



# Safety IQ Quick Guide: Responding to an Incident

Questions can be emailed to [safetyiq@cphm.ca](mailto:safetyiq@cphm.ca)  
[cphm.ca/practice-education/quality-assurance/safety-iq/](http://cphm.ca/practice-education/quality-assurance/safety-iq/)



**A pharmacist or pharmacy manager must be aware of the incident and take the following actions:**



First and foremost, ensure the patient is safe, has any medical attention they may need, and receives the correct medication.

Notify the pharmacy manager and the patient's prescriber of the incident.



Document your conversations with the prescriber and patient.

Give the patient a meaningful apology, explanation of the incident and any associated health consequences, and the plan/changes made to ensure the incident does not happen again.



**Pharmacy managers are responsible for ensuring all of the steps outlined in the Medication Incident and Near-Miss Event Practice Direction are followed when a medication incident happens.**



Depending on the severity of the incident and the chance of recurrence, you may need to conduct an immediate staff huddle to advise your team of the incident and explore some options for process or procedure changes.

**While the order of these steps may change, all of the steps are required.**

Ensure that all documentation is complete, including

- the incident report to your platform provider;
- conversations you had with the prescriber and patient; and
- improvement plan to prevent incident recurrence.



All documentation related to the incident must be readily available for regulatory review if requested.



**Investigate and analyze** the incident to identify root causes and **develop and document an improvement plan** to prevent recurrence. **Share information** about the incident and action plan with pharmacy staff.