



medixsafe

Narcotics Tracking

User Guide

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Quick Start

In a hurry?

Clicking on these four links will get you up and running in less than 5 minutes:

1. [Selecting your Medications](#)
2. [Preparing for Programming](#)
3. [Programming the Smart Tags](#)
4. [Inventory Reports](#)

Once you're done, we **strongly** encourage you to come back and read the entire guide: it contains many useful tips and best practices that will make your narcotics tracking program as successful as possible.



Introduction

Thank you for trusting MedixSafe.

We know that you and your patients depend on us. We take that trust seriously. Thank you.

MedixSafe has engineered one of the industry's most secure and reliable narcotics-tracking systems by combining state-of-the-art security controls with next-generation medical tracking technology – while keeping the user experience exceptionally simple. For front-line crews, using the system is as effortless as closing the door on the safe; the technology operates automatically in the background, without adding friction to already time-critical workflows.

This simplicity is intentional: when systems are easy to use, they are used consistently, which directly improves inventory accuracy, strengthens compliance, and ensures that every transaction is properly captured. At the leadership level, this translates into continuous, real-time visibility into how controlled substances move through your organization. The result is a system that enhances safety, reduces risk, and delivers dependable performance day in and day out – quietly doing its job so your teams can focus on theirs.



Fully-Automated Narcotics Tracking

Narcotics tracking introduces a level of automation and real-time visibility that significantly improves the accuracy of controlled-substance management in EMS operations. Instead of relying on manual logs, handwritten counts, or periodic audits, MedixSafe's systems automatically record when medications are removed, returned, or accessed – down to the individual vial level. This reduces human error, eliminates gaps in documentation, and ensures that inventory records are always current. For leadership, this means greater confidence that narcotics counts are correct at every shift change, with immediate alerts if discrepancies occur, enabling faster intervention and resolution.

From a safety and compliance standpoint, automated tracking strengthens accountability while simplifying regulatory adherence. Every transaction is time-stamped and associated with a specific user, creating a clear, tamper-resistant audit trail that aligns with DEA and state requirements. This not only reduces the risk of diversion but also protects personnel by providing transparent documentation of proper handling. In parallel, improved inventory accuracy ensures that the right medications are available when needed, directly supporting patient care. The combined effect is a system that lowers organizational risk, enhances operational oversight, and reinforces a culture of safety and compliance without adding administrative burden to frontline staff.



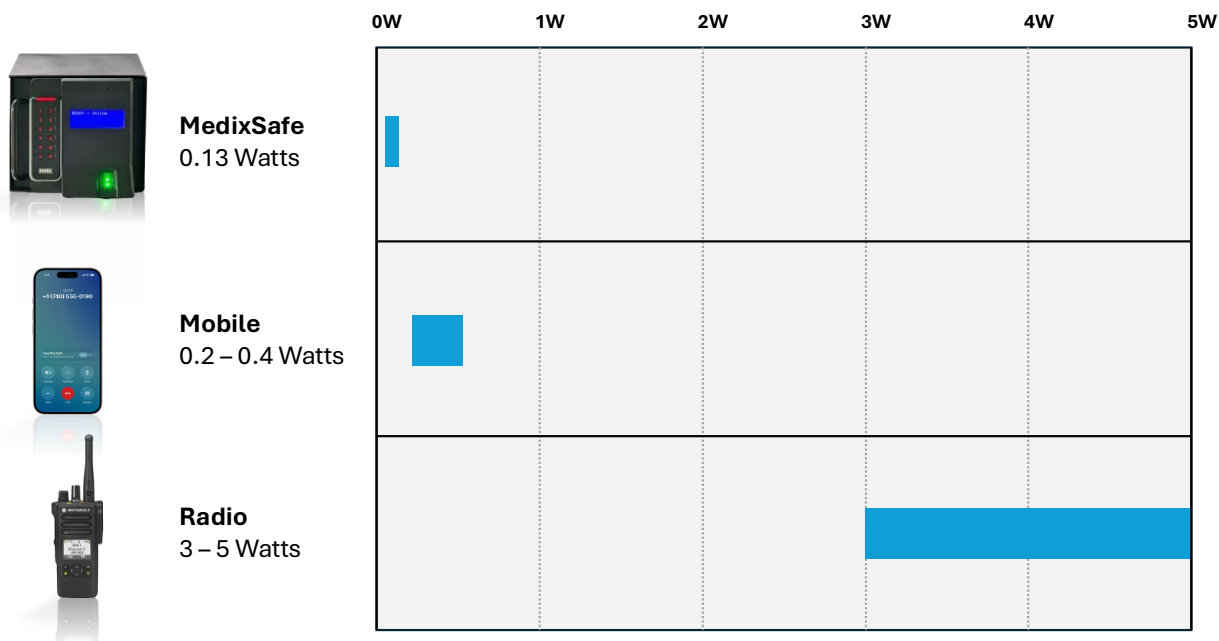
Safety Assurance

We take patient and health-care worker safety seriously.

MedixSafe's narcotics tracking systems operate in the 915 MHz UHF radio band; these frequencies are widely used and subject to strict regulatory limits to ensure safety for both people and sensitive materials. Additionally, every component of our tracking technology was designed to avoid interfere with other equipment found in clinical and EMS environments, including diagnostic and treatment devices, dispatch radios, cellular telephones, and Wi-Fi / Bluetooth communications.

MedixSafe's tracking systems use non-ionizing electromagnetic waves – similar to Wi-Fi and Bluetooth signals – meaning they do not carry enough energy to effect human tissues or damage medications. The radio systems in your MedixSafe are only activate for a few seconds, while inventory scans are taking place, and operate at low power levels: less than 0.13 Watts when the safe door is open, and less than 0.08 Watts when the door is closed. These levels are well below established FCC and IEEE safety thresholds, and are comparable to, or lower than, many everyday wireless technologies already present in clinical and EMS environments (see a relative comparison chart, below). Extensive industry use and testing have demonstrated that these signals have no measurable effect on the integrity, potency, or stability of pharmaceutical products.

We have designed your system to be safe for continuous use around personnel, patients and medications alike, providing advanced tracking capabilities without introducing any health or safety risks.



2

Initial Configuration

MedixSafe does not require any software to be installed; everything is controlled through the web browser on your laptop, desktop or tablet. The next few steps will show you how to log in, and how to activate Narcotics Tracking.

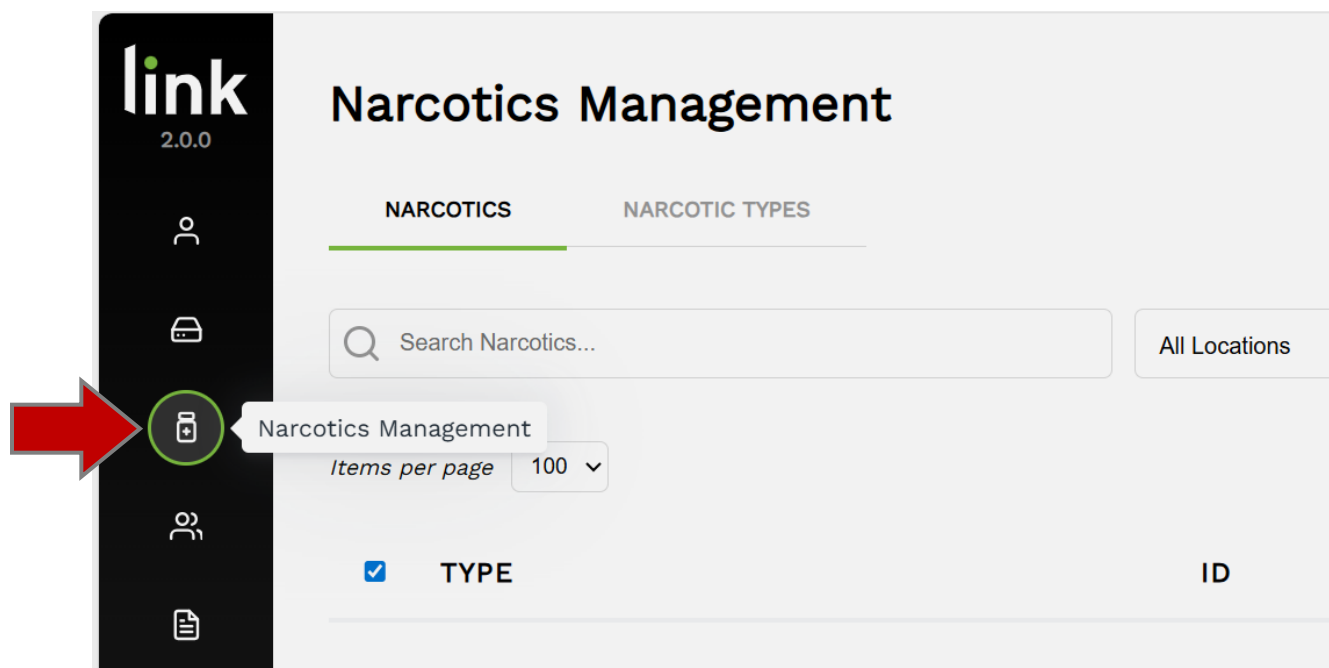
For information on how to activate your safe, or for how to add users that can access your safes, please refer to the MedixSafe [User Guide](#).

Logging in

To start configuring your system for Narcotics Tracking, log into your MedixSafe Cloud Console at:

<https://console.medixsafe.com>

Once logged in, select the **Narcotics Management** tab:



Selecting your Medications

Medications are tracked by federally-issued **NDC** (National Drug Code) or **DIN** (Drug Identification Number) identifiers; this allows us to pre-populate your inventory records with the correct drug name, manufacturer, concentration and volume.

Start by creating a list of the drug codes for the controlled substances you normally carry; these codes can be found on the manufacturer's label (see examples, below). This list can be easily updated later, if you need to add new medications.



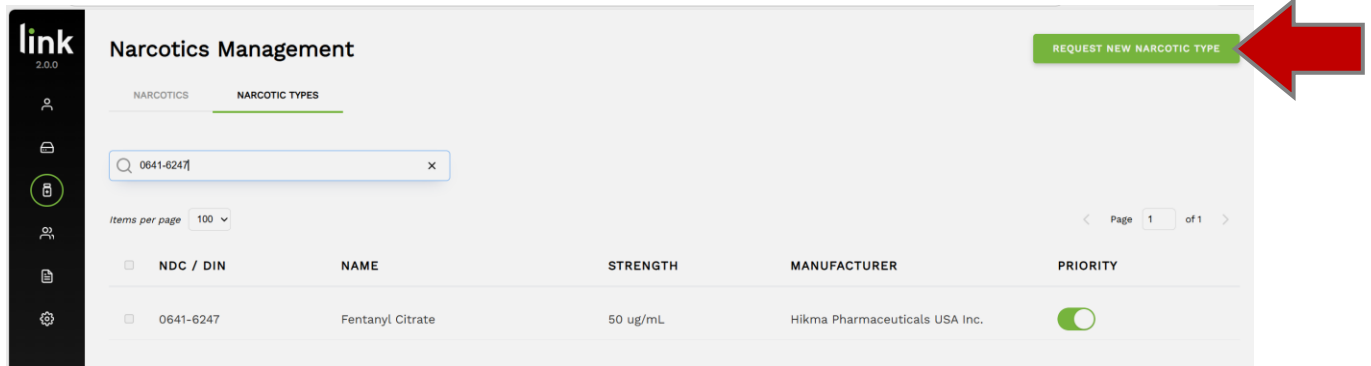
Once you have your list:

1. Click on **Narcotic Types**
2. Enter the **NDC** or **DIN** number into the search box
3. Turn on the green **Priority** switch for your chosen medication



Requesting New Medications, Containers or Assets

If a medication that you carry is not listed – or if you wish to track custom bottles, blister-packs, cases, or other assets – click on the **Request New Narcotic Type** button. We can quickly customize your system by adding any required asset types within a few hours.



The screenshot shows the 'link 2.0.0' interface for 'Narcotics Management'. The left sidebar contains icons for user, lock, database, settings, and a highlighted database icon. The main header has 'NARCOTICS' and 'NARCOTIC TYPES' tabs, with 'NARCOTIC TYPES' selected. A search bar contains '0641-6247'. Below the search bar, 'Items per page' is set to 100. A table lists one item with columns: NDC / DIN, NAME, STRENGTH, MANUFACTURER, and PRIORITY. The item is '0641-6247', 'Fentanyl Citrate', '50 ug/mL', 'Hikma Pharmaceuticals USA Inc.', with a priority toggle switch. A green button 'REQUEST NEW NARCOTIC TYPE' is in the top right, with a red arrow pointing to it. Page 1 of 1 is shown at the bottom right.

NDC / DIN	NAME	STRENGTH	MANUFACTURER	PRIORITY
0641-6247	Fentanyl Citrate	50 ug/mL	Hikma Pharmaceuticals USA Inc.	☒

Smart Tags

Every component in your MedixSafe system – from your tags to your readers – has been specifically selected and optimized to work together in demanding Fire and EMS environments, where reliability, read accuracy, and resistance to interference are critical.

As a result, the system requires the use of MedixSafe’s proprietary “Smart Tags,” which are engineered to meet these exact specifications; standard, off-the-shelf RFID tags do not provide the necessary performance and will not function with the system. Our tags are also designed to ensure they do not interfere with the inspection of the medication, or with reading critical data on medication labels.

This integrated approach ensures consistent, high-confidence inventorying and dependable operation, giving agencies a level of tracking accuracy and reliability that is not achievable with generic components or previous generations of RFID tags.



Environmental Specifications and Shelf Life

Our Smart Tags are maintenance-free for the life of your controlled substances, and require no batteries, special handling, or special containers. Our tags are ARC Certified, and their pharmaceutical-grade adhesive can be used in temperatures from **-40°F (-40°C)** to **+185°F (+85°C)**.

For optimal adhesive performance, we recommend that Smart Tags be applied to your vials within one year of purchase. Smart Tags should not be removed and reapplied.

Cleaning and Handling

For sterilization, the surface of applied Smart Tags may be cleaned with standard healthcare cleaners rated for PVC, including Clorox Healthcare® Bleach Germicidal Wipes, Fuzion® Cleaner Disinfectant, and VersaSure™ Cleaner Disinfectant Wipes.

Material and Drug-Carrier Compatibility

Your SmartTags are not designed to be applied directly to metal surfaces or used within containers that are solid metal (or lined with metal foil); this will block the radio waves needed for reliable inventory tracking.

SmartTags have been tested to work well with a wide variety of rigid plastic containers from Pelican®, OtterBox® and Plano®, and with most foam- and fabric-based drug carriers.



Receiving New Medication

In order to be tracked your medication must be enrolled into the MedixSafe cloud. This is a quick process, which involves applying a Smart Tag to each vial.

The Smart Tags are supplied on bulk rolls; these tags are initially blank when you receive them, and they must be **programmed**. The programming process encodes each Smart Tag with:

- ✓ A unique serial number
- ✓ The type of medication (drug name, manufacturer, volume, concentration)
- ✓ The expiry date
- ✓ A code that identifies your agency (to avoid tracking errors if, in an emergency situation, you ever restock medications from another MedixSafe customer)



Applying the Smart Tags

The first step is to apply a Smart Tag to each vial, ampule, Carpuject® or other container you wish to track. Starting with these best-practice steps will help ensure your narcotics tracking program is as successful as possible:

- ✓ Do not fold or crease the Smart Tag; it must remain flat.
- ✓ For proper adhesion, ensure the application area is clean and dry.
- ✓ Confirm the manufacturer's label is intact and firmly adhered: do not apply a Smart Tag onto a damaged or peeling label.
- ✓ Place the Smart Tag so that it does not obscure the drug name, concentration / dosage, expiration date or lot number.



Preparing for Programming

Programming can be done in bulk; you can program several dozen vials at a time, provided that they are the same type of drug and have the same expiry date.

Any tracking-enabled MedixSafe safe can be used for programming. This provides backup options in situations where your normal headquarters or station safe is unavailable – and flexibility in large-scale emergencies, where you may need to restock vehicles directly from a hospital or other nearby agency.

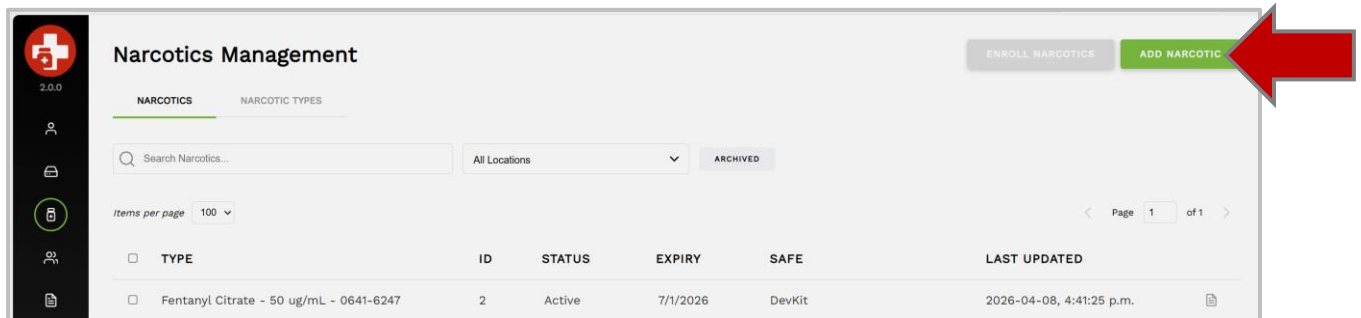
Labelled vials should be placed into the safe in an organized fashion:

- ✓ Ensure your Smart Tags are **not** resting against the metal walls of the safe.
- ✓ When programming large numbers of vials at once, place the vials in an upright position as shown below (*i.e.*, so the Smart Tags are **not** pointing directly at the floor or directly at the ceiling of the safe).



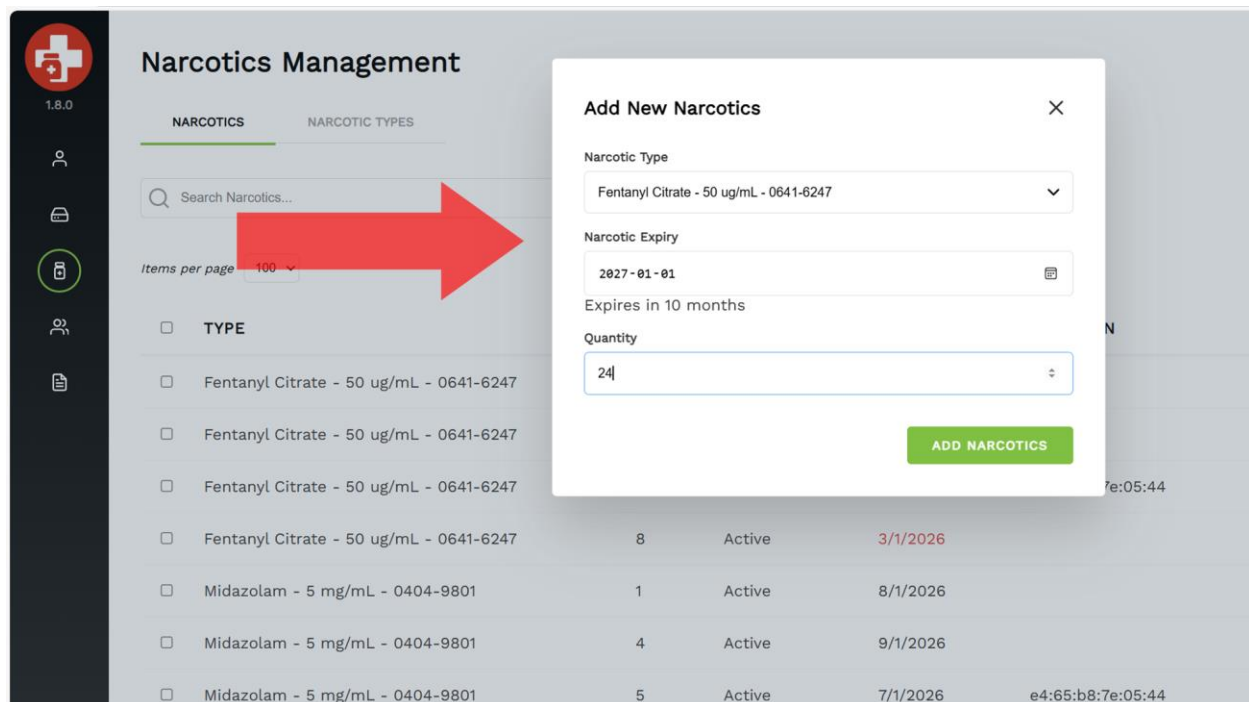
Programming the Smart Tags

Once the medication has been placed into the safe, click the **[Add Narcotic]** button:



The screenshot shows the 'Narcotics Management' interface. On the right side, there are two buttons: 'ENROLL NARCOTICS' and 'ADD NARCOTIC'. A large red arrow points to the 'ADD NARCOTIC' button. The interface includes a search bar, a dropdown for 'All Locations', and a table with columns: TYPE, ID, STATUS, EXPIRY, SAFE, and LAST UPDATED. The table contains one entry for 'Fentanyl Citrate - 50 ug/mL - 0641-6247'.

You will be prompted to select the **Narcotic Type** from the drop-down list, and the **Expiry Date**. Enter the number of Smart Tags that you will be programming into the **Quantity** field, and then click **[Add Narcotics]**:



The screenshot shows the 'Narcotics Management' interface with the 'Add New Narcotics' modal open. A red arrow points from the 'ADD NARCOTIC' button in the previous screenshot to the modal. The modal contains the following fields:

- Narcotic Type:** Fentanyl Citrate - 50 ug/mL - 0641-6247
- Narcotic Expiry:** 2027-01-01
- Expires in:** 10 months
- Quantity:** 24

At the bottom of the modal is a green button labeled 'ADD NARCOTICS'. The background shows a table with multiple entries for 'Fentanyl Citrate' and 'Midazolam'.

The next step is to select the safe that you will be using to program the tags. Any safe can be selected, provided that it is online. (If you are using Groups, then you must be either a Global Administrator, or a Group Administrator for that safe.) Once you have selected a safe from the drop-down list, click the **[Start Enrollment]** button:

Enroll Narcotics

Enrollment Device: 94:54:c5:1e:77:4c - Test Safe

Narcotic Type: Fentanyl Citrate

Number of Narcotics: 24

START ENROLLMENT

TYPE	Item	Count	Status	Expiry	MAC	Created
Fentanyl Citrate - 50 ug/mL - 0641-6247	7	Active	3/1/2026	e4:65:b8:7e:05:44	2026-03-02, 2:33	
Fentanyl Citrate - 50 ug/mL - 0641-6247	8	Active	3/1/2026		2026-03-02, 2:30	
Fentanyl Citrate - 50 ug/mL - 0641-6247	9	Created	5/1/2026			
Midazolam - 5 mg/mL - 0404-9801	1	Active	8/1/2026		2026-02-12, 1:50	
Midazolam - 5 mg/mL - 0404-9801	4	Active	9/1/2026		2026-03-04, 9:12	
Midazolam - 5 mg/mL - 0404-9801	5	Active	7/1/2026	e4:65:b8:7e:05:44	2026-02-18, 9:21	
Midazolam - 5 mg/mL - 0404-9801	6	Active	7/1/2026	e4:65:b8:7e:05:44	2026-02-18, 9:21	

After the enrollment has completed, both your web browser and the screen of the safe will report whether the programming was successful:

Enroll Narcotics

1 SUCCESS

0 FAILURES

1 TOTAL

Details

- Enrollment completed successfully.

HELP **CLOSE**

Potential Errors and Solutions

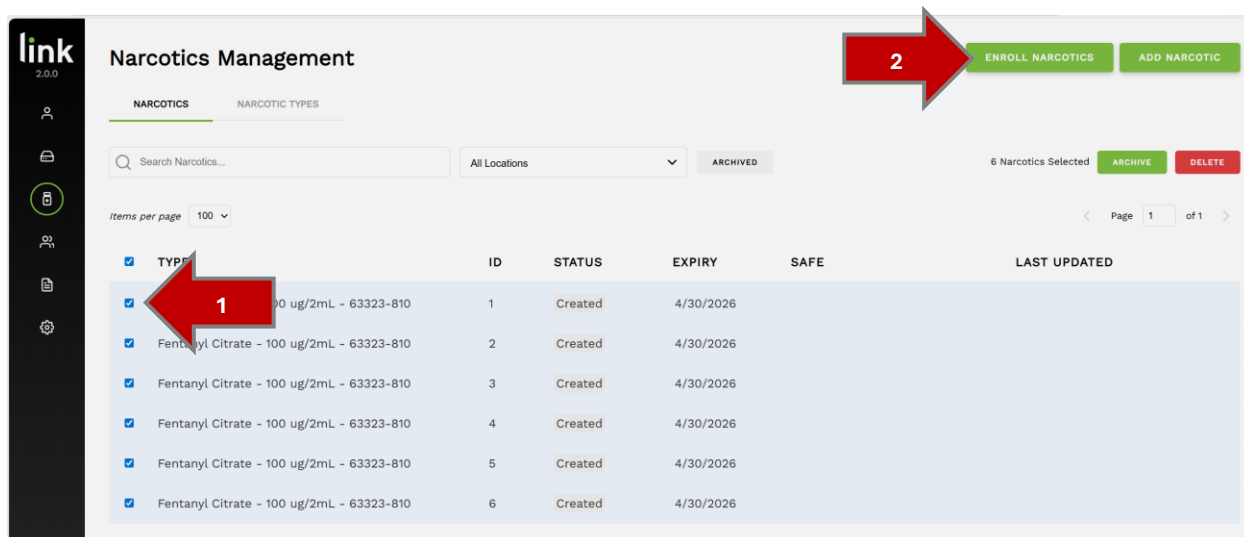
If an error occurs while programming, a failure message will appear both on the screen of your safe and in your web browser.

Your MedixSafe runs a series of checks before programming starts; if any of these tests fail **before** programming starts, then you may see one of the following messages:

- **No RFID module tag detected. Please ensure the safe has an RFID module connected.**
Smart Tags can only be programmed in safes that are equipped with Narcotics Tracking. If you receive this message on a Narcotics Tracking safe, please [contact us](#) so that our support team can help remotely diagnose and resolve the issue.
- **Too few tags detected. Please ensure all narcotics are properly placed in the safe.**
Confirm that the quantity you entered matches the number of Smart Tags actually in the safe. If the quantity is correct, ensure that none of the Smart Tags are touching the walls of the safe, or pointing directly at the ceiling or floor during programming.
- **Too many tags detected. Please remove any unauthorized items from the safe.**
Confirm that the quantity you entered matches the number of Smart Tags actually in the safe. If the quantity is correct, ensure that you do not have any unprogrammed tags sitting directly on top of the safe, or directly in front of the safe door.
- **Unapproved RFID tag detected. Please use a MedixSafe Smart Tag.**
Ensure that you are using MedixSafe Smart Tags. Check that you do not have any third-party RFID tags inside the safe during programming. (Third party tags will not impact **inventory** counts, but they cannot be in the safe during **programming**.) Some drug carriers (like Pelican® cases) may have an anti-shoplifting tag applied to them if they were purchased from a retail supplier.
- **Unable to enroll RFID tag.**
One or more Smart Tags was not responding properly when the safe attempted to communicate with it; the Smart Tag may need to be repositioned inside the safe, or it may be defective. Ensure that tags are not creased or bent during application. Ensure that none of the Smart Tags are touching the walls of the safe, or pointing directly at the ceiling or floor during programming. See the [Tap-to-Scan](#) section for instructions on quickly identifying non-responsive tags.

If any of these errors are reported, then no tags will have been programmed; leave all of the items in the safe.

Once the error has been corrected, you can re-attempt the programming; in your web browser, select each of the unprogrammed narcotics (they will be in the “**Created**” state), and then click the **[Enroll Narcotics]** button (see below):



It is unusual for an error to occur once programming **begins** but, if it does, you may see one of the following messages:

- **Enrollment was cancelled.**
Do not open the door of the safe during programming. This will immediately cancel the programming of the tags.
- **Failed to write to RFID tag. Please try again.**
One or more Smart Tags stopped responding during programming; the Smart Tag may need to be repositioned inside the safe. Ensure that none of the Smart Tags are touching the walls of the safe, or pointing directly at the ceiling or floor during programming.

The error message, both on the screen of the safe and in your web browser will indicate the number of “Failed” tags. Open the safe and adjust any items that may be poorly-positioned (e.g., a Smart Tag directly touching the wall of the safe). Return all items to the safe (both programmed and unprogrammed), and then follow the instructions, above, to re-run the **[Enroll Narcotics]** operation for the remaining items. The safe will automatically determine which Smart Tags are unprogrammed, and then will complete the programming operation. (If necessary, you can use the Tap-to-Scan feature to identify the unprogrammed Smart Tags; see the **Tap-to-Scan** section for instructions on how to quickly identifying unprogrammed items.)

Automatic Drug Inventory

MedixSafe has **designed your** automatic narcotics tracking system to be as simple as “closing the door”, without adding complexity to frontline workflows. By removing the need for manual logging, scanning steps, or extensive staff training, the system minimizes opportunities for human error and ensures that inventory is captured accurately every time.

Positioning Within the Safe

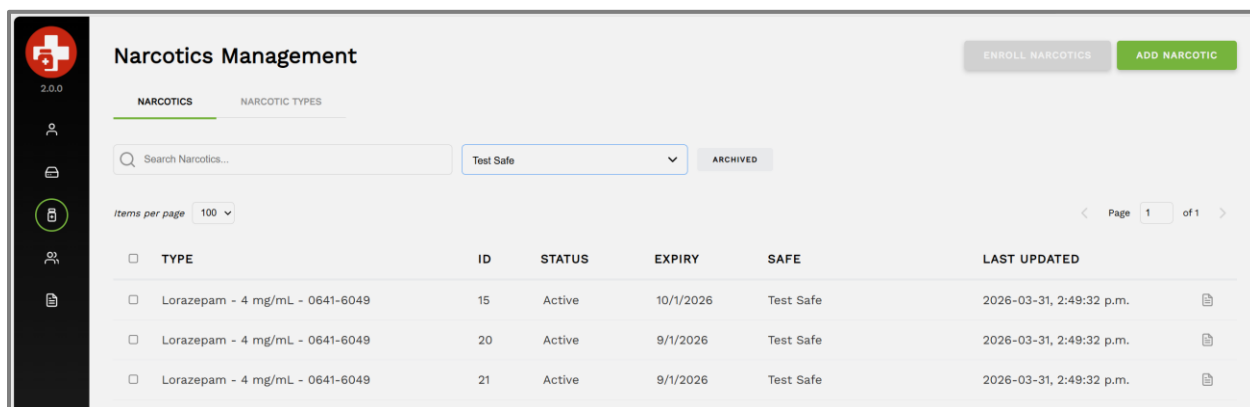
While the process is fully-automated, a few simple steps can help to ensure error-free operation of your system.

The SmartTags should not be pressed into direct contact with the metal walls of the safe (or the metal floor of the safe, if you remove the foam); this will not harm the tags, but it may prevent those tags from being properly read during an inventory scan. This issue is easily overcome by using a dedicated carrier for your controlled substances, rather than placing loose vials into the safe.

SmartTags have been tested to work well with a wide variety of rigid plastic containers from Pelican®, OtterBox® and Plano®, and with most foam- and fabric-based drug carriers.

Automatic Inventory Location

Inventory reports are automatically run shortly after the safe is powered on, and every time the safe door is closed. The current location of each item, and the time it was last seen, can be viewed in the **Narcotics Management** page:



TYPE	ID	STATUS	EXPIRY	SAFE	LAST UPDATED
Lorazepam - 4 mg/mL - 0641-6049	15	Active	10/1/2026	Test Safe	2026-03-31, 2:49:32 p.m.
Lorazepam - 4 mg/mL - 0641-6049	20	Active	9/1/2026	Test Safe	2026-03-31, 2:49:32 p.m.
Lorazepam - 4 mg/mL - 0641-6049	21	Active	9/1/2026	Test Safe	2026-03-31, 2:49:32 p.m.

This view can be filtered to show the location of every specific narcotic (e.g., Fentanyl), or to show what inventory is currently present in a specific location.

Electronic Witness

The access logs maintain a fully-automated Electronic Witness record of every safe access, whether the safe is online or offline at the time of the access. This includes:

- ✓ Who accessed the safe, and whether two-person authentication was used
- ✓ How the person authenticated (e.g., card, PIN, fingerprint, multi-factor, etc.)
- ✓ Whether a Remote Open code was used
- ✓ The date and time the door was opened and closed
- ✓ Whether the door was held open long-enough to trigger a “door held open” alarm
- ✓ A list of every medication that was added to or removed from the safe, including the unique serial number of each item

In your web browser you can click on any access event to show these details, and then click again on the **Inventory Update** line to see the detailed list of every medication that was added or removed:

1.8.0

Rows per page50

Page 1 of 1

DATE	USER	DOOR	INVENTORY	AUTHENTICATION																				
Thu. Feb 12 2026, 1:50 pm	Courtney Gibson	Test Safe	+0 / -4	User ID																				
Credential Approved February 12, 2026 at 1:50:22 PM	Courtney Gibson			User ID																				
Door Opened February 12, 2026 at 1:50:23 PM	Unknown																							
Door Closed February 12, 2026 at 1:50:41 PM	Unknown																							
Inventory Update February 12, 2026 at 1:50:49 PM	Summary: 0 Added, 4 Removed																							
<table><thead><tr><th>ACTION</th><th>ID</th><th>NAME</th><th>NDC / DIN</th></tr></thead><tbody><tr><td>Removed</td><td>2</td><td>Fentanyl Citrate</td><td>0641-6247</td></tr><tr><td>Removed</td><td>3</td><td>Fentanyl Citrate</td><td>0641-6247</td></tr><tr><td>Removed</td><td>1</td><td>Midazolam</td><td>0404-9801</td></tr><tr><td>Removed</td><td>4</td><td>Midazolam</td><td>0404-9801</td></tr></tbody></table>					ACTION	ID	NAME	NDC / DIN	Removed	2	Fentanyl Citrate	0641-6247	Removed	3	Fentanyl Citrate	0641-6247	Removed	1	Midazolam	0404-9801	Removed	4	Midazolam	0404-9801
ACTION	ID	NAME	NDC / DIN																					
Removed	2	Fentanyl Citrate	0641-6247																					
Removed	3	Fentanyl Citrate	0641-6247																					
Removed	1	Midazolam	0404-9801																					
Removed	4	Midazolam	0404-9801																					
Thu. Feb 12 2026, 1:43 pm	Jane Medic	Test Safe	+3 / -0	User ID																				
Thu. Feb 12 2026, 1:43 pm	Unassigned User	Test Safe		User ID																				

The **Inventory** column contains icons that shows which transactions included the movement of narcotics. The icons, below, show that 10 items were removed and then 10 items were added:

INVENTORY
+0 / -10
+10 / -0

Expired Drug Warning

Your MedixSafe will automatically alert you if expired medication is inside the safe. The light above the keypad will flash, and the bottom line of the display will display a warning (e.g., “1 EXPIRED FENTANYL”). This display will continue until the medication is removed.



Avoiding Errors

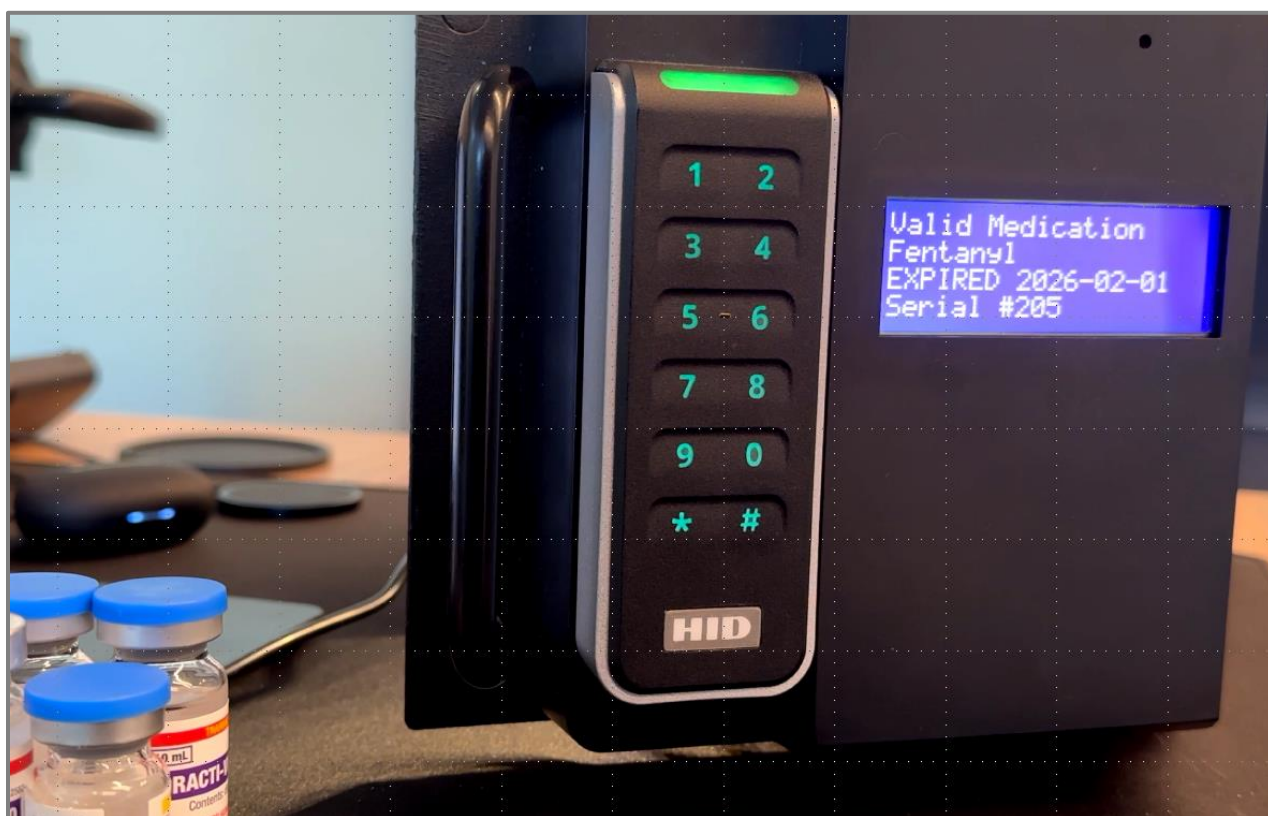
To avoid inventory errors, avoid placing Smart Tags directly on top of the safe or directly in front of the safe door after removing them from the safe.

Tap-to-Scan

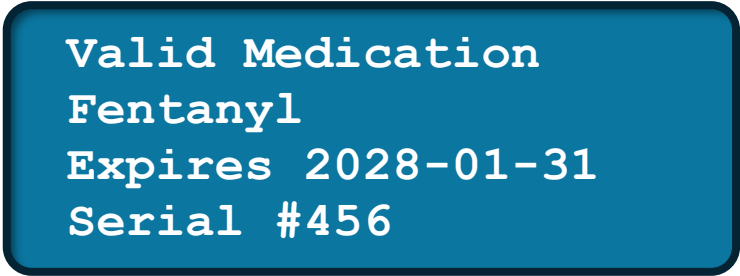
Whenever the safe door is open, the safe automatically starts a “Tap-to-Scan” mode. This is designed to allow anyone to rapidly verify an item and get critical information, without needing to read bar codes, use a laptop, or navigate complicated menus. (Tap-to-Scan is active for the first 60 seconds the door is open.)

Tap-to-Scan works like a grocery-store checkout scanner: tapping any Smart Tag on the back of the door will cause the safe to “beep” and display:

- ✓ The state of the Smart Tag (e.g., programmed, unprogrammed, etc.)
- ✓ The type of medication (e.g., “Fentanyl”)
- ✓ The expiry date (e.g., “2028-01-31”), and whether the drug has expired
- ✓ The item’s unique serial number (e.g., “Serial #205”)

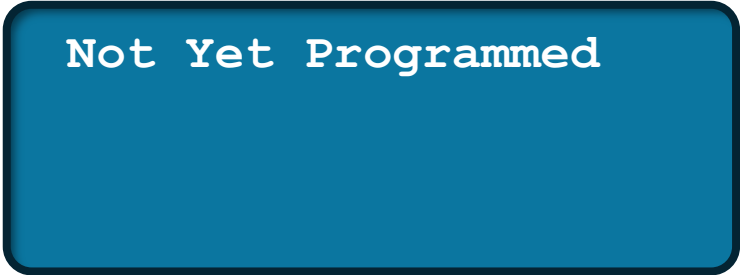


If the Smart Tag is properly programmed, the display will show **Valid Medication**, along with information about the medication:

A blue rounded rectangle with a black border containing white text.

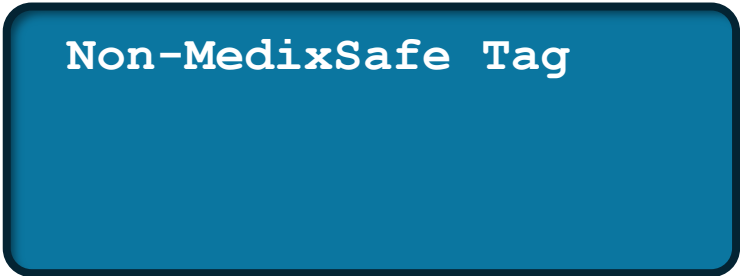
Valid Medication
Fentanyl
Expires 2028-01-31
Serial #456

If the Smart Tag has not be programmed, the display will show **Not Yet Programmed**. This is useful for rapidly identifying which tags have failed if a programming error occurs:

A blue rounded rectangle with a black border containing white text.

Not Yet Programmed

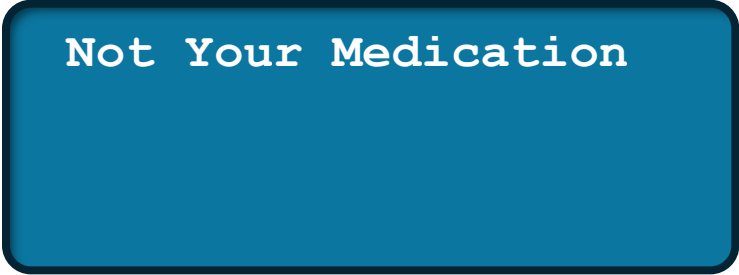
If a generic RFID tag is tapped, the display will show **Non-MedixSafe Tag**; this can be useful in helping to locate third-party tags (e.g., anti-shoplifting tags on a drug carrier):

A blue rounded rectangle with a black border containing white text.

Non-MedixSafe Tag

If the Tap-to-Scan does not register the tag at all, then the Smart Tag may be defective and should be replaced. (Note that Tap-to-Scan only operates for the first 60 seconds that the safe door is open.)

In the unlikely event that you receive medication that another MedixSafe customer has already enrolled onto their account, the safe will display **Not Your Medication**. (This may occur if an apparatus is forced to restock from a hospital or other agency in an emergency situation.) This medication will not appear in your inventory until you re-enroll the medication into your own account:



Not Your Medication

Thank you for your business.

If you encounter any problems with your MedixSafe solution, please do not hesitate to contact us at **1-855-633-4972** or **support@medixsafe.com**; we would be happy to help however we can.

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