

Medicines reconciliation

Standard operating procedure (SOP) | HOS-SOP-007

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Title	Medicines reconciliation
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Replaces	None (new document)
Standards and criteria supported	System S1 (Hospital), criterion S1.7
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Compare the patient's own medicines with the hospital list at admission, transfer and discharge.
2. Resolve every discrepancy with the prescriber.
3. Record each decision and its reason.
4. Give the discharge list to the patient.

Stop and get help straight away if: a discrepancy is found and no prescriber decision is recorded.

1. Purpose

To stop medicines being missed, duplicated or stopped by mistake when a patient moves (S1.7).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

A patient's own medicines are often changed or missed at admission and discharge. A reconciliation at each change is the safest way to catch this.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Admitting nurse or pharmacist	Takes the list; compares; records the discrepancies	Trained
Prescriber	Decides on each discrepancy	Doctor

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Medicines reconciliation form (HOS-FRM-006)	Current	Available at each point

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Take the list.	Ask for the patient's own medicines, including those from home and pharmacy.	Ask for the bottles or packs if possible.
2	Compare.	Compare with the hospital chart line by line.	Each line needs a decision.
3	Resolve.	- Ask the prescriber to decide on each discrepancy. - Record the decision and the reason.	The decision is the reconciliation.
4	Hand over.	Give the patient the discharge list at discharge.	The patient is the last check.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Episodes with reconciliation at each point	At least 70%	Monthly	Chief pharmacist	Escalate to clinical director
Discrepancies with a prescriber decision	100%	Monthly	Chief pharmacist	Escalate to clinical director

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
HOS-FRM-006	Medicines reconciliation form	Form
HOS-SOP-010	Discharge and aftercare planning	Discharge list

16. Evidence

ID	Source and status
E-007	WHO Nine patient safety solutions (2007).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval