

The Dispensing Process

The **5 steps** to filling your prescription

1 INPUT & INITIAL CHECK

- Prescriber details
- Patient details (age, weight, medical conditions, allergies, etc.)
- Medical insurance coverage details
- Confirm medication/items to be dispensed
- Confirm indication
- Preference details (safety caps, etc)
- Prescription meets legal requirements (date, drug, strength, instructions, signature, etc)

3 PREPARATION

- Select appropriate drug, brand, strength, form, quantity
- Repackage when necessary
- Prepare when necessary (reconstitute or compound from raw ingredients)
- Review expiry, instructions
- Apply cautionary labels
- Complete documentation and records
- Organize counselling aids (e.g. written materials)

2 THERAPEUTIC CHECK

- Ensure dosage is both safe and appropriate based on age, weight, etc.
- Ensure the medication is compatible with current medical conditions and allergies
- Ensure the medication is compatible with other medications being taken
- Ensure the prescription is appropriate for the condition being treated

4 TECHNICAL CHECK

- Ensure correct drug, brand, strength, form, quantity
- Ensure correct formula/methodology has been used for compounded products
- Confirm successful medical insurance processing

5 SUPPLY & EDUCATE

- Confirm patient identity
- Educate the patient/caregiver on the appropriate use of the medication
- Clarify any patient issues & questions
- Obtain patient/caregiver signature for supply when necessary
- Provide additional information and advice to patient on their condition