

COMPLAINT	HARM DONE	LESSON
<ol style="list-style-type: none"> 1. Assistant said patient was lying about having dropped off the prescription a couple of days earlier 2. Patient reported that the assistant laughed at her and used a rude and demeaning tone 	<ol style="list-style-type: none"> 1. Patient reported she felt belittled and disrespected 	<ol style="list-style-type: none"> 1. It is the responsibility of the Designated Manager to supervise and train unregulated staff (such as pharmacy assistants) 2. All incidents at the pharmacy should be reported to the manager for proper analysis and response.
<ol style="list-style-type: none"> 1. Patient received another patient's compliance-packaged medications 2. Assistant placed the name of one patient on another patient's package 	<ol style="list-style-type: none"> 1. The patient who was dispensed the incorrect medication experienced an adverse reaction and spent the night in hospital 	<ol style="list-style-type: none"> 1. There must be adequate analysis to determine what led to the error 2. Develop appropriate policies and procedure to ensure the accurate and safe dispensing of compliance-packaged medications
<ol style="list-style-type: none"> 1. Patient of the pharmacy requested the transfer of her prescriptions to her new pharmacy 2. Staff at her new pharmacy were unsuccessful in obtaining her prescriptions from old pharmacy 	<ol style="list-style-type: none"> 1. Patient sought new prescriptions from her physician 	<ol style="list-style-type: none"> 1. Transfer requests should be completed in a timely manner so as not to interfere with continuity of care
<ol style="list-style-type: none"> 1. Prescriptions were billed to the patient's healthcare insurer and prepared for pick up 2. Two weeks later, the patient called looking for the prescriptions and a staff member claimed they couldn't find them 	<ol style="list-style-type: none"> 1. Patient's insurance company paid for medication which was not picked up 	<ol style="list-style-type: none"> 1. The pharmacist should have ensured that the patient knew their prescriptions were ready for pick-up, checked the pick-up box regularly and followed up to see why the patients had not received their medications 2. Pharmacists must also follow up with the insurer if billed prescriptions have not been dispensed from their pharmacy to ensure the payment is reversed
<ol style="list-style-type: none"> 1. Patient received the "patient information handout" for someone else, which included a patient's name, address, prescriptions, name of doctor and number of remaining refills 	<ol style="list-style-type: none"> 1. Breach of patient confidentiality 	<ol style="list-style-type: none"> 1. Pharmacy professionals must follow protocol and work with due diligence to prevent privacy breaches from occurring, and exercise sound judgment to manage privacy breaches if they occur. This may include reporting information to the Office of the Information and Privacy Commission of Ontario, if required.

Source: <https://pharmacyconnection.ca/practice-insight-learning-from-common-complaints-to-the-college/>