

Bureau of Aging, Community Living, and Supports
OPERATING STANDARDS FOR SERVICE PROGRAMS

Service Name	Medication Management
Service Number	B-7
Service Category	In-Home
Service Definition	<ul style="list-style-type: none"> • Direct assistance in managing the use of both prescription and over the counter (OTC) medication. Allowable program components include: • Face-to-face review of client's prescription, OTC medication regimen, and use of herbs and dietary supplements. • Regular set-up of medication regimen (Rx pills, Rx injectables, and OTC medications). • Monitoring of compliance with medication regimen. • Cueing via home visit or telephone call. • Communicating with referral sources (physicians, family members, primary care givers, etc.) regarding compliance with medication regimen. • Family, caregiver and client education and training.
Unit of Service	Each 15 minutes (.25 hours) of component activities performed.

Minimum Standards

1. Each program shall employ a registered nurse (RN) who supervises program staff and is available to staff when they are in a client's home or making telephone reminder calls. Each program shall employ program staff who are appropriately licensed, certified, trained, oriented, and supervised.
2. The supervising nurse shall review and evaluate the medication management care plan and the complete medication regimen, including prescription and OTC medications, dietary supplements, and herbal remedies, with each client and appropriate caregiver.

Each program shall implement a procedure for notifying the client's physician(s) of all medications being managed.

3. The program shall be operated within the three basic levels of service as follows:

Level 1: Telephone reminder call/cueing with maintenance of appropriate documentation. Program staff performing this level of service shall be delegated by the supervising nurse.

Bureau of Aging, Community Living, and Supports

OPERATING STANDARDS FOR SERVICE PROGRAMS

Level 2: In-home monitoring visit/cueing with maintenance of appropriate documentation. Program staff performing level 2 services shall be delegated by the supervising nurse.

Level 3: In-home medication set up, instructions, and passing and/or assistance with medications (e.g., putting in eye drops, giving pills and injections). Program staff performing level 3 services shall be delegated by the supervising nurse.

4. The program shall maintain an individual medication log for each client that contains the following information:
 - a. Each medication being taken.
 - b. The dosage for each medication.
 - c. Label instructions for use for each medication.
 - d. Level of service provided and initials of person providing service.
 - e. Date and time for each time services are provided.
5. The program shall report any change in a client's condition to the client's physician(s) immediately.