

SOP: Medication Dispensing and Prescription Handling

This SOP outlines the standard procedures for **medication dispensing and prescription handling**, ensuring accuracy, safety, and compliance with regulatory standards. It covers prescription verification, proper labeling, storage requirements, patient counseling, record-keeping, and the secure handling of controlled substances. The purpose is to minimize errors, maintain patient safety, and uphold professional pharmacy practices throughout the medication dispensing process.

1. Scope

This SOP applies to all pharmacy personnel involved in the handling, processing, and dispensing of medication prescriptions.

2. Responsibilities

- Pharmacists: Verification, counseling, supervision.
- Pharmacy Technicians: Data entry, dispensing support.
- Supporting Staff: Record maintenance, inventory support.

3. Procedure

3.1 Prescription Reception

- Verify patient identification.
- Check prescription legitimacy (signed, dated, legible, and within validity period).
- Enter prescription data accurately into the pharmacy management system.

3.2 Prescription Verification

- Pharmacist verifies prescription authenticity and proper dosing, interactions, and allergies.
- Query discrepancies with prescriber if necessary.

3.3 Medication Preparation and Labeling

- Select correct medication, strength, and quantity.
- Check expiry dates and lot numbers.
- Label medication containers with patient name, drug name, strength, directions, date, and pharmacy details.
- Double-check work before dispensing.

3.4 Storage and Inventory

- Store medications according to manufacturer specifications (temperature, humidity, security requirements).
- Segregate and secure controlled substances as per regulations.
- Maintain inventory logs and expiry date checks.

3.5 Patient Counseling

- Pharmacist provides medication counseling, including usage, dose, side effects, and storage.
- Address patient questions and reinforce compliance.

3.6 Record-Keeping

- Maintain electronic or paper records of all prescriptions dispensed.
- Document counseling and interventions as required.
- Ensure confidentiality and security of patient data.

3.7 Handling of Controlled Substances

- Follow legal requirements for prescription, dispensing, and recording.
- Use double-check protocol for dispensing and receive pharmacist sign-off.
- Store in locked, secured area with access logs.
- Perform regular controlled substance inventory reconciliation.

4. Quality Assurance

- Conduct regular audits of dispensing processes and records.
- Review incidents and implement corrective actions as needed.
- Maintain ongoing staff training and competency assessments.

5. References

- Local Pharmacy Acts and Regulations
- Professional Pharmacy Guidelines
- Manufacturer's Medication Storage Recommendations

6. Revision History

Version	Date	Description of Changes	Author
1.0	2024-06-20	Initial SOP release	[Your Name]