**The Participation Project** Learning Guide for Disability Support Workers

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Age

Urticaria):

**v** Eyes

th by Hives Adults and Children

Store below 25°C

over 12 years

(ER)-233-2915

# Get ready to assist clients with medication

GET READY TO ASSIST CLIENTS WITH MEDICATION

# Contents

Learning Outcomes 2
Introduction
1. Medication names4
2. Numbers on medication labels and documents
3. Dates
4. Time
5. Measure medication16
6. Ratios
7. Temperature
8. Practice activities
Glossary 42
References
Acknowledgmentsinside back cover

#### **Key learning outcomes**

After completing the activities in this guide, the learner will be able to:

- Read numerical information on medication documents
- Understand how to measure medication accurately
- Understand how to convert medication measurements
- Understand a range of words used when preparing to administer and when administering medication

# Introduction

This guide provides Direct Support Workers (DSWs) with activities they can use to revise the core skills needed to successfully participate in the unit of competency, HLTHPS006 'Assist clients with medication'.

3

In this Guide the DSW will learn about:

- Reading labels
- Calculating dates and times
- Calculating quantities
- Measuring dosages
- Storing medications at specific temperatures

Medications come in many different forms, including:

- Tablets
- Capsules
- Wafers/melts, pastilles or lozenges
- Liquids (oral)
- Topical skin preparations
- Eye and ear drops
- Nasal drops/sprays
- Inhalants
- Transdermal patches

## **1. Medication names**

The DSW must always check the medication name on the packaging before beginning to prepare the medication. The packaging might be a box, blister pack, Webster Pak or other kind of packaging.

4

The medication name on the packaging must be exactly the same as the medication name on the Medication Administration Records (MAR) of the person the DSW is supporting.

Medication names can:

- Be similar to the names of other medications
- Change over time
- Be hard to learn, but you will get used to them

The DSW will learn about common names and medication groups during the 'Assist clients with medication' program.





# 2. Numbers on medication labels and documents

Numbers are everywhere on medication labels and documents. The following medication label and document include examples of information the DSW needs to read and interpret.





### 3. Dates

#### **Read dates**

When administering medication we need to check quite a few dates:

8

- Expiry date the medication should not be used after this date
- Date of birth the person's date of birth is written on the MAR, Secure Dose Administration Aid (SDAA), among other relevant charts and documents
- Date the medication was opened
- Date the medication was started when the person started taking the medication
- Date the medication is to cease when the person should stop taking the medication
- Date the medication was prescribed when the doctor said that the person needs to take the medication
- Date of administration when the person actually took the medication

In Australia, the date is usually written with the day first, the month second and the year third.



In everyday life we can write dates in different ways, but the order is always the same.

9/1/2016 or 09/01/2016 9-1-2016 or 09-01-2016 9 Jan 16 or 9 Jan 2016

# When recording dates about medications, we always use the format d/m/yyyy, for example, 9/1/2016.

Expiry dates might only be the month and year, for example, Jan 2016 or 01 2016. Medication expires at the end of the month.

#### ΑCTIVITY

Look at the Telfast Once-a-Day and Blackmores Nausea Relief labels. What are the expiry dates on these products?

Q

	Day	/	Month	/	Year
Telfast		/		/	
Blackmores Nausea Relief		/		/	

USE TELFAST 180 FOR Relief of the Symptoms of Itchy Skin Rash/Hives (Urticaria):	<ul> <li>DO NOT USE TELF.</li> <li>If you are pregnant or n your Doctor or Pharmace</li> <li>Not recommended for co</li> <li>If foil blister seal is broke</li> <li>HOW TO USE TELF</li> </ul>	AST 180 nay become p cist before tak children under en. AST 180	regnant, check with ing this medicine. 12 years.
Swelling related to Allergy     Itchy Skin Rash	Age	Tablet	How Often
• Swelling related to Hives • Itch caused by Hives	Adults and Children	1	Daily
Relief of the Symptoms of Hayfever Allergies:	over 12 years		As required
Itchy & Runny Nose     Itchy & Watery Eyes     In Australia Consumer Medicine Information     is available from your Pharmacist.	Store below 25°C		

BLACKMORES	What is Blackmores Travel Calm Ginger? It contains ginger, which is a traditional herbal medicine used for it's settling effect on the stomach. Blackmores Travel Calm Ginger helps to:	<ul> <li>relieve nausea and vomung</li> <li>Leave travel or motion sickness</li> <li>How to use:</li> <li>Adults – Take 2 to 3 tablets 1/2 an hour before travelling, then 1 tablet every 2 hours as required.</li> <li>Children 6-12 years – Take 1 to 2 tablets 1/2 an hour before travelling, then 1/2 to 1 tablet every 2 hours as required.</li> <li>Children under 6 years – Only as professionally prescribed.</li> <li>If symptoms persist see your healthcare professional.</li> <li>Store below 30°C in a dry place away from direct sunlight.</li> <li>D0 NOT USE IF BLISTER SEAL IS BROKEN.</li> </ul>	Active ingredient per tablet:       400 mg         Zingiber officinale (Ginger) root powder       400 mg         No added salt, yeast, gluten, wheat, milk derivatives, preservatives, artificial colours, flavours or sweeteners.       400 mg         Free advice from a Blackmores naturopath:       60 mg         Call 1800 803 760 (Aus) or 0508 757 473 (NZ) or visit www.blackmores.com.au       00         Nisit www.blackmores.com.au       80 mg         BLACKMORES LTD 20 Jubilee Avenue, Warriewood NSW 2102 AUSTRALIA       00370J	© 267220 EXP 02/06/2017 9 300807 003701
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#### Write dates

There are a number of reasons why a DSW might need to write the date on a person's record or medication. Here are some possible reasons:

10

- The instructions or prescription state, "Only take this for up to ...months"
- The instructions or prescription state, "Discard contents ... days after opening"
- The medication label states, "vial in use must only be stored at room • temperature (25°C) for a maximum of 30 days"

The date must be written in the same format as the examples on page 8.

#### **Calculate dates**

The DSW might need to calculate a date so that they know when to:

- **Reorder medication** •
- Throw away (discard) medication after opening
- Ensure medication is only stored at room temperature (25°C) for the correct • amount of time
- Take an action, such as, repriming the pump twice if a spray has not been used for 2 days

1 week	1 fortnight			1 Y	'ear
= 7 days	= 2 weeks =14 days			= 52 weeks = 365 days = 12 months	
Monday	Monday	Monday	Jan	uary	31 days
Tuesday	Tuesday	Tuesday	Feb	oruary	28 days*
Wednesday	Wednesday	Wednesday	Ma	rch	31 days
Thursday	Thursday	Thursday	Ар	ril	30 days
Friday	Friday	Friday	Ma	у	31 days
Saturday	Saturday	Saturday	Jur	ne	30 days
Sunday	Sunday	Sunday	July	у	31 days
			Aug	gust	31 days
			Sep	otember	30 days
			Oct	tober	31 days
			No	vember	30 days
*There are 29 days in February in leap years			De	cember	31 days

#### ACTIVITY

The medication packaging states, "Only take this medication for up to 6 months". It was first used on the 8th January 2016.

By what date must the person stop taking the medication?

The medication states, "Discard contents 14 days after opening". It was opened on 12 November 2016.

By what date must the medication be discarded?

The medication states, "Vial in use can be stored up to room temperature (25° C) for a maximum of 30 days". The vial has been stored in the medication cupboard since 27 November 2016.

By what date must it be discarded?



Date order can be confusing at times because in some other countries they write the month first and the day second.

In Australia we usually write the day first and the month second.

# 4. Time

When administering medication, there are many reasons that DSWs need to be able to accurately read the time. For example, when they need to:

12

- Administer medication at a specified time or interval
- Record what time a medication was administered on the MAR
- Offer the person their medication again after 15 minutes if they initially refused it

To avoid confusion between the time in the morning and afternoon/ evening, 24-hour time is always used.

#### Read 24 hour time

One day and one night together have 24 hours.

The day starts at midnight (00:00) and finishes at one minute before midnight (23:59).



#### **Digital and analogue clocks**





Digital clock

Analogue clock

# 24-hour and 12-hour times















13:00	
24-hour times	12-hour times
0100 hours	1 o'clock a.m.
0200 hours	2 o'clock a.m.
0300 hours	3 oʻclock a.m.
0400 hours	4 o'clock a.m.
0500 hours	5 o'clock a.m.
0600 hours	6 o'clock a.m.
0700 hours	7 o'clock a.m.
0800 hours	8 o'clock a.m.
0900 hours	9 o'clock a.m.
1000 hours	10 o'clock a.m.
1100 hours	11 o'clock a.m.
1200 hours	12 midday
1300 hours	1 o'clock p.m.
1400 hours	2 o'clock p.m.
1500 hours	3 o'clock p.m.
1600 hours	4 o'clock p.m.
1700 hours	5 o'clock p.m.
1800 hours	6 o'clock p.m.
1900 hours	7 o'clock p.m.
2000 hours	8 o'clock p.m.
2100 hours	9 o'clock p.m.
2200 hours	10 o'clock p.m.
2300 hours	11 o'clock p.m.
2400 hours	12 midnight

#### **Convert 12 hour time to 24 hour time**

Medication charts and records are always written in 24-hour time. The DSW needs to know how to convert 12-hour time to 24-hour time if they have:

14

- An analogue clock
- A digital clock set to 12-hour time

Study the chart on the previous page. Notice that in the morning, the time is the same on 12-hour and 24-hour clocks.

A 24-hour clock doesn't use the same numbers twice. It doesn't restart after midday. It carries on from 12.

After midday we add the hours and minutes on to 12 (because midday = 12 hours).

12-hour clock	Calculation	24-hour clock
9 o'clock in the morning (a.m.)	Same because it's a.m.	0900 hours
4 o'clock in the afternoon (p.m.)	4 + 12 = 16	1600 hours
11 o'clock in the evening (p.m.)	11 + 12 = 23	2300 hours
10:20 p.m.	10:20 + 12 = 22:20	2220 hours
6:30 a.m.	Same because it's a.m.	0630 hours

#### ACTIVITY

Fill in the gaps in the table below

12-hour clock	Calculation	24-hour clock
9 o'clock in the evening		hours
1:30 p.m.		hours
6 o'clock in the morning		hours
3:45 p.m.		hours
6:30 a.m.		hours

#### Work out when to take medication

When a person is prescribed PRN (pro re nata) medication, the DSW might need to calculate what time the next dose needs to be taken.

15

# Time for the next dose = Time the previous dose was administered + number of hours between doses

- 1. Record the time of the previous dose
- 2. Add the number of hours between doses to the time of the administered dose

#### Example

A person needs paracetamol every 6 hours. They had their first dose at 0600 hours.

Dose	Calculation	Time of dose	
First dose		0600 hrs	6 a.m.
Second dose	0600 hrs + 6 hours	1200 hrs	12 noon
Third dose	1200 hrs + 6 hours	1800 hrs	6 p.m.
Fourth dose	1800 hrs + 6 hours	2400 hrs	12 midnight

#### ACTIVITY

1. The person had their tablet at 2 p.m. and they need to have a tablet every 4 hours. What time do they need the next tablet?

Write the time in 24-hour time

2. A person refused their medication at 8.30 a.m. and they need to have it as soon as possible. The workplace policy says to wait for 15 minutes before offering the medication again. What time can the DSW offer the medication?

Write the time in 24-hour time

## 5. Measure medication

It is critical that DSWs administer the correct dose of medication because:

16

- An overdose can have very dangerous side effects
- An underdose probably won't provide effective treatment for the person's condition

#### **Units of measurement**

Medications are dispensed and administered in many different units of measurement.

Name	Abbreviation	What it measures
Grams	g	Weight
Milligrams	mg	Weight
Micrograms	mcg	Weight
Litres	l or L	Volume
Millilitres	ml or mL	Volume

#### **Liquid measurements**

When we measure liquid, we usually measure its volume. We often think of volume measuring sound, but we also use the same word to measure the space in a container. Volume tells us how much space the liquid takes up. Volume is commonly measured in millilitres or litres.



**Dosing cup** 

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	100	
	101	
100		
	(19	
	MIT	

Measuring jug

The volume of liquid this dosing cup can hold is 30 ml.

The volume of liquid this jug can hold is 1 litre. One litre is the same as 1000 ml.

#### NOTE

Always check the measurement at eye level and with the measuring tool held flat or on a flat surface for the most accurate reading.



There is a range of measuring tools a DSW can use to measure medication accurately. Where possible, select a measuring tool that uses the same units of measurement as the medication label or chart.



It is important to measure liquid medication accurately so that you give the correct dose. Always use a dosing spoon rather than a regular teaspoon because regular teaspoons are not all the same size.

The same amount of liquid can look different depending on the shape of measuring tools.



Some measuring tools look very similar, but have different units of measurement.

Always check the unit of measurement before pouring the medication.

For example, there are both 1 ml and 10 ml syringes and they look similar.



GET READY TO ASSIST CLIENTS WITH MEDICATION

#### **Convert measurements**

If a medication is not dispensed in the dosage required, the DSW needs to use numeracy skills to calculate and convert measurements to answer questions such as:

18

- How many tablets does the person need?
- How much liquid needs to be poured into the measuring cup?
- Is the dose correct but written in a different unit of measurement?

A conversion chart can help to calculate the correct dose of medication

1 gram (g)	= 1000 milligrams (mg)	measures weight
1 milligram (mg)	= 1000 micrograms (mcg)	measures weight
1 litre (l)	= 1000 millilitres (ml)	measures volume





#### Diarrhoea relief (mg)



Flutiform (mcg)





#### **About decimals**

A decimal number can be used to show a measure of medication when the unit of measurement is less than 1. A decimal number is part of a whole number.

20

Understanding a decimal number can help the DSW to convert measurements.

Below, we look at the number 265.239



When converting measurements, you can always imagine there is a decimal point and some zeros after a whole number.

#### Example

1 g can also be written as 1.0 g or 1.000 g

1000 mg can also be written as 1000.0 mg

#### NOTE

When recording medication always include a zero in front of the decimal point, if the measurement is less than 1.

0.1 ml 0.5 g 0.05 L

	<b>Decimal Conversion Chart</b>
to <b>mg</b>	Convert grams to milligrams
	Move the <b>decimal point</b> 3 places to the <b>right</b>
	1.0 q = 1.0 0 0 q = 1000.0 mq
	OR
	Multiply by 1000
	$1.0 \text{ g} \times 1000 = 1000.0 \text{ mg}$
to g	Convert milligrams to grams
	Move the <b>decimal point</b> 3 places to the <b>left</b>
	2000.0 mg = $200.0$ mg = $2.0$ g
	OR
	Divide by 1000
	2000.0 mg ÷ 1000 = 2.0 g
g to mcg	Convert milligrams to micrograms
	Move the <b>decimal point</b> 3 places to the <b>right</b>
	$2.5 \text{ mg} = 2.5^{\circ} 0^{\circ} 0^{\circ} \text{mg} = 2500.0 \text{ mcg}$
	OR
	Multiply by 1000
	2.5  mg x  1000 = 2500  mcg
cg to mg	Convert micrograms to milligrams
	Move the <b>decimal point</b> 3 places to the <b>left</b>
	37.0  mcg = 0.037.  mcg = .037  mg
	OR
	Divide by 1000
	*





23

#### ACTIVITY

Measure the same amount of liquid using different measuring tools to see how different it looks.

All of these different measuring tools contain 1 ml





#### **Liquid medications**

Liquid medication can be measured in both weight and volume.

25

- The total amount of liquid is expressed as a volume (ml or l)
- Ingredients are expressed as a weight (mcg, mg or g)



#### ACTIVITY

Look at the label and answer the questions.



How much liquid does the bottle hold?

Each 10 ml of liquid contains:

mg of Dried Aluminium Hydroxide Gel Equivalent

.....mg of Magnesium Trisilicate

.....mg of Magnesium Hydroxide

## 6. Ratios

DSWs need to be able to read and calculate ratios. They might use these skills to:

26

- Dilute medication according to dosage instructions
- Help to monitor a person's medication usage

A ratio represents a relationship between two numbers.

For example, when you make a glass of cordial you might use 100 ml of cordial to 400 ml of water. We can say the ratio of cordial to water is 100:400.



In the example below, the ratios represent the number of preventers used in relation to the number of relievers.

#### Example

A DSW is asked to monitor the ratio of preventer medication to reliever medication used by the person they support during one month.

If the person uses:

- **1 preventer medication** and **1 reliever medication** for the month, the **ratio is 1:1** (1 preventer to 1 reliever)
- **12 preventer medications** and **3 reliever medications** for the month, the **ratio is 12:3** (12 preventer to 3 reliever)



#### **Convert the ratio to the simplest form**

27

We simplify ratios to find the smallest numbers possible that still represent the same relationship between the numbers. When we do this, the numbers on both sides of the ratio must be whole numbers (not fractions or decimals).

#### STEP 1

• Divide both numbers by the smaller number. If you get a whole number answer on both sides, the ratio is simplified. You don't need to do step 2.

Think about the cordial example on the previous page.  $100 \div 100 = 1$  and  $400 \div 100 = 4$ . The simplified ratio is 1:4

If you don't get a whole number answer on both sides, you need to do step 2.

#### STEP 2

- Find the highest common divisor. This is the largest number that both numbers in the ratio can be divided by and leaves you with a whole number on both sides.
- Divide each number by the highest common divisor.

he highest common divisor, smaller number.					
whole number, see if it goes ne larger number.					
es, then this is the highest on divisor.					
try using the next whole number					
down; does it go into both numbers?					
keep subtracting 1 until you					

#### **ACTIVITY** Simplify the following ratios.

1. We have 16 participants to 4 support workers

What is the simplified ratio of participants to support workers?.....

2. A person uses 20 preventer medications and 8 reliever medications

What is the simplified ratio of preventer to reliever?.....

## 7. Temperature

In Australia, temperature is measured in degrees Celsius (°C).

- A healthy body temperature is approximately 36.5°C
- Water freezes at 0°C and boils at 100°C
- Air-conditioned buildings in Australia are usually between 20°C and 24°C

28

Some medications need to be stored at, above or below a specified temperature. For example, a label might say:

- Store medication at room temperature (between 15°C and 30°C)
- Keep the blister pack of tablets in a cool dry place where the temperature stays below 25°C
- Keep the bottle of tablets in a cool dry place where the temperature stays below 30°C







#### Analogue thermometer

#### ACTIVITY

Use a thermometer to measure and record the temperature of:

ົງດ

•	The air in a fridge°℃
•	The air in an office°C
•	Cold tap water°C
•	Hot tap water°C
•	The air outside°℃

#### ACTIVITY

What temperatures do these medications need to be stored below?



#### 30

# 8. Practice activities

#### **ACTIVITY** 1

Read the Difenac label and answer the questions.

#### Acute Muscle and Back Pain Relief

For the temporary treatment (up to one week) of acute pain where inflammation is present (such as sprains and strains, back and joint pains, migraine headaches and period pain).

#### **DOSAGE:**

Adults and children over 14 years: Take 2 tablets initially with liquid. Then if necessary take 1 tablet 8 hourly (maximum 8 tablets per day). See enclosed leaflet for further information.

#### **PRECAUTION:**

- If you get an allergic reaction stop taking and see your doctor immediately.
- Excessive or prolonged use can be harmful and increase the risk of heart attack, stroke or liver damage.
- Do not exceed the stated dose.
- Use only as directed.
- If symptoms persist or worsen, see your doctor.
- Do not give to children under 14 years.

#### **DO NOT TAKE:**

- If the foil seal over tablets is broken.
- If you have a stomach ulcer or other stomach disorders, impaired kidney function or heart failure.
- If you are allergic to diclofenac, aspirin or anti -inflammatory medicines.
- Unless a doctor has told you to, do not use Trust Diclofenac Rapid Relief during the first 6 months of pregnancy. Do not use at all during the last 3 months of pregnancy.
- For more than a few days at time, unless a doctor has told you to.
- If you have asthma, unless a doctor has told you to.
- With other medicines containing diclofenac, aspirin, other anti-inflammatory medicines or other medicines you are taking regularly, unless advised by your doctor or pharmacist.
- Store below 25°C



How many tablets are in the box?
What is the expiry date?
How many tablets can an adult have for the first dose?
How often can an adult have a Difenac tablet?
What is the maximum number of tablets an adult can have in 24 hours?
How old must a child be to safely take Difenac?
Can a woman who is 8 months pregnant safely take Difenac?
What temperature should Difenac be stored below?
How much diclofenac potassium is in each tablet?



Read the Nasonex label and answer the questions.



How many sprays are in the bottle?
How much liquid is in the bottle?
What is the expiry date?
How many sprays can an adult have each dose in each nostril?
How often can an adult have a dose of Nasonex?
How old must a child be to safely use Nasonex?
What temperature should Nasonex be stored below?

33

How much mometasone furoate is there in each spray?

			34			
	ACTIVITY 3					
	Read the Actila	x Mixture label a	and answer	the questio	ns.	
	JOHN DOE ACTILAX MIXT 3 34G/ 12/02/16	'5ML-500ML 1		ACTILAX M 6021235	IXT 3.34G/5ML- 12/02/16	500ML 1 RL
		ACTILAX N (LACTULOSE)	1IXT 3.340	G/5ML-50	DOML 1	IE .
	Von NHS	Take TEN to required wh	TWENTY i en require	nL by mea d FOR CO	asure when NSTIPATIO	N.
	CTILAX MIXT 3 3 G/5ML-500ML 1 0 00 12/02/16					
	3021235 RL	RL 6021235	Dr ICASUAL	F REACH OF (	9.99 CHILDBEN	Nil Rpt
	K. McNamara 8. R. Lennon 201/70 Murray Street. Hobart. 60100E		REEF OUT O	TEACH OF		
	JOHN DOE 12/02/16					
V	What date was th	e medication di	spensed?			
ŀ	How many millilit	res (ml) are in e	ach dose?			
ŀ	How much did th	e Actilax Mixtur	e cost?			
ŀ	How many grams	of active ingred	dient are in e	each ml?		
ŀ	How much liquid	mixture does e	ach bottle h	old?		
ŀ	How many bottle	s are there in th	e box?			
V	What is the Pharn	nacy Script num	ber?			
٧	What does Nil Rpt	t mean?				

GET READY TO ASSIST CLIENTS WITH MEDICATION



What date was the medication dispensed?

How many milligrams (mg) are in each dose?

How much did the Valproate cost?
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How many tablets are there in each box?

What is the Pharmacy Script number?

How many more times can the pharmacy dispense the medication on this prescription?

#### **ACTIVITY 5**

Read the MAR on the opposite page and the medication labels below then answer the questions.

36



What is the person's date of birth?

What is the start date of the treatment period?.....

What is the end date of the treatment period?.....

What time should the person have their medication in the morning on 08/08/2016?.....

What time should the person have their medication applied in the middle of the day on 03/08/2016?.....

What time should the person have their last medication on 18/08/2016?

How many milligrams of fexofenadine hydrochloride are there in each Telfast tablet?

How much triamcinolone acetonide is in the Tricortone cream?



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#### **ACTIVITY 6**

Read the Webster pak and answer the questions.







39

What date was the person's photo taken?

What is the expiry date of the Webster pak?

What date was the Webster pak issued on?

What time does the person have Apo-Rabeprzle?

How often does the person have Oroxine?

How many micrograms of active ingredient does each Oroxine tablet contain?



#### **ACTIVITY 7**

Read the Tea Tree Antiseptic cream label and answer the questions.



How much cream does the tube of medication hold?.....

How many milligrams (mg) of Melaleuca Oil are there in each gram (g) of cream?



# Glossary

Term	Meaning
a.m.	Morning (between midnight and 12 midday)
b.d.	Two times a day
B/N	Batch number
DoB	Date of birth
Exp	Expiry date
Expiry date	After this date the medication can't be used
i	One (1) dose/tablet
ii	Two (2) doses/tablets
mane	To be taken in the morning
MAR	Medication Administration Record
nocte	To be taken at night
p.m.	afternoon and evening (between12 midday and midnight)
PRN	Pro re nata - As needed
q.d.s	Four (4) times a day
q.i.d.	Four (4) times a day

S2 – S8	Schedule 2 – Schedule 8 National classification system for medicines and poisons
S4	Schedule 4 medication, prescription valid for 12 months
S8	Schedule 8 medication, prescription valid for 6 months
SDAA	Secure Dose Administration Aid, for example, blister packs, sachets –Webster-paks, MedicoPaks, DoseAids
Stat	Immediately/once only
t.d.s.	Three (3) times a day
t.i.d.	Three (3) times a day
Transdermal	Medication that is applied to the skin
Add your own here	

# References

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44

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Notes



#### Notes

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Australian Government

**Department of Education and Training** 





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#### 7 Tablets

Each containing doxycycline hydrochlo equivalent to 100 mo

**The Participation Project** Learning Guide for Disability Support Workers