Unit Dose 7® Webstersystem®
Dispensing Procedures

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Introduction

Unit Dose 7 Webstersystem offers many advantages to Residential Aged Care Facilities (RACFs), from time saving and space saving benefits, to dosage flexibility and increased accountability. The system has many features including coloured folders to indicate the dosage times, resident photo identification, and pill images, Unit Dose 7 helps to make medication rounds easier and safer.

The system’s safety benefits extend to pharmacy as well. It features with built in quality assurance features such as the Q/A Signature Box and barcoding, it ensures maximum accountability from the time it is packed until the time it is administered.

Unit Dose 7 Webstersystem has four columns across and seven rows down which holds one week’s worth of medication. It is easy to identify exactly what is being administered because only one medication dose is in each blister.

Unit Dose 7 Webstersystem folders

Pink – Breakfast, Yellow – Lunch, Orange – Dinner, Blue – Bedtime
Unit Dose 7 Webstersystem Overview

As there are four main medication round times each day in an Residential Aged Care Facility (RACF), Unit Dose 7 Webstersystem has been designed with colour coded folders for each dosage time. Every resident’s breakfast medication is packed into pink folders. Similarly, all the lunchtime doses would be in yellow folders, etc.

The folders are arranged on a Pharmafile in the sequence the RACF staff follow on their medication round. For example, the RACF staff may start in the dining room. The first folders at the top of the first Pharmafile would be for the medication given to the first person in the dining room. As only 4 types of medication are sealed in each folder, there may be one or more folders with medication to be administered to the first resident. Each resident’s folder can be recognised by its yellow name tag extending out from the pack.

The RACF staff expel the medication through the foil backing of the blister into a medication cup until all medication for the time selected is removed. The folder slides up and over the loop of the Pharmafile once medication has been taken. Medication is then removed from the next folder and so on.

The medication chart serves as a reference for all medication including those that are not suitable for packing.
PRN is packed into numbered white folders which are placed on a separate Pharmafile. PRN medication should be all held on the one Pharmafile in resident alphabetical order.

Antibiotics are placed into green folders. S8 medications (and S4D medications in RACFs in NSW) are placed in purple folders. Ointments, eye drops and other non-packed items are labelled with the Double Ply.

Non-Packed medications, either regular or PRN, should be labelled with Webstercare’s Thermal Reorder Label (see page 45 – *accessory products*) and stored in the top drawer of the trolley.
Unit Dose 7 Components

Unit Dose 7 Webstersystem Folders

The side of the re-useable plastic folder is labelled with the days of the week: Monday at the top of the pack, following through to Sunday at the bottom.

The folders are used in a colour coding system according to the time of day or type of medication.

- **Pink:** Breakfast
- **Yellow:** Lunch
- **Orange:** Dinner
- **Blue:** Bedtime
- **Green:** Antibiotics
- **White:** 'When Necessary' (PRN) medication (numbered)
- **Purple:** Accountable medication (available numbered or by dosage time)
- **Mustard:** Warfarin
- **Burgundy:** Special Times Medication
Webster-pak Software

Webstercare Medication Management Software is essential to making Unit Dose 7 work as a complete system. The program contains all resident’s records and information and prepares the Unit Dose 7 header cards, signing sheets and reports. There are three types of Webstercare Medication Management Software. Professional allows you to create header cards, patient profiles and keep track of owing prescriptions. Professional Plus allows this, plus comprehensive Medication Management Reports, medication charts and barcoding options. For additional information on the Medication Management Software, contact Webstercare Software Support on 1300 132 466 or email software@webstercare.com.au

Blisters

There are variable depths of Webster-pak blister to accommodate all sizes of medication. There are four depths of the Webstercare blister to accommodate all sizes of medication. Medication is usually dispensed into the Small Concertina Blister as these enable an easier push through and take less space on a Pharmafile. The Concertina Blister range is designed to allow easy expulsion of the medication via air-channels that reduce the needed pressure. If the dose or tablet size is too large, a larger size blister can be used.

![Blister Diagram]

Small Concertina Blister  
(product code: 780 pack of 500)

Medium Concertina Blister  
(product code: 787 pack of 500)

Large Concertina Blister  
(product code: 782 pack of 500)

King Concertina Blister  
(product code: 790 pack of 250)
Webstercare’s 2-Column blister has been developed for situations where only one or two medications are required for a dosage time. This helps to reduce wastage and cost. 2-Column blisters are available in sizes Small and Large.

**Webstercare Low Temp Foil**

Webstercare Low Temp foil is designed to seal at a low temperature ensuring minimal heat, pressure and waiting time required to form an effective seal. The foil is ironed onto the blister to seal the medication inside the pack and secures the header card. The foil is designed for maximum protection against air and moisture transfer.

To complement our 2-column blisters we have created foil cut to the exact size required making sealing quick and easy.

**Note:** A standard domestic ‘dry’ iron (setting on ‘wool’) is all that is required to seal the foil onto a blister sheet filled with medication. Sealing irons can also be ordered direct from Webstercare.
**Header Cards**

The Unit Dose 7 header card identifies each pack’s medication, the resident to whom it belongs as well as additional relevant information. It is prepared and printed by the Webstercare Medication Management Software. The header card can show:

- Resident name and photograph
- Room number
- Allergies
- ‘Also on’ medication (non-packed medication)
- Dosage Time
- Pill images and descriptions
- Generic Names or ‘prescribed as’
- Barcoding
- “Do not crush”
- Cautionary alerts

Depending on the printer you use, there are four types of header cards available for Unit Dose 7 Webstersystem;

1. Unit Dose 7 Header Card with name Tag (pictured above)
2. Unit Dose 7 Header Card for Laser printers
3. Unit Dose 7 Header Cards for Ink Jet printers
4. Unit Dose 7 Sprocketed Header Cards for Dot Matrix printers

**Note:** See the Webstercare Medication Management Software Help Menu for printing options.
**Blu-lok® Platen**

The Blu-lok platen is used to hold the blister whilst packing the medication. Its interlocking function allows multiple platens to be held securely together for preparing up to four Unit Dose 7 packs at once.

**Thermal Re-Order Label**

- Pharmacy dispensing label
- Used for labelling the original manufacturer’s packs for all packed, non-packed and PRN items
- For PRN and non-packed items the lift-off tab is removed for reordering at Aged Care Facility
- For Packed items the lift-off tab is removed for re-ordering by the pharmacy packing technician
Pharmafiles

Pharmafiles are used to store Unit Dose 7 folders both in the medication room and whilst on the medication round. The folders are sorted by dosage time and placed on separate Pharmafiles (i.e. a breakfast Pharmafile, a lunch Pharmafile etc.)

There are three sizes of Pharmafile available:

- Normal Pharmafile holds up to 20 folders
- Midi Pharmafile holds up to 18 folders
- Mini Pharmafile holds up to 8 folders

As a guide we suggest the following approximate number of Pharmafiles would be required in a 50 bed section of an RACF:

- Before Breakfast: 1 Pharmafile
- Breakfast: 2 Pharmafiles
- Lunch: 1-2 Pharmafiles
- Dinner: 2 Pharmafiles
- Bedtime: 1 Pharmafile
- PRN depends on the situation, possibly 1 Pharmafile
- Antibiotic depends on the situation, possibly 1 Pharmafile
‘Medications For’ Card

‘Medications For’ Cards are clipped on the Pharmafile on top of the Unit Dose 7 folders and identifies the time for identification, the facility and section, Pharmafile number (1/2, 2/2 etc.) and a list of residents who’s medication the Pharmafile carries.

The product is composed of a ‘Medications For’ Card and an insert printed by the Webstercare Medication Management Software (MMS).

Alert Card

The Alert Card is used to notify the nurse/carer that a resident has been missed and is placed above the resident’s Unit Dose 7 folder on the Pharmafile. The reverse side of the Alert Card is printed with “Reorder/Replace” reminding staff to reorder.

Steel Clips

These are attached to the top of the medication trolley to hold Pharmafiles in place during the medication rounds. They are also used in the medication cupboard/room to hand the Pharmafiles when not in use.
For more information on the Unit Dose 7 Components, please refer to the Webstercare Product Catalogue.

**Note:** You will need two sets of reusable materials to both provide to the RACF and prepare the next week’s Unit Dose 7 folders in the pharmacy. These include:

- Unit Dose 7 folders
- ‘Medications For’ Cards
- Pharmafiles
- Alert Cards
Unit Dose 7 Communication and Stationery

Components

Communication
For additional information on Webstercare stationary including product codes, see Appendix A.

Green Pharmacy Order Sheet
This is used by aged care staff to record non-urgent medication for reordering. They can either adhere the lift-off tab from the Thermal Re-Order Label to the Order Sheet or manually write the order into the space provided. Pharmacy staff pick up the Green Order Sheet when delivering previously ordered products to the RACF.

White Pharmacy Faxed Order Sheet
This is used by aged care staff to record urgent medication orders. It is then faxed to the pharmacy for urgent delivery.

Yellow Return Sheet
The Yellow Return Sheet is attached to medication which is returned to the pharmacy. There is space for a Thermal Re-Order Label’s lift-off tab as well as reason for return.

Medication Incident Response Form
Important for continuous improvement, pharmacy staff use this form to record an incident or respond to the RACF.
S8 Delivery Record Book

Pharmacy staff fill in the carbonised ticket with the medication’s details (e.g. resident name, drug name, strength and quantity). The aged care staff sign the book on receipt of the medication. The top ticket is left with the RACF staff for their records, and the carbonised ticket remains in the book creating an audit trail.

Stationery

Unit Dose 7 Checking Sheet
Pharmacy staff use this to record and maintain patient profile records and used as the hard copy when checking packed folders.

Pharmacy Admission Notice (Pink)
Used by RACF staff to record resident’s details upon admission to the RACF and send to Pharmacy

Weekly Order Sheet (Blue)
Used by pharmacy staff to reorder medication. They place the Thermal Re-Order labels lift-off tab on the sheet to identify what must be dispensed for next week’s packing.

Medication Administration Documentation

Webstercare has a number of Medication Chart and Signing Sheet options to suit a variety of Aged Care situation. They are used to record administered medication and are appropriate for packed, non-packed, PRN, nurse initiated medication and telephone orders.

For more information on the Webstercare Medication Administration Documentation, please contact Webstercare for a copy of our *Easy to Read Medication Charts* information booklet.
Dispensing & Medication Storage in the Pharmacy

Medication is dispensed either by or under the supervision of a pharmacist. A pharmacist checks the medication firstly; when it is taken from the shelf, then secondly after it is packed and labelled.

Documented below are suggested procedures for use when dispensing into Unit Dose 7 Webstersystem. The individual storage of medication is covered as well as how regular medication ordering is handled.

Dispensing process

We recommend that the following steps are followed when dispensing into Unit Dose 7 Webstersystem.

The Dispensary Technician:

- Dispenses the medication required from the Pharmacy Order Sheet (Blue) completed by the Packing Technician after last packing
- The prescriptions are dispensed according to the Pharmaceutical Benefits quantity and guidelines and state regulations
- If there is no repeat prescription, makes a note to request it from the doctor
- Picks and labels the dispensed medication

The Pharmacist:

- Checks the labelled medication against the prescription
- Passes checked original containers to packing technician for packing and storing in resident’s individual Integrity Bags

Individual storage of medication

Medications are dispensed via the PBS in the usual way. Once the dispensing is complete, a record of the dispensed medication for each patient or resident must be maintained. This can be done through the use of the MedsPro® Virtual Pill Count (VPC)™ system. A record of your patient’s medications is retained in the software. If at any time a patient requests their medications, you have a record of their balance held on their behalf and you can supply at short notice. Alternatively Integrity bags can be used to store each patient’s medications with the identification similar to ‘this medication is the property of……’
Reordering Medication

The RACF will not need to re-order regular packed medication as this is part of the Unit Dose 7 Webstersystem cycle. The pharmacy organises for the regular weekly medication to be delivered at an agreed time each week.

For Non-Packed Medication, the staff at the RACF will:

- When noticing that the liquid / inhalant / drops are getting low, peel off the double ply re-order label
- Place it onto the green Pharmacy Order Sheet
- Place the green Pharmacy Order Sheet with the other items for the pharmacy to pick up

For PRN (When Necessary) Medication, the staff at the RACF will:

- Write on the green Pharmacy Order Sheet, the resident’s name and medication required
- Place the green Pharmacy Order Sheet with the other items for the pharmacy to pick up
Compiling Resident Profiles

The Unit Dose 7 Checking Sheet

The Unit Dose 7 Checking Sheet is completed from the Pharmacy Admission Notice, along with the medication charts and prescriptions. This process is followed when converting from other systems (including Webstersystems) or when starting a new client. If prescription details are different from the chart/s or other medication record/s, the pharmacist verifies this information with the doctor.

The Unit Dose 7 Checking Sheet is set out as a template of the packs. The first line of boxes represents the first pack and the second line is for when there is a second pack. There is provision for breakfast, lunch, dinner and bedtime medications.

This sheet is used in the checking process and updated with every change. The sheet is kept as your master (hard copy) profile. All changes must be made here first, then in the Webstercare Software.

Filling out the Unit Dose 7 Checking Sheet

It is vital that you are informed of the complete medication profiles for each resident, including non-packed items. When completing the Unit Dose 7 Checking Sheet, enter the drug name in the larger box and the quantity and strength in the smaller boxes. Enter the details for each dosage time.

See Appendix A for product codes and information on the Unit Dose 7 Communication and Stationery Components.
Unit Dose 7 Webstersystem Packing Process

Preparing Unit Dose 7 Webstersystem is a dispensing process and is carried out in a pharmacy or other approved premises according to State and Commonwealth regulations. Webstercare Best Practice prescribes that only Webstercare approved materials be used and that the packing process conforms to this manual.

There are four basic components required for each pack you prepare:

- Blister Sheet
- Low Temp Pre-cut Foil
- Header Card
- Folder

The packing process can be broken down into the following steps:

1. Printing header cards
2. Preparation
3. Filling blisters
4. Sealing the pack
5. Re-ordering used Medication
6. Placing the Packed Blister Sheets into Unit Dose 7 Webstersystem Folders
7. Checking the finished Unit Dose 7 packs

1. Printing Header cards

The Packing Technician:

- Prints the Unit Dose 7 Header Cards from Webstercare Medication Management Software for the RACF to be packed
- Separates the header cards. Header cards can be printed in room number or alphabetical order
- All medication should have been dispensed before packing

See the Webstercare Medication Management Software Help Menu for printing options.
2. Preparation

The Packing Technician:

- Thoroughly washes hands prior to packing or uses gloves
- Collects the first resident’s medication Integrity Bag
- Ensures there are plenty of blisters and foil for packing

![Bench set up ready for packing]

- Empties the Integrity Bag for the first person on their left. Once they have used the medication place it on their right hand side until packing is completed to assist with workflow

Optional Aids used in Packing

Tweezers:

- To remove tablets that are in the wrong blister
- To remove tablets from bottles
- For counting the number of medicines in a blister
- To handle cytotoxic medications

Gloves:

- The Packing Technician uses gloves (these stay on for entire packing session) for hygiene, health & safety

![Tablet Counting Triangle]

Tablet Counting Triangle:

- A fast way of counting round tablets of the same variety

3. Filling Blisters

- Place the blister sheet in the Blu-lok Platen. Up to four blisters (for the same resident) can be packed at once using Blu-lok Platens connected together.
- Place the header card (print side, facing up) under the lip of the blister sheet at the top end of the platen (end furthest away from you).
Note: There is a notch cut out of the blister sheet, when placed in the platen the notch should be at the end nearest you. The blister sheet will not fit onto the platen correctly if the notch is not positioned correctly.

Packing Unit Dose 7 with Blu-lok Platens

- Pack according to the header card with one medication type per column
- For each medication, check the name, strength and dose against the header card
- Work top to bottom of the pack (count 1-7 or multiples there of as you go)
- Halving Tablets: If required, tablets are halved using a tablet cutter

HINT: When packing, use the smallest blister possible, this will make removing the medication much easier at the RACF.

4. Sealing the pack

- Flip the header card over so the back is facing you and the text is upside down.
- Cover the blister with the Pre-cut foil, aligning the left side and bottom edge of foil with the corresponding edges of the blister
- Packs are sealed by ironing on the foil straight away to limit exposure
- Swipe the iron over the foil backing making contact with all areas of the foil. Heat is only applied for a couple of seconds. We recommend your iron be on a mid-range ('wool') setting

See Appendix B for additional sealing tips.
When packing with multiple platens, seal right-to-left
to avoid accidentally ironing the next blister

- The seal occurs when the foil is cooling, not during the warming process. Apply some pressure to the foil by rubbing a white board duster (or equivalent) over the back of the foil immediately after heating
- It is important to ensure that the foil is in full contact with the blister while the foil adhesive is setting

The Packing Technician:

- After sealing, leaves the pack in the platen for a couple of seconds with the foil side facing up
- While waiting, prepares the next blister for sealing
- Ticks the packing sheet to confirm each resident’s medication has been packed and signs the Quality Assurance Check Box as a sign off that they have packed Unit Dose 7 correctly.

- After packing, returns the resident’s medication to the resident’s individual Integrity Bag
5. Re-ordering used Medication

The Packing Technician:

- Orders any medication if the last has been used, by peeling off the double ply label and attaching it to the Pharmacy Order Sheet (Blue) for the dispensary technician to ensure that the medication is ready for next weeks packing
- Puts all the materials away (blisters and foils)

6. Placing the Packed Blister Sheets into Unit Dose 7 Webstersystem Folders

The Packing Technician:

- Puts the packed blister sheets into the correct coloured folder (e.g. Pink = Breakfast)
- The packed folders are placed ready for the pharmacist to check
7. Checking the Finished Unit Dose 7 packs

The Pharmacist:

- Checks each pack against the hardcopy profile and the resident’s dispensed medication
- Checks that the packs have been placed in the correct coloured folders

*Checking a pack against the hard copy profile (Unit Dose 7 Checking Sheet)*
Special Medication Categories

The sides of the re-useable plastic folders are labelled with the days of the week: Monday at the top of the pack, following through to Sunday at the bottom. The wider Mon-Sun label goes on the right hand side of the pack and the narrow yellow Mon-Sun label goes on the left hand side.

Special Medication Categories

PRN’s (When Necessary) medication, Antibiotics and S8 Medication are packed into blisters sheets and placed into colour coded folders. PRN medications and short-term antibiotics are packed into their own folders, separate from the standard Unit Dose 7 dosage time folders.

Accountable medication and warfarin can either be packed into their own coloured folders or included in the regular dosage time folders. This will be decided by consultation between the RACF and the pharmacy.

Special Medication Categories

- **White**: PRN medication (numbered from 28 to 1)
- **Green**: Antibiotics
- **Purple**: Accountable medication (S8; and also S4 in NSW), (numbered from 28 to 1 or plain)
- **Mustard**: Warfarin
- **Burgundy**: Special Times

PRN (When Necessary) Medication

PRN (When Necessary) medication is dispensed into 28 dose packs and put into WHITE folders on their own Pharmafile.

The ‘Medication For’ cards on the PRN medication Pharmafiles will list residents in alphabetical order. The folder does not need to be marked with the days of the week or time of day as medication is administered up to a maximum quantity as required. These are re-ordered by the RACF Staff as required.

A full pack is prepared (all blister compartments) with one specific PRN medication. Multiple folders may be required until all medication is packed. For example; Panamax 500mg 100 tabs, 2 four times a day PRN, there would be two packs; one pack of 28 and one of 22.
Antibiotics

Short term antibiotic medication is dispensed into separate green folders. The number of packs will depend upon the quantity/length of the course and reordering may be necessary in the case of a repeat. Antibiotics are packed into a Unit Dose 7 GREEN folder with medication placed in columns; the first column (left to right) for breakfast doses, the second for lunch doses and so on. By utilising the Mini Meal Time Label at the top of the pack, times of the day are clearly marked. A round Start Here label can highlight the first dose. These folders are placed on their own Pharmafile with a ‘Medications For’ card listing the residents in alphabetical order.

Long-Term antibiotic medications are packed in with the regular Unit Dose 7 dosage times.

Accountable Medication

Accountable Medication can be dispensed into PURPLE folders. S8s in all states and S4Ds (NSW only) may need to be accounted for by the RACF at the time of administration and be securely stored at all other times.

Purple folder for Regular Accountable Medication

Numbered Purple folder for PRN Accountable Medication
High Care:

Regular, accountable medication should be dispensed in the full quantity into one or more packs with the dosage times set out, four columns across for the doses of the day and seven rows down representing the seven days of the week. By utilising the Mini Meal Time Labels, at the top of the folder, times of the day are clearly marked.

PRN, accountable medication may be dispensed in the full quantity into one or more numbered folders. The purple folder is numbered from 28 (top-left) to 1 (bottom-right). More than one folder may be required to pack all medication. For example: Oxycontin 10mg 60 tabs, 1 PRN, there would be 3 packs; two of 28 and one of 4. Dispensing the full quantity of medication and sending the complete set to the RACF makes accounting for the medication more manageable. For multiple packs, they can be kept together on a Pharmafile.

Low Care:

Where there is no regulation regarding storage of S8s and S4Ds in place (e.g. low care) it is acceptable to have Accountable Medication packed in with regular dosage times. Accountable PRN medication can be dispensed into white Unit Dose 7 folders as described above.

Warfarin Medication

Warfarin Medication can be dispensed into MUSTARD folders. Due to the frequent dosage changes with Warfarin, and its narrow therapeutic margin, it is easier to monitor the medication when dispensed separately and dosage changes are more easily manageable.

The different coloured folder will also alert to staff that this medication requires additional attention. The mustard colour is the same colour as the Warfarin Medication Chart for consistency.
‘Special Medication’ Alert Cards

To ensure that RACF staff do not miss important special medication, a medication chart Alert Card is placed in the medication chart folder. For example, if a resident is on an antibiotic, a green Antibiotic Alert Card is placed in the medication chart folder before the chart that the antibiotic is recorded on.

The Webstercare alert card range is as follows:

- Insulin Alert Card
- Warfarin Alert Card
- Dr Alert Card
- Special Times Alert Card
- S8/S4D Alert Card
- Non-packed Alert Card
- Antibiotic Alert Card

Medication ‘Not Suitable for Packing’

Solid dose medication unsuitable for packing is dispensed in original containers. The residents’ medication charts serve as a reference for when non-packed medication is administered.

Some examples of medicines that may be unsuitable for packing include effervescent tablets, dispersible tablets, buccal tablets, hygroscopic preparations and solid dose cytotoxic preparations.

For more information on Medications not suitable for packing, please refer to the Webstercare advice on Drugs that are not Suitable for Packing document; Appendix C.
**Arranging Folders on Pharmafiles**

The Unit Dose 7 Webstersystem folder carries the label at the bottom which makes it easy to locate any folder when it is placed on a Pharmafile. The Pharmafile is a metal ring file, which allows you to flip each folder over once the medication has been administered. If you administer to residents in the same order as the Unit Dose 7 folders, the flipped over folders serve as a reminder of where the RACF staff are up to.

**Order of Administration**

The Unit Dose 7 folders are placed on Pharmafiles in the order of administration - the sequence that the nurse follows on each round. Each round can be customised depending on where the residents are located e.g. bedrooms, dining room. The medication folders can be arranged in alphabetical, room or custom order depending on the needs of the RACF.

To load a Pharmafile for the Breakfast Round:

1. Place a ‘Medications For’ card on the Pharmafile
2. Move the card up and over the rings so it is first
3. Select the breakfast medication (packed in a pink folder) for the first resident and place on the Pharmafile
4. Lift it up and over
5. Place the second and any other pink folders for the first resident on the file (if necessary)
6. Take the next resident’s breakfast medication and place that on the file
7. Repeat this procedure until the Pharmafile is almost full
8. Take another Pharmafile and continue
9. Repeat the process for the other dosage times
‘Medications For’ Cards

The front of the Pharmafile will carry a ‘Medications For’ header card. This is the plastic card that is placed on the top of the folders. Print the insert from the Webstercare Medication Management Software, listing the time of the medication round, the section or ward, the total number of Pharmafiles for the dosage time and each resident who’s folder the Pharmafile contains.

(Left top – Bottom Right) Breakfast Pharmafile, lunch Pharmafile, dinner Pharmafile and bedtime Pharmafile
Delivering Medication

Weekly Change Over and Delivery

The next week's medication should be delivered to the RACF a day or two prior to when the packs are due to start. This gives the RACF staff time to check the packs for Quality Assurance and also allows for those occasions where tablets might have been dropped or lost. If medications have been dropped or lost, delivering the medications a day or two ahead of time means the medications can be continued from the next week's pack without any doses being missed.

Empty Unit Dose 7 folders would be picked up on the same day as the first medication is administered from the new packs. For example, if the new round starts Wednesday morning, Pharmasfiles of medication can be delivered to the RACF Monday or Tuesday afternoon. Then the empty Unit Dose 7 Folders from the previous week can then be collected Wednesday afternoon if you have an afternoon delivery.

Communication with the RACF

How to send the Medication Change to the RACF:

1. **New Medication** – an additional pack will be sent to the RACF
2. **Increased Dosage** – for an increased dose change of an existing medication – an additional pack will be sent to the RACF to be used in conjunction with the original pack
3. **Decreased Dosage** – a new replacement pack can be sent if the current dosage cannot be altered by the RACF staff to the new dosage. The staff at the RACF will place the Direction Change Label over the changed medication column
4. **Ceased Dosage** – For a ceased medication – the staff at the RACF will place the Unit Dose 7 Dual Ceased Label over the ceased column

The success and safety of the medication management system depends on the pharmacy receiving primary documentation in a timely fashion. The pharmacy can only legally dispense from a written order from a doctor, except in the case of an emergency.

To maintain accuracy, the pharmacy must be notified of any changes to the medication profile as soon as they occur. These changes must then be recorded by the pharmacy on the Unit Dose 7 Checking Sheet (“Hard Copy” Profile) as soon as they are received. Any adjustment or change is made to the Drug/Dosage/Comments table. A new medication will be entered into the table first and then into the profile on the top of the Unit Dose 7 Checking Sheet. Only when the hard copy profile has been updated is the Webstercare Medication Management Software updated.

Within the pharmacy, Unit Dose 7 Checking Sheets should be securely stored in plastic sleeves in a ring folder or similar system for easy reference. This hard copy reference should also be the place where any documented changes that have come through from the RACF are stored. Copies of the medication charts are filed with the resident's profile as documented evidence of the change.

There are several ways this information can be communicated to the pharmacy, by a copy of the medication chart, a prescription or from direct communication to you by the attending doctor. Please see following for procedures.
Reordering Medication

The RACF will not need to re-order regular packed medication as this is part of the Unit Dose 7 Webstersystem cycle. The pharmacy organises for the regular weekly medication to be delivered at an agreed time each week.

For Non-Packed Medication, the staff at the RACF will:
- When noticing that the liquid / inhalant / drops are getting low, peel off the double ply re-order label
- Place it onto the green Pharmacy Order Sheet
- Place the green Pharmacy Order Sheet with the other items for the pharmacy to pick up

For PRN (When Necessary) Medication, the staff at the RACF will:
- Write on the green Pharmacy Order Sheet, the resident’s name and medication required
- Place the green Pharmacy Order Sheet with the other items for the pharmacy to pick up

New Medication

When a new medication is ordered during the regular weekly cycle, only enough medication is sent, in the appropriate coloured folder, for that weekly cycle. Even if this means that there is just a few tablets left in the folder. E.g. weekly cycle Monday to Sunday and new medication started Wednesday, only enough medication for Wednesday to Sunday is supplied.

The new medication will need to be automatically included with the next full week’s medication. This new medication can be labelled “additional” medication or similar to alert to RACF staff.

When the new order is written on the medication chart, the staff at the RACF will:
- Write the new order onto the white Pharmacy Faxed Order sheet
- Fax to the pharmacy with a copy of the relevant medication chart

When the new order is a telephone order, the staff at the RACF will:
- Write the medication order onto the medication chart in the Telephone Orders section, recording doctor, medication, dosage, date
- Write the details onto the white Pharmacy Faxed Order sheet
- Fax to the pharmacy with a copy of the relevant medication chart for confirmation with the doctor

When the new order is a faxed order, the staff at the RACF will:
- Write the new order onto the white Pharmacy Faxed Order sheet
- Fax to the pharmacy with a copy of the faxed medication chart
- Attach the faxed copy to the medication chart for recording administration

Dosage Changes

Dosage changes should always be forwarded to the pharmacy immediately so that re-packing of the packs can occur and pharmacy records can be kept up to date. Failure to do this could result in medication error or medication wastage.
RACF staff will communicate dosage changes by:
- Writing the request onto the white Pharmacy Faxed Order sheet
- Faxing this with a copy of the relevant medication chart to the pharmacy

If there has been a dosage or direction change, a Direction Change Label is placed over the column containing the changed medication. If additional medication is required, the pharmacy will send up a new folder with the new dosage to last until the end of the current week’s cycle.

Dropped or ‘Lost’ Medication

Any medication that is accidentally lost or dropped can be administered from the final dose on the Unit Dose 7 folder. Once requested, the pharmacy will generally send replacement medication in a labelled vial or blister pack which should be labelled as “replacement medication” or similar. This replacement medication must be sent to the RACF before the current supply runs out.

RACF staff will communicate dropped or lost medications by:
- Requesting a replacement dose on the green order sheet

Ceased Medication

RACF staff will communicate ceased medications by:
- Writing the information onto the white Pharmacy Faxed Order sheet
- Include reason for medication being ceased
- Faxing this with a copy of the relevant medication chart to the pharmacy

Ceased medication can also be communicated by:
1. A direct verbal order to the pharmacist by the doctor
2. An electronic order from the doctor (As long as all the criteria for electronic transmission of medication orders are met.)
A Unit Dose 7 Dual Ceased Label is placed over the column of medication which has been ceased by the resident’s doctor. This label has an incorporated Ceased Trigger Label to encourage RACF staff to make note on the pack and on the chart.

The larger part of the Dual Ceased Label is placed on the ceased column of medication in Unit Dose 7. Its smaller counterpart is placed on the medication chart.

eWebstercare

eWebstercare is a paperless communication tool linking RACFs, Pharmacists and Doctors. When a medication is started, ceased or changed, this can be electronically sent to the pharmacy via a secure internet server. This ensures all medication changes are legible and there is a record of this with the pharmacy. Note that these changes must be supported by faxing the amended medication chart to the pharmacy. For additional information on eWebstercare, please contact Webstercare Software Support on 1300 132 466 or email software@webstercare.com.au

Collecting used Folders and Pharmafiles from the RACF

When Pharmafiles are returned to the pharmacy, they can be barcode-scanned and any missed doses recorded. After this is done, open the folders and remove the used blister pack. To assist in the preparation of the following weeks medication, keep the ‘Medications For’ cards as a reminder of the correct folder order unless there is a change to the order of residents. Once the empty pack is removed, for privacy considerations, tear off header cards and shred them. Blisters and any unused medication are to be disposed of in an environmentally friendly manner.
Storage Options at the RACF

Pharmafiles are stored by hanging them from steel clips, in dosage order, attached to the medication cupboard in the RACF. It is unlikely the room required will be any more than the RACF currently has available for medication storage. Plans/proposed fit-out of suitable storage cupboards are available from Webstercare if required. A sample cupboard plan appears below.

In most cases the medication may be stored in a Webstercare trolley for the medication round, along with all the other non-packed medication such as liquids, patches, and eye drops etc. The 2 Drawer Webstercare Trolley should accommodate up to 30 beds without the need for extra storage. The 3 Drawer Webstercare Trolley should accommodate up to 40-50 beds without the need for any extra storage.
A third trolley option is the 3 Drawer Flexi-shelf Webstercare Trolley, with storage capabilities equal to the Three Drawer Webstercare Trolley, the difference being the flexible shelf that can be adjusted to a comfortable height for staff members administering medications.

As only the Pharmafile of the dosage time in use needs to be taken in the trolley for the medication round this reduces the overall weight compared to carrying the entire day’s medication. The pharmafiles for the other dosage times can be stored in a locked medication cupboard or on the steel clips in the medication room when not in use.

**Storage Options at the Pharmacy**

It is often useful to store Pharmafiles in a similar manner to the RACF. That is, attached to the wall with steel clips. This is particularly useful in small pharmacies where a wall can often be the only space available. Unlike the RACF the Pharmafiles do not have to be locked in a separate room, provided that customers do not have access to this area.
Implementing Unit Dose 7 in an RACF

Preparing For Implementation

Introducing Unit Dose 7 to an RACF requires preparation. You need to give yourself time to complete the conversion by establishing a realistic time frame. Pay strict attention to detail and query any discrepancies in the information you are given. Arrange to have a meeting with the RACF staff a week or two before the installation to explain what you are doing and how Unit Dose 7 Webstersystem works in practice. Impress upon them the importance of you receiving accurate information. This will save you time in not having to re-pack medication. You can also direct them to the Webstercare website, www.webstercare.com.au for information on the new system you are offering.

Steps Involved

The steps taken will vary slightly depending on the previous system used. If your RACF had no previous medication management system you will need to follow all of the steps overleaf. If you are converting your RACF from Unit Dose Webstersystem 35 or Webster-pak you may already have patient profile details on record. It is important that you start with accurate information.
### Steps for Implementation

**Begin the implementation of new RACF here**

- **Meet with RACF staff.**
- **Leave Pre-Admission Kits at RACF - one per resident.**
- **On receipt of completed Pre-Admission Kits, check for discrepancies between prescription directions and information on Admission Notice or medication chart.**
- **Verify any discrepancies with prescriber or RACF staff. E.g. Administration times.**
- **Visit the RACF to take digital photos of each resident or receive the photos from the RACF staff.**
- **Load individual photographs into each resident's profile in your Webstercare Software.**
- **Complete Unit Dose 7 Checking Sheet (Page 18) for each resident.**
- **Enter patient details into Webstercare Software.**
  - Print Header Cards
  - Packing Technician packs, seals and checks medication
    Then placed sealed blister in colour folder
  - Print Medication Charts from Webstercare Software
- **Place folders on Pharmafiles.**
- **Complete 'Medication For' header card via the Webstercare Medication Management Software.**
- **Label Photo Dividers via the Webstercare Software.**
- **Final check of packs for accuracy against master hardcopy profile by the pharmacist.**
- **Final check of medication charts by the pharmacist.**
- **Deliver finished Unit Dose 7 Websterson to RACF.**
- **Accompany RACF staff on first medication rounds.**

---

- **Task Completed at RACF**
- **Task Completed at Pharmacy**
The Implementation

Three different scenarios of implementation are explained.

Section 1: Converting to Unit Dose 7 from manufacturer's bottles and packs
Section 2: Converting from Webstersystem 35
Section 3: Converting from Multi Dose Webster-pak

Converting to Unit Dose 7 Webstersystem from Manufacturer’s Bottles and Packets

In this instance, manufacturer’s bottles and blister packs are being replaced completely by Unit Dose 7 Webstersystem, with the exception of those medications that cannot be dispensed into blister packs.

The first step is to ensure an accurate medication profile is compiled. We recommend you do this by gathering details from the RACF using the Pharmacy Admission Notice in conjunction with a copy of the medication chart. If you currently service this RACF you may have most of this information in your dispense software already.

1) A Pharmacy Admission Notice should be completed for each resident. The Webstercare Pharmacy Admission Notice has the provision for resident details such as disease states, allergies, pension and Medicare numbers, next of kin, account information and other essential personal information. This provides the pharmacy with information required for prescription processing and also for medication reviews.

2) From the Pharmacy Admission Notice and medication chart, prepare a Unit Dose 7 Checking Sheet for each resident.

3) Using the Pharmacy Admission Notice and completed Unit Dose 7 Checking Sheet, enter the resident’s details and profile into the Webstercare Medication Management Software

NOTE: When receiving medication information from a facility or resident, note all medications prescribed AND the BRAND currently being used. Doing this will help avoid having to re-do the header cards again to match the brand being packed.
Time Frame for Changing Over

It is difficult to select the perfect time for converting to Unit Dose 7 as bottles/manufacturer’s packs will run out at varying times.

There are two ways of converting an RACF:

1. Dispense all the medication from prescriptions and repeats to pack into Unit Dose 7 for the upcoming week. Once the packs for the next week have been delivered all the manufacturers’ packs can be returned from the RACF for disposal in accordance with regulatory and legal requirements.
2. As the original manufacturer’s packs run out at the RACF, the pharmacy dispenses the next supply of medication from the original prescriptions and repeats and starts to supply in Unit Dose 7.

Entering the Patient Profiles into the Webstercare Software

- Enter the resident details into the Webstercare Software: Name, DOB, Allergies, Diagnosis, Resident Photo
- Enter the patient profile into the Webstercare Software from your Unit Dose 7 Checking Sheet
- Follow the Unit Dose 7 Packing Process (page 20)

Converting to Unit Dose 7 Webstersystem from Multi Dose Webster-pak

For Unit Dose 7 all the medication is packed separately in Unit Dose columns, and placed in colour coded folders for relevant times of the day. Checking is made much easier and quicker with Unit Dose 7.

If using our Webstercare Software, you will already have patient profile details entered. Prior to the conversion it is essential to re-check your profile against medication charts in use in the RACF to be extra sure your profile is current.

Multi Dose Webster-pak

Time Frame for Changing Over

When converting an RACF you currently service with Webster-pak, to Unit Dose 7, it is arguably a seamless change over. The only differences are selecting a different printing option and packing in a different style, as well as preparing a Unit Dose 7 Checking Sheet for each resident. You can start at the next week since medication is already in stock.
Converting to Unit Dose 7 Webstersystem from Unit Dose Webstersystem 35

Four Unit Dose Webstersystem 35 Monthly packs becomes one Unit Dose 7 Webstersystem Weekly pack

The primary difference with Unit Dose 7 Webstersystem is that the packs are supplied weekly and as such, there is a weekly changeover. Regular ordering is carried out by the pharmacy. Header cards are printed weekly for the new pack as opposed to the Double Ply Re-order labels used on Unit Dose 35 monthly packs. Double Ply Re-order Labels are still used for Non-packed medication.

Time Frame for Changing Over

It is difficult to select the perfect time for converting to Unit Dose 7 as Unit Dose Webstersystem 35 packs will run out at varying times.

There are two ways of converting and RACF:

1. Dispense all the medication from prescriptions and repeats to pack into Unit Dose 7 for the upcoming week. Once the packs for the next week have been delivered all the Webstersystem 35 packs can be returned from the RACF for disposal in accordance with regulatory and legal requirements

2. As the Webstersystem 35 packs run out, the pharmacy dispenses the next supply of medication from the original prescriptions and repeats and starts to supply in Unit Dose 7

Enter the Patient Profile into the Webstercare Software

- Enter the resident details into the Webstercare Software: Name, DOB, Allergies, Diagnosis, Resident Photo. Prior to the conversion, it is a good idea to re-check your profiles against medication charts in use at the RACF, to be extra sure that your profiles are current
- Enter the patient profile into the Webstercare Software from your Unit Dose 7 Checking Sheet
- Follow the Unit Dose 7 Packing Process (page 20)
Quality Assurance

The Association of Pharmacy Registering Authorities (APRA) suggests:
“To ensure that residents of residential care facilities, nursing homes, hostels and supported residential services achieve the highest possible quality use of medicines, a pharmacist must be involved in the supply of the medicines and in the provision of pharmacy services to the facility”.

Quality Assurance Checklist

Quality Assurance (QA) audits should be carried out on a regular basis and a written report provided for review and action. Webstercare has supplied the Quality Assurance Checklist to verify suggested processes are being followed and identify room for improvement. This checklist has an incident report column where the need for corrective action can be identified. (See Appendix D)

Incident Reports

To aid in the continuous improvement process Incident Report form pads can be used. This form is ideal for reporting medication incidents, causes and suggested short and long-term corrective action.

The Webstercare Software facilitates incident reporting via the Event / Reminder program.

Medication Advisory Committee

It is important that the servicing pharmacy is involved in the RACF Medication Advisory Committee (MAC) as described in APAC Guidelines for Medication Management in Aged Care Facilities (3rd Edition, November 2002). The purpose of a MAC is to determine policies and procedures to ensure optimal medication usage and to look at continuous improvement in medication management within the RACF.

Attendance at the MACs gives you the opportunity to contribute towards the necessary reports, inputs and opinions as required as well as give feedback re: incidents and information from the 3 monthly medication chart audits.

Periodic Audit of Medication Charts

Another way to analyse accuracy and communication between the pharmacy and the RACF is to conduct periodic medication chart audits. This will help ensure what is packed by the pharmacy is consistent with the doctor’s order. This audit will hopefully rectify any changes that may fail to be passed onto the pharmacy.

With the introduction of Webstercare Computerised Medication Charts we recommend the following 3 monthly audit procedure:
Flowchart

MIDDLE OF THE MONTH

A pharmacy representative visits the Aged Care Home approximately two weeks before the new charts are to be implemented

SAME DAY

The pharmacy representative completes an audit of all the medication charts, comparing the orders on the charts to the profile that is kept in the pharmacy software

SAME DAY

The pharmacy representative returns to the pharmacy and makes relevant changes to the medication profiles if needed

2 DAYS LATER

The Medication Charts are printed, checked by a pharmacist and sent to the aged care home giving the Doctors two weeks to sign before the start date.
Additional Resources

The following products and resources can make the system work better for both pharmacy and RACF.

Printed Resources

**Unit Dose 7 Webstersystem Best Practice Procedures Manual**

This manual is designed for the RACF and explains the system from their perspective. The manual contains detailed information on Unit Dose 7 as well as procedures to make the system work best.

**Unit Dose 7 Steps for Safe Medication Administration**

This chart is a quick step-by-step reference guide for administering medication using Unit Dose 7. Available laminated and non-laminated.

Accessory Products

**Pil-Bob**

The Pil-Bob For easy removal of medication from Unit Dose 7. It is suitable for nurse and care staff, self-medicating residents and community patients. Instructions for use are provided with each Pil-Bob.

*Pil-Bob can both remove medication & serve as the medication cup*

**Day Out Clamshell-pak**

Webstercare have developed the Clamshell-pak for people to pack medication for themselves or for someone for whom they are caring. If a resident is on day leave, the required medication doses can be removed from Unit Dose 7 and placed in a Day Out Clamshell-pak for administration on the go.
Rhino Crush

An ergonomically designed crusher used to enable the quick and easy crushing of medication. Ergonomically reviewed to reduce risk of OH&S injuries is allows you to crush medication into a fine powder with only minimal effort. Rhino Crush is also designed to be quiet so as to reduce disruption to residents.

Medication Round Apron & Vest

These are worn by RACF staff when administering medications to residents. It reminds colleagues, residents and visitors of the importance of the task with the words: “Medication Round – Please Do Not Disturb” on the front and back.

Unit Dose 7 Webstersystem Advisory Labels

A number of advisory labels are available for Unit Dose 7 Webstersystem. They serve to notify staff of new or unique conditions. In addition to the ‘Ceased’ and ‘Direction Change’ labels already described, ‘With Food’, ‘Before Food’, ‘After Food’, and ‘Do Not Crush’ can be placed on the Unit Dose 7 folder, above the medication column to which they apply.
Medication Charts & Signing Sheets

Webstercare’s computerised medication charts and signing sheets have been specifically designed to alleviate RACF staff’s frustrations of having to decipher a doctor’s handwritten order. Complete, legible information lowers the risk of error and helps to ensure there are no health and safety risks for residents.

These computerised medication charts and signing sheets adhere to the APAC and state health and accreditation guidelines. They are suitable for both high and low care facilities and provide supporting evidence for ACFI funding. There are three different charting options available as well as warfarin records. For comprehensive information on Webstercare’s charts and signing sheets, please contact Webstercare for a copy of our Easy to Read Medication Charts information booklet.
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### WEBSTERCARE STATIONERY

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<thead>
<tr>
<th>Green Pharmacy Order Sheet</th>
<th>White Pharmacy Faxed Order</th>
</tr>
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<tbody>
<tr>
<td><strong>Product Code:</strong> 578</td>
<td><strong>Product Code:</strong> 577</td>
</tr>
<tr>
<td><strong>USE:</strong> Used by the Aged Care Home staff to re-order non-packed and PRN items</td>
<td><strong>USE:</strong> Used by the Aged Care Home staff to re-order URGENT non-packed and PRN items</td>
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<tr>
<th>Yellow Return Sheet</th>
<th>Unit Dose 7 Checking Sheet</th>
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<td><strong>Product Code:</strong> 238</td>
<td><strong>Product Code:</strong> 363</td>
</tr>
<tr>
<td><strong>USE:</strong> Used by the Aged Care Home staff return and record reasons for medications no longer required</td>
<td><strong>USE:</strong> Used by the Pharmacy to record an individual resident’s medication profile For Unit Dose 7 Webstersystem</td>
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<tr>
<th>Patient Medication Profile</th>
<th>Pharmacy Admission Notice</th>
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<td><strong>Product Code:</strong> 383</td>
<td><strong>Product Code:</strong> 237</td>
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<tr>
<td><strong>USE:</strong> Used by the Pharmacy to record an individual resident’s medication profile For Multi-Dose and Flexi-pak Webster-paks</td>
<td><strong>USE:</strong> Used by Aged Care Home staff to record a new resident’s details upon admission and sent to the pharmacy</td>
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<th>S8 Delivery Record</th>
<th>Blue Weekly Order Sheet</th>
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<td><strong>Product Code:</strong> 679</td>
<td><strong>Product Code:</strong> 477</td>
</tr>
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<td><strong>USE:</strong> Used for recording S8 deliveries to the Aged Care Home</td>
<td><strong>USE:</strong> Used in the pharmacy to re-order medications during packing</td>
</tr>
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<td><strong>Quantity:</strong> Pads of 50 sheets in duplicate, 4 records per sheet</td>
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Appendix B

Webstercare® Sealing Techniques

Some simple tips to ensure a great seal everytime

Webstercare® low temp foil is specifically designed to seal at a low temperature. This ensures minimal heat, pressure and waiting time is required to form an effective seal.

1. Turn the iron on and adjust temperature to a mid range setting. The Webstercare Sealing Mouse™ is recommended for use or a ‘Dry iron’ (non-steam iron).

2. Place the blister sheet in the Blu-Lok™ platen and pack medication.

3. Align the foil (shiny side down) against the back of the filled blister sheet, holding it in position.

4. Press the Sealing Mouse or iron against the top right corner to secure the foil in position.

5. Run the Sealing Mouse or iron in a sweeping motion across the foil backing making contact with all areas of the foil.

6. Immediately after the foil has been warmed, apply light pressure to the foil by rubbing with a white board duster. If rubbing by hand, wait a few seconds for foil to cool to the touch.

7. Remove the sealed pack from the platen and lay the pack blister face down.

Handy Hint

Apply pressure when cooling to maximise foil/blister contact, rather than more heat and no pressure.

If you have any questions please call our Customer Service Team

Ph: 1800 244 358
Appendix C

Medications not suitable for packing in a Dose Administration Aid

Pharmacy Board of Australia guidelines recommend pharmacies maintain a list of medicines or medicine types that should not be removed from the original manufacturer’s packaging for packing in a DAA¹.

A pharmacist must make an informal judgment as to the suitability of packing a medicine in a DAA. It is recommended that the pharmacist use a ‘risk assessment’ approach utilising all available information.

Included medicines may vary depending on the local prescribing preferences and climate. Consideration may also be given to the formulation used and the length of time the medicine is to be stored in the DAA. If unsure, please contact the manufacturer for more information.

Examples to consider include:

- Moisture sensitive or hygroscopic formulations
- Dispersible tablets
- DAA packed more than a week in advance
- Medicines packed in a PRN (when required medicine) DAA

Webstercare® recommends medication removed from a manufacturer’s original packaging should be:

- Placed immediately in the DAA using tweeze or Pil-Kot™ packing accessory
- Sealed immediately after filling using the correct sealing technique*

*Sealing technique information is available from Webstercare.

Medicines which must NOT be removed from the manufacturer’s packaging and packed in a DAA include:

Pradaxa: dabigatran etexilate capsules
Anginine: glyceryl trinitrate tablets
Wafer formulations: packed as a PRN pack

The following medicines are not to be packed in this pharmacy unless the pharmacist has specified otherwise:

¹Pharmacy Board Australia Guidelines on Specialised Supply Arrangements: March 2012
### Appendix D

#### Quality Assurance for Unit Dose 7 Webstersystem

<table>
<thead>
<tr>
<th>Pharmacy Procedures</th>
<th>Yes</th>
<th>No</th>
<th>Incident Report (Corrective Action) Required</th>
</tr>
</thead>
</table>
| 1. Unit Dose 7 Webstersystem is dispensed in colour coded folders as defined by Webstercare.  
   - Pink for Breakfast doses  
   - Yellow for Lunch doses  
   - Orange for Dinner doses  
   - Blue for Bedtime doses                                                                                                                                   |     |    |                                             |
| 2. "When necessary" medication is packed in WHITE folders and carries the normal pharmacy dispensing label or PRN header card.                                                                                     |     |    |                                             |
| 3. Short term antibiotics are packed into GREEN folders. These carry the normal pharmacy dispensing label or Antibiotic header card.                                                                              |     |    |                                             |
| 4. Unit Dose 7 Webstersystem is dispensed by a pharmacist or under the direct supervision of a pharmacist according to State and Commonwealth regulations.                                                        |     |    |                                             |
| 5. Unit Dose 7 Webstersystem Checking sheets are used by the pharmacist to record and maintain information on the medication profile for each resident.                                                              |     |    |                                             |
| 6. Prescriptions are available at the time of dispensing unless they are urgent requests. These urgent requests are communicated directly by the doctor in accordance with Pharmaceutical Benefits regulations. |     |    |                                             |
| 7. The pharmacist dispenses the prescriptions according to the Pharmaceutical Benefits Scheme regulations. Original packs and bottles are labelled and stored on behalf of the resident and used to supply the Unit Dose 7 dispensing. |     |    |                                             |
| 8. The pharmacist enters the unit of dose (e.g. 1 tab) in the Medication Management Software so that this is printed on the header card. Drug name with MIMS descriptions are printed and appear under the column the medication is packed in. If a generic substitute is packed then the brand prescribed is also printed. |     |    |                                             |
| 9. The resident’s name and dosage time for administration are printed on the header card                                                                                                                     |     |    |                                             |
| 10. Where alternate brands are supplied, what is ordered, is filled in on the “prescribed as” field.                                                                                                             |     |    |                                             |
| 11. Non-packed medications carry the normal pharmacy dispensing label.                                                                                                                                         |     |    |                                             |
| 12. New medication is sent by the pharmacy to start at the next dosage time and to finish at the regular finishing time of the folder or                                                                            |     |    |                                             |
folders in use. In the case of an addition an extra folder is sent.

| 13 | Dispensing of Unit Dose 7 Webstersystem is carried out in an approved pharmacy according to State and Commonwealth legislation and according to the procedures set out by Webstercare. |

| 14 | Pharmaceutical Benefit Prescription items are sent to the RACF to be made available for checking when the prescriptions are signed. These items are returned to the pharmacy to be held on behalf of the resident. |
### Residential Aged Care Facility Procedures

<table>
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<tr>
<th></th>
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1. When medication is ceased a "Ceased" Label is applied to that column of medication.
2. When medication is changed a "Direction Change" Label is applied to that column of medication.
3. Discontinued medication is returned to the pharmacy to be disposed of appropriately.
4. Residents are identified by name and photograph prior to administration of medication.
5. Medication is expelled from the appropriate blister or blisters into a medication cup and administered direct to the resident. Adequate water is provided and the resident is supervised whilst taking the medication.
6. The medication is not handled at any time.
7. Other medication not packed is checked and administered if appropriate and supervised.
8. Medication is signed for using the medication chart or signing sheet.
9. If required, individual medications are checked against the header card and the drug description.
10. "When necessary" medication is administered no more than the maximum amount and charted.
11. The medication trolley is kept locked when not in use or not attended. All medication is kept in the locked trolley.
12. The medication folders and trolley are kept in a secure, neat and tidy fashion.
13. Medication Charts are used for primary documentation of medication and dosage. These charts are written by the doctors to record each resident’s medication profile.
14. Medication changes and new orders are communicated direct to the pharmacist by the doctor or by the RACF. This is via the Medication Chart or Pharmacy Notification Form or any other written chart/form, or prescription, completed in writing by the doctor in hardcopy or fax.
15. The pharmacist is informed if doses are missed or spilled and advice followed.