# COMMONLY ASKED QUESTIONS

**Q: How does the strip packaging differ from the bubble pack system?**

A: The medications are in individually sealed plastic packages that are resident, date, pass time and medication specific. The packages are connected together in chronological order for a 7-day supply.

**Q: How are narcotics, controlled and targeted substances packaged?**

A: The scheduled narcotics, targeted and controlled medications are packaged in the strip packaging. Non-scheduled narcotics and controlled medications (PRN, wardstock and statbox/emergency supply) are packaged in unit dosed blister cards.  Urgent narcotics required between scheduled fills will be provided in unit dose blister cards.

**Q: Which narcotics, controlled and targeted substances require counting?**

A: Narcotics, controlled and targeted substances supplied in the WEEKLY medication strip packaging DO NOT require counting. Interim doses supplied in bubble packs PRN, wardstock, patches, injectables, liquids, and emergency/stat box, DO require counting.

**Q: How can I be re-assured the strip packaging contains the correct medication?**

A: MediSystem uses automated visual inspection machines ( PacVision™  technology)  This technology uses an advanced pill recognition system that verifies every pouch for pill quantity, color, size and shape.

**Q: Is nursing staff responsible for re-ordering the resident strip packages?**

A: No. The reordering is done automatically on a weekly basis for packaged medications

**Q: Which medications require re-ordering by nursing staff?**

A: Medications such as creams, solid dosage forms that cannot be packaged in the strip, inhalers, cytotoxic, non-cytotoxic medications, wardstock, emergency/stat box and PRN medications must be reordered as needed by nursing staff

**Q: What happens with discontinued medications?**

A: Medication must be removed by nursing staff if the medication needs to be discontinued prior to the start of the new weekly medication strip. Medications are to be destroyed on-site in the sharps container. Narcotics, controlled and targeted medications will require a double nurse signature prior to destruction. MediSystem will not be accepting medication returns.

**Q: What happens if a pill is dropped or contaminated from the strip package?**

A: Obtain the replacement medication from the stat box/emergency drug supply. If the medication is not available from the stat box/emergency supply, take the last pouch from the end of the strip with the same medication and time.  Notify the pharmacy via fax a replacement pouch is required for the specific time and date.

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Q: What is considered an urgent medication, and when will the urgent medication be delivered?

A: Urgent medication are those that are assessed by a prescriber as essential in the prompt treatment of acute and unforeseen adverse changes in a resident's condition that are an immediate threat to his/her life or have a clinically significant impact on well-being (refer to MediSystem Urgent Medication List). Urgent medications will be filled for next business day delivery.

Q: What if a medication is not considered urgent, how soon will the medication be delivered?

A: All non-urgent medication changes will commence with the NEW weekly strip

Q: What happens if a medication is not covered by Manitoba Health?

A: If a medication is not covered, MediSystem will fax a payment approval form indicating the need to apply for part 3 exceptional drug status (EDS) or obtain approval for payment from the resident or their designate. Medication will not be supplied by MediSystem until payment has been approved.

Q: What is an EDS medication?

A: EDS stands for Exceptional Drug Status. Certain medications require specific criteria in order to be covered by Manitoba Health. If the resident meets the specified criteria, the prescriber or nurse can apply for EDS by completing the EDS request form and faxing it to Manitoba Health. Once approval is granted, it is the responsibility of the long term care facility to notify MediSystem that the medication has been granted EDS status.

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