

Medication Administration Procedure

SAMPLE

Table of Contents

Purpose	4
Scope	4
Definitions.....	4
Key Terms	4
Roles and Responsibilities.....	5
Person Conducting a Business or Undertaking (PCBU)	5
Managers and Supervisors.....	5
Workers.....	5
Clients and Families/Carers	6
Risk Management.....	6
Medication-Related WHS Hazards.....	6
Risk Control Measures.....	6
Training and Competency.....	7
Training Requirements	7
Competency Assessment.....	7
Medication Orders and Documentation.....	7
Valid Medication Orders	7
Medication Charts and Records	8
Preparation for Medication Administration.....	8
Pre-Administration Checks	8
Client Identification.....	9
Medication Administration Process	9
General Procedure.....	9
Oral Medications	9
Topical, Inhaled and Other Routes	9
Injectable Medications.....	10
PRN (As Required) Medications	10
Indications and Authorisation.....	10
Documentation and Monitoring.....	10
High-Risk Medications	10

Identification and Controls	10
Additional Safety Measures	11
Self-Administration and Client Independence	11
Assessment of Capacity and Ability	11
Support and Supervision	11
Medication Storage and Security	11
General Requirements	11
Separation of Medications	11
Community and In-Home Settings	12
Medication Transport	12
Medication Disposal	12
Expired or Unwanted Medications	12
Sharps and Hazardous Medications	12
Infection Prevention and Control	12
Incident Management and Reporting	13
Medication Incidents and Near Misses	13
Response to Incidents	13
Communication and Handover	13
Shift to Shift Handover	13
External Communication	13
Monitoring, Review and Audit	14
Ongoing Monitoring	14
Audits	14
Checklists	14
Worker Medication Administration Checklist	14
Manager Medication Safety Checklist	14
Recordkeeping	15

Purpose

This Medication Administration Procedure sets out how [Company Name] will safely manage, administer, store and monitor medications for clients in disability and aged care settings. It aims to:

- Protect the health, safety and wellbeing of clients, workers and visitors.
- Ensure medication is administered safely, correctly and consistently.
- Comply with relevant Work Health and Safety (WHS) and clinical governance requirements.
- Reduce the risk of medication errors, adverse events and incidents.

This procedure applies to all workers (including employees, contractors, agency staff and volunteers) involved in any aspect of medication management, including preparation, administration, documentation, storage, transport and disposal.

Scope

This procedure covers:

- Prescription medications.
- Non-prescription and over-the-counter (OTC) medications.
- Complementary and alternative medicines (e.g. vitamins, herbal products).
- Short-term (acute) and long-term (chronic) medications.
- Oral, topical, inhaled, injectable and other routes of administration as authorised.

It applies in all [Company Name] workplaces, including:

- Residential aged care homes.
- Supported independent living (SIL) and group homes.
- Centre-based and community programs.
- In-home care and community support services.

Definitions

Key Terms

- **Medication:** Any substance administered to prevent, diagnose, treat or relieve symptoms of disease or medical conditions, including prescription, OTC and complementary medicines.
- **Medication administration:** The process of preparing, giving and recording medication according to a valid medication order.
- **Medication order:** A written, dated and signed direction from a medical practitioner, nurse practitioner or other authorised prescriber specifying medication name, dose, route, frequency and duration.

- **PRN medication:** Medication ordered to be given “as required” for a specific condition, symptom or behaviour, with clear instructions and maximum dose in 24 hours.
- **High-risk medication:** Medications that have a higher risk of causing significant harm if used in error (e.g. insulin, anticoagulants, opioids, concentrated electrolytes).
- **Competent worker:** A worker who has been assessed as having the required knowledge, skills and training to safely perform medication-related tasks in line with this procedure.

Roles and Responsibilities

Person Conducting a Business or Undertaking (PCBU)

[Company Name], as the PCBU, must:

- Provide and maintain safe systems of work for medication management.
- Ensure workers involved in medication administration are appropriately trained, competent and supervised.
- Provide suitable facilities, equipment and resources for safe medication storage, preparation, administration and disposal.
- Implement and monitor risk management processes for medication safety.
- Ensure incidents and near misses involving medications are reported, investigated and used to improve systems.

Managers and Supervisors

Managers and supervisors must:

- Implement this procedure in their area of responsibility.
- Ensure medication-related risks are identified, assessed and controlled.
- Verify that only competent workers administer medications in line with their role, scope of practice and legal authorisation.
- Arrange and record training, competency assessments and refresher training.
- Monitor medication incidents, trends and corrective actions.
- Facilitate communication with prescribers, pharmacists, families and other stakeholders.

Workers

All workers involved in medication administration must:

- Follow this procedure, related policies and any client-specific medication plans.
- Work only within their level of training, competence and legal authorisation.

- Seek clarification if any medication order is unclear, incomplete, illegible or appears unsafe.
- Perform required checks before, during and after medication administration.
- Accurately document all medications administered or refused.
- Promptly report medication incidents, near misses or concerns.

Clients and Families/Carers

Where appropriate, clients and their families/carers will:

- Provide accurate and up-to-date information about medications used, including OTC and complementary products.
- Inform staff of any changes to medications, prescribers or pharmacies.
- Participate in decision-making about medication management and administration arrangements.

Risk Management

Medication-Related WHS Hazards

Common WHS hazards related to medication administration in disability and aged care include:

- Wrong medication, dose, route or time.
- Administering medication to the wrong client.
- Allergic reactions or adverse drug events.
- Drug interactions and contraindications.
- Incorrect crushing or altering of medications.
- Unsafe handling of hazardous medications (e.g. cytotoxics, hormones).
- Needle-stick injuries and sharps-related incidents.
- Inadequate infection prevention and control.
- Poor storage leading to deterioration or diversion of medications.

Risk Control Measures

[Company Name] will apply the hierarchy of control to medication-related risks, including:

- **Elimination:** Avoiding unnecessary medications where clinically appropriate.
- **Substitution:** Using safer formulations or devices (e.g. blister packs, dose administration aids) to reduce error risk.
- **Engineering controls:** Secure medication storage, lockable trolleys, sharps containers.