

**SKILLS FRAMEWORK FOR HEALTHCARE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Drug Compounding and Management					
<b>TSC</b>	Medication Dispensing					
<b>TSC Description</b>	Process prescriptions and medication orders and dispense medication accurately. Resolve medication incidents including dispensing errors and near misses.					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>HCE-DRM-1004-1.1</b>	<b>HCE-DRM-2004-1.1</b>	<b>HCE-DRM-3004-1.1</b>	<b>HCE-DRM-4004-1.1</b>		
	Process prescriptions and/or medication orders according to organisational guidelines	Dispense prescriptions accurately	Manage medication incidents including near misses and dispensing errors under supervision of pharmacists before dispensing medicines to patients	Review dispensing workflows, taking into account feedback and complaints received on medication incidents including near misses and dispensing errors in order to improve and align organisational processes to best practices		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• General principles in clinical pharmacology and therapeutic uses of prescribed medicines</li> <li>• Factors affecting prioritisation of prescriptions</li> <li>• Methods to prioritise prescription orders</li> <li>• Computerised dispensing systems</li> <li>• Pharmaceutical calculations</li> <li>• Types of container used in packaging</li> <li>• Requirements for medication labels</li> <li>• Dispensing error reporting procedures</li> <li>• Common medications by generic and proprietary brand names</li> <li>• Available sources of drug information</li> <li>• Institutions' drug formulary and availability of prescribed medicines</li> <li>• Special arrangement to supply prescribed medicine not readily available</li> <li>• Storage conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Prescribers on Singapore Medical Council (SMC) and Singapore Dental Council's (SDC) websites</li> <li>• Medicines Act</li> <li>• Poisons Act</li> <li>• Drugs or drug products with drug abuse potential</li> <li>• Drug prescription guidelines and restrictions</li> <li>• Registered drugs on Health Sciences Authority's (HSA) website</li> <li>• Organisations' drug formulary</li> <li>• Organisations' formulary restrictions</li> <li>• Common drug-related problems (DRP)</li> <li>• Dispensing error reporting procedures</li> <li>• Use of drugs in special population including pregnant women, children and elderly</li> <li>• Dispensing workflows</li> <li>• Drug indications</li> <li>• Basic principles in pharmacology</li> <li>• Principles of pharmacotherapy</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback handling procedures</li> <li>• Risk-benefit assessment for drugs prescribed</li> <li>• Organisational procedures in managing near misses for medication incidents</li> <li>• Organisational regulatory policies and guidelines in managing dispensing errors</li> <li>• Drug contraindications</li> <li>• Harm to patients associated with medication incidents</li> <li>• Organisational guidelines on medication pre-packaging</li> <li>• Use and functions of telehealth services</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational incident reporting procedures</li> <li>• Techniques to measure implementation success</li> <li>• Strategies, tools, and techniques in workflow improvement</li> <li>• Industry best practices in dispensing workflows</li> </ul>		

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<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Identify required drugs and ingredients by the International Non-proprietary Name (INN), generic, common or brand names</li> <li>• Identify basic drug-related problems in prescriptions and/or medication orders</li> <li>• Prioritise the order in which prescriptions are processed</li> <li>• Enter prescription data accurately into patients' medication records</li> <li>• Perform pharmaceutical calculations</li> <li>• Pack medications accurately according to prescriptions</li> <li>• Apply legible, comprehensible and complete labels to packed medicines</li> <li>• Replenish stock of pre-packed medication</li> <li>• Issue stocks to relevant locations</li> <li>• Identify and report medication incidents including near misses, dispensing errors, verifications and outcomes to supervisors</li> <li>• Check that medications and labels are prepared in accordance to prescriptions</li> <li>• Validate prescriptions in accordance to legal requirements and organisational guidelines</li> <li>• Identify invalid or deficit prescriptions</li> <li>• Seek rectification from prescribers on invalid or deficit prescriptions</li> <li>• Identify the prescribed drugs on prescriptions</li> </ul>	<ul style="list-style-type: none"> <li>• Compare patient's medication history with current medication information</li> <li>• Identify common drug-related problems (DRP) in prescription</li> <li>• Liaise with prescribers to identify suitable alternative products where supply difficulties are apparent</li> <li>• Dispense medication or prescriptions accurately to the correct patients</li> <li>• Counsel patients on the correct use of medications including proper storage conditions</li> <li>• Check patients' medication compliance</li> <li>• Verify patients' occurrence of adverse drug reactions with the prescribed medications</li> <li>• Report to supervisors when problems or errors arise during dispensing processes</li> </ul>	<ul style="list-style-type: none"> <li>• Verify feedback related to medication incidents including near misses and dispensing errors provided by patients and next-of-kins (NOKs) and other healthcare providers</li> <li>• Investigate feedback on medication incidents including near misses and dispensing errors under pharmacists' supervision</li> <li>• Draft responses on medication incidents to feedback providers</li> <li>• Conduct risk-benefit assessments on drugs prescribed to patients</li> <li>• Provide evidence-based literature research to check for uncommon drug contraindications</li> <li>• Supervise dispensing and pre-packaging workflows to ensure junior staff maintain the standards required of them</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare incident reports of medication incidents including near misses and dispensing errors, with verifications and outcomes, if any, for submission to pharmacists-in-charge</li> <li>• Review existing dispensing workflows to align standards and guidelines to best practices</li> <li>• Plan corrective actions based on feedback and complaints received on medication incidents including near misses and dispensing errors</li> <li>• Conduct workflow improvement projects for dispensing services</li> <li>• Implement corrective actions according to organisational guidelines</li> <li>• Communicate to stakeholders for the potential follow-up actions required to prevent medication incidents</li> </ul>		
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