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PATIENT SAFETY NETWORK

Work effort, readability and quality of pharmacy transcription of patient directions from electronic prescriptions: a retrospective observational cohort analysis.

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Zheng Y, Jiang Y, Dorsch MP, et al. Work effort, readability and quality of pharmacy transcription of patient directions from electronic prescriptions: a retrospective observational cohort analysis. BMJ Qual Saf. 2020;30(4):311-319. doi:10.1136/bmjqs-2019-010405.
https://psnet.ahrq.gov/issue/work-effort-readability-and-quality-pharmacy-transcription-patient-directions-electronic

Clinicians commonly use free-text to generate electronic prescriptions (e-prescriptions); however, these e-prescriptions often require double-checking and transcription by pharmacist staff to avoid potential medication errors. This retrospective study found that about half of the patient directions on e-prescriptions contained at least one quality issue (e.g., dose, frequency of administration) and that pharmacy staff spend significant time and effort identifying and correcting these issues.