

Words You Should Know

Abbreviation - A shortened form of a word or phrase.

Acceptable Codes - A set of letters created as an acceptable abbreviation of a longer phrase or sentence.

Accuracy check - A review of HCP orders compared to the new month's medication sheets completed by two Certified and/or licensed staff. This is to make sure that all information on the medication sheets is complete and correct.

Administration - The process of giving medications to the people you support.

Adverse Response - A severe side effect.

Allergic Reaction - When the body's immune system reacts to a medication as if it were a foreign substance. This is an adverse response.

Allergies - A list of known medications, food, substances, etc. that the person's immune system reacts to as if they were a foreign substance.

Amount - The number of tablets, capsules or mLs needed to equal the dose ordered by the HCP.

Anaphylactic Reaction - A severe, dangerous, life-threatening allergic reaction which requires immediate medical attention, such as calling 911.

Authorized Prescriber - In this training, an authorized prescriber is the same as a Health Care Provider (HCP). This is the person who prescribes medication.

Brand name medication - A medication named by the specific pharmaceutical company that created it.

Chain of Custody - A trail of unbroken documentation that ensures the physical security of medication.

Communication - The sharing or exchanging of information.

Confidentiality - Keeping information about the people you support private. For example, health information.

Controlled (Schedule VI) Medication - Medication which requires an HCP prescription to obtain it from the pharmacy.

Countable Controlled Medication (Schedule II-V) - Medication which requires an HCP prescription to obtain it from the pharmacy. These medications are at high risk to be stolen and abused. For these reasons, they must have additional security measures in place.

Countable Controlled Substance Book - A book used to document and track Schedule II-V medications.

Count Book - Another name for the Countable Controlled Substance Book.

Count Sheets - The middle section of the Count Book used to track the amount of each countable medication when added or subtracted.

Count Signature Sheets - The last section of the Count Book used to document when responsibility for the countable medications is transferred.

Critical Medication Tasks: tasks that must be completed prior to the Medication Administration Process to make sure medications are administered safely. The 3 critical medication-related tasks are: 1) Make sure the correct medication is received from the pharmacy, 2) Post and verify an HCP order, and 3) Complete monthly accuracy checks

Day Program Medication and Residential Staff Responsibilities - The tasks that must be completed by the residential staff when medication is scheduled to be administered during Day Program hours.

Day Program Staff Responsibilities - The tasks that must be completed by the day program staff when medication is scheduled to be administered during Day Program hours.

Desired Effect - When a medication does exactly what it was intended to do.

Dietary Supplements - Products that contain a dietary ingredient such as vitamins, minerals, herbs, or other substances. Other substances are other ingredients listed on the back of a manufacturer's label.

Discontinue Medication/Treatment - When the HCP orders a medication or treatment to be stopped. Usually abbreviated as D/C or DC.

Disposal - To render a medication unusable and discard it.

Disposal Record - A document used to track the disposal of all prescription medication.

Documentation - To record information by writing it down.

Documentation Error - A mistake when writing on a medication sheet, medication progress note, count sheet page, etc.

Dose - How much medication the HCP orders the person to receive each time the medication is to be administered.

Drug Loss - When a medication is unaccounted for at either a site or a pharmacy.

Emergency Contact List - A single page list of telephone numbers of emergency contacts. This includes MAP Consultants, Poison Control, and other emergency numbers (911, fire, police).

Exhausting Current Supply - Using an existing supply of medication to administer a newly ordered dose or frequency of the same medication under certain conditions.

Emergency Fact Sheet (EFS) - A single document for each person that includes their picture and lists important contact and medical information.

Everyday Reporting - The exchange of information between staff about routine, day-to-day matters.

Expiration Date - The last date a medication may be administered. The date is printed on the pharmacy label.

Fax Health Care Provider Order - A signed and dated HCP order that is obtained via a fax machine. A fax order is a legal order.

Five Rights of Medication Administration - The right person, the right medication, the right dose, the right time, and the right route.

Frequency - How often the medication is ordered to be administered. Also referred to as 'time.'

Generic name medication - A medication known by its chemical name.

HCP Encounter/Consult/Order Form - The form used by the HCP to write orders. HCP Encounter Form, HCP Consult Form and HCP Order Form are different names used for the same form.

Health Care Provider (HCP) - A person who is registered in the state of Massachusetts to prescribe medication. Health care providers can be a doctor, dentist, nurse practitioner, etc.

Health Care Provider Order - A set of detailed orders/instructions written by the HCP for each person. Many times, HCP orders are medication related, but not always.

Health Care Provider Visit - A medical appointment scheduled for a person with an HCP.

Health Related Questions - Communication initiated by the person or staff in which answers are obtained from the HCP specific to a person's current health status.

Hotline Medication Occurrence - When one of the 5 rights go wrong during the medication administration process and is followed by medical intervention, illness, injury, or death.

Identifier - A special marking on a package of countable controlled medication that identifies it as a countable controlled medication.

Immediate Reporting - The exchange of information as soon as a change in a person is observed.

Index - The first section of the Count Book.

Leave of Absence (LOA) - Used when medication is transferred to family/guardian/responsible party for administration while on leave of absence.

Leave of Absence Form - The document used to track medication when medication is released to family/guardian/responsible party for an LOA.

Liquid Medication - Medication dispensed by a pharmacy as a solution, syrup, suspension, or elixir, etc.

MAP - Medication Administration Program.

MAP Consultant - A licensed professional who is available 24/7 to answer your medication questions. A MAP Consultant is a registered nurse (RN), registered pharmacist (RPh) or Health Care Provider (HCP).

MAP Policy Manual - The single, organized source of MAP information and policies.

MAP Recertification - The process of retesting every 2 years to maintain your MAP Certification.

MCSR - Massachusetts Controlled Substances Registration.

Measuring Devices - Used to measure various forms (such as powder or liquid, etc.) of medication. Examples include a marked medication cup, oral syringe, dropper, dosing spoon, etc.

Medication - A substance that when put into or onto the body will change one or more ways the body works.

Medication Administration - The process of giving medications to the people you support.

Medication Administration Process - What you must do to prepare, administer, and complete medication administration.

Medication Administration Sheet - The tracking form for documenting the administration of medication.

Medication Categories - There are three categories in MAP, Controlled, Countable Controlled, and Over the Counter (OTC) medication.

Medication Grid - The right side of a medication sheet used to document your initials after administering a medication.

Medication Information - A resource that gives information about a medication.

Medication Information Sheet - A printed resource for medication information usually provided by the pharmacy.

Medication Interaction - A mixing of medications in the body.

Medication not Administered - When a medication is not given for various reasons.

Medication Occurrence - When one of the 5 rights goes wrong during medication administration.

Medication Occurrence Report (MOR) - Used to track each time one of the 5 rights goes wrong during medication administration.

Medication Ordering and Receiving Log - The documentation of medication that is ordered by a site and when it is received from the pharmacy.

Medication Outcome - The result a medication produces after it is administered.

Medication Reconciliation - The process of generating the most complete and accurate list of the person's currently prescribed medications.

Medication Refill - A number on the pharmacy label indicating how many times the medication may be obtained from the pharmacy.

Medication Refusal - When a person will not take the medication.

Medication Release Document - The document used to track medication when moved from one location to another location.

Medication Security - Requirements that protect medication from unauthorized access, tampering, loss, etc.

Medication Sheet - The document used to track the administration of each person's medication.

Medication Storage - Requirements that maintain medication effectiveness and security while storing them.

Medication Supply Discrepancy - When the medication count is off due to medication loss, diversion (theft), tampering, documentation inconsistencies or documentation errors in addition or subtraction.

Mindfulness - Always paying attention to what you are doing, focusing on the task at hand.

Objective Information - Factual information that you can see, hear, smell, feel or measure.

Observation - The process of watching someone carefully to obtain information.

Observing and Reporting - Watching a person carefully and sharing the information about the changes you notice.

Obtaining Medication - The process of getting medication and Dietary Supplements from the pharmacy.

Omission - Occurs when the medication is not administered. A type of medication occurrence.

Oral - When a medication is taken by mouth.

ODT - An orally dissolving tablet. A tablet designed to be dissolved on the tongue rather than swallowed whole.

Over-the-Counter (OTC) Medication - Medications that do not require a prescription from the HCP.

Paradoxical Reaction - A response to a medication that is the opposite of what the medication was intended to produce. This is an adverse response.

Parameters - A set of rules or guidelines that tells you how or when a medication should or should not be administered.

Pharmacy Label - The label attached to a medication container by the pharmacy.

Pharmacy Receipt - A document received from the pharmacy listing how many tablets, capsules or mLs of each medication was dispensed to the site (also called a Pharmacy Manifest).

Post - Documentation completed by staff on the HCP order (under the HCP signature) after a medication is transcribed.

Prescription - Instructions submitted from the HCP to the pharmacist for all controlled and countable controlled medication ordered.

Prescription number - A number on the pharmacy label used to obtain refills. Often referred to as the 'Rx' number.

Principles of Medication Administration - The basis of medication administration.

Prior Authorization - Approval from an insurance company, required prior to the pharmacy being able to fill a prescription.

PRN - An abbreviation meaning 'as needed'.

PRN Medication - Medication that is ordered to be administered only as needed for a specific health issue.

Protocol - A detailed HCP order that includes instructions on when, how, and why to give a medication.

Regularly Scheduled Medication - Medication administered routinely, on a continuing basis.

Reporting - To give spoken or written information of something observed or told.

Respecting a Person's Rights - In relation to medication administration, people have the right to know what their medications are and the reasons they are taken, know the risks and benefits of taking the medication, to refuse medication, and be given medication only as ordered by the HCP.

Responsibilities - Tasks required as part of job duties for which you are accountable.

Responsibilities in Action - A set of responsibilities done accurately by MAP Certified staff for safe medication administration.

Route - The way a medication enters the body.

Rx - An abbreviation for a prescription number. The Rx number appears on a pharmacy label.

Sensitivity to Medication - Being unable to tolerate medication when the medication is ordered at a usual dose or less.

Shoulder to Shoulder Count - The procedure for transferring responsibility for the safety and security of the medications, from one staff to another staff. This is only for Countable Medications, like a prescription pain reliever or anti-anxiety medication.

Side Effect - A result from a medication that is not wanted or intended.

Special Instructions - Guidelines or parameters on the HCP order and/or pharmacy label specific to the administration of a medication.

Specialized Training - Additional training required for medication routes other than oral, High-Alert medication, etc.

Start Date - The date a person is scheduled to receive the first dose of a medication.

Stop Date - The date a person is scheduled to receive the last dose of a medication.

Strength - How much medication is within each tablet, capsule, or mL.

Subjective Information - When a person who speaks or signs tells you how they are feeling.

Support Plan - A detailed HCP order that includes instructions on when, how, and why to give a medication.

Supporting Abilities - Helping a person to be as independent as possible.

Tamper Resistant Packaging - A way the pharmacy packages a medication to make it obvious the package has been opened. For example, a blister pack.

Telephone Health Care Provider Order - Documentation of instructions given by an HCP over the telephone.

Toxicity - When a medication builds up in the body and the body cannot handle it anymore.

Transcribe - To copy information from one document and record it onto another document.

Transcription - The process of copying information from the HCP order and the pharmacy label onto the medication sheet. Also, the completed document after the information has been recorded.

Verify - Documentation completed by a second staff on the HCP order (under the HCP signature) after reviewing the first staff's completed transcription for accuracy.

When Not to Administer Medication - Instances when you cannot administer medication.

When to Request a Medication Refill - When there is no less than a seven-day supply of medication remaining.

Wrong Dose - When too much or too little of a medication is administered at the scheduled time.

Wrong Medication - When medication is administered without an HCP order. This includes using an expired or discontinued HCP order, administering past the stop date of a time limited medication order, or administering one medication instead of another.

Wrong Person - When medication is administered to a person it is not ordered for.

Wrong Route - When the medication is administered by a way (route) not ordered by the HCP.

Wrong Time - When the medication is administered too early, too late or parameters or instructions for use of the medication are not followed.