

## Overview

This standard is for those who support the prescription administration process. The standard includes arranging for the generation of suitable prescription types, within the limits of the occupational role, and making changes to the prescription records as directed by relevant others.

Practice will be consistent with the limits of the occupational role and carried out under the regulatory and ethical frameworks established in the context of current legislation. Practice will also be in accordance with relevant and current legislation, guidelines, policies, procedures and protocols which are relevant to the work practice.

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Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work. You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your work place. A caring and compassionate approach should be adopted in line with current healthcare guidance. Users of this standard will need to ensure that practice reflects up to date information and policies.

## Performance criteria

### *You must be able to:*

1. access and accurately interpret all relevant work instructions and information
2. work safely at all times and in accordance with all relevant legislation, guidelines, policies, procedures and protocols
3. deal promptly and effectively with any problems within the scope and limitations of your own competence and responsibilities and report those which cannot be solved
4. confirm identity of the individual in accordance with organisational procedures
5. arrange for the generation of prescriptions including:
  - 5.1 acute request
  - 5.2 repeats
  - 5.3 serial/batch
  - 5.4 requests from individuals
6. review the suitability of an individual for serial/batch prescriptions
7. assist with the setting up and roll out of serial/batch prescribing
8. make specific changes, as directed by relevant others, to individuals' repeat prescription records to facilitate safe, evidence based, rational and cost-effective prescribing
9. communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
10. respect the individual's rights and wishes relating to their privacy, beliefs, and dignity
11. ensure confidentiality is maintained in accordance with organisational requirements
12. complete and store all relevant documentation in accordance with organisational requirements
13. dispose of all waste in accordance with organisational requirements

## Knowledge and understanding

### *You need to know and understand:*

1. the current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere
2. the scope and limitations of your own competence and responsibilities as it applies to your job role
3. how to access and interpret all relevant work instructions and information
4. specific procedures for reporting issues which are beyond your competence and responsibilities
5. the duty to report any acts or omissions that could be unsafe/detrimental to you or others
6. the different types and format of prescription
7. different types of prescribers
8. regulations and procedures relating to different types of prescriptions and medicines
9. the different reference sources that are available including when and how to use them
10. the different types of prescriptions and when they are used
11. the details required on a prescription and why they are necessary
12. the range of medicinal products that may be dispensed on each type of form and reasons for limitations
13. the principles of safe, evidence based, rational and cost-effective prescribing
14. the prescribing conventions, abbreviations and medical terminology
15. the proprietary and generic names of medicines within your scope of practice
16. dosage forms and their properties and use
17. how medicines are administered
18. different strengths, forms, doses and quantities of medicines and why they are used
19. how to complete and safely store all relevant documentation in accordance with organisational requirements
20. how to ensure the organisational requirements for record keeping of individual details and confidentiality
21. how to dispose of all waste in accordance with organisational requirements

Support the prescription administration process

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