Attitude of Pharmacists towards Dispensing Errors in Hospital Pharmacy Practices

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ABSTRACT

In health care organizations pharmacist not only provides the drug information and medication dispensation but can improve patient access to care, offer eminence care, augment patient medication safety and promote safe medication usage. The discrepancy found in between the medication prescription and following of that order is termed as dispensing error. This cross-sectional survey based study was aimed to find out the main notions of Pharmacists perception on the foremost influencing factors and conditions associated with dispensing errors. The study was done using a validated questionnaire answered by Pharmacists (n= 142) selected via convenient sampling in tertiary care hospitals. Concluded findings shown that poor handwriting by doctors, similar or confusing drug names, pharmacist overwork, noise, design of dispensary, insufficient time to talk with the patient are the most contributing factors of dispensing errors. The system improvement strategies identified by the respondents are the performance of physical dispensing by pharmacy assistants, keeping one’s knowledge of drugs up-to-date, avoiding interruptions, improving the packaging and labeling of drug products, checking the original prescription when dispensing repeats, having a systematic dispensing work flow, counseling patients at the time of supply.

Keywords: Dispensing errors, systematic dispensing work flow, patient counseling, and medication safety.