Our goal is to capture the quantity and cost of inventory, and meticulously record how that inventory is used without interfering with patient care.

**Q. Who should be Super Users?**

Any users who will manage performance, add new users, and change drug inventory settings.

**Q. Who will be involved with the initial loading of inventory?**

Our analyst will move the cabinet(s) and inventory the drugs after they are removed for patient treatment on Monday afternoon.

**Q. How much time should be allotted, & should the clinic be closed?**

Practice assistance is requested as inventory is loaded and will often time answer many questions prior to formal training. This will not require practice closure.

**Q. How much training time is required for all users, and when will it be completed?**

Training will begin on Tuesday as time permits as not to impede patient care. For general dispensing users, minimal training is required. Super users will require a minimum of one hour; however, those with administrative privileges will require two hours for training.

**Q. Can anyone be trained ahead of the actual ‘go live’ date?**

One-on-one online training sessions will be available via web conference upon your request.

**Q. Is there information to familiarize myself with prior to installation?**

Our web portal, nucleus2.oncologysupply.com, is accessible from any computer with Internet access. The Quick Reference Guide and other training materials are available to view and download.

**Q. What basic preparation needs to be completed prior to installation?**

Our web portal, nucleus2.oncologysupply.com, is accessible from any computer with Internet access. The Quick Reference Guide and other training materials are available to view and download.

**Q. Queuing — how much time should be set aside, and how do we enter Tuesday through Friday into the system?**

Queuing is not required; however, providing an estimated patient load prior to arrival will enable our team to efficiently enter queuing into the system. Initially it will take longer, as you will not be able to queue from history until dispensing is established.
Q. Is there an application for Nucleus on users’ desktops in order to schedule drugs and allow users to check inventory at each site?
Yes. The web portal will allow user access for scheduling and monitoring. Your credentials will be provided during installation.

Q. Is there a ‘cart’ function that transfers to Oncology Supply automatically? Does someone from the practice need to interact with the purchase order?
We can duplicate the cart or timed even for purchase orders. Automatically generated orders can be created based on par levels set by your practice. Purchase orders may be approved manually, allowing flexibility to adjust as needed and submit when ready.

Q. Are there some items that will NOT auto-order? How do items not purchased from Oncology Supply integrate?
Assigned practice owned items are by default set to not auto-order and will not appear on the purchase order to Oncology Supply. You may run an Outside Vendor Refill report for ordering these items.

Q. Will we have a specific Customer Service Representative?
Yes, every Oncology Supply account has a dedicated Customer Service Representative.

Q. Are there labels that print when drugs are dispensed?
Yes. Labels and receipts can also be re-printed.

Q. Is there a Nucleus interface for my EMR/PM system?
Nucleus is currently interfaced with 25+ vendors, and we have the ability to design compatible interface functionality at your request. The Nucleus interface functionality retrieves patient demographic information, patient orders (MAR) to dispense, and scheduling information from the PM/EMR system. Patient charge records are automatically sent to the billing software to be processed to the payer.

Q. Can you provide customized reports?
Available to you are over 50 Nucleus reports located on the Nucleus portal. Our Nucleus report analysts can also create unique reports for your practice at no additional charge in 30 to 60 days.