



College of Pharmacists  
of British Columbia

**PRACTICE  
REVIEW  
PROGRAM** 

Practice Tools for Safe Drug Therapy



# Practice Tools for Safe Drug Therapy

Pharmacists and pharmacy technicians make sure the *right person* gets the *right dose* of the *right drug* at the *right time* and takes it in the *right way*.

The Pharmacy Professionals Review is grounded in 4 focus areas. These areas were identified as having the most impact on patient safety:

- Patient Identification Verification
- Profile Check
- Counselling
- Documentation

## Patient Identification Verification

### Ask for identification to verify patient

For new patients or patients with whom you are unfamiliar, positive identification is best achieved by asking for and viewing:

- one piece of primary ID, or
- two pieces of secondary ID

For returning patients with whom you are familiar, you must still take *reasonable steps* to confirm the patient's identity before providing any patient-specific pharmacy service. Ask the patient to provide you with personally identifiable information such as:

- date of birth
- address
- phone number

## Profile Check

For every prescription, the pharmacist needs to review the PharmaNet profile and PharmaNet DUE (drug use evaluation) in addition to the local profile and any information provided by the patient. This is part of building a more complete medication record, which can then be assessed for appropriateness of drug therapy using the NESA tool:



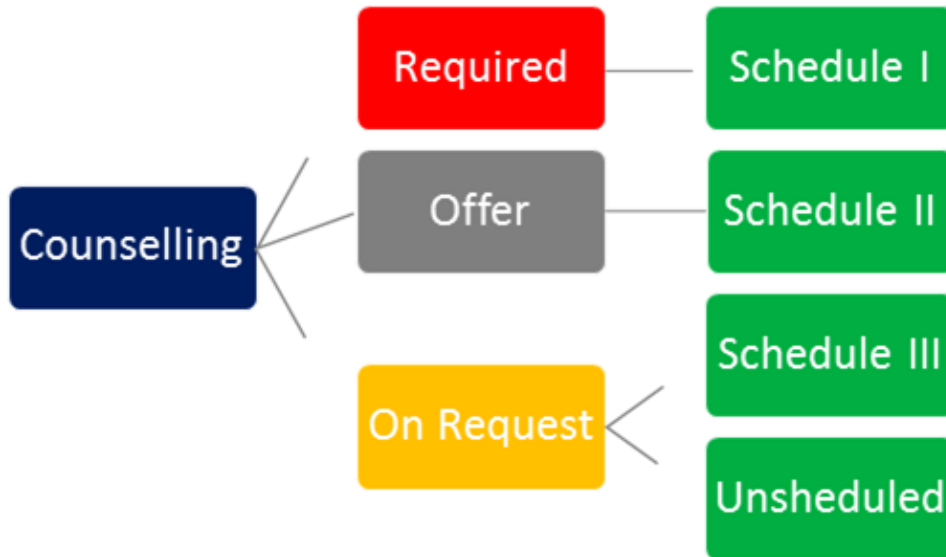
Potential Drug Therapy Problems (DTP's) include:

- Needs additional drug therapy
- Dose too low
- Dose too high
- Ineffective drug
- Unnecessary drug therapy
- Adverse drug reaction
- Nonadherence

If any drug-related problems are identified, the pharmacist must take appropriate action to resolve the issues in collaboration with the patient, and may require consultation with the practitioner.

## Counselling

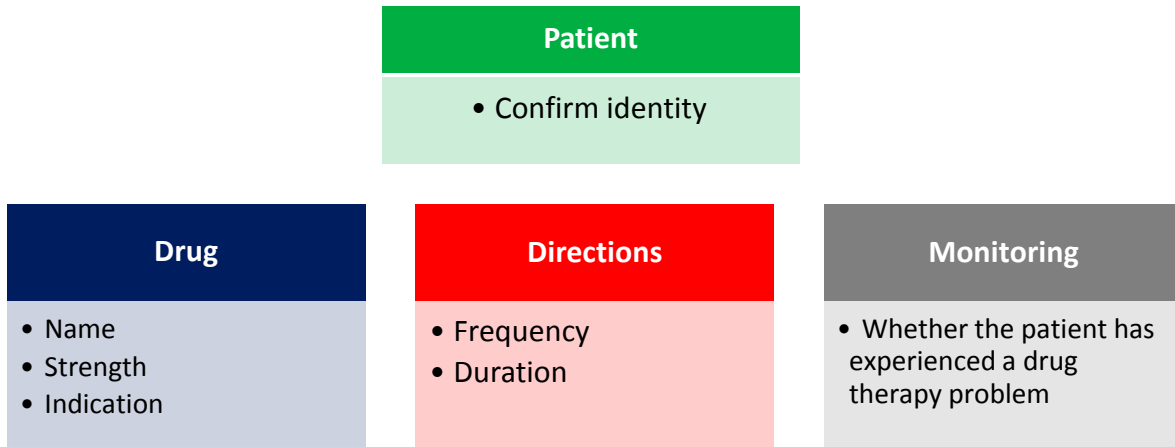
Provide counselling to engage in direct consultation with the patient or his/her representative



The pharmacist needs to counsel on every **new** prescription on the following points:

Patient			
<ul style="list-style-type: none"> <li>• Confirm identity</li> </ul>			
Drug	Directions	Precautions	Monitoring
<ul style="list-style-type: none"> <li>• Name</li> <li>• Strength</li> <li>• Indication</li> </ul>	<ul style="list-style-type: none"> <li>• Route</li> <li>• Frequency</li> <li>• Duration</li> <li>• Missed doses</li> <li>• Storage</li> </ul>	<ul style="list-style-type: none"> <li>• Adverse effects</li> <li>• Food &amp; drug interactions</li> <li>• Contraindications</li> <li>• Steps to take if any of the above are encountered</li> </ul>	<ul style="list-style-type: none"> <li>• How to monitor response to therapy</li> <li>• Expected therapeutic outcomes</li> <li>• When to seek medical attention</li> <li>• Refill information</li> <li>• Any other information specific to drug/patient</li> </ul>

The pharmacist needs to counsel on every **refill** prescription on the following points:



Try incorporating prime questions when providing a consult to make counselling more patient-centered.

Counselling should be done in person, but if not practical, by phone is acceptable, too.

Counselling must respect a patient's privacy.

## Documentation

Record who is responsible for the various steps in filling every prescription:

	Pharmacist	Pharmacy Technician
Verify Patient Identification	✓	✓
Verify Patient Allergy Information	✓	✓
Review Personal Health Information on PharmaNet	✓	
Identify & Resolve Drug Therapy Problems, If Any	✓	
Perform Final Check (including balance owing)	✓	✓
Counsel & Consult	✓	

Record any additional relevant information using a standard documentation format such as DAP:

D	Data	Information obtained from patient, practitioner, PharmaNet, local profile, lab records, diagnostic tests, vital signs
A	Assessment	Clinical reasoning or rationale, including NESA assessment for drug therapy problems
P	Plan	Any action taken including contacting physician, adapting, recommendations to patient, monitoring, referrals