reviewed for completeness, click on the “Submit” button on the right side of the “Incident Report” taskbar.
7. The Field User will be returned to their “My Control Numbers” page. Either submit another “Incident Report” or logout of OpiQ.

Audits of EMSV Provider and Field User Controlled Substances

The “Audit” special action form is used scheduled or unscheduled controlled substance audits of the contents in the EMSV provider’s and Field User’s lock box.

1. When an audit is required, click on the “Audit” button on the right side of the “My Control Numbers” taskbar.
2. The “Field Audit” fields is the only modifiable section of this form. Complete the text fields.
3. When finished, click on the “Submit” button on the right side of the “My Control Numbers Audit” taskbar.
4. Complete the “Security Verification” action fields for the Controller and Witness.
5. Click “OK” on the right side of the “Confirmation” action field to complete the audit.
6. The Field User will be returned to their “My Control Numbers” page. Either complete other actions or logout of OpiQ.

OpiQ Troubleshooting Guide

As with any computer program, especially one using a local network and/or is internet-based, it should be anticipated there will be times the user will have trouble accessing or utilizing the program, or download speeds are slow. That is a reality. As this is also an inventory tracking program, the foundation of the software resides with control numbers and security tracking labels, which can present its own set of unique challenges. This guide will be updated when new issues occur and options for resolution are identified.

OpiQ Login Issues

1. If the Field User cannot login and this is the first time for accessing OpiQ, contact the closest EMSV to confirm the correct employee alias was loaded into the software, and reset it and the password if necessary.

2. If you forget your password or PIN, contact the closest EMSV to reset.
3. In both cases the employee will need to update their profile with a new password and/or PIN (see "OplQ Dashboard and Basic Features," section #5 for instructions).

Control Numbers Fail to Load in "My Control Numbers" Page

It has been noted during periods of heavy MOA Network use the control numbers in possession of the Controller sometimes do not always load or appear in a timely manner when the "My Control Numbers" tab is clicked on. There are two options to try:

1. If a laptop or smart phone is available that is not on the MOA network, access OplQ from that platform's internet browser.
2. If a MOA network connected computer, laptop or smart phone is all that is available, try any of these three options:
 - a. Refresh the page by clicking on "My Control Numbers" tab again.
 - b. Refresh the page by holding the function (Fn) key down and pressing "F5" on the uppermost row of keys on the keyboard.
 - c. Refresh the page by clicking on the **green** up/down arrows button to refresh the page on the browser address bar (noted inside **red** circle).
3. If none of the options work, contact the closest EMSV provider, and see "OplQ Software Failure" below.

Computer or Network Failures

1. If isolated to a desktop computer, notify the Company Officer.
2. If isolated to a PCR laptop, including WiFi connectivity issues, notify the closest EMSV provider.
3. Network failures may be isolated to the AFD only, or it may be the entire MOA internal network is down, or may be due to external connectivity issues at the level of MOA's internet provider. These will be resolved in due process.
4. In the event of a widespread network failure, document all OplQ actions on paper and enter into OplQ when it becomes available.
 - a. If going off shift, include OplQ notes along with hand written PCRs notes for entry upon return to work.
If going off shift and email is available (in cases where external internet connectivity is down), send all information to the Narcotics Control Officer (AC Scheunemann). Entries can be made when the employee returns to work.

OplQ Software Failure

1. As with a computer or network failure, document all OplQ actions on paper and enter into OplQ when it becomes available.
 - a. If going off shift, email all information to the Narcotics Control Officer (AC Scheunemann). Entries can be made when the employee returns to work.
2. All controlled substance administrations documented in Zoll PCR are tracked by AFD's FirstWatch biosurveillance program and sends instantaneous notification to the Narcotics Control Officer. FirstWatch provides a redundant tracking system to confirm administration in the field was documented.

Unable to Read Control Number on Security Tracking Label/Lost Security Tracking Label

If during change of custody or after administration of a controlled substance, the Field User notes the security tracking label(s) for the control number(s) are unreadable, lost or had been inadvertently thrown away after administration, there are several methods available to mitigate the situation:

1. If issue occurs at change of custody, the off going and on coming Controllers should compare the expiration dates/lot numbers on the controlled substance containers with those in the

Controller's "My Control Numbers" list. If physical counts and expiration dates/lot numbers match, the contents are present.

- a. Notify the closest EMSV provider of the issue and the need for new security tracking labels. A secondary confirmation will occur when both the Controller and EMSV provider meet. The EMSV should contact the NCO for guidance.
2. If issue occurs after administration of a controlled substance, compare the control numbers in the user's possession to the remaining physical stock. Process of elimination should determine which control number to use for documenting in the "Administer" action form.

Pick Up of Controlled Substances Transferred to Wrong Apparatus/Unable to Find Control Numbers

On occasion a Field User may not find control numbers in a profile upon attempted pick up of "Hot Swap" or "Out of Service" controlled substances. Most likely the off going controller had chosen the wrong apparatus when completing the "Transfer" action form by clicking on the wrong vehicle number in the "Crew Member" list, or the out of service controlled substances were moved between apparatus without notification to the closest EMSV provider.

1. The Field User will need to contact the closest EMSV provider.
2. The EMSV provider has two options:
 - a. Click on "Narcotics" tab and click on "Control Number Search" tab. Extend "Narcotic Search" view to "All" rows and locate the incorrect apparatus in the list.
 - b. If the EMSV provider cannot determine easily the incorrect vehicle number, they will need to click on the "Reports" tab. Under the "Report Name" column, the EMSV provider will need to click on the "Transaction Log – Actions Performed By - 7 Day Report" if they know who the Controller was, or click on the "Transaction Log – Actions To – 7 Day Report" if they want to work backwards and search for the vehicle number that received the controlled substances.
3. The EMSV provider will complete an abandoned box "Pick Up" and then issue the controlled substances to the new Controller using the "Transfer" action form. Any Witness can be used.
 - a. The EMSV provider will need to keep track of the control numbers transferring into their possession upon "Pick Up" to ensure the correct control numbers are issued to the Field User. The new Controller shall confirm control numbers in their profile after the electronic transfer to those physically in their possession.
 - b. The EMSV provider should refer to the "Pick Up" section in the AFD OpIQ Administrator's Manual for more specific guidelines on the process.