
Prescription Processing

Prescription Processing

- Prescriptions
 - Pharmacy Abbreviations
 - Prescription Information
 - The Fill Process
 - Labels
 - HIPAA
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Prescriptions Processing

- Understand the steps involved in processing a prescription from receiving to patient pick up and counseling.
 - Understand the importance of preventing medication errors and ways the pharmacy technician helps prevent them from occurring.
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Prescriptions Processing

- Understand the different roles and responsibilities of the pharmacist and technician in the dispensing process.
 - Understand the importance of patient privacy and the need to treat patients and their personal information with respect.
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The Prescription

A prescription is a written order from a practitioner for the preparation and administration of a medicine or a device.

•Who may write a prescription in Massachusetts?

•The prescriber must be registered in the state, and, if it is a controlled drug, registered with the DEA.

Who is Authorized to Prescribe?

Unrestricted

- Medical Doctors (MD)
- Doctors of Osteopathy (DO)

Under Physician

- Direction
- Nurse Practitioners
- Physician assistants

In their field of practice

- Dentists (DDS/DMD)
- Veterinarians (DVM)
- Podiatrists (DPM)
- Optometrists (OD)

Based on protocols

- Pharmacists

Dispensing Prescriptions

- Community Pharmacists
 - Dispense directly to the patient.
 - The patient is expected to administer the medication according to the pharmacist's directions.
 - Institutional Pharmacy
 - Nursing staff generally get the medications for direct administration to the patient.
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Processing the Prescription

1. A prescription is written by a prescriber.
2. The patient drops off the prescription.



Processing the Prescription

- 3. The pharmacy technician checks the prescription to make certain it is complete and authentic.
- Verifies that the patient is in the pharmacy database. Confirms DOB, address, etc.
- If the patient is not in the pharmacy database, the technician obtains the necessary demographic, insurance, and allergy information from the patient.
- Enters the information into the computer.
- Scans the prescription.

Receiving And Reviewing Prescriptions

- 4. Checking for completeness of each part of a prescription include:**
1. prescriber information
 2. date written
 3. patient information
 4. the inscription
 5. the signa
 6. refills, DAW
 7. additional instructions
 8. the signature.



Receiving And Reviewing Prescriptions

- DAW: Dispense As Written - generic substitution instructions (optional).
- Signature of prescriber: Required on written prescriptions.
- National Provider Identifier (NPI): Prescriber's unique national identification number.
- Drug Enforcement Agency (DEA) registration number of prescriber: Required for all controlled substances).

Processing the Prescription

5. The pharmacy technician enters the prescription information into the computer and the insurance and billing information is processed.



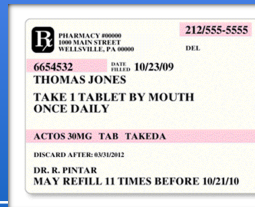
Processing the Prescription

- Bills the insurance company or the patient.
- The computer system evaluates the data against stored information and processes any third party billing online.
- The pharmacy technician asks the pharmacist to check the drug use review (DUR) or drug interaction that might be generated.
- If claims rejected, review the data and resubmit claim.

Processing the Prescription

6. Label is generated.

- Once the payment is approved by the third party, a label that contains copayment is printed.



•Processing the Prescription

7. Prescription is prepared.
 - The pharmacy technician selects the appropriate medication and verifies the National Drug Code (NDC) number on the computer-generated medication label.
 - Prepares the medication(s).
 - E.g., the prescribed number of tablets is counted or the liquid measured.
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Processing the Prescription

- Packages the medication in the appropriate container.
 - Labels the prescription container with the computer-generated medication label. In some states the law requires the pharmacist to affix the label to the container. Massachusetts the technician may perform this step.
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Processing the Prescription

9. Patient receives the prescription.
- The pharmacy technician returns the bulk product container to the shelf.
 - Delivers the packaged prescription to the cash register area for PATIENT PICKUP.
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Processing the Prescription

9. Patient receives the prescription.
- The patient or a representative signs the insurance log or computer pad. Patient name and date of birth should be confirmed.
 - If the patient has not signed the pharmacy's notice of HIPAA compliance, they are given a copy and asked to sign the log.
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Processing the Prescription

10. Pharmacists provide counseling.
- OBRA '90 and other statues, require the pharmacist to be called to the counter to provide counseling on all prescriptions.



Pharmacy Abbreviations

Most common prescription abbreviations

- Route
- Form
- Time
- Measurement

Abbreviations – Route of Administration

- ad =
 - right ear
- as =
 - left ear
- au =
 - each ear
- IM =
 - intramuscular
- IV =
 - intravenous
- SQ =
 - subcutaneous

Abbreviations – Route of Administration

- od =
 - right eye
- os =
 - left eye
- ou =
 - each eye
- po =
 - by mouth
- sl =
 - sublingually
- pr =
 - per rectum
- top =
 - topically

Abbreviations - Form

- cap =
 - capsule
- elix =
 - elixir
- supp =
 - suppository
- sus =
 - suspension

Abbreviations - Form

- tab =
 - tablet
- ung =
 - ointment
- SR, XL, XR =
 - Sustained release, extended release

Abbreviations - Timing

- ac =
 - before meals
- pc =
 - after meals
- hs =
 - at bedtime
- qd =
 - every day
- prn =
 - as needed

Abbreviations - Timing

- qid =
 - four times a day
- tid =
 - three times a day
- bid =
 - two times a day
- ud =
 - as directed

Abbreviations - Measurement

- gtt =
 - drop
- g =
 - gram
- gr =
 - grain
- l =
 - liter
- mcg =
 - microgram
- mg =
 - milligram

Abbreviations - Measurement

- mEq =
 - mellequivalent
- ml =
 - milliliter
- qs =
 - of sufficient quantity
- disp =
 - dispense

The Fill Process Considerations

- Are the fill instructions clear and reasonable?
 - Are the administration directions clear?
 - Are there look-alike names?
 - Don't add information!
 - Call a pharmacist to evaluate each warning and resolve any question.
 - Check against the original!
-

The Pharmacy Technician's Role

- Assisting the pharmacist in technical aspects of prescription filling.
 - Treating each patient, their personal information, and their medications with respect.
 - Accepting new prescriptions from patients, obtaining all necessary information, and keying it into the computer.
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The Pharmacy Technician's Role

- Requesting the advice of a pharmacist whenever a warning screen appears while filling a prescription.
 - Faxing or telephoning refills and clarification requests to prescribers.
 - Consulting formularies and responding appropriately to third-party adjudication messaging such as: non-preferred drug or prior authorization required.
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The Pharmacy Technician's Role

- Quickly locating the correct medication for dispensing, calculating quantities, repackaging medication, and locating the corresponding patient medication guide.
 - Check expiration date of drug.
 - Compounding a prescription under supervision.
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The Pharmacy Technician's Role

- Recording the dispensing of controlled drugs if permitted.
 - Checking the work of other technicians, as instructed by a pharmacist.
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The Pharmacy Technician's Role

- Referring patients to a pharmacist for counseling on the use of prescription and OTC medications, or any other question requiring judgment as per your job description.
 - ALWAYS ensuring the accuracy and safety of the prescription by incorporating Quality control checks into every step in the process.
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Caution!

- Are the fill instructions clear and reasonable?
 - Is it q.i.d. or q.d; 4 ml or .4 ml.
- Are the administration directions clear?
 - Are these the same? “Take two tablets daily” vs. “Take one tablet twice daily” vs. “Take two tablets once daily.”
- Are there look-alike names?
 - Is it Metadate® 10 mg or Methadone 10 mg; Lamictal® or Lamisil®?

Caution!

- Don't add information!
 - Never add information based on what you assume the prescriber meant. The prescriber has knowledge of the patient's condition that you don't.
- Pay attention to warnings!
 - When warning screens appear, call a pharmacist to evaluate each warning.

Caution!

- Check against the original!
 - During the fill process, always refer to the original prescription first and then refer to the label.

Rasul Pintar, M.D.
123 Main Street
Wellsville, PA 00900
Telephone: 888-555-1234
DEA Number: AB1234563
NPI: 1234567893

Date 10/21/09

NAME Tom Jones

ADDRESS 149 Ivy Street, Wellsville, PA

Rx

Actos 30mg
Sig: T po q d
#30

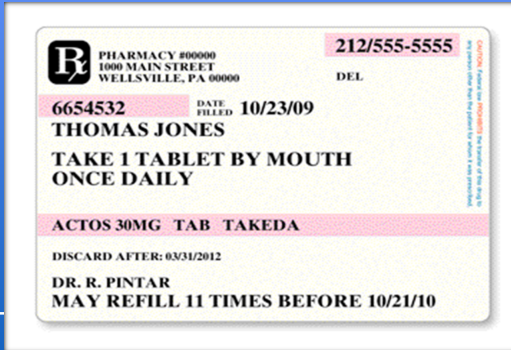
REFILL 11

DISPENSE AS WRITTEN

R. Pintar
PRESCRIBER'S SIGNATURE

This prescriber form is for each individual controlled substance prescription.
THEFT, UNAUTHORIZED REPRODUCTION OR ANY USE OF THIS FORM INCLUDING ALIENATION OR FORFEITURE ARE CRIMES PUNISHABLE BY LAW.

Labels



Label Preparation

- The name, address, and telephone number of the pharmacy
- A prescription number
- The date dispensed
- The name of the patient
- Directions for use

Label Preparation

- The medication dispensed
- Expiration date of the medication
- The name of the prescriber
- The pharmacist initials
- Refill information

Writing Directions For Use

- **START WITH A VERB**
 - Give, take, instill, inhale, insert, or apply
- **Indicate ROUTE of ADMINISTRATION**
 - Apply to affected area.
 - Take one tablet by mouth.
 - Remove foil and insert rectally.
 - Place one tablet under the tongue.
- **Do NOT use ABBREVIATIONS**
- **Use familiar words**
 - 2 Teaspoonfuls or 10 ml

Example Directions For Use

Diovan® 80 mg tablet
i po qd

Take one tablet by mouth once
daily

Example Directions For Use

Cephalexin 250 mg capsules

ii stat, i po QID x 10 d

Take 2 capsules by mouth now,
then take 1 capsule 4 times daily
for 10 days

Example Directions For Use

Alphagan-P® 0.1% eye drops

i gtt 8h ou

Instill one drop into each eye every
8 hours

Example Directions For Use

Strattera® 25 mg capsules

i q a.m

Take one capsule by mouth every
morning

Example Directions For Use

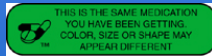
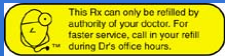
Enbrel® 50 mg SC injection

i q week

Inject the contents of one syringe,
subcutaneously, once weekly

Auxiliary Labels

Provide additional information to the patient
and applied to the prescription container.
May be automatically printed.



Institutional Label

- Unit dose packing is widely used.
- Contains the following information ONLY:
 - The name, strength, manufacturer, lot number, expiration date, and dosage form of the medications.
- The patients medical condition may change relatively quickly, so short supplies are given.

Prescription Label Examples

Alice Chan, M.D.
123 Main Street
Wellsboro, PA 16988
Telephone: 800-555-1234
DE A number AB1234567
NPI: 1234567890

Date: June 12, 2010

NAME: Jane Smith

ADDRESS: 102 Ivy Street, Wellsville, PA

Rx Keflex 500 mg
Sig: 1 cap po QID x 10d
#40

REFILL: 0

DISPENSE AS WRITTEN Alice Chan
PRESCRIBER'S SIGNATURE

PHARMACY F 00000 212-555-5555
100 MAIN STREET
WELLSVILLE, PA 16900 DEL.

6654532 DATE FILLED 06/17/10

SMITH, JANE

TAKE 1 CAPSULE BY MOUTH
FOUR TIMES DAILY FOR 10 DAYS

40 CEPHALEXIN 500MG CAPSULES

MFG. BANNEX
DISCARD AFTER: 10/31/2011
DR. ALICE CHAN

REFILL 0

Prescription Label Examples

Alice Chan, M.D.
123 Main Street
Willsville, PA 16990
Telephone: 800-555-1234
FAX: 800-555-4321
NPI: 123456789

Date: May 28, 2010

NAME: Donna H. Doe
ADDRESS: 300 Maple Street, Willsville, Pa

Rx
Neurontin 300mg
Sig: 1 cap po TID
#90

REFILL: 2
DISPENSE AS WRITTEN BY: Alice Chan
PRESCRIBER'S SIGNATURE

See separate form for each additional medication prescribed.
100% AUTHENTICATED PRESCRIPTIONS AVAILABLE FOR YOUR PROTECTION. SEE PHARMACY FOR DETAILS. © 2008 PARKE-DAVIS

B PHARMACY # 00000
100 MAIN STREET
WILLSVILLE, PA 16990
212 555-5555
DEX

6654532 DATE FILL BY: 05/28/10
DONNA H. DOE
**TAKE 1 CAPSULE BY MOUTH
THREE TIMES DAILY**

90 NEURONTIN 300MG CAPSULES
MFG: PARKE-DAVIS
DISCARD AFTER: 12/31/2011
DR: ALICE CHAN
MAY REFILL 2 TIMES BEFORE 05/28/2011

PHARMACY # 00000
100 MAIN STREET
WILLSVILLE, PA 16990
212 555-5555
DEX

Institutional Prescription Label Examples

DATE	TIME	DOCTOR'S ORDERS	STATUS	SIGNATURE
05/28/10	10:00	Admit patient to 6A floor Pain management Ab. PCK. R. R. R. Order CBC, Chem-7, blood cultures stat. NS @ 12/1/10. IV. <i>Dr Johnson 12222</i>		
05/28/10	10:00	Tylenol 650mg po q4h PRN for Temp > 38.5°C Verbal Order: Dr Johnson, J. M. D. RN		
05/28/10	10:00	Stat Chlorzoxiprone 500mg po q4h Morphine 2mg po q4h Order CPR for 1hr a.m. <i>Dr Johnson 12222</i>		

DATE	TIME	DOCTOR'S ORDERS	STATUS	SIGNATURE
05/28/10	10:00	1 LITER BUN ORDER 122 ML-AB IV MULTIVITAMIN TABLET ORDER 1 1 TABLET PO QD CLARITHROMYCIN 500 MG TABLET ORDER 1 1 1000mg po q 12 hrs		
05/28/10	10:00	ACEFENOPYRIN 100 MG TABLET ORDER 1 AND 100 PO Q 4 H PRN FOR TEMP > 38.5°C ORDER 1 1 1		

Patient: SMITH, JOHN Program: PNEUMONIA, DEHYDRATION
 Account #: 099999999 Weight: 71.5 Gender: MALE
 Age: 64 Doctor: J. JOHNSON, J. Written by: Alice Smith, RN
 Allergies: PENICILLIN-AMOXI

Issued by: SS, Alice Smith, RN Issued by: _____
 Verified by: JD, Jane Doe, RN Verified by: _____

What is HIPAA?

HIPAA is a federal law enacted to:

- Ensure the privacy of an individual's protected health information (PHI).
 - Provide security for electronic and physical exchange of PHI.
 - Provide for individual rights regarding PHI.
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Personal Identifiers under HIPAA

- Patient name, all types of addresses including email, URL, home.
 - Identifying numbers, including Social Security, medical records, insurance numbers, account numbers.
 - Full facial photos.
 - Dates, including birth date, dates of admission and discharge, or death.
 - Personal identifiers coupled with a broad range of health, health care or health care payment information creates PHI.
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