

Medicines dispensing process



Prescription in

Accept + check

Accept and check prescription details

- prescriber details
- patient details
- Medicare/Concessional/Close the Gap eligibility details
- confirm items to be dispensed
- preference for generic medicine

Review + process

Script validity

- meets legal requirements
- Pharmaceutical Benefits Scheme eligibility

Safety and appropriateness

- safe dosage
- contra-indications (not appropriate with certain medical conditions)
- appropriateness of prescription for age, weight etc

Review patient's dispensing history

- new or changed therapy
- duplication
- interactions (drug-drug, drug-disease state, drug-herb)
- compliance issues (is medicine being taken as prescribed?)
- unusual use
- misuse/abuse issues (can be intentional or unintentional)

Patient-specific factors

- age
- allergies
- other health conditions
- pregnancy/lactation

Select/prepare + check

Select product

- appropriate drug, brand, strength, form, quantity
- repack if needed (non-standard quantity)
- prepare where needed (reconstitute or compound from raw ingredients)

Dispensing check

- correct drug, brand, strength, form, quantity
- correct formula/methodology for compounded products
- confirm Pharmaceutical Benefits Scheme processing

Label + assemble

Label and assemble Dispensed products

- review expiry, instructions, cautionary labels
- conduct barcode scan check
- complete documentation and records
- organise counselling aids (eg written materials)

Supply + counsel

Supply prescription to patient/carer: Re-check

- correct patient?
- correct medicines?
- documentation present?
- unusual storage/discard requirements?
- patient/carer understands directions/advisories?
- clarify patient/carer issues
- obtain patient/carer signature for supply

Counsel patient/carer on safe and appropriate use

Medicines out

