

Example Content Overview for Medication Administration Services Policies and Procedures

Pharmacists engaged in medication administration services (MAS) must develop and maintain written policies and procedures covering all aspects of the administration of medications that ensure patient safety, manage the appropriate coordination of care, and address documentation and communication. These policies should be dated, reviewed regularly, and revised as needed. Policies and procedures should take into consideration unique aspects of the pharmacist's practice, the laws and regulations governing medication administration in the state where the pharmacist practices, and the needs of specific patient populations. This overview describes the types of information that should be included in a policies and procedures document for pharmacy-based MAS.

Program Introduction and Objectives

Pharmacists should specifically define their services and outline the objectives for their MAS.

Pharmacists' Scope of Practice

State laws and regulations vary significantly for the provision of MAS. Pharmacists should research and document their authority, including the medications that may be eligible for MAS, if there are any restrictions regarding patient populations (e.g., age, pregnancy), and the routes of administration that are permitted. The manner of authorization for MAS should be explained (i.e., prescription, standing order, collaborative practice agreement, or some combination of these options).

Roles and Responsibilities of Staff Members

The roles and responsibilities of all staff members involved in MAS should be defined. Consider the potential contributions of pharmacists, student pharmacists, pharmacy residents, pharmacy technicians, and other billing and support staff.

Required Education, Training, and Knowledge

Procedures for providing access to appropriate training and oversight of the pharmacy staff that may be engaged in clinical programs should be outlined. Processes for training in disease pathophysiology, medication characteristics, disease management, patient care and individual preferences, administration technique, emergency responses, and related topics before administering medications should be described. Training to administer medications should include both didactic study and practice administering medications under the guidance of an experienced health care professional. Requirements for pharmacists to maintain active engagement in continuous professional development to maintain competency and proficiency in the provision of medication administration services should be described.



Pharmacists' Patient Care Process

Pharmacists should follow the *Joint Commission of Pharmacy Practitioners Pharmacists' Patient Care Process* when providing MAS. Processes for collecting necessary subjective and objective information, assessing collected information, developing an individual care plan, implementing the established plan, and conducting follow-up and monitoring should be outlined.

Patient Informed Consent Process

Pharmacists must obtain informed consent, consistent with state law, before the administration of any medication and this process should be outlined in the policies and procedures. Policies should outline the process for assessing a patient to determine his or her ability to consent to receive MAS. Patients seeking treatment for substance use disorders and behavioral health conditions are two of the largest populations that access pharmacy-based MAS. For these populations that may be considered at-risk, it is important to ensure the consent process reviews the risks and benefits of the service. Patients must be competent to sign the informed consent or have a family member or other caregiver who can provide legal consent for the patient to receive services.

Pharmacy Requirements

Pharmacists should define the space and setup for MAS, including the location where services will be provided, the specific privacy needs, and any specialized equipment or supplies that will be needed to provide the defined services.

Product Handling and Management

MAS policies and procedures should incorporate requirements from the Occupational Safety and Health Administration, the National Institute for Occupational Safety and Health, the U.S. Pharmacopeia (USP Chapter <800>), and state laws and regulations about product management and handling as appropriate.

Patient Privacy and Confidentiality

MAS should be delivered in an environment that promotes patient comfort and safety while respecting patient privacy and confidentiality. Policies should ensure that all MAS activities are compliant with state and national laws regarding patient privacy and confidentiality. Privacy may be particularly important for some MAS activities, such as gluteal injections, where ensuring the patient feels safe and comfortable is paramount. Policies on access to a chaperone should be defined.

Processes for Service Documentation, Communication, and Record Retention

Pharmacists should outline the processes and procedures for documenting and communicating MAS services. Processes and expectations for communications with prescribers, other providers, the patient, caregivers, and other family members as well as responding to requests for release of medical information from probation officers, court systems, manufacturer programs, and other authorized entities should be outlined.



Patient Education

Resources available to support patient education, including written materials, forms, and other educational tools, should be defined. Ensuring patient education is provided in a manner culturally, linguistically, and educationally appropriate for the patient should be included in the policies and procedures document.

Reporting Adverse Drug Reactions

Pharmacists should have management and monitoring processes in place to identify and resolve medication-related and health issues. Procedures for notifying the prescriber, the manufacturer, MedWatch, or other appropriate reporting entities of serious adverse events/side effects related to MAS should be outlined.

Referrals to Other Providers

Policies and procedures should define the process for referring patients to other providers for treatment, follow-up, or other services if the patient has a medical condition that is not being adequately treated or prevented. Pharmacists should also outline procedures for referring patients back to prescribers when issues such as nonadherence or adverse events threaten the success of the treatment plan.

Care Coordination

Processes for the facilitation of overall care coordination, including benefits coverage, service scheduling, assessment of patient clinical status, provision of medication administration and patient education, and assessment of socioeconomic status and other unmet needs (e.g., immunizations, smoking cessation, comprehensive medication review), should be documented. The role of the pharmacy practice in supporting patient transitions of care should also be outlined as appropriate.

Quality Assurance Procedures

Processes to continually analyze, measure, and improve the delivery of MAS should be outlined, and processes for reporting and documenting identified metrics should be established.

Billing and Reimbursement

Policies and procedures for billing and reimbursement should outline the process for determining payer requirements, documenting MAS services, and managing procedures for claim billing and processing.

Recognition of Policies and Procedures

Pharmacists should ensure staff members involved in MAS sign to acknowledge that they understand the policies and procedures.

These policies and procedures were reviewed by:

Pharmacist Name: _____

License Number: _____

Signature: _____ Date: _____