

## SERVICE MEMORANDUM

### Medical appointments and medication authority's procedures update

In an attempt to make the process attending medical appointments simpler, remove duplication and improve the compliance with the medication policy please note the following enhancements. The organizational requirements for the treating doctors are summarized as follows:

- The treating doctor provides written confirmation of what medications the patient should be taking (Medication authorities or equivalent)
- The treating doctor provides a written or printed summary of the outcomes of the appointment (medical notes, report or equivalent).
- The treating doctor has the contact details of the person responsible or guardian with authority for medical and dental consent.
- If required the GP conducts a comprehensive medical review using the CHAP tool or equivalent and is remunerated through Medicare item or a comprehensive medical review is conducted by the NSW DDHU (Ryde) Doctors.

#### Regular Medication authorities.

##### 1) Printed Authorities.

If the treating medical practitioner prefers to provide a printed copy of authorities for medications they are welcome and should be encouraged to do so. They are NOT required to use an organizational authority form.

Printed authorities must specify:

- Patients name (on each page)
- Drug Name (as packaged) and dose
- Time/s of administration
- Date of currency
- Signature of practitioner (on each printout)
- If there are any specific conditions for use they must be specified on the authority.

These details MUST be checked and confirmed at EVERY medication administration time and on arrival of the medication to the service.

##### 2) Authorities for Episodic, PRN and Non-Blister Packaged Medication

It is recommended that Episodic blister packaged medication, PRN blister packaged medication and Non-blister pack

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The welfare arm of the Anglican Church in the Hunter, Manning and Central Coast.

medications be charted by hand on the organizational authority form. If the doctor insists on providing a printed copy of these medications the staff member attending the appointment should write on the relevant medication administration record sheet (M1-3, M1-4 or M1-5) to reference the printed authority for the medication at administration time. For example, the doctor has provided a typed and signed request for a PRN Paracetamol 500mg X 2 for headache, on the top of a M1-3 PRN Blister Pack form the staff member writes "refer to Doctors authority 12/6/2010 for PRN paracetamol". NEVER use a medication name written by a staff member for medication administration you MUST refer to the doctors signed authority to confirm the packaged medication is correct.

If you are unsure if the documentation provided meets these requirements please confer with a senior practitioner or area coordinator.

## Acceptable Abbreviations

Hand written and electronic medication authorities may use Latin terms and abbreviations for medication times. The following abbreviations are the ONLY acceptable terminology and abbreviations. Where the order is unclear the authority must be corrected by a medical officer.

Acceptable Abbreviation	Meaning	Time Frame (unless specified)
morning, mane	(in the) morning	6am-10am
midday	(at) midday	12pm (+ or - 1 hour)
night, nocte	(at) night	5pm-11pm
bd	twice a day	6am-10am & 5pm-11pm
tds	three times a day	8am, 12midday and 6pm (+ or - 1 hour)
PRN	as required	
cap	capsule	
tablet, tab	tablet	
cream	cream	
ear drops	ear drops	
ear ointment	ear ointment	
eye drops	eye drops	
eye ointment	eye ointment	
inj	injection	
metered dose inhaler, inhaler, MDI	metered dose inhaler	
mixture	mixture	
ointment, oint	ointment	
pess	pessary	
powder	powder	
supp	suppository	

g	gram(s)	
unit(s)	unit(s)	
L	litre(s)	
mg	milligram(s)	
mL	millilitre(s)	
microgram, microg	microgram(s)	
The use of roman numerals, decimals without a leading zero, fractions, symbols and		
Refer to fact sheet <a href="http://www.samaritans.org.au/page167/Services-----_Disability_Policies-and-Standards.aspx">http://www.samaritans.org.au/page167/Services-----_Disability_Policies-and-Standards.aspx</a> for the NSW Therapeutic advisory Group inc. Recommendations for Terminology, Abbreviations and Symbols used in the Prescribing and Administration of Medicines.		

### Printed Consultation or medical notes

Many doctors may prefer to provide a report or printed consultation notes as an alternative to making an entry in the service user's medical notes. This is acceptable and preferable. Staff need to make a note in the medical notes to record that correspondence has or will be provided outlining the outcomes of the consultation.

### Annual Medication Reviews

Annual reviews of medication do NOT require medications to be re-charted. A review can be indicated in the patient's medical notes, annual medical review or indicated on the authority. It is preferred if actual commencement dates are maintained on the authorities.

### Annual Medical Dental Consent Form.

Following the release of the last version of the medication policy this form is now optional.

It is at the discretion of the treating doctor and person responsible to use the Annual Medical Dental consent form. The Consent form is designed to assist in capturing consents at an annual appointment with additional medications added throughout the year. It is the treating medical officer's role to obtain a valid consent and they can elect how they wish to do this task. Staff are required to inform the doctor of this responsibility and provide them with the name and contact details of the person responsible. Services should use a range of strategies to ensure that the treating medical officer can obtain consent including mutually convenient appointments and notifying the person responsible prior to the appointment.

### Comprehensive annual medical reviews

An annual medical review is funded by Medicare and must address all the areas included in the Comprehensive Health Assessment Plan Tool (CHAP) or equivalent assessment. The GP may have their own annual medical review form, this can be used if it covers the same items that are included in the CHAP. This review by the person's GP is not required if the person has accessed a doctor from the NSWDDHU (Ryde) clinic in the previous 12-18 months. A brochure on the Medicare item is available on the intranet.

## Medical appointments

When planning medical appointments please be certain to communicate what you wish to have reviewed and avoid overloading the appointment with documentation. For example completion of a mobility allowance review, annual health review, request for taxi vouchers, re-charting of the person medical authorities and 3 referrals for different specialists may not be helpful in establishing a good working relationship with the treating medical officer. Do not assume that the doctor is familiar with the organizations forms and process and take the time to provide information and explain what is required.

The use of the medical appointment checklist may assist staff in being well prepared and examining if the staff members expectations for the appointment are excessive.

Please note that it is possible to negotiate with treating medical professional that forms such as mobility allowance review, can be left with receptionist 1 week prior to appointment, giving the medical practitioner the opportunity to complete prior to appointment.

This memorandum is available on the Samaritans Website at [http://www.samaritans.org.au/page167/Services----- Disability Policies-and-Standards.aspx](http://www.samaritans.org.au/page167/Services-----DisabilityPolicies-and-Standards.aspx)

Kind Regards,

Disability Services Managers, practitioners and Area Coordinators  
Thursday, 4 November 2010