

PRACTICE NOTICE

Good Management Procedures – High Tech Scheme

The Pharmacy Act 2007 emphasises the critical and important role of both the supervising and superintendent pharmacist, and provides for an appropriate mechanism of management and accountability in the supply of health and pharmaceutical care, and medicinal products to patients. The pharmacist is an accessible healthcare professional who plays a critical role in partnership with the patient in the management of health status.

The management of the supply in a retail pharmacy business, of medicinal products under the High Tech scheme warrants specific and particular care. These products are not usually routinely dispensed, or stocked, in a retail pharmacy business and care must be taken to ensure that patients are aware of the necessity to give adequate notice for ordering and dispensing. However pharmacists are also expected to anticipate the requirements of their High Tech patients.

In the management of dispensing activity, the supervising and superintendent pharmacists must ensure that clear, structured management procedures and policies are in place, with adequate records maintained in respect of adherence to these requirements. These policies and procedures should include quality assured, safety checking systems for **before, during** and **after** the dispensing of prescribed medication. Ongoing evaluation of policies and procedures, with review and amendment if necessary, must be undertaken.

- Practical application of the scheme is under the auspices of the HSE and any pharmacist participating and delivering care to any patient under this service must ensure that they adhere fully to the operational requirements thereof, e.g. original pack dispensing if possible.
- This scheme operates as a **patient-specific pharmaceutical care programme** with a nominated pharmacy responsible for a specific patient and their complete and complex medication and health needs. Care delivery must ensure that patient-specific dispensing occurs with a particular product obtained for a particular individual patient.
- The requirement for patient counselling and the delivery of appropriate information is paramount in the provision of this service.
- The requirement that these products be obtained, stored and dispensed in a manner which ensures a complete audit trail and accountability in their management is paramount.
- The supervising pharmacist in a pharmacy practice delivering such a programme of care must ensure that all practitioners involved in the service are thoroughly familiar with the specific products and the conditions they are used to treat, and that all pharmacists keep their professional knowledge of these products up to date.
- This knowledge must be sufficient to provide for an holistic approach in the provision of care to these patients, who often have complex medical and health needs, and whose treatment frequently involves complex treatment regimes with novel and/or toxic medicines.
- Vigilance around adverse drug reactions, drug interactions and other adverse events must be constant, and processes and policies must be in place for the documentation of adverse events or errors and their follow-up.