

## Errata

**ISBN:** 978-1-76059-893-8

**Unit:** HLTHPS006 Assist clients with medication

**Resource:** Learner Guide

**Update:** Version 1.2 updated to Version 1.3

**Affected page:** 37

Use the attached page to update the affected document.

# 2C Correctly identify and greet each person and prepare them for medication

For safety reasons, correct identification of the right person is vital. The people you support need to be physically and emotionally ready to take their medication. Greeting them appropriately and giving them an opportunity to ask questions and confirm their wish to take their medications can help them to prepare. You need to make sure the environment is comfortable for the person before they take their medication. An important skill for workers involved in direct support is to be able to help the person relax or overcome any concerns. You also need to know how to help the person if they are in pain.



## Identify the person

Providing a person with the wrong medication or someone else's medication can have serious consequences. For this reason you should always identify the person prior to administering medication and never administer medication if there is any doubt about the identity of the person. Be careful during this process. Although you might think that people can identify themselves, they could be confused, they might have a hearing impairment or they may be unable to understand English. These people may respond with a routine 'yes' when you ask if they are a certain person. Here are four important steps to follow when confirming someone's identity.

### 1. Ask the person to identify themselves

- ▶ Give the person the opportunity to identify themselves. For example, after introducing yourself, you could say, 'I'm looking for Shane Caulfield'. Make sure you include the surname. You could also say, 'Could you please identify yourself before I help you with your medication?'

### 2. Look at a photograph

- ▶ There should be a current photograph on the medication chart or dose administration aid. Check the photograph matches the person you are speaking with.

### 3. Look at the person's details

- ▶ Make sure the person's name and date of birth are the same as the name and date of birth on the medication chart and the medicine container.

### 4. Confirm the identity with another staff member

- ▶ You may need a nurse or other staff member to confirm the person you see is the correct one and they have been assessed as being able to take their medication. Another staff member may introduce the person to you or point the person out to you.