### 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 Australia⁴