

NORTH WEST
TELEPHARMACY⁺
Solutions

January 2016

Mission Statement: To be the leading comprehensive pharmacy services provider to Canadians and health care related institutions in under-served markets and times, utilizing innovative technologies.

Importance of Reviewing ALL High-alert Medication Orders:

The Institute for Safe Medication Practices (ISMP) defines high-alert medications as drugs that bear a heightened risk of causing significant patient harm when they are used in error.¹ Organizations have implemented strategies to help reduce errors with high-alert medications, since the consequence of an error is likely to be more devastating to a patient compared to errors with non-high-alert medications. Some of these strategies include: specific storage and administration of these products, limiting access to high-alert medications, and using auxiliary labels and automated alerts.

Having a pharmacist review the prescribed order prior to the patient receiving the high-alert medication is a very important strategy to prevent drug errors. However, once the pharmacy department closes for the day, most new orders for high-alert medications in hospitals Canada-wide are not reviewed by a pharmacist prior to being administered to patients. Often such orders are written for the sickest patients in the hospital during these off hours. Having a pharmacist available to review high-risk medication orders 24/7 will help decrease adverse consequences of any drug error in prescribing.

After Hours Case Example:

In the late evening, when the pharmacy department was closed, an order was received for warfarin 4.5 mg po for tonight. The telepharmacist reviewing the orders, noticed that the patient had a history of chronic atrial fibrillation and that the INR that day had been reported as 3.5. The admission diagnosis was a nose bleed. The telepharmacist immediately called the nurse and discussed this with her, and advised her to hold the dose. The telepharmacist then spoke with the physician and received a verbal order to hold the warfarin and for it to be reassessed the following day when the INR was to be repeated. As a result of this pharmacist's review shortly after prescribing, the patient did not receive warfarin that day, ensuring the best chance of a positive outcome of preventing further bleeding from the nose or progression to a more serious bleed.

Let North West Telepharmacy Solutions be your Hospital's Solution:

North West Telepharmacy Solutions understands patient safety is number one priority for healthcare. That explains why we don't stop working at 4 pm. We offer 24/7 around-the-clock pharmacist medication order review and after-hours On Call service.

For more information on adding our services to your hospital, visit our website at www.northwesttelepharmacy.ca or contact



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North West Telepharmacist Feature: Introducing Diane Gillis



Satvir Bains completed her Bachelors of Science in Pharmacy at the University of Toronto in 2003. She then went on to work at Hamilton Health Sciences. Always having an interest in oncology, Satvir worked at the Juravinski Cancer Centre for many years. In 2011, she completed her Certification in Geriatric Pharmacy (CGP).

Satvir has worked for NWTS since 2010, covering different hospitals, working with CCAC and the On-Call program. She now works fulltime with 3 hospitals in rural Ontario as the site lead and has assisted these sites with meeting OCP inspection and Accreditation Canada Standards, as well as implementing new services such as antimicrobial stewardship and smart pumps.

In her personal time, Satvir enjoys spending time with her two children, taking her dog for long walks, exercising, and decorating cakes.

¹ <https://www.ismp.org/tools/highalertmedications.pdf>