WHS DOCUMENTS & TEMPLATES

DOC-MED-TPL · Medication Management Procedure

Product Overview

For: Aged care, disability support, NDIS and community services providers whose workers support people with their medicines

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SAMPLE

Support people safely with their medicines: a clear procedure for roles, consent, levels of support, giving medicines, PRN medicines, records, errors and storage, built to sit under your own clinical governance, with the plan, record and incident report to go with it.

The procedure covers its purpose and scope, the principles (the person at the centre, consent, working within training and the law), who does what, consent and the medication support plan, the levels of support from self-administration to administration by authorised workers, the steps for giving a medicine, records, medicines taken as needed (PRN), refusals and missed doses, medication incidents and errors, medicines that affect behaviour, storage, ordering and disposal, training and competency, and review.

The Medication Support Plan and Consent records each person's level of support, health professionals, allergies, preferences and PRN medicines. The Medication Administration and PRN Record is for services without a pharmacy chart. The Medication Incident Report covers what happened, what was done and the review. All four are in Word, with PDF copies. It gives no doses or schedules: those come from the prescriber, the pharmacist and your own clinical governance.

Written to work in any country, with Australian law as the worked example. The guide says what to check where you work. In Australia, its state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

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How to Use This Template

How to complete, adapt and keep the medication management procedure

1 What this template is for

Medicines are one of the most common causes of preventable harm in care. Clear roles, consent, careful steps, good records and honest reporting of mistakes make the difference. This procedure gives your workers one clear way of working, and leaves the clinical decisions where they belong: with the prescriber, the pharmacist and your own clinical governance.

2 How to use it

Step	What to do
1	Name your clinical governance lead, and link the procedure to your clinical governance framework.
2	Check the law where you work: who may assist with and administer medicines, which tasks need a nurse, and how restricted medicines are stored and recorded. Fill in the tasks that need a nurse.
3	Check the rules for your services, including any requirements on medication management, restrictive practices and incident reporting.
4	Set the training and competency checks for each level of support, and how often they are repeated.
5	Talk it through with your workers, nurses, your pharmacy and, where you can, the people you support.
6	Complete a Medication Support Plan with each person, and use the record and the incident report.
7	Review incidents and trends regularly, and the procedure every year.

3 Who does what

Who	What they do
Clinical governance lead	Oversees medicines management, competency and incident review
Team leaders	Keep plans current, roster authorised workers, check records
Workers	Follow the plan, record, and report incidents straight away
Chief executive or owner	Approves and resources the procedure

4 The law, in brief

Health and safety laws differ by country and, in some countries, by state or province. Check the law, regulator and codes or guidance that apply where you work. Some industries, such as mining, have extra laws. Section 5 shows how the law works in Australia, as the worked example. Elsewhere, start with your health and safety regulator's website.

5 The law in Australia (the worked example)

Health and safety laws require a business to make sure, so far as is reasonably practicable, that its work does not put the people it supports at risk. Medicines are also controlled by medicines and poisons laws, health practitioner laws, privacy law, and the rules for your services.

In Australia, state and territory medicines and poisons laws control who may supply and administer medicines and how some are stored and recorded, and they differ. NDIS providers who support people with medicines must meet

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[Company name]

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Medication Management Procedure

Supporting people safely with their medicines, with their consent, within our clinical governance and the law

1 Purpose

Many of the people [Company name] supports take medicines, and some need help to take them. Medicines help people stay well, but a wrong medicine, a missed dose or a dose given to the wrong person can cause serious harm. This procedure sets out how we support people with their medicines safely and respectfully, and how we record, store, report and learn from what happens. It works within our clinical governance framework, [Clinical governance framework], and the law where we work. Where they say more, they apply.

2 Scope

This procedure applies to every worker who supports a person with medicines, including support workers, care workers, team leaders, nurses, casual, agency and labour hire workers, students and volunteers, in a person's home, in shared living, in residential care, in the community and on outings. It covers prescription medicines, medicines bought without a prescription, and complementary medicines such as vitamins and herbal products.

3 Principles

- The person is at the centre: their medicines are theirs, and they are supported to manage them as independently as they can and want to
- Nobody is given a medicine without consent, from the person or, where they cannot consent, from the person legally able to consent for them
- Workers only do what they are trained, assessed and authorised to do, and only what the law where we work allows
- Every medicine is given as the prescriber and the pharmacist have directed. Workers never change, crush, split or stop a medicine on their own
- Medicine is never used to control behaviour except under an authorised plan, as section 12 says
- Mistakes are reported straight away and without blame, so the person is safe and we learn from them

4 Who does what

Who	What they do
Chief executive or owner	Approves this procedure, makes sure it is resourced, and receives reports on medication incidents and trends
Clinical governance lead: [Clinical governance lead]	Oversees medicines management, sets who may do which tasks, approves training and competency checks, reviews incidents, and keeps this procedure current
Team leaders and supervisors	Make sure each person has a current medication support plan, rosters only authorised workers for medication tasks, checks records, and acts on incidents
Workers supporting with medicines	Follow the plan and this procedure, record every medicine given, refused or missed, report concerns and incidents straight away, and keep competency current
Registered or enrolled nurses, where employed	Carry out the tasks their registration allows and the law requires a nurse for, and support and supervise others as our clinical governance sets
The person, and their representatives	Decide about their own medicines, give or withhold consent, and tell us about changes, side effects and concerns

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Medication Support Plan and Consent

One for each person we support with medicines. Reviewed when anything changes, and after any medication incident

Person's name		**Date of birth**	
Where support is given		**Plan completed with (name and role)**	
Date		**Next review date**	

1 Health professionals

Who	Name	Phone
Prescriber (doctor or nurse practitioner)		
Pharmacy		[Pharmacy]

The rest of this page, and the rest of this document, are in the full product.

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Medication Management Procedure

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. Support people safely with their medicines: a clear procedure for roles, consent, levels of support, giving medicines, PRN medicines, records, errors and storage, built to sit under your own clinical governance, with the plan, record and incident report to go with it.

What the full product contains

- **Medication management procedure: principles, roles, consent, levels of support, giving medicines, records, PRN, refusals, incidents, restrictive practices, storage, training and review**
  02_TEMPLATE/Medication Management Procedure.docx and .pdf
- **Medication support plan and consent, one for each person: health professionals, allergies, level of support, preferences and PRN medicines**
  02_TEMPLATE/Medication Support Plan and Consent.docx and .pdf
- **Medication administration and PRN record, for services without a pharmacy chart**
  02_TEMPLATE/Medication Administration and PRN Record.docx and .pdf
- **Medication incident report: what happened, what was done for the person, and the review**
  02_TEMPLATE/Medication Incident Report.docx and .pdf
- **How to Use This Template: how to complete and adapt it, the law in brief with Australia as the worked example, records and every placeholder**
  01_START_HERE/How to Use This Template.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- PDF copies of the Word documents, for printing blank
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