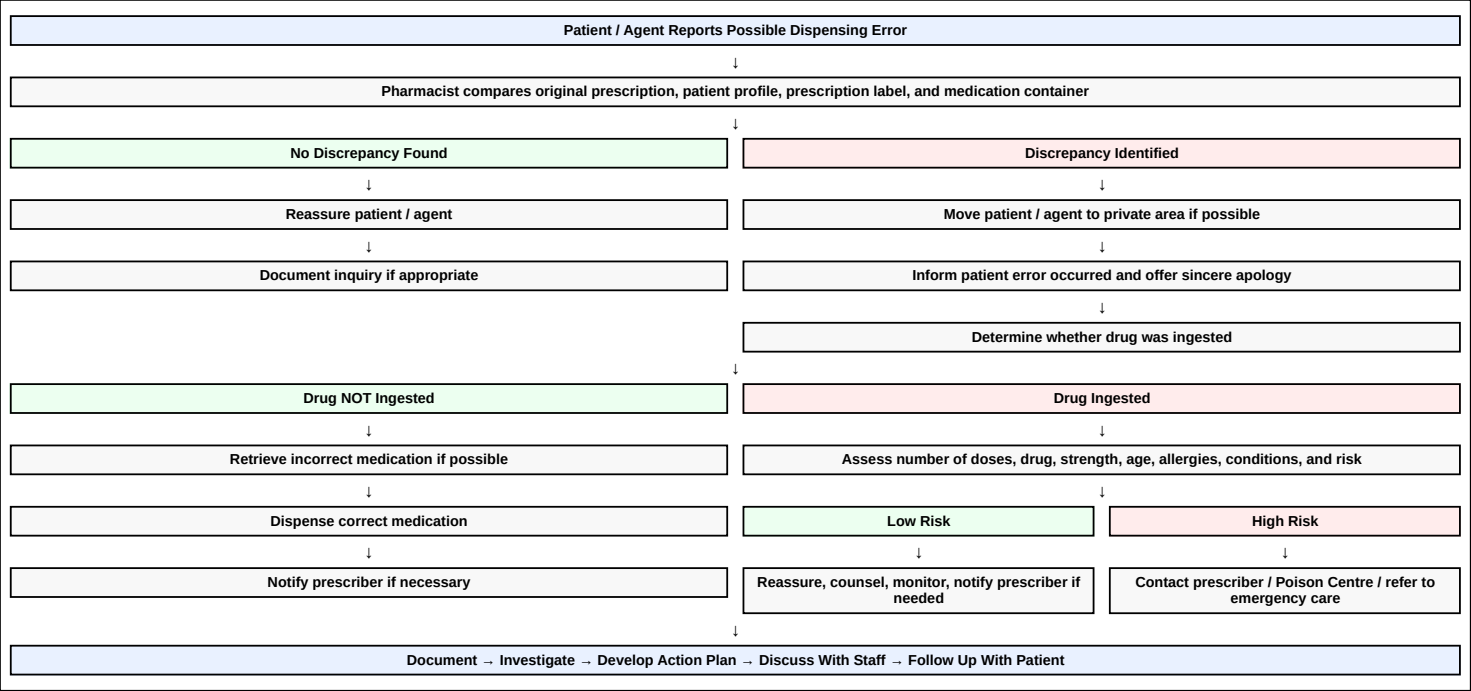


Dispensing Error Management Policy

This document is prepared by www.pharmasist.ca

1. Purpose

To ensure dispensing errors and suspected dispensing errors are handled promptly, professionally, and consistently, with patient safety as the first priority.



Immediate Pharmacist Actions

- Act promptly and prioritize patient safety.
- Confirm whether a true dispensing error occurred.
- Assess whether medication was taken.
- Assess clinical risk and urgency.
- Communicate clearly and respectfully with patient or agent.

When Drug Was Ingested

- Identify medication, dose, strength, and quantity taken.
- Assess allergies, age, comorbidities, pregnancy status if relevant, and interacting drugs.
- Contact prescriber or Poison Centre when needed.
- Refer to hospital emergency department for high-risk exposure.

2. Documentation Requirements

- Document date, time, patient name, medication involved, and description of the event.
- Document whether the medication reached the patient and whether it was ingested.
- Document clinical assessment, risk level, advice given, and follow-up plan.
- Document communication with patient, caregiver, prescriber, Poison Centre, or hospital.
- Record the incident or near miss in the medication event reporting platform when required.

Root Cause Review

- Prescription intake.
- Data entry.
- Drug selection.
- Labelling.
- Technical check.
- Therapeutic check.
- Workflow interruption.
- Storage or shelf organization.

Corrective Action Examples

- Independent double check.
- Separate look-alike / sound-alike drugs.
- Add shelf warning labels.
- Staff retraining.
- Workflow redesign.
- Barcode verification where available.
- Update written procedure.

3. Staff Discussion and Quality Improvement

After the immediate patient safety issue is addressed, the pharmacist or pharmacy manager shall review the event with the dispensary team, identify contributing factors, create a prevention plan, assign responsibilities, and monitor whether the action plan is effective.

4. Patient Follow-Up

The pharmacist should follow up with the patient or agent when clinically appropriate, confirm the patient's condition, answer questions, explain actions taken to prevent recurrence, and document the outcome.