

Reporting Medication Errors

If you feel a prescription was dispensed in error, you have the right to immediately report the error to the pharmacist on duty or the pharmacy manager at the dispensing pharmacy.

If the error is identified and resolved, but you have concerns about the practices of the pharmacy, you have the right to contact the Director of Retail Pharmacies for The PharmaCare Network at 301.723.2497.

If concerns still exist, you have the right to contact the Maryland State Board of Pharmacy at 800.542.4864 or the West Virginia State Board of Pharmacy at 304.558.0558.

Resources

Maryland Pharmacy Assistance Program
800.492.5231

West Virginia Rx Assistance Programs
304.414.5935

Maryland Poison Center (24-hr)
800.222.1222
410.706.1858 (TDD)

West Virginia Poison Control
800.222.1222

Division of Drug Control (DDC)
410.764.2890

Food & Drug Administration (FDA)
410.962.3396

Drug Enforcement Agency (DEA)
410.962.7580

Maryland Board of Pharmacy
800.542.4964 - www.mdbop.org

West Virginia Board of Pharmacy
304.558.0558 - www.wvbop.com

Retail Pharmacy Locations

PharmaCare Bedford Road

11306 Bedford Road, NE
Cumberland, MD 21502
301.777.1771

PharmaCare West

64 Greene Street
Cumberland, MD 21502
301.724.1183

PharmaCare South Cumberland

1100 W. Industrial Boulevard
Cumberland, MD 21502
301.722.5100

PharmaCare of Frostburg

11020 New Georges Creek Road, SW
Frostburg, MD 21532
301.689.9961

The Medicine Shoppe of Fort Ashby

10010 Frankfort Highway
Fort Ashby, WV 26719
304.298.4557

www.pharmacarenetwork.com

*This document is provided to aid in
the prevention of medication errors.*



Medication Safety Guide



Medication Safety

Your pharmacist is the best source for information on how to get the most from your medicines. He or she is trained to serve as your medication advisor regarding prescription and non-prescription (over-the-counter) medications.

At the Doctor's Office

1. Tell your doctor or any prescriber (such as dentist, nurse practitioner, podiatrist, etc.) about **ALL** medicines you are taking. This includes prescription medications, non-prescription (over-the-counter) medications, vitamins, and herbal supplements.
2. Tell your doctor about any severe side effects or allergic reactions you have had to medications.
3. Ask your doctor:
 - To write or print the name of the medication he or she is prescribing so that you can read it
 - What is the intended use of the medication
 - What should you expect from the medication
 - What side effects should you expect
 - If and when you should call the doctor, and what problems need to be reported to them

At the Pharmacy

Inform your pharmacist about **ALL** medications you are taking, even if you received them from another pharmacy. Report all prescription and non-prescription (over-the-counter) medications, vitamins, and herbal supplements to your pharmacist.

When you pick up your medication, be sure you know the following:

- Name of the medicine and what it's for
- What it is supposed to do
- The right time to take your medication and for how long
- What you should do if you miss a dose
- What side effects you should expect from your medication
- How you should store your medication
- To whom to report any troublesome reactions to your medicine

If you need further information, ask your pharmacist.

Be Sure To...

1. Call your doctor and/or pharmacist with any unexpected reactions to your medication.
2. Question ANYTHING that doesn't seem right.
3. Be alert to any change in medication strength or appearance.
4. Call your pharmacist if your medication looks different from your last prescription.

At Home

While at home, be sure to...

- Keep a personal list of all prescribed medications and non-prescription (over-the-counter) medications plus vitamins and herbal supplements you are currently taking.
- Keep a list of any medications which have caused you to have an allergic reaction.
- Learn the names of all medications you take (prescription and non-prescription).
- Know what your medication looks like (color, shape & size).

Do Not...

1. Give your medications to others.
2. Leave medications where children can have access to them.

Be Informed

1. Using your medications in the right way is **essential** to your health.
2. Becoming educated and informed about your medication will reduce the risk of problems.
3. As a patient, your role in preventing medication problems and errors is to make sure you understand what each medication is for, how it looks, how it should be taken, and what to do if problems occur.
4. You must double check information about your medications each time you are given a new medication.