Benzodiazepines & Other Targeted Substances

This document is prepared by www.pharmasist.ca

1. Purpose

Ensure safe dispensing, storage, record keeping, inventory control, and prevention of misuse, abuse, diversion, theft, and forgery involving benzodiazepines and other targeted substances.

Prescription Authentication

- Verify authenticity directly with prescriber.
- Use verified contact information.
- Check patient name, drug, strength, directions.
- Verify prescriber signature and date.
- Watch for alterations or tampering.
- Document verification details.

Patient Verification

- Verify government-issued photo ID.
- Match ID to prescription and profile.
- Update patient records.
- Document verification method.
- Confirm demographic accuracy.

2. Dispensing Requirements

- Provide patient counselling at each new prescription.
- Discuss risks, adverse effects, and safe use.
- Document counselling in patient record.
- Maintain dispensing records and refill history.
- Verify patient identity again for refills.
- Ensure refill requests comply with prescriber instructions.

Storage & Security

- Store in secure locked area.
- Restrict access to authorized personnel.
- Use keycard, key, or lock systems.
- Maintain access log.
- Ensure proper storage conditions.

Inventory Counts

- Perform monthly inventory counts.
- Additional counts after suspected diversion.
- Document medication, strength, and quantity.
- Record date, time, and staff involved.
- Investigate discrepancies immediately.

3. Inventory Reconciliation & Reporting

- Compare physical inventory with inventory records.
- Investigate all discrepancies promptly.
- Document investigation findings.
- Report unresolved discrepancies to pharmacy manager.
- Report to regulators when required.
- Maintain complete investigation records.

Disposal Requirements

- Use licensed destruction provider.
- Follow provincial regulations.
- Dispose of expired products promptly.
- Maintain disposal logs.
- Retain disposal records minimum 2 years.

Disposal Documentation

- Date of disposal.
- Drug name and strength.
- Quantity destroyed.
- Method of disposal.
- Names of staff involved.

4. Audit Trail & Quality Assurance

- Maintain complete audit trail for receipt, storage, dispensing, and disposal.
- Ensure records are accurate and secure.
- Perform regular internal compliance audits.
- Document corrective actions.
- Review procedures routinely.

Prescriber Collaboration

- Maintain ongoing communication.
- Discuss therapy progress.
- Address safety concerns.
- Document all communications.

Staff Training

- Provide ongoing education.
- Review policies regularly.
- Update procedures as regulations change.
- Document training completion.

5. Inspector Quick Checklist

- Prescription authentication documented.
- Photo ID verification completed.
- Counselling documented.
- Monthly inventory counts completed.
- Discrepancies investigated.
- Storage area secured.
- Access logs maintained.
- Disposal records available.
- Audit trail complete.
- Staff training records current.