

NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES
POLICY AND PROCEDURE

SUBJECT: MEDICATION ORDER INTERVENTIONS

NUMBER: NN-MM-25

Page 1 of 3

ORIGINAL DATE: 11/02/06

REVIEW/REVISE DATE: 11/19/09, 9/20/12

APPROVAL: Cody L. Phinney, Agency Director

I. PURPOSE

To prevent and resolve medication-related problems prior to dispensing any medication

II. POLICY

The Northern Nevada Adult Mental Health Services (NNAMHS) pharmacist must review and interpret every medication order and resolve any problems or uncertainties with it before the drug is entered into the dispensing system.

III. PROCEDURES

1. The pharmacist must be satisfied that each order is acceptable. This may occur through the study of the consumer's medication profile, health record, research of the professional literature, or discussion with the prescriber or other medical, nursing or pharmacy staff.
 - a. When a medication order is being entered into the consumer profile by a pharmacy technician and the computer system displays a prompt for any

reason requiring a pharmacist's review or override, the pharmacist must go to the technician's computer station. The pharmacist will examine the prompt, the medication order, and the consumer's medication profile in order to evaluate the clinical significance of the information. If the pharmacist determines that it is safe and appropriate to dispense the medication as ordered, the pharmacist will physically enter his or her initials in the appropriate location on the computer screen. The technician may not enter the pharmacist's initials (or his/her own initials) at a pharmacist's verbal direction.

- b. The prescriber may be contacted for clarification of any medication order for the following reasons:
 - i) Medication therapy inconsistent with current medical practice;
 - ii) Prescribing outside accepted hospital medication ordering system (e.g., non-formulary medication, special procedures, etc.)
 - iii) Incomplete medication orders
 - iv) Intent of the medication order is unclear or ambiguous
 - v) Legibility
 - vi) Verbal orders unclear
 - vii) Questionable route of administration
 - viii) Allergies or hypersensitivities noted
 - ix) Potential clinically significant drug interactions noted
 - x) Unclear instructions for "hold" orders
 - xi) Food/Drug interaction
 - xii) Side effect present
 - xiii) Abbreviations
 - xiv) Diagnosis issue
 - xv) Allergy information missing on new orders upon admission
 - xvi) Other

- c. All actions taken and contacts made by the pharmacist will be documented in the Pharmacist Intervention Form.
- d. Pharmacists may refuse to dispense any medication or dosage if doing so is against his/her better professional judgment until a clarification is received from the prescriber. If this option is exercised by the pharmacist, the following must occur:
 - i) Inform the prescriber of their decision and his/her option to administer medication.
 - ii) Nursing/Medical staff will document in the consumer's health record that the medication was not dispensed and that the prescriber was notified.
 - iii) Document via the Intervention Form all pertinent information and submit it to the Director of Pharmacy.