

# Rx Errors, Mix-ups, and Near Misses

- 1. USA Today identified which of the following reasons for drug errors?**
  - a. Staffing patterns and time to dispense
  - b. Education of technicians
  - c. Certification of technicians
  - d. Number of products to choose from
- 2. Drugs errors can be found in**
  - a. The ratio of pharmacists to technicians
  - b. Every aspect of the practice of pharmacy
  - c. Number of look-alike and sound-alike drugs
  - d. Robotic systems
- 3. Which of the following is an example of look-alike or sound-alike drugs?**
  - a. Evista® and Avinza®
  - b. Lamictal® and levothyroxine
  - c. Yasmin® and Yaz®
  - d. All of the above
- 4. Which one is generally recommended to cut down on the number of errors in a pharmacy?**
  - a. Include complete directions as to intended use
  - b. Specify both the generic and brand names
  - c. Use more e-prescriptions
  - d. Read back the prescription of all telephoned orders
  - e. All the above are correct
- 5. What is the problem with “take as directed” instructions?**
  - a. The patient may not fully understand.
  - b. Fails to act as cross check.
  - c. Limits pharmacist’s ability to validate medication.
  - d. All of the above.
- 6. Which may be effective in reducing errors?**
  - a. Post signs where drugs are stored
  - b. Make a note on computer record reminding people of error
  - c. Remind staff to read the National Drug Code (NDC)
  - d. All of the above are good ideas
- 7. What is an example of a problem in the way prescribers write for certain products?**
  - a. Failure to provide enough information
  - b. Use of non-standard abbreviations
  - c. Confusion about a drug’s proper use
  - d. All of the above
- 8. What is the most common error associated with iron formulations?**
  - a. All are colored the same
  - b. Product names use non-standard adjectives
  - c. Confusion caused by differences in the doses of the element iron and its salts
  - d. All are errors
- 9. Which of the following was a finding of a recent study of drive-through windows of pharmacies?**
  - a. Errors rates are uniform across various volumes, e.g., sales.
  - b. Added distractions appear to increase error rates.
  - c. As a drive-through window gets busier, errors increase.
  - d. There is widespread unhappiness among patients with access.
- 10. If a pharmacist focuses exclusively on current errors and total errors in the pharmacy, the pharmacist may be**
  - a. “Putting out fires” rather than preventing errors
  - b. Doing too much in terms of prevention
  - c. Looking at “near-misses” too often
  - d. Answers b & c
- 11. Which is correct concerning dispensing robots?**
  - a. They are virtually 100% correct in filling prescriptions
  - b. Rely on the pharmacist and/or technician interpretation of the prescription
  - c. They are 99.5% accurate in filling prescriptions
  - d. Robots “check” that prescriptions are dispensed accurately
- 12. Which is true when considering electronic prescriptions?**
  - a. Eliminates handwriting errors
  - b. Contain more useable information
  - c. Get a more descriptive name of a drug
  - d. All of the above
- 13. Which is considered a bad practice?**
  - a. Writing “Yas®” to mean Yasmin®
  - b. Abbreviating Ortho-Tricyclen® as “OTC”
  - c. Writing “ON 7/7/7 and meaning Ortho-Novem 7/7/7®
  - d. All of the above are bad practices
- 14. Which is still a problem for pharmacists?**
  - a. Many look-alike and sound-alike drugs on the market
  - b. E-prescribing is becoming more popular
  - c. Technicians are not instructed to check for accuracy
  - d. All of the above
- 15. Which is correct in terms of errors in pharmacy?**
  - a. Formal and continuing education is greatly needed
  - b. Constant vigilance over the entire pharmacy helps to reduce errors
  - c. Technicians need better regulations to control errors
  - d. All of the above are correct

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