



## Guideline

### Dealing with complaints by clients

The following Guideline has been adopted utilising the procedure set down by Pharmaceutical Defence Limited.

#### ***Procedure to follow in case of a dispensing error.***

1. When presented with a complaint, ensure the matter is handled by the pharmacist.
2. Show concern and willingness to correct any error.
3. Check out the alleged error and if established, replace the offending item immediately. If it was dispensed at another pharmacy, check with that pharmacy and replace if possible. Take care not to compound the problem. Retain the evidence if possible.
4. Apologise and show concern. Give a sensible explanation if possible. If the error is obvious there is no point in being evasive – admit the mistake.
5. Determine whether any of the wrong drug had been ingested, in which case the prescriber should be advised.
  - a. Has any harm been suffered?
  - b. Has any expense been incurred?If so, it may be sensible at this stage to say that you will, of course, cover these expenses. Do not offer compensation as this may be regarded as an attempt to bribe your way out of trouble.
6. Show empathy with the patient. This gives them the opportunity to vent their feelings so you might learn where you truly stand.
7. At all times remain calm, sympathetic and co-operative. Advise that you will investigate how this occurred and take action to tighten procedures. Obtain a phone number for any follow-up.
8. Telephone your indemnity insurer and notify of the problem. You will be advised of what further action to take. It is recommended that you report any incident where the wrong drug or wrong dose has been ingested.
9. Record details and all relevant information in your diary.
10. If after the patient has left the pharmacy, you suspect that an error has been made, act speedily to correct the problem without causing any unnecessary alarm.