Medicines dispensing process

**Prescription in**

Accept and check prescription details
- prescriber details
- patient details
- Medicare/Concessional/Close the Gap eligibility details
- confirm items to be dispensed
- preference for generic medicine

Script validity
- meets legal requirements
- Pharmaceutical Benefits Scheme eligibility

Safety and appropriateness
- safe dosage
- contra-indications (not appropriate with certain medical conditions)
- appropriateness of prescription for age, weight etc.

Review patient’s dispensing history
- new or changed therapy
- duplication
- interactions (drug-drug, drug-disease state, drug-herb)
- compliance issues (is medicine being taken as prescribed?)
- unusual use
- misuse/abuse issues (can be intentional or unintentional)

Patient-specific factors
- age
- allergies
- other health conditions
- pregnancy/lactation

Select product
- appropriate drug, brand, strength, form, quantity
- repack if needed (non-standard quantity)
- prepare where needed (reconstitute or compound from raw ingredients)

Dispensing check
- correct drug, brand, strength, form, quantity
- correct formula/methodology for compounded products
- confirm Pharmaceutical Benefits Scheme processing

Label and assemble Dispensed products
- review expiry, instructions, cautionary labels
- conduct barcode scan check
- complete documentation and records
- organise counselling aids (e.g. written materials)

Supply prescription to patient/carer: Re-check
- correct patient?
- correct medicines?
- documentation present?
- unusual storage/discard requirements?
- patient/carer understands directions/advisories?
- clarify patient/carer issues
- obtain patient/carer signature for supply

Counsel patient/carer on safe and appropriate use

This information has been developed with reference to the Professional Practice Standards Version 4, 2010, the Australian Pharmaceutical Formulary and Handbook, Twenty-Third Edition 2015 (APF23), the Guide to good dispensing by Pharmaceutical Defence Limited and the Pharmacy Board of Australia’s Guidelines for dispensing of medicines.