

STANDARD OPERATING PROCEDURE TRANSFERRING DISPENSED ITEMS TO PATIENTS

PURPOSE

To ensure that patients receive the dispensed items intended for them and with sufficient information to enable them to use the items effectively.

SCOPE

The procedure covers the transfer of all dispensed prescriptions to patients and their representatives.

PROCEDURE/PROCESS

If patient/representative has called back to collect a dispensed prescription:

1. Greet patient/representative
2. Check whether person present is the patient or a representative
3. Ask the patient/representative for the patient's full name and address (not just surname)
4. Locate the correct bag:
 - Items which the doctor wishes to give out personally are identified by a note on the prescription
 - Prescriptions solely for controlled drugs are located on the clip above the small refrigerator. Prescriptions which contain a controlled drug plus other items are annotated "CD". The controlled drugs are stored in the controlled drug cabinet, located in the dispensary
 - Items which need to be refrigerated are stored in the small refrigerator, located to the left of the pharmacy counter. Prescriptions solely for fridge items are located on the clip above the small refrigerator. Prescriptions which contain a fridge item(s) plus other items are annotated "Fridge"
 - Large/bulky items are stored on the dispensary shelving adjacent to the large refrigerator
 - Items which were initially dispensed more than 1 month ago are disbanded and a record made on the EMIS system
5. Cross-check patient name and address against the attached prescription
6. Follow any special instructions on the bag (eg. notes concerning use or availability of a product)

If patient/representative has been waiting for the prescription:

1. Call out patient name when items have been checked and are ready
2. Ensure that those with hearing difficulties are made aware that the prescription is ready
3. Ask the patient/representative for the patient's full name and address (not just surname)
4. Check whether patient can open packaging (eg. bottles with CRCs, blisters, etc.)

If patient has not previously used the item(s):

1. It may be inappropriate to counsel representatives on a medicine's indications – remember to maintain patient confidentiality at all times
2. Within the limits of your competence, explain how the items should be used/taken and any major unwanted effects/interactions (eg. warnings on drowsiness, alcohol interactions, take with food, complete the course, etc.)
3. Explain fully any complicated dosage regimens (eg. reducing courses, etc.)
4. Refer patients who require elastic hosiery or truss fitting to a dispenser
5. Where appropriate and/or necessary, demonstrate the use of inhalers or other devices or refer to a member of the dispensary team
6. Ask the patient/representative whether they have any further questions about the items or if they would like to speak to the doctor
7. At any stage, if necessary, refer to the doctor or other member of the dispensary team

If the patient has had the item(s) in the past:

1. Point out your telephone number and advise the patient to contact the doctor if they have any further queries

For all prescriptions:

1. Ensure the reverse of the prescription has been completed, the declaration signed, and the correct number of charges collected where appropriate
2. If evidence of exemption is not presented, place a cross in the "Pharmacy Use Only" box on the reverse of the prescription
3. If the prescription has been paid for, or contains a contraceptive alone, the form should be annotated accordingly
4. If not all items can be supplied, explain the procedure for collecting owings and advise on approximate delivery time
5. Place the prescription form in the appropriate basket for filing
6. Ensure that appropriate records have been made eg. prescription register, CD register

RESPONSIBILITY

All dispensary staff are potentially involved in this procedure. Dispensers must ensure that all prescriptions containing CDs and fridge items are annotated accordingly. Counter assistants must ensure that these items are passed on to the patients/representatives, along with any notes or messages.

REVIEW PROCEDURE

This procedure will be reviewed following:

- Changes in the law affecting dispensing
- Changes in DDA or other guidelines affecting the dispensing process
- Change of staff
- Any adverse dispensing incident
- In the absence of any of the above, on or before the date shown below

KNOWN RISKS

- New staff
- Patients with commonly occurring surnames
- Patients with the same name living at the same address (eg. father and son)
- Patients collecting more than one prescription
- Third-party (eg. nurse, carer) or patient representative collection
- Patients with sensory disabilities
- Patients with language or literacy problems
- Patients who are too busy for counselling
- Items stored in unusual locations (eg. fridge, CD cabinet, bulky items)
- Prescriptions that have been dispensed into more than one bag
- Prescriptions for different patients that need to be collected together

NAME	POSITION HELD	SIGNATURE	DATE

PREPARED BY: _____

EFFECTIVE FROM: _____

VERSION NO. : 1 _____

DATE OF PREPARATION: _____

DATE OF REVIEW: _____

SIGNATURE: _____

