



STANDARD OPERATING PROCEDURES

Medication Given Incorrectly

Statement

HomeCare+ a Division of The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) are committed to ensuring the safe use of medicines by providing practical safe work practice procedures for staff and managers around their role in the administration and management of medication. HomeCare+ is committed to ensuring that client safety and quality health care is not compromised.

 Approved by: Operations and Business Development Manager, HomeCare+  Registered by: Manager, HUMAN RESOURCES	Date: March 2012 Date: March 2012
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PROCEDURE

If the wrong medication[s]

or

An overdose [prescribed dose is exceeded] are given to a client

This situation requires **immediate action** by the Support Worker:

1. **STOP**
2. Reassure the client and observe for changes.
3. Acknowledge and admit that a mistake has been made.
4. Contact Poisons Information – phone 131126 [24-hour service].
5. Document all instructions given and the name and qualifications of the person giving the advice.
6. If necessary - call an ambulance and follow all instructions given.
7. Contact and report to HomeCare+ Client Service Officer/Supervisor.
8. Complete an Incident/Concern Report and forward it to HomeCare+ Client Service Officer/Supervisor.
9. Document appropriately in the client's Communication book to inform other workers of what has occurred and the subsequent actions.

RELATED DOCUMENTATION

- ◆ Administration of Medication from Dosage Administration Aid
- ◆ Administration of a Solid Oral Medication from Original Container