



L-Università ta' Malta
Faculty of
Medicine & Surgery

Department
of Pharmacy

Validation Tools for Community Pharmacy

Internal Validation Tool 2

Tool 2

DISPENSING A PRESCRIPTION

The pharmacist ensures the appropriateness of the prescribed medication and is involved in helping the patient achieve the maximum therapeutic effect from the prescribed medication.

The tool is used when a prescription is presented to a community pharmacist so as to validate the role of the pharmacist during dispensing of prescribed medications. Consider every prescription as one transaction. Use one tool and assess the whole process when there are two or more items prescribed. Base the assessment on observations made during the dispensing process. For each step choose the relevant statement(s) as appropriate. Before proceeding any further refer to Definition Sheet 02.

1. PHARMACIST INVOLVEMENT

Tick one

- | | |
|--|----|
| i Patient deals with pharmacist | 10 |
| ii Patient is referred to pharmacist by an assistant and dispensing is carried out by pharmacist | 10 |
| iii Pharmacist gets involved during the advisory stage | 8 |
| iv Pharmacist gets involved when patient asked queries from the assistant or when assistant identified a problem | 5 |
| v Pharmacist gets involved because patient asked to speak to the pharmacist | 4 |
| vi Pharmacist supervises dispensing and there is no interaction with patient | 1 |

2. IDENTIFICATION OF PATIENT

Tick one

- | | |
|--------------------------------|----|
| i Pharmacist knows the patient | 10 |
| ii Pharmacist asks for name | 2 |

age	3
sex	2
residence	1
ID number of patient	2
iii Pharmacist does not ask for any patient identification	0

Pharmacist is dispensing a non-repeat prescription go to 3

Pharmacist is dispensing a repeat prescription go to 4

3. Non-repeat prescription

3a. ASSESSING PATIENT KNOWLEDGE

Tick where applicable

i Pharmacist confirms with the patient the indications for which the medication(s) is/are being used	5
ii Pharmacist assesses patient knowledge as regards length of treatment	5
iii Pharmacist does not try to confirm the extent of knowledge on the prescribed medication(s)	0

3b. ENSURING MAXIMUM BENEFIT

Tick where applicable

Pharmacist ensures that the information conveyed is fully understood by patient by:

i asking whether the patient has any problems with the medication	2
ii asking the patient to repeat the major points of advice given	4
iii repeating major points covered during advisory session	4

Go to 5

4. Repeat Prescription

4a. TIME OF DISPENSING

i. Supplies are dispensed at the time determined by the directions on the prescription

10

ii. If no specific instructions are given, pharmacist uses professional judgment to determine when an item should be dispensed

5

4b. ASSESSING MEDICATION SAFETY

i. Pharmacist ensures that patient is taking or using the medicine or device appropriately and is likely to continue to do so

2

ii. Pharmacist ensures that the patient is not suffering any side effects caused by the treatment

2

iii. Pharmacist ensures that the treatment is still appropriate by checking any changes to the patient's medication regimen or changes to the patient's health status since the repeat was authorized by the prescriber

1

If problems are identified:

iv. Pharmacist refuses to dispense an item

2

v. Pharmacist contacts or refers patient to the prescriber

3

5. AVAILABILITY OF MEDICATIONS AND DECISION MAKING

Tick one

i No problem is identified in prescription or action was taken to solve problem identified and so pharmacist decides to proceed with the dispensing process

10

ii Prescribed medication(s) not available, pharmacist offers to contact prescriber

10

iii Prescribed medication(s) not available, pharmacist suggests another pharmacy which is very likely to have the medication(s) in stock

8

iv Prescribed medication(s) not available, pharmacist advises patient to try and obtain medication(s) from another pharmacy

6

v Prescribed medication(s) not available and pharmacist informs patient to come another time 4

vi Prescribed medication(s) not available, pharmacist informs patient that medication(s) is not available 1

6. RECHECKING OF PRESCRIPTION

Tick where applicable

Pharmacist gets the medication and

i compares medication with the prescription to confirm that the right product was selected 8

ii checks expiry date on the product 2

7. INFORMATION PROVIDED

Tick where applicable

Pharmacist gives information to the patient:

i Written form as a printed label 5

ii Handwritten label 3

iii Instructions written on the packet 3

iv Verbal advice 5

8. INTERACTION WITH PATIENT

Tick one

i Pharmacist listens to patient 10

ii Pharmacist interacts with patient but shows that he is hurried and under pressure 6

iii Pharmacist starts using cash register or engaging in another activity to bring communication with patient to an end 6

- | | |
|--|---|
| iv Pharmacist answers telephone during the dispensing exercise | 4 |
| v Pharmacist deals with other queries during the dispensing exercise | 2 |
| vi Pharmacist continues pricing or engaging in other activities | 0 |

9. INSTILLATION OF CONFIDENCE AND ETHICS OF CONFIDENTIALITY

Tick where applicable

- | | |
|--|---|
| i Pharmacist talks privately to the patient | 4 |
| ii Pharmacist addresses the patient in a reassuring way without alarming the patient and speaks well of other health professionals | 4 |
| iii Patient shows confidence in the pharmacist | 2 |

10. PATIENT PROFILE

Tick where applicable

- | | |
|---|---|
| i Pharmacist discusses with the patient the timing medication-taking habits in concordance with lifestyle or other concurrent medication | 4 |
| ii Pharmacist gives advice to the patient on the health condition being treated | 3 |
| iii Pharmacist informs patient about other medication and food which should be avoided or could be taken in conjunction with the prescribed medication(s) | 3 |

TOTAL SCORE

REMARKS