



## GUIDE TO GOOD DISPENSING

This guide is based on the Quality Care Pharmacy Program. It is designed to minimise the potential for dispensing errors and to save you time and expense. A number of routine checks and procedures have been prepared for your guidance. You are strongly advised to observe them on each occasion you dispense a prescription.

### 1 Prescription Check

#### Patient Details

- Name
- Address
- Phone or mobile number
- Any other contact
- Concessional entitlements
- Medicare number
- Allergies
- Date of birth
- Body weight

#### Prescription Details

- Date
- Doctor's signature
- S4 requirements
- S8 requirements
- Authority approval
- Advise substitution option

### 2 Computer Input

Using the Pharmacist's original copy of the prescription input then check:

- Electronic prescription data matches patient and prescription details
- Medication profile for consistency of treatment and compliance
- Interactions
- Evidence of misuse
- Use computer software to select and record any brand change
- Ensure the Prescriber's intended specific directions are printed on the label
- Generate labels (one for each pack if multiple packs), repeat authorisations and CMI's where applicable

### 3 Drug Selection

Using the Pharmacist's original prescription document, select manually or robotically and check:

- Drug
- Strength
- Quantity

### 4 Labelling

Label each item CHECKING:

- Expiry date
- Directions with those on original prescription document
- Drug, strength and quantity against the pharmacist's original copy of the prescription
- Apply appropriate cautionary and advisory labels
- Include reference to previous brand and approved name
- When attaching label, do not obscure important information on manufacturer's label (especially name, strength, expiry date and batch number)

### 5 Label Check

- Swipe barcode with scanner and check on computer screen for drug name/patient's name/address/date
- For multiple item dispensing, it is recommended to keep all items together in an appropriate container.

### 6 Assembling Prescription

- Assemble dispensed medicines with all documentation and counselling aids.
- Check all items belonging to the prescription.
- Place in a container which leaves all items visible.
- Store finished prescription out of the reach of the public and so it is not identifiable by the general public.

### 7 Final Check

- Provide CMI
- Counsel patient

### 8 Collection of Prescription

Check:

- The drug, strength and quantity against the pharmacist's original copy of the prescription
- Verify that the correct person is receiving the prescription by checking name and address or cross-check if numbering system used
- Advise staff of the need for counselling by the pharmacist including change of brand

**PDL STRONGLY RECOMMENDS THE USE OF  
SCANNERS IN DISPENSING**

**PHONE PDL 1300 854 838**