



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 894
VERSION: 3

SUBJECT: Medication Error Prevention During Prescription Preparation and Dispensing

POLICY:

The prevention of medication errors is an essential aspect of HDRHC Pharmacy daily operations. In addition to the HDRHC Pharmacy Quality Assurance Program, all legal requirements, and the procedures outline in the HDRHC Pharmacy Policy and Procedures regarding medication dispensing, the following steps shall be expected from all pharmacy staff who are involved in preparing and dispensing prescriptions in order to help prevent medication errors.

PROCEDURES:

- I. Prescription Intake
 - A. Verify Name and DOB (or 2 patient identifiers)
 - B. Verify MRN number on prescription matches MRN number presented by patient/patient representative (If ID card is present).
 - C. Verify allergies and reactions if applicable.
- II. Data Entry
 - A. Verify 2 patient identifiers (Name, DOB, or MRUN number)
 - B. Ensure allergies are updated into the computer system.
 - C. Check patient history for duplicates or fills that are too soon and discontinue duplicate old orders when applicable.
 - D. If patient is taking 2 different strengths of medication ensure each strength references the other on the typed labels.
 - E. Any unclear orders shall be verified with a pharmacist before typing
- III. Data Entry Verification (PV1)- Pharmacist only function
 - A. Clarify unclear orders
 - B. Verify the following were entered correctly using the prescription image.
 1. Patient (using 2 patient identifiers)
 2. Doctor
 3. Drug
 4. Sig
 5. QTY
 6. Day supply entered are accurate
 7. Refills entered correctly if new prescription
 8. Allergies are updated in computer software
 - C. Drug Utilization Reviews
 1. Ensure allergic reactions are avoided
 2. Ensure no significant or harmful drug-drug or drug-disease state interactions

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3. Ensure no contraindications
 4. Ensure therapeutic duplications are avoided
 5. Ensure appropriateness of dose and therapy
 6. Pharmacists must check all dosing for pediatric prescriptions to ensure orders are appropriate for weight and age
 7. Ensure labs are checked necessary and are appropriate
 - a. Labs shall always be checked for warfarin (INR) and darbepoetin alfa (hgb/hct)
 8. Review history and chart when applicable
- IV. Filling
- A. Fill for only one patient at a time
 - B. Verify correct medication is used to fill by verifying the name and the NDC of the stock bottle to be used matches the name and NDC on the label image.
 - a. Pharmacist initials are required to bypass the system scan that verifies medication accuracy
 - b. If the product NDC is changed the product will go back to data entry verification.
 - C. Bulk bottles shall not be dispensed if opened
 - a. **Never mix two medication stock bottles into one stock bottle under any circumstance.**
 - D. Controlled medication shall only be filled by a pharmacist.
- V. Quality Assurance (PV2) – Pharmacist only function
- A. Verify Patient on label matches the patient on the verification screen and original prescription using two patient identifiers
 - B. Verify the name of the drug to the original prescription and the drug on the label matches the image and/or product description on the screen. If unable to verify this information using the software the pharmacist can use the actually inventory on the shelf. Pharmacist shall ensure all tablets are intact and accurate.
 - C. Verify the QTY on the label/screen matches the approximate QTY found in the vial.
- VI. Patient pick up windows
- A. Verify patient identification (using 2 patient identifiers- DOB, Name)
 - B. Scan all medications to be dispensed in the “POS” system
 - C. Enter identification of the person who is picking up the medication in relation to the patient and capture signature
 1. If order is for a controlled medication an image of a state issued identification card of the patient/patient representative picking up the medication shall be scanned into the Cerner System. **Please see attached Cerner Training Guide “How to Scan Signatures”.**
 2. Person picking up for patient must be > 18 years of age, or older.
 - D. Offer a pharmacist consultation
 - a. Consultations shall include at least the appropriate use and store of the medication, importance with compliance and directions, and

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precautions and relevant warnings including common severe side effects or interactions that may be encountered

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