

Using SafeDose®

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There are several methods to access the SafeDose® platform:

- **Direct Internet**

The most-used mechanism to access SafeDose is via our web-based application, giving secure, direct access to our SafeDose platform and associated formulary database. This is an interactive experience, allowing users to enter weights, choose drugs, and get valuable information about appropriate use. You can access this using

<https://www.safedosepro.com/php/main/login.php>

which will allow you to login with your username and password. You can also create a new account, if you do not have one, or change your password.

If you have been provided a customized link by SafeDose, please access SafeDose via that link, which allows access without the need to login individually. For convenience, some customers choose to attach the provided link to an ICON on shared computers. If you do this, be aware that you may periodically need to update passwords for your accounts (see our Security policies), requiring you to update the links on each desktop.

Each SafeDose release is tested and verified to work on the current version of Chrome, Edge and Safari.

Users may access SafeDose via a mobile browser or a desktop browser, and the content will adjust to the screen size. Each SafeDose release is tested and verified to work on public cellular networks, on current iPhone and Android devices, using Chrome.

- **Mobile Application**

SafeDose offers two mobile applications – one for iPhone and one for Android, on their respective stores. Downloading the application is free and can be used to access SafeDose using any currently-active login credentials. Search for **SafeDosePro** and download the application.

The SafeDose mobile applications are tested and verified to work on current models of iPhone and Android, on the current version of their operating systems.

- **Web Clips**

Organizations using a Mobile Device Management (MDM) solution can easily roll out access to SafeDose by creating and pushing a configuration that contains a web clip which references SafeDose. To do this, follow the instructions for adding a web clip to your MDM solution. Once this is installed, the web clip will appear as an icon on the home screen, providing quick access to the SafeDose webpage.

NOTE: we suggest that you work with SafeDose to coordinate this rollout, particularly in cases where you have customized the SafeDose formulary.

- **QuickDose Sheets via Epic Integration**

SafeDose offers a specialized application for the viewing and printing of QuickDose Sheets from within Epic. This requires configuration in your Epic instance. If interested, please contact SafeDose for assistance with this specialized case.

- **Integration Links**

Those wishing to integrate SafeDose into your clinical workflow can integrate via “links” that correspond to various clinical situations. This is generally initiated from within the EMR workflow and may require customization from the EMR provider.

Software providers wanting to integrate with SafeDose from within their application will need to:

- Call one of the following links from their application
- Make sure all parameters are complete, for each customer (ex: a correct drug name that is in the formulary)
- Obtain credentials for each customer from SafeDose
- Work with SafeDose to customize the formulary for any customers, if desired (additional costs may apply)

The most common Integration Links are:

- a. **General Access**

When a user wants to launch SafeDose and search the entire database (ex: during a Code), use:

[https://safedosepro.com/search?user=\[\]&ppwd=\[\]](https://safedosepro.com/search?user=[]&ppwd=[])

The SafeDose platform main screen will present, ready for users to choose a weight and use the platform directly. We recommend opening this link in a new window (depending on usage) and sizing the window to match the intended use. The system is responsive by design. When complete, the user will simply close SafeDose.

Note that the username and password will be specific to the institution (the organization that created an account with SafeDose) since the formulary may have been customized by the institution. Also, the password must match the username provided, to authenticate the request. We recommend creating a method to update and manage the usernames and passwords for this purpose dynamically, since the passwords may change periodically (for example, in response to a security need).

- b. **Direct Access to Formulary**

If a user is using SafeDose to verify an order, or otherwise incorporated into the clinical workflow from within the EMR, use:

[https://www.safedosepro.com/search?puser=\[\]&ppwd=\[\]&dosewt=\[\]&cname=\[\]&lang=\[\]&view=rpage](https://www.safedosepro.com/search?puser=[]&ppwd=[]&dosewt=[]&cname=[]&lang=[]&view=rpage)

or

[https://www.safedosepro.com/search?puser=\[\]&ppwd=\[\]&dosewt=\[\]&lang=\[\]&view=rpage](https://www.safedosepro.com/search?puser=[]&ppwd=[]&dosewt=[]&lang=[]&view=rpage)

An individual SafeDose chart will present, specific to the drug and weight. If needed, the user will be prompted to choose an indication, to receive the most clinically appropriate content. We recommend opening this link in a new window (depending on usage) and sizing the window to match the intended use. The platform is responsive by design. When the user is done, they will close SafeDose.

- **Behavior of SafeDose® Integration Link Parameters**

Parameter	Required?	Behavior	If not present
PUSER	Y	Defines the username and must match the username in SafeDose for an active account.	If PUSER and PPWD are not provided, or do not match the SafeDose database for an active user, SafeDose will present the login page and require the username and password be manually entered..
PPWD	Y	Defines the password and must match the password in SafeDose for the specified PUSER.	If PUSER and PPWD are not provided, or do not match the SafeDose database for an active user, SafeDose will present the login page and require the username and password be manually entered.
LANG	N	Defines the language to be used to present content, and must be one of [ENG, PORT, SPAN]	If LANG is not specified, or does not match the set of available choices, SafeDose will default to English
DOSEWT	N	DOSEWT defines the patient's weight, which must be provided as a number representing the kg, and must be provided in increments of: 0.1 kg between 2.5 - 11.9 kg 0.5 kg between 12 - 29.5 kg 1 kg between 30 – 130 kg If DOSEWT is provided and matches the increments above, the corresponding exact weight and calculations will display. If DOSEWT is provided and does not match the increments above, SafeDose will round to the next higher increment (ex: 20.1 kg would round to 20.5 kg).	If DOSEWT is not specified, or in outside the range supported, SafeDose will display a message to the user to manually select a patient weight.
CNAME	N	CNAME refers to the drug name and must match one of the drugs supported by SafeDose exactly. Therefore, we recommend creating a method of verifying the drug is in the formulary before using CNAME for the best experience.	If a CNAME is specified but does not match the SafeDose database for the patient's weight, SafeDose will return a message and user will be given an opportunity to request the drug be added to the SafeDose database.

		When selecting a medication from the EMR, SafeDose will display a list of the corresponding indications and dosing regimens available for that medication. The user will then select the appropriate page that corresponds to EMR information.	If a CNAME is not specified, SafeDose will display “All Categories” and the user may manually select a category and drug.
VIEW	N	Chooses the desired view and should be one of [RPAGE, OTHER]. This is an advanced feature. Please contact SafeDose for further explanation if needed.	If VIEW is not provided, or does not match one of the available choices, SafeDose will default to RPAGE view.

If you have any questions or concerns about the above parameters, please contact customerservice@safedoseinc.com for assistance.

Integration Links are designed to be specific to an individual request (patient’s weight and ordered drug). Therefore, it is not recommended to navigate to other drug pages or different patient weights when using an integration link. For the most straight-forward workflow, we recommend the user close SafeDose and select a new Integration Link for each individual patient and/or drug ordered.

SafeDose may automatically close if the user changes the weight and then searches for other drugs or navigates through other features that do not correspond to the original Integration Link.

Other SafeDose Policies

a. Patient:

- i. SafeDose does not collect or retain any information about the patient, with the exception of the patient’s weight.
- ii. If a patient is not yet entered into the EMR, launch of SafeDose via an Integration Link will not be possible. Therefore, it is recommended to provide a means for the staff to access SafeDose in the event of an emergency when a patient has not yet been entered into the EMR. This can be done by adding a link to the desktop or the facility intranet or a general SafeDose button in the EMR.

b. Anticipated use:

SafeDose is intended to be used as a reference tool for gathering information about medication dosing and administration. Data reviewed in SafeDose is not automatically stored in the EMR by the SafeDose application.

FAQs

Does SafeDose provide integration via APIs?

Not at this time. We are exploring this capability for inclusion in a future release of SafeDose.

How do I ask for assistance?

We are happy to help! Please contact customerservice@safedoseinc.com and one of our specialists will be in touch.

How do I report a bug?

We are sorry you are experiencing an issue. Please contact customerservice@safedoseinc.com and one of our specialists will be in touch.

What if I forgot my password?

For individual users, you can reset your password via a link on the SafeDose main page. For enterprise users, the account owner may reset the password using this same method.

NOTE: if a user attempts to change the password for an enterprise SafeDose account, the request will be challenged – we send a verification email to the email on record for the entire account. Therefore, an individual user may not be able to change the password since they do not have access to that email inbox. This is intentional, to ensure that an individual user does not unintentionally disrupt access to SafeDose for an entire enterprise, and are appropriately authorized.

What if I forgot my username?

Your username is normally the email address you used to create your account. If you are still having difficulty, please contact customerservice@safedoseinc.com and we will help you.

What information does SafeDose collect?

Regardless of the access method used, the SafeDose platform logs each request received on our platform. This is used to provide customer support, to monitor our platform, and to help us improve the product in the future. This includes the username, date/time, weight, drug and indication. Also, during account creation, we collect and store the username, password and contact information for the person opening the account – encrypted in our database. SafeDose does not receive, collect or store identifiable patient data. In your communications with SafeDose, please do not share any identifiable patient data (such as in a screen shot).

How will SafeDose handle security incidents, if they occur?

In the rare instance of a security incident, SafeDose maintains an incident response plan to govern our response. For security reasons, we do not share copies of this plan. But, to summarize, the plan includes investigation of the incident, containment as necessary, diagnosis, recovery, and communication with any affected users. If SafeDose experiences downtime, we will communicate to the account owner, using the contact information on file. For additional details regarding information security, see

www.safedoseinc.com/sdi-information-security-policy

How can I test “integration links”?

SafeDose does not provide a separate sandbox or “test” environment for this purpose. We recommend that small volumes of manual verifications be done using the production SafeDose platform. If you anticipate extended development and/or automated testing which might generate a large volume of traffic, please contact **customerservice@safedoseinc.com** for assistance.

How do “integration links” handle errors?

No error codes are provided with “integration links”. But, here are a couple error scenarios:

1. If the request does not reach the internet or resolve correctly, users will receive traditional 4xx errors. We recommend traditional internet troubleshooting to make sure WIFI or mobile internet access is strong enough, and that the request is reaching the internet. You may also want to check whether your firewall settings are affecting usage. If you find that SafeDose is not responding at all, please contact **customerservice@safedoseinc.com** for assistance.
2. If the username and password cannot be authenticated, the user will be presented with the SafeDose login screen. We recommend checking that the username and password are correct and active users. If you believe users are reaching that screen in error, please contact **customerservice@safedoseinc.com** for assistance.