REPUBLIC OF KENYA

MINISTRY OF HEALTH
PHARMACY AND POISONS BOARD

RIGHT DRUG, RIGHT DOSE, RIGHT PATIENT: ENSURING GOOD DISPENSING AND ADMINISTRATION PRACTICES TO PREVENT MEDICATION ERRORS

The Pharmacy and Poisons Board (hereinafter "**the Board**") is the National Medicines Regulatory Authority established under the Pharmacy and Poisons Act, CAP 244 of the Laws of Kenya (hereinafter "**the Act**") with the primary mandate to regulate the Pharmacy Profession and ensure access to quality, safe, and efficacious Health Products and Technologies ("**HPTs**").

Pursuant to Section 3B(2)(q) of the Act, the Board is responsible for the dissemination of information to promote the rational use of HPTs. In light of this, the Board draws the attention of healthcare providers and the public to the increasing risk of medication errors associated with the dispensing and administration of HPTs.

Through ongoing surveillance, including monitoring of social media and review of reports and complaints, the Board has noted with concern the occurrence of medication errors, ranging from near-miss incidents to serious errors resulting in adverse effects on patient safety.

Medication errors are, in many instances, preventable when appropriate safeguards are implemented. Healthcare providers are therefore required to adhere strictly to established protocols to ensure that the right patient receives the right medication, at the right dose, via the right route, and at the right time.

Directive to Healthcare Providers

All healthcare providers are hereby required to implement and adhere to the following Good Dispensing and Administration Practices;

1. Validate the Prescription: Confirm patient identity and ensure the prescription is complete and clinically appropriate.
2. Interpret the Prescription: Accurately review all details, verify dosages, and resolve any uncertainties.

3. Prepare and Label: Select, check, and correctly prepare/retrieve the medicine, ensuring that it is appropriately labeled with clear instructions.
4. Double-check: Verify the correct medicine, dose, patient, and labeling before dispensing and/or administration.
5. Record: Maintain accurate documentation of all dispensing activities for accountability and traceability, and maintain a copy of the prescription.
6. Dispense and counsel: Issue the medicine to the patient with clear instructions, ensuring that the patient receives and understands sufficient written and oral information to derive maximum benefit for the treatment.

All Pharmaceutical Outlets are reminded that;

1. The supply and dispensing of prescription-only medicines shall be conducted under the supervision of a duly licensed pharmacist or pharmaceutical technologist, and only upon receipt of a valid prescription issued by an authorized practitioner.
2. Appropriate facilities, trained personnel, standard dispensing practices and documentation procedures shall be in place in the pharmacy for the supply and dispensing of prescribed medicines and other HPTs.
3. They are required to maintain accurate, up-to-date prescription and patient records through an appropriate record-keeping system.

Call for reporting

Healthcare professionals and members of the public are urged to report any suspected adverse events, including medication errors associated with the use of HPTs, to the Board through the following channels:

1. Pharmacovigilance electronic reporting system at https://pv.pharmacyboardkenya.org/
2. mPvERS mobile app (Available on the App Store and Google Play Store)
3. Telephone: 0795743049
4. Email: pv@ppb.go.ke
5. For self-reporting by the public: dial *271#

The Board remains committed to protecting and safeguarding public health.

Dr. Ahmed I. Mohamed
Ag. CHIEF EXECUTIVE OFFICER
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