


# Standard 7: Dose Administration Aids Service

## Standard

 The pharmacist identifies consumers who would benefit from a Dose Administration Aids Service, and works with them to provide an accurate and tailored service with regular monitoring and advice.

### Scope of this standard

- This standard applies to the provision of a Dose Administration Aids Service to assist in the safe and effective administration of a consumer's medication and improve adherence. It is a holistic service that covers the packing of dose administration aids (DAAs) and the professional support services provided to ensure the optimal use of DAAs.
- DAAs are well-sealed, tamper-evident devices that allow individual medicine doses to be organised according to the prescribed dose schedule. Note if the pharmacist provides a non-tamper-evident DAA at a consumer's request, the service provided must still meet the criteria in this standard.
- This standard is to be applied in conjunction with the Fundamental Pharmacy Practice, Counselling, and Dispensing standards. Refer also to the Managing Pharmacy Practice, Medication Review, Indirect Pharmacy Services, Services to Residential Care Facilities, Continuity of Care through Medication Liaison Services, and Provision of Pharmacy Services to Aboriginal and Torres Strait Islander Services standards, where appropriate.
- Pharmacists providing a Dose Administration Aids Service should also be familiar with the relevant professional guidelines and business rules relating to these services. For specific service-related information, refer to the PSA's *Dose Administration Aids Service* guidelines.

Criteria/Indicators	Self check: Yes/No/NA	Resources
<b>Criterion 1: The pharmacist provides a Dose Administration Aids Service that meets the consumer's needs</b>		
1. Systematically and routinely assesses and documents the consumer's needs		<ul style="list-style-type: none"> <li>• Pharmaceutical Society of Australia. <a href="http://www.psa.org.au">www.psa.org.au</a></li> <li>• <i>Dose Administration Aids Service</i> [guidelines and standards]</li> <li>• Dose Administration Aids Service. Guidance and checklists for service delivery</li> <li>• Appendix 3: Discussion guide and sample agreement for a DAA service. In: <i>Dose Administration Aids Service</i>, pp. 17–18</li> <li>• Australian Government Department of Veterans' Affairs. <a href="http://www.dva.gov.au">www.dva.gov.au</a></li> <li>• <i>Dose Administration Aid Service: The Right Dose</i> [information brief for pharmacists]</li> <li>• <i>Dose Administration Aid Service: The Right Dose</i> [brochure for veterans]</li> <li>• Professional Practice Standard 3: Counselling, p. 20</li> <li>• Professional Practice Standard 9: Continuity of Care through Medication Liaison Services, p. 44</li> </ul>
2. Ensures the consumer understands the nature and benefits of the service provided		
3. Provides comprehensive instructions to the consumer relating to the use of the DAA		
4. Follows a process to ensure the provided instructions are clearly understood		
5. Provides ongoing support, such as counselling or Consumer Medical Information (CMI) leaflets, to consumers using DAAs for the duration of the service		
6. Ensures continuity of care when a consumer transfers between different care settings		
7. Ensures that all DAAs are provided to the consumer in a timely manner		

Criteria/Indicators	Self check: Yes/No/NA	Resources
<b>Criterion 2: The pharmacist implements systems to ensure accuracy of packing</b>		
1. Generates and maintains a current medication profile		<ul style="list-style-type: none"> <li>• Society of Hospital Pharmacists of Australia. SHPA standards of practice for the provision of medication reconciliation. <i>J Pharm Pract Res</i> 2007;33:231–3</li> <li>• Pharmaceutical Society of Australia. <a href="http://www.psa.org.au">www.psa.org.au</a> <ul style="list-style-type: none"> <li>◦ <i>Dose Administration Aids Service</i> [guidelines and standards]</li> <li>◦ Dose Administration Aids Service. Checklist C: Packing the consumer's DAA. Guidance and checklists for service delivery</li> <li>◦ Appendix 4: Record of packing dispensed medicines into DAA. In: <i>Dose Administration Aids Service</i>, p. 19</li> <li>◦ Clinical resource centre. Incident report form template</li> </ul> </li> <li>• Pharmacy Guild of Australia. Quality Care Pharmacy Program. <a href="http://www.guild.org.au/qcpp">www.guild.org.au/qcpp</a> <ul style="list-style-type: none"> <li>◦ Dose Administration Aids source checklist (T3B)</li> <li>◦ Storing and re-packaging cytotoxic drug products (P2D)</li> <li>◦ Incident reporting (P7D)</li> <li>◦ Incident register (T7C)</li> <li>◦ Incident report (T7D)</li> </ul> </li> </ul>
2. Implements a documented procedure for the packing of DAAs		
3. Ensures staff involved in packing DAAs have the appropriate skills to perform the task		
4. Checks the contents and packing records of all DAAs packed under the pharmacist's supervision prior to issue		
5. Follows a process to manage medicine recalls		
6. Uses a quality assurance system to record, actively review, and regularly monitor discrepancies to minimise any systematic errors		
7. Maintains documentation that tracks all DAAs packed to ensure the accuracy of DAA packing and distribution processes		
<b>Criterion 3: The pharmacist packs the DAA with reference to the consumer's current medication regimen</b>		
1. Maintains and documents a current and complete medication profile that includes medicines packed and not packed in the DAA, and documents decisions to not pack a medicine		<ul style="list-style-type: none"> <li>• Pharmaceutical Society of Australia. <a href="http://www.psa.org.au">www.psa.org.au</a> <ul style="list-style-type: none"> <li>◦ <i>Dose Administration Aids Service</i> [guidelines and standards]</li> <li>◦ Dose Administration Aids Service. Guidance and checklists for service delivery</li> </ul> </li> <li>• National Prescribing Service. Generic medicines training kit: safe and appropriate use of generic medicines. <a href="http://www.nps.org.au">www.nps.org.au</a></li> </ul>
2. Provides medicines packed in a DAA that match the consumer's current medication regimen		
3. Supports the consumer in managing any medications not packed in the DAA		
4. Follows a process to incorporate any regimen changes into an existing DAA		
5. Promotes effective communication with the prescriber, consumer, carer, and family members to ensure accurate and well-timed updates of the DAA and the consumer's medication profile		
<b>Criterion 4: The pharmacist maximises the stability of medicines throughout the process of DAA packing and distribution, and considers end-use conditions</b>		
1. Accesses current information on medicines that should not be removed from their original packaging and therefore not repackaged into a DAA		<ul style="list-style-type: none"> <li>• Pharmaceutical Society of Australia. Appendix 5: Examples of medicines which should not be packed into DAA. In: <i>Dose Administration Aids Service</i>, p. 20. <a href="http://www.psa.org.au">www.psa.org.au</a></li> <li>• Church C, Smith J. How stable are medicines moved from original packs into compliance aids? <i>Pharm J</i> 2006;276:75–81</li> <li>• Glass BD, Haywood A, Llewelyn V, Mangan M. Compliance aids and medicine stability: new evidence of quality assurance. <i>Current Drug Safety</i> 2009;4:74–8</li> </ul>
2. Assesses the risks and benefits of including medicines in a DAA, and considers alternative methods of administration where appropriate		
3. Adheres to specific manufacturers' instructions that relate to medicine stability		

Criteria/Indicators	Self check: Yes/No/NA	Resources
4. Makes individualised decisions about whether to pack, or not pack, particular medicines into a DAA and documents these decisions		
5. Minimises the duration of time that medicines are exposed to the atmosphere by promptly transferring them from their original packaging into the DAA		
6. Seals the DAA immediately after it is packed		
7. Stores packed DAAs in an area that is cool, dry, and protected from light to protect the stability of the medicines		
8. Minimises the time taken for the packing process		
<b>Criterion 5: The pharmacist ensures that the DAA label contains complete consumer, medicine, and pharmacy details</b>		
1. Clearly displays the consumer's name, and the pharmacy's name, address, and telephone number on the DAA label		<ul style="list-style-type: none"> <li>Pharmaceutical Society of Australia. <a href="http://www.psa.org.au">www.psa.org.au</a></li> <li><i>Dose Administration Aids Service</i> [guidelines and standards]</li> <li>Counselling and cautionary advisory labels for medicines. In: <i>Australian Pharmaceutical Formulary and Handbook</i>, 21st edn, pp. 2–20</li> </ul>
2. Ensures the DAA labelling identifies the active ingredient, brand name, and strength of the medicines it contains, and the directions for use (in simple English)		
3. Displays the shape, colour, size, and manufacturer's markings for each medicine on the DAA label if possible		
4. Uses appropriate cautionary and advisory labels, and ensures the words 'Keep out of reach of children' are placed on the DAA label		
5. Ensures packing date, date of commencement, and expiry date are included on the DAA label		
<b>Criterion 6: The pharmacist follows a procedure for deciding how to dispose of or re-use returned medicines and the consumer's own medications when packing DAAs</b>		
1. Ensures that no medicines returned to the pharmacy are re-used by other consumers		<ul style="list-style-type: none"> <li>Pharmaceutical Society of Australia. <i>Dose Administration Aids Service</i> [guidelines and standards] <a href="http://www.psa.org.au">www.psa.org.au</a></li> <li>Pharmacy Guild of Australia. Quality Care Pharmacy Program. Return of unwanted medicines (P2J). <a href="http://www.guild.org.au/qcpp">www.guild.org.au/qcpp</a></li> </ul>
2. Establishes the source and storage conditions of the medicines before deciding whether to re-use or dispose of medicines		
3. Disposes of medicines in a responsible manner, such as via the Return Unwanted Medicines (RUM) bins		
4. Disposes of DAA materials in a manner that protects the privacy of the consumer		
<b>Criterion 7: The pharmacist monitors all consumers who use DAAs</b>		
1. Collaborates with the consumer and other health care providers to address any medication management issues that arise		<ul style="list-style-type: none"> <li>Pharmaceutical Society of Australia. Appendix 2: Assessment of consumer non-adherence when considering a DAA. In: <i>Dose Administration Aids Service</i>, p. 16. <a href="http://www.psa.org.au">www.psa.org.au</a></li> <li>National Prescribing Service. Medicines list. <a href="http://www.nps.org.au">www.nps.org.au</a></li> </ul>
3. Follows a procedure to ensure that the prescriptions required for medicines packed in DAAs are regularly provided		
5. Ensures that the consumer has a current list of all their medications, and encourages them to share this list with their other health care providers		

Criteria/Indicators	Self check: Yes/No/NA	Resources
7. Monitors the consumer's adherence with the DAA, and addresses any concerns with the consumer's other health care providers		
9. Regularly reviews the consumer's medication regimen in line with their needs		

### *Additional references*

Pharmaceutical Society of Australia. Dose administration aids service. Guidelines and standards for pharmacists. Canberra: PSA, July 2007. Available at: [www.psa.org.au/site.php?id=2065](http://www.psa.org.au/site.php?id=2065)

Pharmacy Board of Australia. Guidelines on specialised supply arrangements. Available at: [www.pharmacyboard.gov.au](http://www.pharmacyboard.gov.au)

Roberts M, Lentile C, Lewis G et al. Effectiveness and cost effectiveness of dose administration aids (DAAs): final report. Brisbane: University of Queensland, 2004.

Sansom LN, ed. Australian pharmaceutical formulary and handbook. 21st edn. Canberra: Pharmaceutical Society of Australia, 2009.