



OTP AUDIT CASE STUDY

Mr Citizen recently purchased the pharmacy and had limited experience in the delivery of OTP. He was providing dosing services for about 40 patients when he was audited – key areas of non-compliance were identified.

Due to the findings, the matter was referred to the Pharmacy Council of NSW, who recommended withdrawal of Mr Citizen's authority to handle and dispense Schedule 8 and Schedule 4D medications. Mr Citizen was understandably upset with results of the audit and contacted the Guild for support.

The Guild advised Mr Citizen to carefully review the [Protocol for Community Pharmacy Dosing Points \(NSW Health\)](#) to ensure that regulatory requirements are met, and recommended Mr Citizen take the following steps:

- New written procedures for preparing takeaway doses
- New software for recording of OTP
- CPD activities related to OTP and regulatory requirements to gain further knowledge
- Meet with local OTP prescribers to discuss compliance with regulatory issues for OTP prescriptions.

The Guild representative provided further assistance following this by:

- reviewing the matters of non-compliance from the original audit findings
- explaining the process of the Pharmacy Council's scheduled performance review and what could be expected on the day
- contacting Mr Citizen the day after the performance review to discuss how the review went.

Following a successful performance review, the Council recommended the full restoration of Mr Citizen's authority to handle and dispense Schedule 8 and Schedule 4D medications.

Mr Citizen was quietly confident that the review went well, which was confirmed by the Pharmacy Council in writing in the days following. It was recognised that Mr Citizen now had a greater knowledge of the regulatory requirements of the OTP and that non-compliances had been rectified.

Mr Citizen reflects on this as a valuable learning experience and improved professional practice standards.

While initially stressful for Mr Citizen, he recognises the valuable learning experience and with the knowledge gained, will improve the quality of service delivered and patient safety on the OTP.

Key practice points:

- Pharmacies providing OTP must comply with the Protocol for Community Pharmacy Dosing Points
- Check Schedule 8 stock regularly to reduce the risk of unbalanced DD registers
- Enter all Schedule 8 transactions in DD Register at the time of the transaction
- Consider investing in a compliant OTP software program if your pharmacy has large numbers of OTP patients
- Regularly communicate with OTP prescribers to ensure quality clinical care and regulatory compliance
- Document all patient and prescriber interactions
- Contact member organisations for support and information