










The dispensing process



- Step 1**  **Receiving a prescription**
Ascertain authority to prescribe and validity of prescription
- Step 2**  **Reviewing prescribed medicines**
 - Correctly identify the patient and obtain supplementary information
 - Determine the prescriber's intentions, including the dosing instruction
 - Review the medication history
 - Obtain relevant patient information from other sources, including state/national digital platforms
- Step 3**  **Considering supply arrangements**
 - Make decision to supply or decline supply
 - Comply with legal and professional obligations for specific supply arrangements (e.g. scheduling of medicines, PBS-subsidised or emergency supply)
- Step 4**  **Communicating with the prescriber, as required**
Collaborate with the prescriber to ensure medicine safety
- Step 5**  **Recording and documentation**
 - Input prescription data accurately into dispensing software
 - Document medicine-related problems where appropriate
- Step 6**  **Selecting or preparing the medicine**
 - Select or prepare the medicine
 - Use a barcode scanner if packaging includes a barcode
- Step 7**  **Labelling**
 - Label the medicine
 - Use cautionary advisory labels where appropriate
- Step 8**  **Supplying and counselling**
 - Check and recheck all dispensing for accuracy and completeness
 - Confirm patient identity
 - Counsel the patient, where appropriate
- Step 9**  **Following up with patient or prescriber as required**



Reference: Adapted from Pharmacy Board of Australia*