Supplementary Digital Content 1 – Detail of Errors and Phone Calls in the Scenario

Errors (\* Major error)

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| Order page | Element with error | Prescription on order page | Software entry |
| 1 | Acetaminophen dose\* | 150 mg | 10 mg (error) |
| 1 | Allergy status | Penicillin allergy | No allergy |
| 1 | Weight\* | 10.1 kg | 4.3 kg (error) |
| 1 | Prednisolone administration time | 12 :00 | 8 :00 (error) |
| 2 | Ceftazidime\* | Discontinuation omitted | Medication active (error) |
| 2 | Conditional order to begin piperacillin/tazobactam if fever | Discontinued when antibiotic started | Active (error : double entry) |
| 2 | Conditional order to begin tobramycin if fever | Discontinued when antibiotic started | Active (error : double entry) |
| 2 | Conditional order to begin vancomycin if fever | Discontinued when antibiotic started | Active (error : double entry) |
| 2 | New piperacillin/tazobactam entry when antibiotic started | N/A | No administration times (error) |
| 2 | New tobramycin entry when antibiotic started | N/A | No administration times (error) |
| 2 | New tobramycin entry when antibiotic started | N/A | No administration times (error) |
| 2 | Tobramycin dose\* | 100 mg | 700 mg (error) |
| 2 | Vancomycin presentation | N/A | Entered in syringes instead of bags (error) |
| 3 | Ondansetron dose | 2 mg | 4 mg (error) |
| 3 | Ondansetron PO/IV | N/A | Missing comments (error) |
| 3 | Acetaminophen PRN condition  | If fever | If discomfort (error) |
| 3 | Prescriber name | Doctor A | Doctor B (error) |

Phone calls

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| --- | --- | --- | --- |
| Order page | Subject | Mandatory intervention by pharmacist | Example of management |
| 1 | IV compatibility | Yes | Puts call on hold, completes current validation, takes the call, researches information in the appropriate reference and responds. |
| 2 | Drug information for antidepressant in pregnancy | Yes | Puts call on hold, completes current validation, takes the call, refers to institutional drug information center. |
| 3 | Missing medication | No | Has the pharmacy technician answer call. |