## TSC Category
**Drug Compounding and Management**

## TSC
**Medication Dispensing**

## TSC Description
Process prescriptions and medication orders and dispense medication accurately. Resolve medication incidents including dispensing errors and near misses.

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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</thead>
<tbody>
<tr>
<td>Process prescriptions and/or medication orders according to organisational guidelines</td>
<td>HCE-DRM-1004-1.1</td>
<td>HCE-DRM-2004-1.1</td>
<td>HCE-DRM-3004-1.1</td>
<td>HCE-DRM-4004-1.1</td>
<td>Review dispensing workflows, taking into account feedback and complaints received on medication incidents including near misses and dispensing errors in order to improve and align organisational processes to best practices</td>
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</tbody>
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## Knowledge
- General principles in clinical pharmacology and therapeutic uses of prescribed medicines
- Factors affecting prioritisation of prescriptions
- Methods to prioritise prescription orders
- Computerised dispensing systems
- Pharmaceutical calculations
- Types of container used in packaging
- Requirements for medication labels
- Dispensing error reporting procedures
- Common medications by generic and proprietary brand names
- Available sources of drug information
- Institutions’ drug formulary and availability of prescribed medicines
- Special arrangement to supply prescribed medicine not readily available
- Storage conditions
- Prescribers on Singapore Medical Council (SMC) and Singapore Dental Council’s (SDC) websites
- Medicines Act
- Poisons Act
- Drugs or drug products with drug abuse potential
- Drug prescription guidelines and restrictions
- Registered drugs on Health Sciences Authority’s (HSA) website
- Organisations’ drug formulary
- Organisations’ formulary restrictions
- Common drug-related problems (DRP)
- Dispensing error reporting procedures
- Use of drugs in special population including pregnant women, children and elderly
- Dispensing workflows
- Drug indications
- Basic principles in pharmacology
- Principles of pharmacotherapy
- Feedback handling procedures
- Risk-benefit assessment for drugs prescribed
- Organisational procedures in managing near misses for medication incidents
- Organisational regulatory policies and guidelines in managing dispensing errors
- Drug contraindications
- Harm to patients associated with medication incidents
- Organisational guidelines on medication pre-packaging
- Use and functions of telehealth services
- Organisational incident reporting procedures
- Techniques to measure implementation success
- Strategies, tools, and techniques in workflow improvement
- Industry best practices in dispensing workflows
Abilities

- Identify required drugs and ingredients by the International Nonproprietary Name (INN), generic, common or brand names
- Identify basic drug-related problems in prescriptions and/or medication orders
- Prioritise the order in which prescriptions are processed
- Enter prescription data accurately into patients' medication records
- Perform pharmaceutical calculations
- Pack medications accurately according to prescriptions
- Apply legible, comprehensible and complete labels to packed medicines
- Replenish stock of pre-packed medication
- Issue stocks to relevant locations
- Identify and report medication incidents including near misses, dispensing errors, verifications and outcomes to supervisors
- Check that medications and labels are prepared in accordance to prescriptions
- Validate prescriptions in accordance to legal requirements and organisational guidelines
- Identify invalid or deficit prescriptions
- Seek rectification from prescribers on invalid or deficit prescriptions
- Identify the prescribed drugs on prescriptions

- Compare patient's medication history with current medication information
- Identify common drug-related problems (DRP) in prescription
- Liaise with prescribers to identify suitable alternative products where supply difficulties are apparent
- Dispense medication or prescriptions accurately to the correct patients
- Counsel patients on the correct use of medications including proper storage conditions
- Check patients' medication compliance
- Verify patients' occurrence of adverse drug reactions with the prescribed medications
- Report to supervisors when problems or errors arise during dispensing processes

- Verify feedback related to medication incidents including near misses and dispensing errors provided by patients and next-of-kins (NOKs) and other healthcare providers
- Investigate feedback on medication incidents including near misses and dispensing errors under pharmacists' supervision
- Draft responses on medication incidents to feedback providers
- Conduct risk-benefit assessments on drugs prescribed to patients
- Provide evidence-based literature research to check for uncommon drug contraindications
- Supervise dispensing and pre-packaging workflows to ensure junior staff maintain the standards required of them

- Prepare incident reports of medication incidents including near misses and dispensing errors, with verifications and outcomes, if any, for submission to pharmacists-in-charge
- Review existing dispensing workflows to align standards and guidelines to best practices
- Plan corrective actions based on feedback and complaints received on medication incidents including near misses and dispensing errors
- Conduct workflow improvement projects for dispensing services
- Implement corrective actions according to organisational guidelines
- Communicate to stakeholders for the potential follow-up actions required to prevent medication incidents

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