

The Right Door for Hope, Recovery and Wellness

Chapter Title Clinical		Section # C	Subject # 351.1
Subject Title Medication Safety	Adopted 3/15/08	Revised 6/23/15;3/9/17	Reviewed 4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

1.0 Preparation and Administration at The Right Door for Hope, Recovery and Wellness

Medications must be administered by or under supervision of personnel who are qualified and trained staff.

Injections

- 1.1 Verify that there is a current prescription/verbal order for the medication to be administered.
- 1.2 Verify that there is a current consent signed by the consumer/guardian.
- 1.3 Verify that there are no known medication allergies to the medication to be given.
- 1.4 Verify "5 rights" (recipient, medication, dose, route, time.).
- 1.5 Prepare medication per package instructions.
- 1.6 Positively identify recipient.
- 1.7 Provide privacy.
- 1.8 Explain procedure.
- 1.9 Administer medication using clean technique and Universal Precautions.
- 1.10 Document medication administration on Injection Log noting medication, dose, injection site, and the date next injection is due.
- 1.11 Provide recipient with appointment card for next appointment to receive medication.
- 1.12 Record medication administered on Medication Inventory Log.
- 1.13 Document medication administration in Electronic records.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

Medication Samples/Coupons/Vouchers

- 1.14 Verify that there is a current prescription/verbal order for the sample(s) to be dispensed.
- 1.15 Verify that there is a current consent signed by the consumer/guardian.
- 1.16 Verify that the consumer has received written medication information.
- 1.17 Verify that there are no known medication allergies to the medication to be sampled.
- 1.18 Remove sample(s) from cabinet.
- 1.19 Record consumer name, medication, lot number, expiration date, and quantity given on Medication Sample Log for each medication.
- 1.20 Provide consumer with written (Sample Request Form) and verbal (if applicable) instructions regarding correct medication, dose, time and route.
- 1.21 If preparing sample medications to be picked up/delivered at a later time, include "Receipt for Medications" form with medications. This form must be signed at the time that the consumer receives the medication samples.
- 1.22 Record date, medication name, dose, and quantity dispensed on the electronic records
- 1.23 Send Medication Receipt and Sample Request Form to Medical Records Department for data entry and scanning.

Patient Assistance Medications

- 1.24 Verify that there is a current prescription/verbal order for the medication(s) to be dispensed.
- 1.25 Verify that there is a current consent signed by the consumer/guardian.
- 1.26 Verify that the consumer has received written medication information.
- 1.27 Verify that there are no known medication allergies to the medication to be given.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 1.28 Remove medication(s) from cabinet.
- 1.29 Prepare either a one-month supply or ample medication to last until next medication review appointment, whichever occurs FIRST.
- 1.30 Clearly label medication container with the following: consumer name, medication name, dose, directions, and quantity of medication in bottle/bag.
- 1.31 Record medication(s) removed from supply on individual Inventory Log.
- 1.32 Inquire as to any changes in income or insurance coverage that may affect qualification status.
- 1.33 If applicable, supply consumer with necessary paperwork and instructions to reapply for assistance and/or obtain refills.
- 1.34 If preparing medication(s) to be picked up/delivered at a later time, include "Receipt for Medications" form with medications. This form must be signed at the time that the consumer receives the medication(s).
- 1.35 Record date, medication name, dose, and quantity dispensed on the Electronic records.
- 1.36 Send Medication Receipt to Medical Records Department for data entry and scanning.

All medications that are given to a consumer at discharge or leave must be authorized by a physician and provided in sufficient quantity to ensure an adequate supply until the consumer can become established with another provider.

2.0 Medication Preparation and Administration– Residential Setting

- 2.1 Only successfully trained personnel shall administer medications.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 2.2 Safely handle all medications utilizing Universal Precautions and all applicable guidelines set forth in agency policies and procedures related to medications.
- 2.3 Check each consumer's medication record to see if they are scheduled to receive medication on your shift.
- 2.4 Give medications as prescribed and on time (1/2 hour before, or 1/2 hour after the scheduled time is considered "on time").
- 2.5 Be knowledgeable about medications you administer, including expected and adverse affects.
- 2.6 Review the consumer's known allergies. Allergies are noted in red on the medication administration record in the file or on red allergy stickers. Consult with a licensed health care provider if necessary. Any food allergies affecting medication administration are noted in red on the medication record and in the clinical record.
- 2.7 Work in a clean and well-lighted area for preparing medication.
- 2.8 Wash your hands and use clean technique while preparing and administering medications.
- 2.9 Compare the label of the medication container with the medication record three (3) times to ensure accuracy, as follows:
 - * Before the container is taken from the storage area.
 - * Before the medication is removed from the container.
 - * Before the container is returned to the storage area.
- 2.10 Prepare the right medication in the right dosage at the right time by the right method for the right person.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 2.11 Follow special instructions written on the label or attached to container, e.g., shake, warm, do not take with milk, etc. Never cut an un-scored tablet.
- 2.11 Pour capsules, tablets and pills into the lid of a medication bottle. From the lid, pour the medication into a disposable medicine cup.
- 2.12 Pour liquids from the unlabeled side of the bottle and wipe off excess medication with a clean cloth or swab.
- 2.13 Measure liquid medication in measuring spoons or measuring glass/cup. Do not mix medications together unless directed to do so by the prescribing practitioner.
- 2.14 When measuring liquid medication, pour it at eye level.
- 2.15 Administer only medication which you prepare yourself.
- 2.16 Prepare only one consumer's medications at a time.
- 2.17 If there is anything unusual about the appearance or smell, do not give the medication until you check with the pharmacist or prescribing practitioner. If the medication must be withheld, notify the prescribing practitioner, and complete an Incident Report for placement in the consumer's record.
- 2.18 Do not use one consumer's medication for another consumer.
- 2.19 If you find any discrepancy between the medication record and pharmacy label, consult with pharmacist or prescribing practitioner for clarification.

The Right Door for Hope, Recovery and Wellness

Chapter Title Clinical		Section # C	Subject # 351.1
Subject Title Medication Safety	Adopted 3/15/08	Revised 6/23/15;3/9/17	Reviewed 4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

2.20 Do not administer prescription medication from a container that does not include all of the necessary information:

- * Name of consumer.
- * Name of drug.
- * Prescription number.
- * Pharmacy name and address.
- * Dosage.
- * Frequency and amount to be dispensed.

2.21 Positively identify the consumer prior to the administration of medications. Positive forms of identification could include:

- photo identification (e.g., driver’s license or photo of consumer labeled with name and date of birth maintained in consumer’s chart); or
- two other forms of identification (e.g., consumer stated name, date of birth, social security number, or address).

2.22 Do not "force" a consumer to take medication against their will. (If refusal occurs more than twice monthly, consult the interdisciplinary team for assistance.) Report refusals according to the Incident Reporting Guidelines. Alternative plans should be considered. In the event medication is court ordered and refused, immediately contact person in charge of Plan of Service.

2.23 Explain to the consumer the reason for taking the medication and what the procedure will be.

2.24 Remain with the consumer until they swallow the medication. Ask the consumer to open their mouth to assure that the medication was swallowed.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 2.25 Document administration in the consumer’s medication record.
- 2.26 Refill all medication, whether prescription or over-the-counter in a timely manner so that medication supply does not become depleted.
- 2.27 Do not pour medication from one bottle to another or re-label a bottle.
- 2.28 Do not return an unused dose of medication to the container (refer to section 7.0 for disposal procedure).

Documentation

Maintain a Medication Record for each consumer which includes the following data:

- The consumer's name and case number.
- Notation of known medication allergy(ies).
- The month and the year.
- The starting date of the medication (month, day, year).
- The medication, dosage, times and route.
- The ending date (the date the order expires).
- If medication is withheld or refused, document the circumstances in the consumer’s record. Circle your initials and contact the prescribing practitioner for instructions. Record the details. Complete an Incident Report and notify your supervisor. (See section 6.0 of this procedure).

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

Withholding Medication

2.29 Withhold medication only under unusual circumstances such as those listed below:

- Incomplete or missing pharmacy label or medication record.
- Consumer exhibits a dramatic change in status. If the consumer is showing signs of seizures, unconsciousness, difficulty breathing or other change that appears to be life-threatening, do not administer the medication. Notify local emergency medical services. Contact the prescribing practitioner regarding the missed dose after the emergency situation has been resolved.
- If you cannot verify the “5 rights” (recipient, medication, dose, time, route), get assistance from your supervisor and/or pharmacist before administering the medication.

2.30 If the consumer refuses to take the medication, explain to the consumer the possible risks involved in not taking the medication as prescribed, and encourage the consumer to accept the medication. (Refer to 2.22)

Discharge or Leave

2.34 Release only medications prescribed by a physician at the time of the consumer’s discharge or leave.

2.35 Release medications only in appropriate pharmacy-labeled containers.

2.36 Document the released medications in the consumer's record.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

All medications that are given to a consumer at discharge or leave must be authorized by a physician and provided in sufficient quantity to ensure an adequate supply until the consumer can become established with another provider.

3.0 Storage

The Right Door for Hope, Recovery and Wellness nursing staff maintains secure storage of medication samples, vouchers, injectables, and patient assistance medications. All medications are kept inside an office that is locked when nursing staff are not present.

3.1 Medication Samples and Vouchers

- 3.1.1 Store medication in original container.
- 3.1.2 Store medication samples separately from other medication inventories.
- 3.1.3 Store medication vouchers in a secure and organized location.
- 3.1.4 Store medication samples and vouchers in alphabetical order by medication brand name.
- 3.1.5 Maintain an inventory of medication samples and vouchers stored at each site. See Medication Perpetual Inventory Log.
- 3.1.6 Update inventory each time medication samples or vouchers are received or dispensed.
- 3.1.7 Review inventory at least quarterly. This may be done by The Right Door for Hope, Recovery and Wellness designated staff and/or pharmacy oversight staff.
- 3.1.8 Dispense medication samples at the discretion/request of the prescribing practitioner.
- 3.1.9 Reserve medication samples and vouchers for consumers without prescription insurance coverage or who are experiencing significant financial hardship.
- 3.1.10 Notify pharmaceutical representative when supply is depleted, and additional samples are needed.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 3.2 Patient Assistance Medications
 - 3.2.1 Store medication in original container.
 - 3.2.2 Store medication and accompanying paperwork in alphabetical order by consumer last name.
 - 3.2.3 Maintain an inventory of patient assistance medications stored at each site. See The Right Door for Hope, Recovery and Wellness Medication Log.
 - 3.2.4 Update inventory each time medications are received or dispensed.

- 3.3 Injectable Medications
 - 3.3.1 Store medications in original container.
 - 3.3.2 Store according to instructions in the package insert.
 - 3.3.3 Store medications that require refrigeration in the refrigerator located in the Medical Services office(s).
 - 3.3.4 Monitor the temperature of the refrigerator weekly to ensure compliance with instructions from the manufacturer and safe storage conditions.
 - 3.3.5 Maintain an inventory of injectable medications stored at designated site.
 - 3.3.6 Update inventory each time medications are received or administered.

- 3.4 Residential setting
 - 3.4.1 Store all medications in original containers with legible pharmacy label(s).
 - 3.4.2 Store medications in a clean, organized, well-lit cabinet that is away from heat sources.
 - 3.4.3 Keep medication cabinet locked at all times, except when adding or removing medication(s).
 - 3.4.4 Use medication cabinet ONLY for medication storage.
 - 3.4.5 Keep the key to the medication cabinet in the possession of one person at all times

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 3.4.6 Maintain a medication count sheet for each medication stored for each consumer. Report discrepancies in medication count to your supervisor.
- 3.4.7 Store topical medications separately from medications to be administered internally.
- 3.4.8 Store refrigerated medications in a locked and labeled container away from food items.

4.0 Transportation and Delivery

- 4.1 Remove medication from locked cabinet.
- 4.2 Complete inventory log for each medication removed.
- 4.3 Place medication in a secure bag/container.
- 4.4 Lock medication in trunk of car during transport.
- 4.5 Hand medication(s) directly to the designated recipient.
- 4.6 Document medication dispensation in recipient’s clinical record.
- 4.7 Return any unused/undelivered medication to the locked storage cabinet.
- 4.8 Document returns on the appropriate inventory log.

5.0 Adverse Reactions to Medication

Upon receipt of a report of an adverse reaction to medication, The Right Door for Hope, Recovery and Wellness nursing staff will:

- 5.1 Provide instruction to the caller to seek emergency medical care, provide monitoring, contact the nearest Poison Control Center, and/or withhold future doses of the medication in question, as appropriate to the situation and reaction type.
- 5.2 Instruct the caller to complete an Incident Report after emergency medical treatment has been obtained (if appropriate)
- 5.3 Notify the prescribing practitioner of adverse reaction
- 5.4 Notify consumer of any changes in medications or instructions from the prescribing practitioner (if applicable)
- 5.5 Document details of the adverse reaction in the clinical electronic record.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

Upon observation of a possible adverse reaction to medication, contracted residential staff will do the following:

- 5.6 Contact emergency medical services if reaction is life threatening (difficulty breathing, loss of consciousness, new onset of seizure activity, etc.)
- 5.7 Contact the prescribing practitioner for instructions
- 5.8 If prescribing practitioner is not available, contact the nearest Poison Control Center
- 5.9 Report reaction to home supervisor
- 5.10 Complete an Incident Report
- 5.11 Document details of reaction and any additional instructions in consumer's record for review by relevant staff members.

6.0 Medication Errors

The following situations qualify as medication errors:

- one consumer received a medication prescribed for another consumer
- medication was refused
- medication dose was missed
- incorrect medication was given
- incorrect dose was given
- medication was administered at the incorrect time
- medication was administered without regard to prescribed instructions

Upon receipt of a report of medication error, The Right Door for Hope, Recovery and Wellness nursing staff will:

- 6.1 Provide instruction to seek emergency medical care, provide monitoring, contact the nearest Poison Control Center, alter medication schedule and/or withhold future doses of medication, as appropriate to the situation.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 6.2 Instruct the caller to complete an Incident Report after emergency medical treatment has been obtained (if appropriate)
- 6.3 Provide additional medication education, as appropriate
- 6.4 Notify the prescribing practitioner of medication error, as appropriate
Document details of the medication error in the clinical electronic record.
Upon discovery of a medication error, contracted residential staff will:
- 6.5 Contact the prescribing practitioner for instructions
- 6.6 If prescribing practitioner is not available, contact the nearest Poison Control Center
- 6.7 Follow instructions, as given
- 6.8 Report medication error to home supervisor
- 6.9 Complete an Incident Report
- 6.10 Document details of reaction and additional instructions in consumer's record for review by relevant staff members.
- 6.11 If medication error involved medications belonging to another consumer, account for the medication given in that consumer's medication record (e.g. medication count sheet).

7.0 Disposal

Medications stored at The Right Door for Hope, Recovery and Wellness are to be disposed of in the following situations:

- the date of expiration has passed
- the medication has been contaminated
- the medication was removed from its container, but was not administered/dispensed
- the medication has been discontinued

Place expired medications that are stored at a The Right Door for Hope, Recovery and Wellness site in a separate and secure area for pick up and disposal by the contracted pharmacy service. Document removal of medication on appropriate inventory log.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

In the residential setting, medications are to be disposed of in the following situations:

- the date of expiration has passed
- the medication has been contaminated (spilled, dropped, changed in smell or appearance)
- the medication has been removed from its original container, but was not administered
- the prescribing practitioner has given an order to discontinue the medication (documentation of this order is to be placed in the consumer's medication record)
- The prescribing practitioner has given an order to change the dosage of the medication, and the current supply cannot be used (documentation of the dosage change is to be placed in the consumer's medication record).

Procedure for disposal of medications (in residential setting or at The Right Door for Hope, Recovery and Wellness when pharmacy service is not available)

- 7.1 Two staff are present, one serving as a witness. If two staff are not present, then the staff that is disposing must contact their supervisor. Supervisor will act as a second witness.
- 7.2 Compare the pharmacy label with the order to discontinue/change medication (if applicable)
- 7.3 Store the disposed medication away from current Consumer's medication in locked container/cupboard.
- 7.4 Return the disposed medication to the pharmacy or transport medication to The Right Door for Hope, Recovery and Wellness Medication Service. The Right Door for Hope, Recovery and Wellness Medication Service staff will give to pharmacy.
- 7.5 Document the method of disposal in the medication record with the initials of both staff members performing the procedure.

The Right Door for Hope, Recovery and Wellness

Chapter Title		Section #	Subject #
Clinical		C	351.1
Subject Title	Adopted	Revised	Reviewed
Medication Safety	3/15/08	6/23/15;3/9/17	4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

- 7.6 Record D/C (or discontinued) on the medication record in the space where the next dose would have been given (only if disposing in response to a discontinue/dosage change order).
- 7.7 Complete an Incident Report.
- 7.8 Make relevant staff aware of the disposal.
- 7.9 Contact the prescribing practitioner if medication supply is exhausted by the disposal and a prescription is required for replacement.

Medications may only be flushed down the toilet if the pharmacy label specifically states that it is acceptable to do so.

8.0 Pharmacy Oversight

Contracted pharmacy services provide the following services at all The Right Door for Hope, Recovery and Wellness sites on no less than a quarterly basis:

- 8.1 Monitor medication inventories for proper storage and compliance.
- 8.2 Assist with proper disposal of expired and discontinued medications.
- 8.3 Monitor medication dispensation and distribution practices.
- 8.4 Monitor for appropriate monitoring practices (informed consent, AIMS, laboratory testing, etc.).
- 8.5 Monitor for compliance with current state and federal regulations and notify The Right Door for Hope, Recovery and Wellness of pertinent changes.

The Right Door for Hope, Recovery and Wellness

Chapter Title Clinical		Section # C	Subject # 351.1
Subject Title Medication Safety	Adopted 3/15/08	Revised 6/23/15;3/9 /17	Reviewed 4/25/08; 2/1/11; 1/5/14; 6/23/15; 3/9/17

Robert S. Lathers, Chief Executive Officer	Date		