

# THE ULTIMATE GUIDE TO MEDICATION MANAGER

How Medication Manager for Command Cloud  
can be used to streamline creating, managing,  
and tracking medication administration.



**GUARDIAN RFID**  
WARRIOR TECHNOLOGY

## FOREWORD

Inmate medical care is one of the most critical, and often most scrutinized, aspects of corrections. From administering medications to addressing urgent health needs, corrections professionals play a vital role in ensuring inmates receive appropriate medical attention and resources. Doing so is not only essential for the health and well-being of inmates but also for maintaining smooth facility operations, maximizing compliance, and ensuring legal defensibility.

However, providing medical care in correctional environments presents unique challenges that extend far beyond those found in traditional healthcare settings. The administration and management of medications, in particular, require navigating strict protocols, limited resources, and the complexities of inmate care. Given these high stakes and little room for error, a well-structured approach to medical care becomes even more essential.

This guide explores how Medication Manager for Command Cloud helps corrections professionals manage inmate medications by enabling:

- Accurate medication ordering
- Secure, point-of-care medication administration
- Electronic medication distribution tracking with inmate signatures
- Comprehensive audit trails and reporting
- Safe handling of both prescription and over-the-counter (OTC) medications



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PRODUCTS MENTIONED



SPARTAN 3

SPARTAN is a ruggedized Android device.

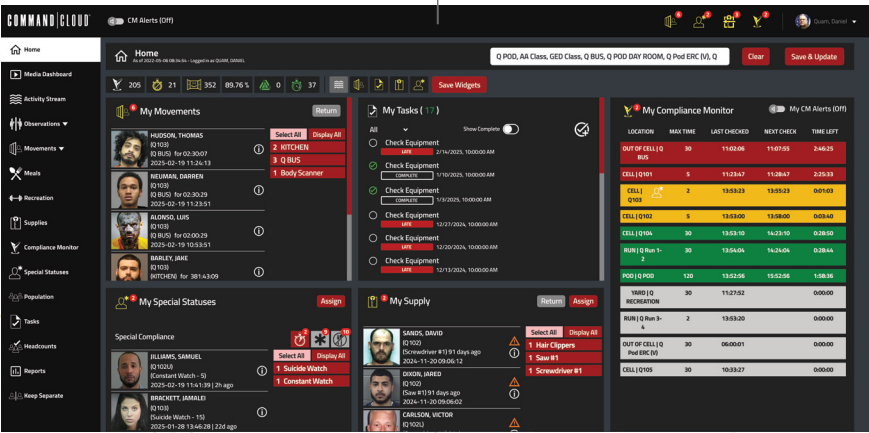


MOBILE COMMAND XR™

MOBILE COMMAND XR is a mobile inmate tracking software that operates on SPARTAN.

MISSION COMMAND™

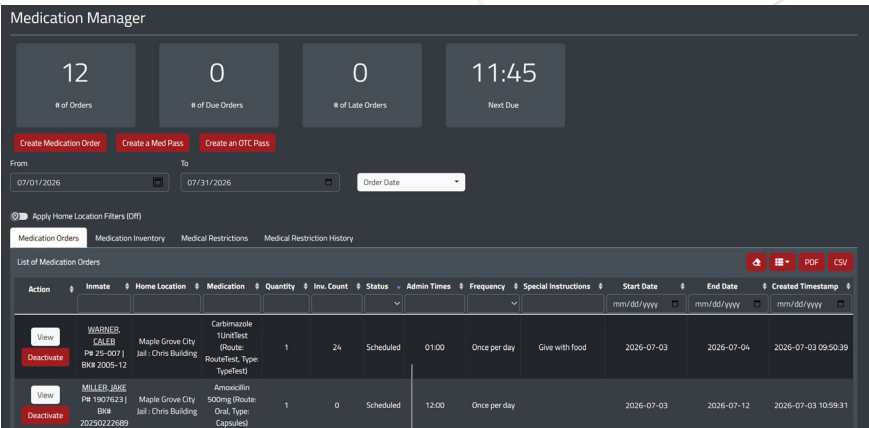
MISSION COMMAND is a Cloud-native application that provides users with a common operating picture.



MEDICATION + MANAGER



MEDICATION MANAGER MODULE is the mobile component of Medication Manager, powered by Mobile Command XR.



MEDICATION MANAGER DASHBOARD is the desktop version that operates on Mission Command, which manages and stores all records of med orders.

## THE IMPORTANCE OF EFFICIENT INMATE MEDICATION MANAGEMENT

Many inmates enter the correctional system with pre-existing medical conditions related to physical health, mental health, and substance use disorders. Correctional facilities have an obligation to provide these inmates with adequate healthcare, including timely and appropriate access to medications.

Failure to meet this responsibility can lead to worsened health outcomes, violations of inmates' rights, and legal liabilities. Without the proper tools to assign, track, and administer medications, correctional facilities may face significant challenges that compromise both health outcomes and facility operations.

Effective inmate medication management requires precise tracking, accurate administration, and thorough documentation, all of which ensure the safety, compliance, and care of every inmate. To meet these standards, it's best practice for staff who are responsible for the distribution to follow the "Five Rights":

1. The right patient
2. The right drug
3. The right time
4. The right dose
5. The right route

When staff adhere to this rule of thumb, they are more empowered to:

- Ensure proper treatment of health conditions
- Reduce the risk of medical emergencies
- Guarantee inmates receive the correct medications
- Maintain accurate medical records and documentation

Efficient medication administration and tracking are not just operational necessities—they are vital to upholding inmate healthcare rights, reducing liability, and delivering responsible care.

### What Challenges Stem From Ineffective Medication Management?

Managing inmate med passes effectively is a difficult task for correctional facilities of any size, and without the right tools, it becomes even more challenging. Poorly managed medication distribution due to inefficient assignment, tracking, or administration can lead to several serious consequences.

The risks of ineffective or inefficient medication management include:

- **Missed or incorrect medication passes:** Without accurate tools to track who needs medication, what type, the correct dosage, and how often, staff are far more likely to make errors or miss doses altogether.
- **Risks to inmate health:** Incorrect dosages, missed doses, or administering the wrong medication can lead to serious health complications or worsen existing conditions.
- **Misuse and safety concerns:** Medications such as opioids,

sedatives, and psychotropics carry a high risk of misuse, diversion, or trafficking, posing safety threats to both inmates and staff.

- **Increased medical emergencies:** Poor medication management can trigger preventable emergencies such as seizures, psychotic episodes, withdrawal symptoms, or cardiac events.
- **Legal and compliance risks:** Failing to properly administer medications can result in legal action, regulatory violations, or non-compliance with state and federal healthcare standards.
- **Incomplete medical records:** Inadequate documentation can result in improper care, missed diagnoses, complications during facility transfers or reentry, and legal issues.

To ensure safe, accurate, and efficient medication management from assignment through administration, correctional facilities need dependable, purpose-built tools. Medication Manager for Command Cloud simplifies and streamlines the entire medication administration process, helping facilities overcome the challenges of outdated or inefficient systems.



### WHAT IS MEDICATION MANAGER FOR COMMAND CLOUD?

Medication Manager for Command Cloud is a secure, cloud-based solution designed to streamline and safeguard the medication management process in correctional facilities. Built specifically for the unique challenges of institutional healthcare, Medication Manager provides corrections professionals with the tools they need to ensure medications are ordered, administered, and tracked with accuracy, accountability, and compliance.

At its core, Medication Manager streamlines the entire medication process—from the moment a prescription is entered to the point it's administered. Staff can place and manage medication orders directly in Command Cloud, reducing transcription errors, ensuring meds are delivered on time, and supporting real-time documentation.



During administration, medications are verified and documented at the point of care, with built-in safeguards to confirm patient identity, dosage, acceptance, and timing. The system also supports the capture and logging of vital measurement checks alongside medication orders, further enhancing patient safety and compliance.

This process is fully supported by digital logs and requires electronic signatures from inmates and/or administrators (depending on facility requirements), creating a verifiable chain of custody for every dose dispensed. Medication Manager also heightens oversight through robust reporting. Facility leadership can generate detailed reports to monitor trends, identify compliance issues, and support internal reviews or external inspections.

By supporting the safe handling of both prescription and over-the-counter medications, Medication Manager plays a critical role in maintaining the health and safety of the inmate population while reducing administrative burden and strengthening accountability and defensibility for corrections staff.

Given the complexity and responsibility involved in medication administration, Medication Manager is built as a dual-component system—optimized for both desktop and mobile use—to ensure accessibility at every point of care, whether at a workstation or in the field. The four components of Medication Manager are:

1. Medication Manager dashboard via Mission Command
2. Medication Manager module via Mobile Command XR
3. Manage Medications
4. Reporting

## Medication Manager Dashboard

The Medication Manager Dashboard offers a comprehensive view of all medication-related activities across the facility, serving as the central location for managing medications and orders.

The dashboard is organized into four main tabs, each with its own purpose, data, and functionality:

1. Medication Orders
2. Medication Inventory
3. Medical Restrictions
4. Medical Restrictions History

### 1. MEDICATION ORDERS

The **Medication Orders** tab displays all active medication orders.

To ensure you're getting the data you need, the date range can be adjusted to reflect the relevant time period. There is also a button that can be toggled on called **APPLY HOME LOCATION FILTERS** that shows just medication orders in areas of the facility that you are responsible for.

At the top of the dashboard, three summary boxes provide key metrics: the total number of active medication orders, the number of due orders, and the number of late orders.

Directly underneath these summary boxes are three actionable red buttons:



- **CREATE MEDICATION ORDER:** Use this to create a medication order and define how frequently the inmate receives the medication. Simply complete the required fields, including the inmate's name, selecting from preset medications and vitals, medication ownership, quantity per dose, whether the medication is a narcotic or OTC, whether a signature is required, the ordering physician's name, and the delivery schedule.

- **CREATE A MED PASS:** This is the web version of the action traditionally performed in Mobile Command XR, used to document when prescribed medications are administered. Filter by location, select the inmate, review active orders, choose an action from the dropdown (e.g., accepted, declined, unable to pass), and add written justification if needed.

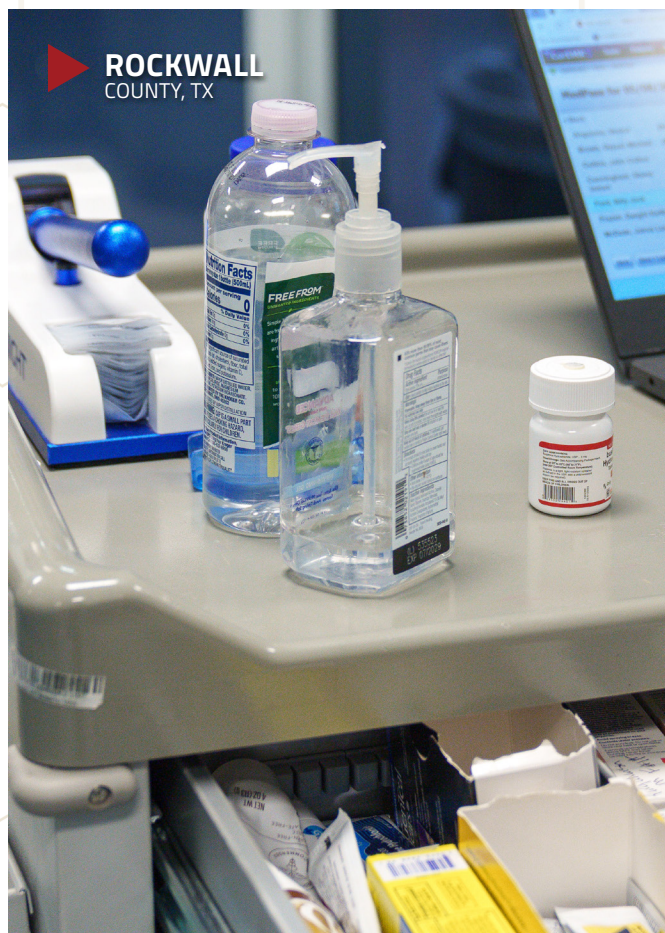
- **CREATE AN OTC PASS:** This is the web version of the action traditionally performed in Mobile Command XR for documenting when OTC medications are administered to inmates. After selecting the intended inmate, click **Add OTC Pass**, choose a medication from the prefilled OTC dropdown list, and add a justification when needed.

Once this information is saved in Mission Command, it will be reflected on the relevant correctional staff's devices.

Below the summary boxes is a table that provides detailed information for each medication order, including *Action, Inmate, Home Location, Current Location, Medication, Quantity, Inventory Count, Status, Administration Times, Frequency, Special Instructions, Start Date, End Date, Order By, Created Timestamp, and Created By.*



**CASCADE**  
COUNTY, MT



**ROCKWALL**  
COUNTY, TX

Each column can be sorted to help you display the information most relevant to your needs.

To view additional details for a specific order, click the white **VIEW** button in the Action column. This opens a more detailed breakdown of everything that was included in that individual order.

## 2. MEDICATION INVENTORY

The **Medication Inventory** tab provides a complete list of all medications currently in the facility, including the quantities on hand. At the top of the dashboard, three clickable summary boxes display the number of active inventory medications, the number of medications at zero, and the number of medications below zero. These provide a quick snapshot of stock levels and help identify which medications need to be refilled.

Below the summary boxes is a red **CREATE INVENTORY ADJUSTMENT** button, which allows you to update or correct inventory counts as needed. Additionally, changes to existing inventory can be made using the **Edit** action button next to each medication. This provides a quick way to adjust medication quantities and select a corresponding reason from the dropdown menu.

The table underneath shows each medication in the facility's inventory. The columns are sortable and include: *Action* (where you can edit or deactivate a medication), *Medication*, *Inventory Ownership*, *Inmate*, and *Count*, *Days on Hand*, *Number Needed*, *End Date*, *OTC*, and *RX #*.

### 3. MEDICAL RESTRICTIONS

The **Medical Restrictions** tab provides a list of all medical-related restrictions, including medication allergies, equipment restrictions, and material allergies (e.g., latex). To ensure you're getting the data you need, the date range can be adjusted to reflect the relevant time period. Unlike the other two tabs, Medical Restrictions only has one summary box that indicates the number of medical restrictions.

The table displays the inmate's *Name, Home Location, Current Location, Medical Restriction, Notes, Date & Time, Duration, and Staff Name*. Users can sort the table by any of these columns to organize the data as needed.

To add a new restriction, click **ASSIGN MEDICAL RESTRICTION**. You can then specify the inmate's location, name, the medical restriction, and any additional notes. Once completed, click **SAVE & ASSIGN NEW MEDICAL RESTRICTION** to save the entry.

### 4. MEDICAL RESTRICTIONS HISTORY

The **Medical Restrictions History** tab provides users with a comprehensive list of all cleared medical restrictions that are no longer active.

This table highlights the Inmate, Medical Restriction, Notes, Start and End Dates, Duration of the restriction, and Staff Name (the names of the staff who started and ended the medical restriction).

Is this data exportable?

Yes, each tab in the Medication Manager Dashboard functions as an exportable report and can be downloaded as a PDF.

## Medication Manager Module

From the Medication Manager module, corrections staff can easily view upcoming medication passes and manage medication administration. This enables staff to track and document every med pass at the point of responsibility. The module can be filtered by the user's location, allowing corrections staff to focus only on the inmates under their care.

The module is organized into three main tabs: **Due, Late, and OTC**.

### DUE MED ORDERS

The **Due** tab allows corrections professionals to view all active medications or vital measurement checks that are still within their allowable administration window—before they become late or missed. This window is determined by the before delivery, after delivery, and target delivery times set when the medication order is created.

In the **Due** tab, you can select the desired inmate, press *Continue*, choose the appropriate medication, and then press *Save*. If a signature is required, the user will be prompted to obtain one from the inmate or provide their own, depending on the facility's policies.

### LATE MED ORDERS

The **Late** tab only displays active med orders that have surpassed the allotted time to pass the medication or capture vital measurements





on time. These med passes remain in the **Late** tab until the next scheduled med pass is scheduled to begin or the end date is reached on the med order; then they become a missed med pass.

### OVER-THE-COUNTER (OTC) MED ORDERS

Within the Medication Manager module, users can switch to the **OTC** tab to document over-the-counter medication passes. After selecting the intended inmate, the medication administrator can choose from preset WordBlocks based on the facility's **OTC** inventory.

If a parent medication has variations, a dropdown menu will display the available doses, routes, and types. For example, for Tylenol, you may choose between a 200 mg oral syrup or a 200 mg oral tablet.

The OTC tab also supports ad hoc vital sign capture when an inmate does not have an associated medication order or when an unscheduled check is required.

### Medication Manager Reporting

In addition to the exportable tables found in the Medication Manager Dashboard, there are also specific reports available in the Reports tab on the left side of Mission Command, including:

#### MEDICATION ORDER HISTORY

The **Medication Order History Report** provides a comprehensive list of all medication orders within a specified date range. This report can be filtered by *Start Date*, *End Date*, *Inmate*, *Medication*, and *Admin Times*, and it can also be toggled to include inmates who have already been released.

Once the filters are applied, the report is generated, displaying each inmate's name, home location, medication and quantity to administer, administration times, special instructions, frequency, start and end dates, order by, status, and created timestamp. This allows administrators to quickly access the information they need for compliance purposes or in response to liability claims.

#### MEDICATION INVENTORY HISTORY

The **Medication Inventory History Report** shows all inventory adjustments over the selected date range. This report is filterable by *Start Date*, *End Date*, *Medication*, *Inventory Ownership*, *Status*, *Staff* and can be toggled to show inactive staff.

Once the report is generated, a table is created based on the selected filters. It displays the date of the change, medication, inventory owner, assigned inmate, action type (Web vs. Mobile Command XR vs. Adjustments), starting quantity, delta, ending quantity, status, staff, and notes. These reports streamline medication inventory tracking and provide detailed auditing.

#### MEDICATION ADMINISTRATION RECORD REPORT

The **Medication Administration Record Report** allows you to see all medication administrations, vital checks and their actions over a date range. This report can be filtered by *Start Date*, *End Date*, *Inmate*, *Medication*, *Action Type*, and *Staff*. It can also be toggled to include both inactive staff and released inmates.

Once filtered, a table is displayed showing the date the medication or vital check was administered, inmate, medication, quantity administered, frequency, special instructions, vitals, action type, delta (actual administered), justification, whether it was destroyed, administering staff, data source, and media for signatures. These reports replace paper MARs, offering more accurate and efficient reporting.

**Each of these reports can be downloaded as PDFs and shared with anyone who needs access.**

## HOW DO I ADD MEDICATIONS IN MEDICATION MANAGER?

Medication Manager comes prepopulated with hundreds of commonly used medications. However, if a medication or dosage falls outside this list, you can add it using the Web app. Access to these administration pages is restricted to users with specific permissions, ensuring that only authorized personnel can add new medications.

To add a new medication, click your profile drop-down menu in the top-right corner, select **Manage Medications**, and you will be taken to a dashboard broken down into tabs that must be updated before creating a medication:

- **Parent Medications:** Add new medication names by clicking Create a Parent Medication and entering the name.

- **Medical Restrictions:** Add any restrictions, including the type (e.g., ibuprofen allergy) as well as any relevant details associated with the type of restriction.
- **Units:** Create the required unit symbol (e.g., mg) and include a description if needed.
- **Routes:** Add the methods by which a medication can be administered, such as oral, topical, or other routes.
- **Types:** Create medication forms, including capsules, tablets, ointments, and other types.

In these tabs, inactive entries can also be deactivated.

Once these values are created, switch to the **Medications** tab, click **Create a Medication**, and complete the appropriate fields, including: *Parent Medication*, *Medication Dose*, *Medication Unit*, *Medication Route*, *Medication Type*, *flag if it is a Controlled Substance*, *OTC or Requires Signature*, *Elapsed Time*, *Before Delivery Time* (how many hours before the scheduled time the medication can be administered and appears Due), *After Delivery Time* (how many hours after the scheduled time the medication can be administered before appearing Late), *Max Order Length*, and *Audit Inventory Frequency*.

You can then choose **Save** or **Save & Duplicate**. The **Save & Duplicate** option makes it quick and easy to create copies of medications with slight modifications.





## How do I create a medication order?

Creating an inmate medication order in Command Cloud is a straightforward process involving a series of text fields and drop-down menus to capture the required information. To begin, navigate to Medication Manager, select Med Orders, then click “Create a Medication Order.” You’ll be prompted to complete several fields, including:

- **Inmate:** Search for the intended inmate and select their name
- **Medication Name:** Choose the medication from the drop-down list
- **Inventory Ownership Type:** Select the medication owner (facility bubble pack, facility person specific, facility stock, or person owned) from the drop-down menu
- **Quantity per Dose:** Enter the total amount of medication to be administered Controlled Substance, OTC, and Require Signature are prepopulated based on the medication creation process in the Manage Medication page
- **Ordering Physician Name:** Enter the name of the physician who authorized the order
- **Delivery Schedule:** Specify the medication’s start date and administration frequency

Additional notes—such as relevant information about the inmate

or staff administering the medication—can also be added to the order in the **Special Instructions** box. This ensures that all critical details are documented and easily accessible. In smaller facilities where staffing may be limited, correctional officers often handle the entire medication process, from order entry to distribution. Having key notes readily available helps ensure safe, consistent, and informed medication administration.

## HOW DO I SCHEDULE A MEDICATION ORDER?

Within a **Medication Order**, users can configure when a medication is administered. Required fields include the order start date and dosing frequency, along with configurable time windows before and after the scheduled administration (defaulted to one hour during the medication creation step). Users can also define specific administration windows and set repeating schedules that begin on the start date. End date determines when the order expires, and a free-text field is available for special instructions.

## How do I deactivate a medication?

Before deactivating a medication, ensure that all associated inventory and active medication orders have been deactivated. To deactivate an inventory record, ensure there are no active medication orders and adjust the inventory for the medication to 0. To improve efficiency, use the medication ID to locate all related medication orders. If a medication displays an **In Use** action button, it means the medication is tied to active inventory and/or

medication orders. Hovering over the **In Use** button will display an informational pop-up instructing the user to deactivate the related medication orders and inventory.

Once all associated medication orders and inventory have been deactivated, the **Deactivate** action button will appear.

| Action                                             | Inmate                                                       | Home Location                          | Medication                                      | Quantity |
|----------------------------------------------------|--------------------------------------------------------------|----------------------------------------|-------------------------------------------------|----------|
| <a href="#">View</a><br><a href="#">Deactivate</a> | <a href="#">WARNER, CALEB</a><br>P# 25-007   BK# 2005-12     | Maple Grove City Jail : Chris Building | Carbamazole 1UnitTest (Route: TypeTest)         | 1        |
| <a href="#">View</a><br><a href="#">Deactivate</a> | <a href="#">MILLER, JAKE</a><br>P# 1907623   BK# 20250222689 | Maple Grove City Jail : Chris Building | Amoxicillin 500mg (Route: Oral, Type: Capsules) | 1        |

## HOW DO I KNOW WHEN MEDS ARE DUE?

When creating medication orders, administrators detail the inmate's location, medication name, start and end dates (if applicable), quantity, dose, frequency, route, and administration times. All of this information can be found under the Inmate Medication Roster in Medication Manager (Web) or the Medication Manager module in Mobile Command XR.

Medication orders are categorized into three time-based stages:

- 1. Due:** This indicates the scheduled time for the medication to be administered. For example, suppose an inmate is due to receive their medication at 06:00. In that case, it will appear in the "Due" column starting before that time (based on their before target and delivery times set when creating the medication order) and remain there until the exact scheduled time.
- 2. Late:** Once the scheduled time passes, the medication moves to the "Late" column. This indicates that the scheduled window has started to close. Medications remain in the Late column until they are administered or until the next dose before target time is scheduled.
- 3. Missed:** If the medication has not been administered by the next before target time, it moves to the "Missed" column. This status reflects that the designated time window has been missed.

Within the Medication Manager module in Mobile Command XR, users can navigate between **Due**, **Late**, and **OTC** medication passes to identify which passes are still active and need to be prioritized.

## CAN I CAPTURE INMATE VITALS?

Yes, with Medication Manager for Command Cloud, users can schedule, record, and securely store inmate vital measurements. Once captured, historical vital records are accessible through the MARs report under **Reports**, enabling users to identify trends and potential medical history concerns.

## WHERE CAN I FIND OUT IF AN INMATE HAS A MEDICAL RESTRICTION?

Corrections staff can view an inmate's medical restrictions from anywhere in the facility by accessing the inmate's "baseball card." In Mobile Command XR, this can be done through the Inmate Profile module or by simply clicking the "i" icon next to the inmate's name while in the Medication Manager module.

Staff members with access to the Medication Manager Dashboard can also navigate to the **Medical Restrictions** tab to see a facility-wide list of all inmates with restrictions, along with their current locations.



## WHAT IF WE REQUIRE SIGNATURES FOR MEDICATIONS?

Medication Manager can be configured to require signatures from inmates when a medication is accepted, declined, or unable to pass. If your facility requires signatures for medication administration, this feature can be enabled in Mission Command when creating the medication orders. Once enabled, the system will automatically prompt for the appropriate signature after each required medication entry in the Medication Manager module.

This process not only records the inmate's decision but also creates digital documentation that admin can reference if complaints arise, confirming that the medication was offered and the response was accurately captured.

## HOW WILL I KNOW IF AN INMATE HAS A MEDICATION ALLERGY?

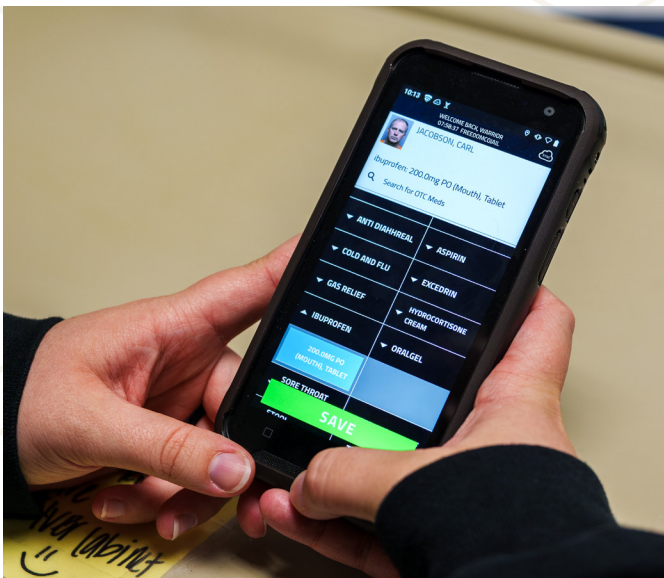
Command Cloud securely stores all inmate allergy information, including allergies to both food and medications, ensuring that corrections staff are aware of potential risks and can take steps to prevent exposure. If an inmate has a medication allergy, staff must document a “Medical Restriction” in Medication Manager within Mission Command. This restriction should identify the inmate and specify what they are allergic to. This information is also accessible through their “baseball cards,” which provide a quick overview of all pertinent details about each inmate, as well as the medication order form. When an inmate is selected, their restrictions will appear next to their mugshot.

## WHAT HAPPENS IF AN INMATE DECLINES THEIR MEDICATION?

At some point, an inmate will refuse their medication and, in some cases, they might take only part of a prescribed dose. For example, an inmate prescribed 300 mg of Trazodone—split across breakfast, lunch, and dinner—might refuse the midday dose to avoid side effects like dizziness or blurred vision.

When an inmate declines medication, especially prescribed medication, it’s critical to have a system in place to document the refusal. Without proper records, an inmate could later claim they were never offered the medication, potentially placing staff at risk of false accusations. Accurately documenting each interaction regarding medication strengthens accountability and helps protect the staff against false claims.

With Medication Manager, staff can precisely record which doses were accepted and which were declined. Inmates are also required to electronically sign for each offered dose if required signature is enabled, providing an added layer of verification. Any refused doses removed from bottles will be discarded and deducted from the facility’s inventory. However, individually sealed, packaged medications will remain in the inmate’s physical medication count, ensuring accountability and security for future administrations.

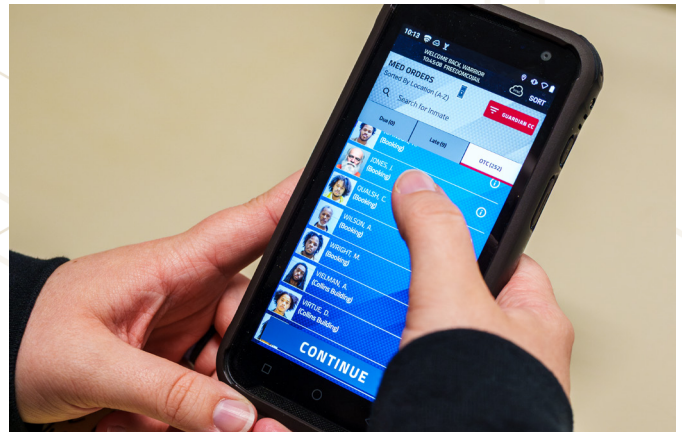


## WHERE CAN I ACCESS RECORDS OF MED PASSES?

Records of all documented med passes can be found in Medication Manager via Mission Command by toggling between the tabs for more specific records. You can choose from the pre-built reports in the Reports dashboard and customize with dynamic filtering.

## IS INMATE DATA PROTECTED?

Yes, inmate data is protected as Command Cloud’s medication management tools are all HIPAA compliant.



## WHAT COMMON PROBLEMS DOES MEDICATION MANAGER FOR COMMAND CLOUD SOLVE?

**PROBLEM #1:** “Our facility lacks an effective system to track when inmates last received their scheduled prescription medications, leading to missed or delayed doses.”

Without an effective system in place, corrections staff may struggle to track which inmates require specific medications and when—especially when managing dozens or even hundreds of individuals. This can lead to serious issues such as administering the wrong medication, delayed dosing, incorrect dosages, or missed medication passes altogether.

With Medication Manager for Command Cloud, corrections staff have accurate, up-to-date medication information stored conveniently in one centralized location. Administrative staff can track active and overdue medication passes from anywhere in the facility using the Medication Manager module. When an inmate enters the approved timeframe to receive their next dose, the medication automatically appears as Active within both the module and the dashboard, making it accessible from any device throughout the facility.

Users can also filter by the specific location(s) they are responsible for, allowing them to focus quickly and efficiently on upcoming medication passes that require attention.

**PROBLEM #2:** *"We often have inmates file disputes claiming they didn't receive their medications. What steps in the documentation process can we implement to ensure accurate verification that medications were administered?"*

The most common complaints in facilities stem from medical access—whether it's seeing a doctor, receiving medication, not receiving medication, or anything in between. These complaints can escalate into lawsuits and create unnecessary headaches for the agency. However, with accurate and thorough documentation, many of these claims can be quickly and confidently disputed.

Medication Manager includes built-in features designed to maximize the efficiency and completeness of inmate medication records and reporting. As medications are offered, corrections professionals use Medication Manager in Mobile Command XR to document inmate decisions in real time. Medications can be configured to require inmate signatures to confirm acceptance or refusal.

All of this data captured during med passes is stored and displayed in the Medication Manager Reports found in the Reports Module (Medication Order History, Medication Inventory History and Medication Administration Report). These records are organized into exportable tables that can be easily filtered by inmate, date, or other criteria, enabling users to quickly locate the exact information they need. This level of documentation, supported by signatures and recorded reasoning, provides strong defensibility against false claims of medical neglect.

**PROBLEM #3:** *"We struggle to maintain accurate, up-to-date records of inmate allergies and to reliably cross-reference those allergies with medication ingredients, which increases the risk of adverse reactions."*

If an inmate is allergic to any component of a medication, that information must be tracked and accurately cross-referenced against all medications in the facility to prevent accidental administration. Giving an inmate a medication they are allergic to not only endangers their health, but also exposes the facility to significant liability. So, corrections staff must be aware of this critical information to protect inmate health and minimize the risk of potential lawsuits.

Medication Manager enables facilities to enter, store, and track inmate medication allergies efficiently. Within the Medical Restrictions tab in Medication Manager on Mission Command, users can document each allergy or restriction and add comments describing its severity and any other relevant details. Once an allergy is entered into Mission Command, the information automatically syncs to Mobile Command XR, giving users access to this critical data from anywhere, on any device, and displays within the med order form after the inmate is selected.

Users can quickly view these details by toggling to the Medical Restrictions tab within Medication Manager for a full breakdown, or by opening an inmate's "baseball card" via the information icon (i) next to their name or through the Inmate Profile module.

**PROBLEM #4:** *"Our agency struggles to monitor the administration of over-the-counter (OTC) medications—specifically, who received what, when it was administered, and when it can be given again in compliance with regulations."*

Medication Manager for Command Cloud includes features specifically designed for OTC medications, keeping them separate from other types of med passes.

The system comes with a prebuilt list of common medications (including over-the-counter); however, if an OTC medication is missing, it can be added in Mission Command. The OTC medications added in Mission Command generate WordBlocks that users can select from within Mobile Command XR when administering the medication. If you are documenting an OTC med pass in Mission Command, you'll select from the dropdown list found in **Create an OTC Pass** in the Medication Orders tab that will be prefilled with these OTC medication entries.

When these medications are created, the allotted wait time between doses is entered and synchronized across all devices. This ensures that when an OTC medication is administered to an inmate, the system not only records the time of the dose but also tracks when the next dose can be given, allowing corrections staff to maintain timely administration and accurate documentation. If a medication is given before the elapsed time, a justification will need to be provided.

This feature streamlines OTC medication administration, providing a more efficient and accurate way to document and track these medications.

**PROBLEM #5:** *"Our facility needs to apply for opioid settlement funding and must have a reliable system to document and manage Medication-Assisted Treatment (MAT) and naloxone distribution, as well as demonstrate continuity of care for individuals with opioid use disorder (OUD)."*

Opioid settlement funds are intended to support evidence-based efforts to address the opioid crisis, including Medication-Assisted Treatment (MAT) programs, naloxone distribution, and continuity of care for inmates. When applying for these funds, facilities must provide documentation showing how they administer, track, and manage approved medications along with protocols that ensure ongoing care during custody and after release.

All required medication documentation is captured, stored, and easily accessible within Medication Manager. It stores this data in prebuilt, exportable reports, like the **Medication Administration Record Report**, that directly support opioid settlement compliance and audit readiness by providing a complete record of medication administration, including MAT medications.

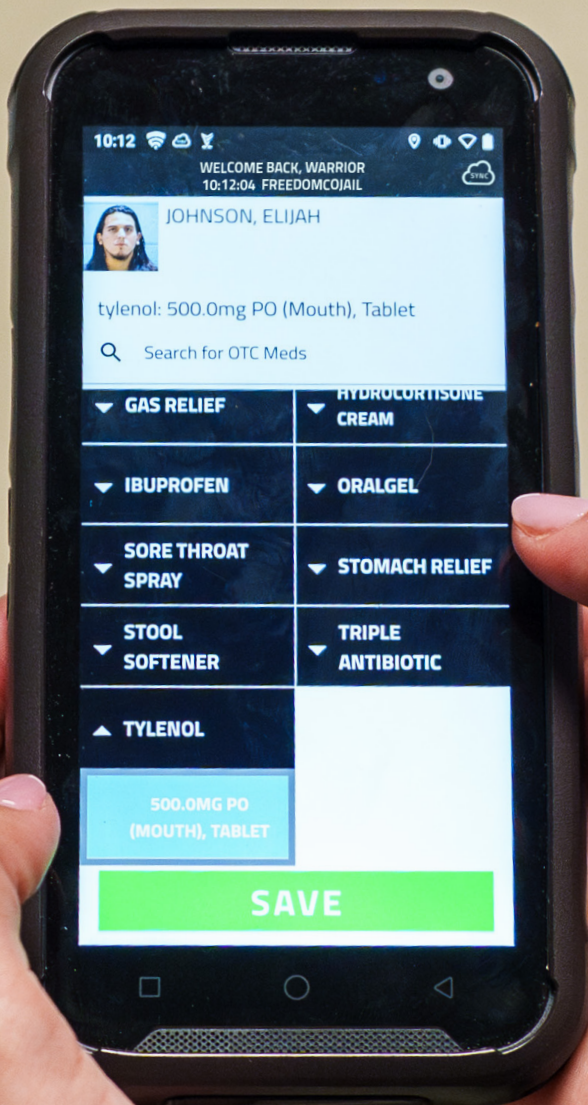
Medication Manager ensures your facility can accurately document medications and continuity-of-care processes—supporting your eligibility for opioid settlement funding and reinforcing compliance.

## CONCLUSION

Managing inmate medication requires precision, accountability, and security. Medication Manager for Command Cloud delivers a comprehensive solution that addresses the unique challenges correctional facilities face in tracking and administering inmate medications. From reducing human error and improving health outcomes to ensuring compliance with legal and regulatory standards, Medication Manager empowers corrections professionals to deliver safe and efficient inmate care.

Whether you're dealing with high-risk medications, managing refusals, verifying administration, or streamlining complex reporting, Medication Manager offers a centralized system that simplifies every stage of the med pass process. By integrating mobile technology with secure digital records and reporting, it ensures that every medication interaction is documented, verifiable, and aligned with best practices.

By supporting safe, compliant management of both prescription and over-the-counter medications, Medication Manager helps maintain inmate health while reducing administrative workload and legal risk. It's more than a medication tracking system—it's a vital step forward in ensuring that inmates receive the medical attention they need, and that staff are supported in delivering that care with confidence and clarity.





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