

## Errors and Omissions:

Errors and Omissions activities involve the checking of filled orders for accuracy. This process will be an important part of your future professional practice and will be part of the North Dakota Board practical during the licensing examination. We will utilize the same process in the Concept Pharmacy for errors and omissions that the North Dakota Board will use during your licensing examination.

**P: Prescription Error**

**L: Label Error**

**D: Drug Error**

**V: Package Error (vial)**

**N: No Error**

When checking filled orders, it is important that you establish a process. First, look at the prescription. Are all legal requirements of a prescription met on this order? Are the medication, strength and directions appropriate? Second, compare the label to the prescription. Does the label match exactly what was prescribed on the prescription? Then, compare the drug to the prescription. Is the order filled with the medication prescribed? Then, check that the NDC number of the medication matches that on the label. Finally, check to see that a child safety cap is used unless noted on the prescription (NSC) or label (EZ Caps).

## Examples:

### **(P) Prescription Error:**

- Prescriber's signature is missing
- Date written is missing
- Prescription is expired
  - o Prescriptions are good for 1 year from date written (Controlled substances are good for 6 months from date written).
- Medication strength or directions are missing or are inappropriate
  - o Simvastatin 20mg qam (simvastatin should be taken HS)
  - o Fluoxetine 20mg qam for water retention (indication incorrect)
  - o Ear drops to be used in the eye
- Incorrect quantity
  - o Amoxicillin 500mg BID x5d, #20
- Patient's address is missing
- DEA # is missing from Rx on a controlled medication order
- PRN refills and leaving the refill area blank are NOT considered errors in the state of North Dakota. PRN is an acceptable means of signifying as needed refills and leaving the refill area blank is assumed zero refills.
- PRN refills on a controlled medication order (CIII – CV controlled medications can have a maximum of 5 refills).
- Including refills on a CII medication order (CII medications are not refillable)
- Medication prescribed is spelled incorrectly



## (L) Label Error:

- Information on the label does not match what is on the order:
  - o Incorrect number of refills
  - o Incorrect doctor
  - o Incorrect patient
  - o Wrong quantity
  - o Wrong medication or strength
  - o Directions for use do not match order
    - If the product dispensed is a tablet, the directions must say tablet. If it says capsule, this would also be a label error
    - Are the directions for use spelled correctly?
- Route of administration is not required by law on a prescription order (although it is considered good practice) but if it is included on the order, it must also be on the label. So, if the sig code on the prescription includes a route of administration (PO) but the label does not say “by mouth”, this would be a label error.
- Date dispensed or Rx expiration date on the label does not match the date written on the Rx.
  - o Note that if a medication is a controlled substance, the Rx expiration date is 6 months from the date written

## (D) Drug Error:

- The medication dispensed does not match what was prescribed on the order
  - o Wrong strength
  - o Wrong dosage form (watch for ER, SR IR,)
  - o Wrong medication
  - o Incorrect quantity of medication

\* If the correct medication, strength and dosage form were dispensed: NOW compare the NDC number of the medication dispensed with that on the label. If they do not match, this is a LABEL ERROR. The entire NDC # must match!

## (V) Package Error:

- Child Safety Cap used correctly
  - o If NSC is on the label (bottom right corner signified by “EZ” or written on the Rx order as NSC) a non-child safety cap must be used.
  - o Note that the law states nitroglycerine requires the use of a NSC in all cases.
  - o It is NOT required by law that topical preparations have a child safety cap.



## Other Notes:

- Quantity Errors: If the quantity of the medication dispensed does not match the label OR the prescription, it's a drug error (D). If the quantity of the medication dispensed matches the prescription but not the label, it's a label error (L).
- Salt Forms on Order: It is not necessary that the order contains the salt form of the medication... For example, if the prescription is written for piroxicam and the medication dispensed is piroxicam HCL, this is NOT an error. In most cases, the salt form of the medication does not need to be on the prescription.
- DAW/Brand Necessary: If a prescription is written using the brand name of the medication, either the brand or generic of that medication can be dispensed. Remember, even if the order is written for lisinopril, the patient can still request Zestril. However, if the order contains the physician's handwritten documentation of *DAW* (dispense as written) or *brand necessary*, you must dispense the brand name product. If a generic is dispensed in this situation, this would be a drug error. If the same prescription is labeled with the generic, this would be a label error.

