

When a Medication Error Happens



Resident & Family Resource - Frequently Asked Questions

This resource was developed as part of the Strengthening Medication Safety in LTC initiative in Ontario.

Although health care providers do their best, medication errors or mistakes may happen in a long-term care home. It's important to know what you can expect the staff and physicians at your home will do after a medication error has occurred. It is also important to know your rights as a resident.

Most errors with medicine do not cause harm, however, an error might put you at risk of harm. **If you think there may have been an error with your medication, tell your care provider or a family member right away.**

What to expect from staff when a medication mistake happens*

TAKE STEPS TO MAKE SURE YOU ARE OKAY
AND PROVIDE TREATMENT IF NEEDED.



TELL YOU AN ERROR HAS
HAPPENED AND APOLOGIZE.



INVESTIGATE HOW THE ERROR
HAPPENED AND SHARE IT



INVITE YOU TO SHARE YOUR IDEAS
ABOUT HOW TO PREVENT IT



*Different medication mistakes may require changes from these actions.



ISMP Canada is a national, independent, not-for-profit organization that purposefully partners with organizations, practitioners, consumers, and caregivers to advance medication safety in all healthcare settings.

www.ismpcanada.ca

Strengthening Medication Safety in Long-Term Care is funded by the Ontario Ministry of Long-Term Care. Views expressed are the views of ISMP Canada and do not necessarily reflect the views of the province.

When a Medication Error Happens



Resident & Family Resource - Frequently Asked Questions

- 1. Where can a resident or family member report a medication error or related care concern?**
 - If you think that an error with your medications may have occurred, tell your care provider and/or the Director of Care right away.
 - If a mistake with your medication has happened, please let ISMP Canada know via www.mederror.ca. This can be anonymous, or you can leave your information and we will contact you.
 - If reporting a concern to the Ontario LTC home does not resolve the issue, residents and families can call the Long-Term Care Family Support and Action Line, toll-free at 1-866-434-0144. More information is available at www.ontario.ca/longtermcare.
- 2. What are my rights as a resident in a long-term care home?**
 - It is important for all Ontario residents and family members to know about the [Resident Bill of Rights](#) that is located in the [Fixing Long-Term Care Act \(2021\)](#) and regulations. You can also contact a lawyer to discuss your legal rights.

Questions to ask or notes

ISMP Canada is a national, independent, not-for-profit organization that purposefully partners with organizations, practitioners, consumers, and caregivers to advance medication safety in all healthcare settings.

www.ismpcanada.ca

Strengthening Medication Safety in Long-Term Care is funded by the Ontario Ministry of Long-Term Care. Views expressed are the views of ISMP Canada and do not necessarily reflect the views of the province.