

Medication Errors – Part 2: What Your Pharmacy Team Will Do

Medication errors can happen in different ways and include getting the wrong drug, getting the wrong dose of a needed drug, receiving a medication by the wrong route, or unclear instructions. Many errors do not cause harm, but some can be serious.

If you think there has been an error with your medication, let your pharmacy team know right away. When you contact your pharmacy to report an error, and it's confirmed that a mistake has happened, you can expect them to take the following steps:

1. Make sure you are ok.

- They will ask you questions, for example, how much of the medication you might have taken and if you are having any unwanted symptoms.
- The pharmacist will help guide you through what happens next, which might include a change in medication, informing the prescriber, and/or additional medical care.

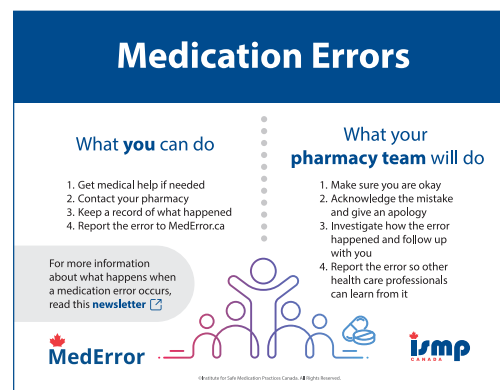
2. Acknowledge the mistake and give an apology.

3. Investigate how the error happened and follow up with you.

- Understanding how the error occurred will lead to safety changes in the pharmacy.
- The pharmacy may ask you to share your ideas about how to prevent a similar error in the future.
- In many cases, the pharmacy will tell you what they found and share their plans to prevent the same error from happening again.

4. Report the error.

- Depending on the province, the pharmacy may be required or encouraged to report the error to ISMP Canada.
- ISMP Canada creates [Safety Bulletins](#) and other resources to help health care providers learn from reported errors and improve medication safety.



Medication Errors

What you can do	What your pharmacy team will do
1. Get medical help if needed	1. Make sure you are okay
2. Contact your pharmacy	2. Acknowledge the mistake and give an apology
3. Keep a record of what happened	3. Investigate how the error happened and follow up with you
4. Report the error to MedError.ca	4. Report the error so other health care professionals can learn from it

For more information about what happens when a medication error occurs, read this [newsletter](#)

MedError ISMP

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Download the safety resource [Medication Errors – What Your Pharmacy Team Will Do](#)

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