

DISPENSING PROCESS & GOOD DISPENSING PRACTICE



INTRODUCTION

- Patient safety is a priority
- Important to prevent medication error
- Medication error may happen during – Prescribing, transcribing, dispensing or administering process. Hence it is essential to ensure each process is done correctly

Dispensing

Dispensing refers to the process of preparing and supplying medicines to a named person together with clear instructions, advice and counselling where necessary on the use of those medicines

- Interpret correct order
- Accurate preparation and labelling

Good Dispensing Practice

Ensures right medicines of desired quality are delivered correctly to the right patient

- Dispensing Environment

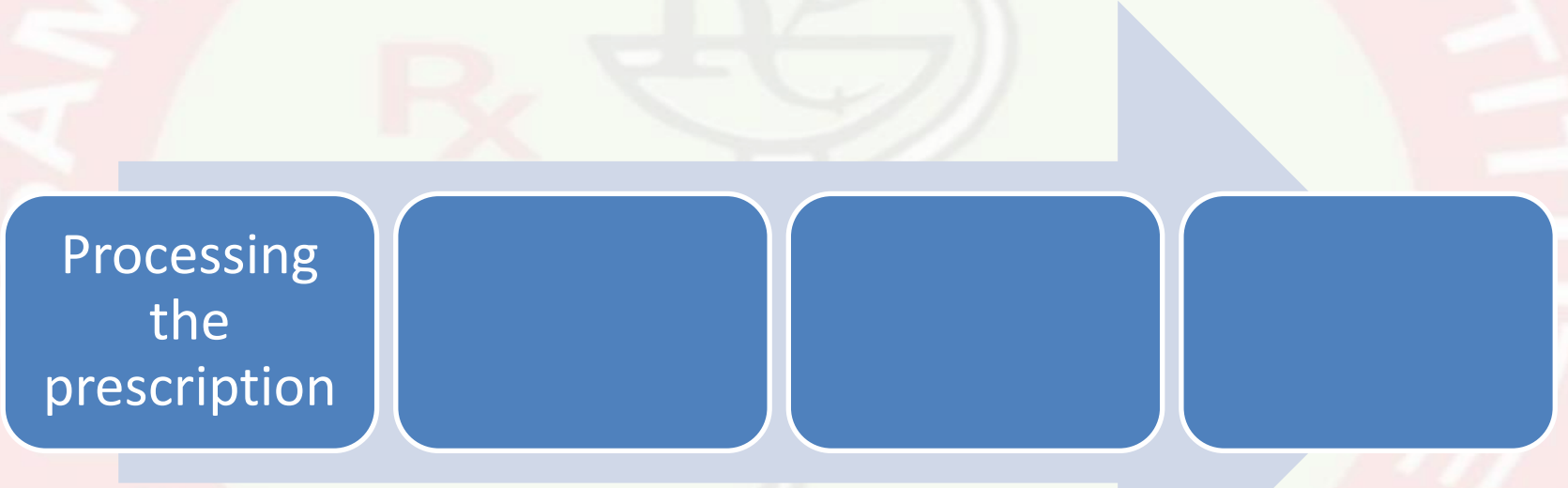
- Stock arrangement

- Be clean, get organized! Give the Pharmacy a professional look

- Dispensing Process



Dispensing Process



A horizontal flowchart consisting of four blue rectangular boxes with rounded corners, connected by a large, light blue arrow pointing from left to right. The first box contains the text 'Processing the prescription', while the other three boxes are empty.

Processing
the
prescription

Processing the prescription

1) Screening

- On receiving a prescription, it should be screened and validated to ensure that it is for the correct patient and it complies with the requirements in the Poisons Act.
- The prescription should have the following information:

Patient Details	Prescription Details
1. Name 2. RN 3. Identification number (IC/ Passport No) 4. Age and body weight*	1. Drug regimen (name of medicine, dose, frequency, administration and duration) 2. Doctor's signature, stamp and registration number 3. Doctor's name and address 4. Date of prescribing

* For children under 12 years of age and selected medications

Processing the prescription

2) Interpreting the Prescription Order

The person receiving the prescription should check for:

- Dose, frequency and duration
- Drug interactions, medicine duplication, polypharmacy, inappropriate drug therapy, contraindications.
- Allergies
- Unusual usage and suspected drug misuse or abuse.

For partial medicine supply, ensure that the second or subsequent supply does not exceed the quantity for the duration prescribed.

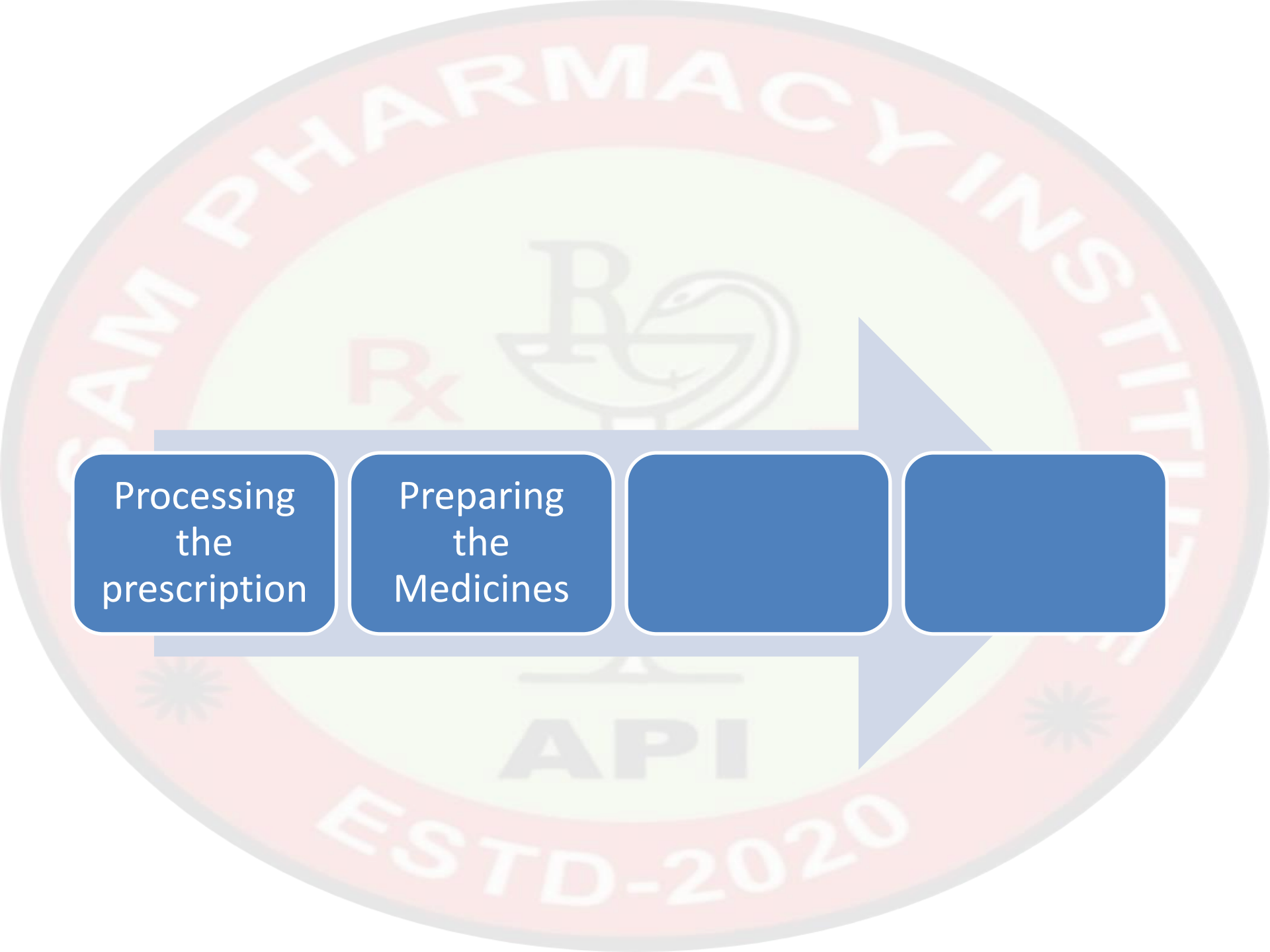
Processing the prescription

3) Handling Prescriptions which Require Clarification

- Incomplete prescription – Missing details
- Further clarification is needed – dose, frequency, strength, polypharmacy (different clinic)

Attempts must always be made to contact the prescriber:

- Authorization by phone call to make any changes
- If the prescriber cannot be contacted, patient should be informed and the prescription must be sent back to the prescriber with information on the clarification/action needed.
- Prescriber should document any changes made to the patient's medical record.



Processing
the
prescription

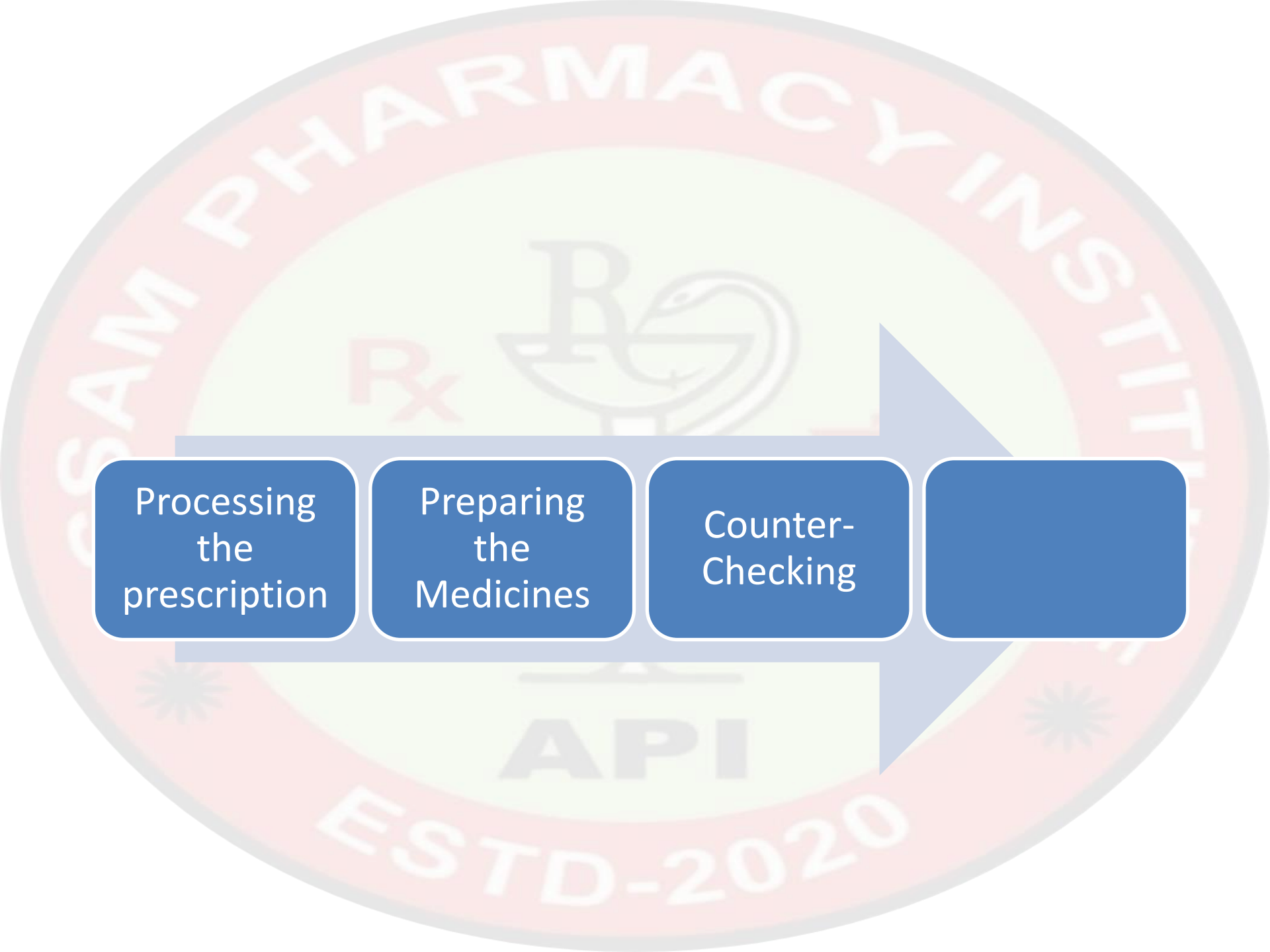
Preparing
the
Medicines



Preparing the Medicines

Filling

- a) Selecting Medicines - Medicine name, Strength, Expiry
- b) Extemporaneous Preparation/ Compounding - Based on reputable references*
 - Compounding worksheet – counter-checked by another staff member
 - i. Formula
 - ii. Ingredients and quantity used
 - iii. Manufacturer, batch number and expiry date of ingredients used
 - iv. Patient & prescription details
 - v. Names of person involved in preparing and counterchecking the product
 - vi. Date of compounding
 - vii. Label – expiry date, batch number



Processing
the
prescription

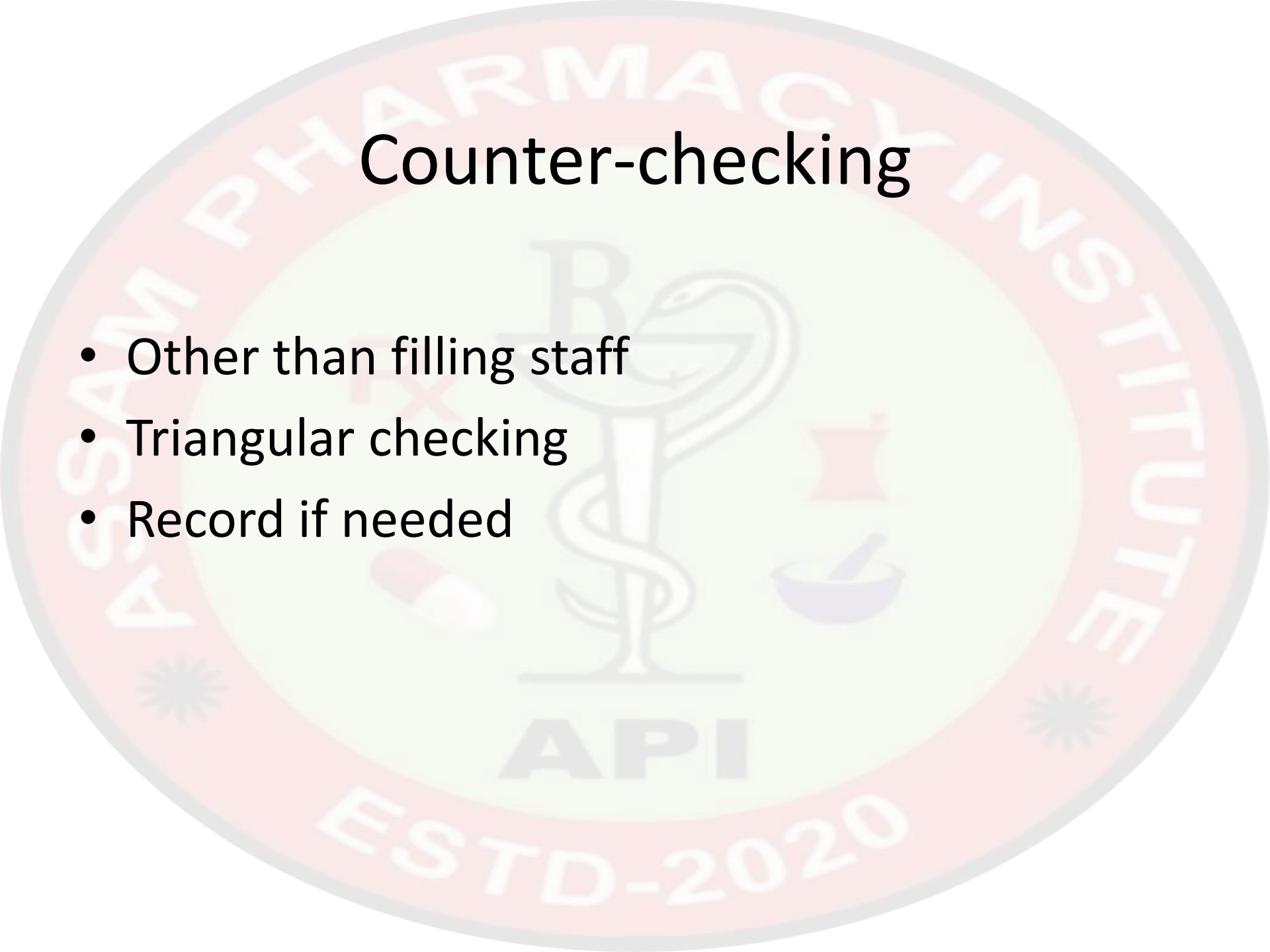
Preparing
the
Medicines

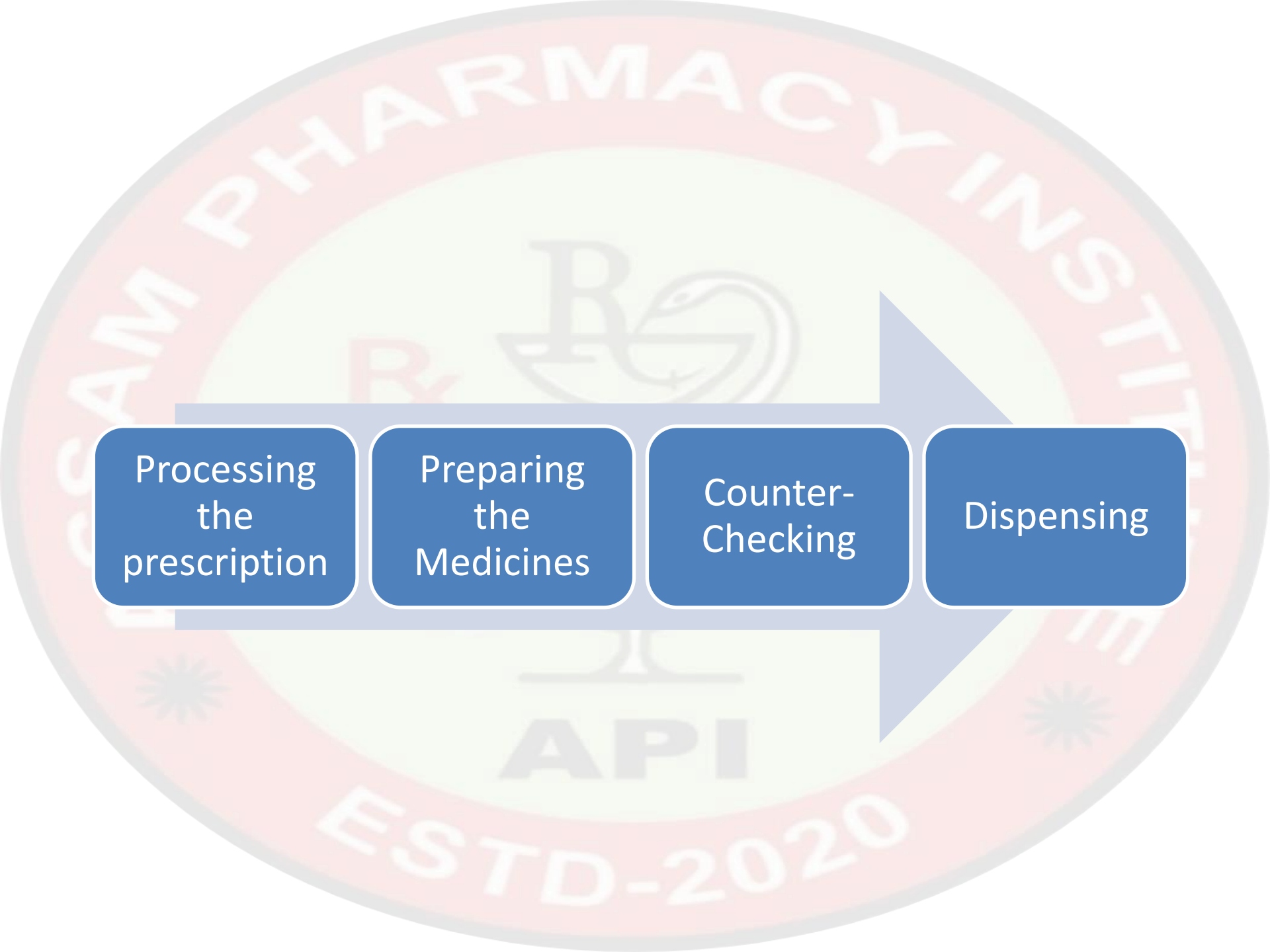
Counter-
Checking



Counter-checking

- Other than filling staff
- Triangular checking
- Record if needed





Processing
the
prescription

Preparing
the
Medicines

Counter-
Checking

Dispensing

Dispensing

- Ensure 5R (Right Patient, Right Medicine, Right Dose, Right Route, Right Time)
- Check name and ID to verify
- Ask about Allergies
- Ensure patient knows about Proper storage condition
- Compliance aids (syringe, measuring cups & Spoons)
- Advise for any ADR encounter

Person A

Receive Prescription (Rx)

Person A

Screen and process Rx

- Validate Rx
- Interpret Rx
- Check availability of stock

Person A

Issue ?

Yes

Contact
prescriber

No

Person B

Prepare Medicine

- Filling
- Labelling
- Extemporaneous
Preparation, if
necessary

Person B

Recording

Person A

Counter-check

Issue ?

Yes

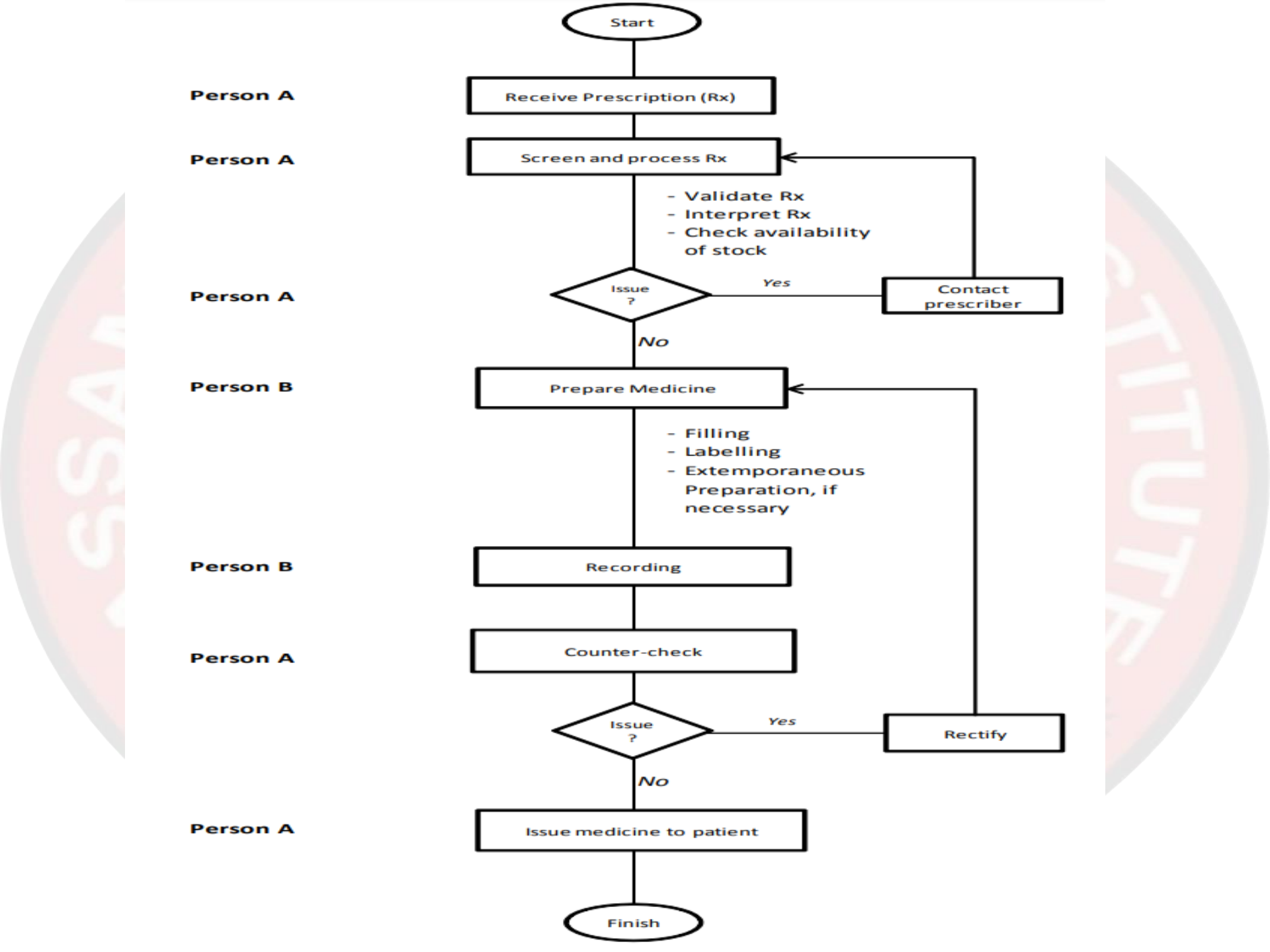
Rectify

No

Person A

Issue medicine to patient

Finish



Maintaining Pharmaceutical Stocks

- Stored in original container unless pre-packing.
 - Name of medicine
 - Dosage form (mg, mg/ml, mg/g)
 - Manufacturer batch number
 - Manufacturer expiry date
- Internal/ external should store separately
- stability of drug and manufacturer recommendation
- DDA & Psychotropic substances stored in locked cabinet
- LASA and expiry date

Delivery of Repeat Medicines by Post

- First time supply must always be dispensed at the pharmacy counter.
- Delivery service should ONLY be provided for prescription that is partially-supplied.
- Criteria for eligibility:
 - ✓ Stable and compliant patients
 - ✓ Partial supply medicines for chronic diseases
 - ✓ Cold chain item?
 - ✓ DD & Psychotropic drugs should not be delivered by post.
- Agreement from the patient must be obtained prior to providing the delivery service and appropriate records of requests for the service must be kept.



**THANK
YOU**

**PHARMACY
HEROES**