



# Medication Administration Record Training

Provider Training Materials

# Learning Objectives

Participants will understand:

- How Vaya Health uses Medication Administration Records (MARs).
- Basic MAR standards and what should be included in a MAR.
- Charting guidelines.
- Transcribing protocol.
- Review of a sample MAR.
- Medication disposal protocols.
- Review of a sample medication destruction record.
- North Carolina Administrative Code (NCAC) provisions.
- Vaya's MAR request protocol and timeline.

# How Vaya Uses MARs

- Vaya Care Managers work with members and families to help link them to appropriate services and supports and develop individualized care plans.
- Care plans are designed to help members meet their personal health and wellness goals and prevent both behavioral health and medical crises. Having up-to-date medication information is critical for the development of each member's care plan.

# How Vaya Uses MARs

- Vaya's care plans include a Multisource Medication List (MSML), which is a list that explains what medications behavioral health and primary care providers have prescribed, but more importantly, what members are reporting they take for medications.
- The MAR you provide will form the basis of this MSML and will help Vaya's nurses and Care Managers work with members to create the best possible care plan and set appropriate and achievable healthcare goals.

# Basic MAR Standards

- A MAR of all drugs administered to each member must be kept current.
- Medications administered shall be recorded immediately after administration.

# What to Include in a MAR

Each MAR must include the following:

- Member's name and date of birth.
- Name, strength, and quantity of the drug.
- Instructions for administering the drug, including route.
- Date and time the drug is administered.
- Name and initials of the person administering the drug.
- Prescriber's name and credentials.

# Charting Guidelines

- Each medication prescribed to the member should be listed in the medication column.
- After assisting with a member's medications, staff must place their initials below the correct date and opposite the medication that was taken. They should do this only after observing that the person has swallowed the medication(s).
- Staff should record onto the MAR immediately after they see that the medication was swallowed by the individual to avoid errors.
- If the medication is not taken as ordered for any reason, staff must place their initials in the appropriate box, circle the initials and note the reason on the back of the MAR, then notify the appropriate person regarding their actions.

# Charting Guidelines

- Each time a PRN (as needed) medication is given, the aforementioned items apply. Also, the staff will note the reason the PRN medication was given and the results of the medication (i.e., stool softened; mood stabilized or sedated).
- Staff's initials must be in an appropriate space on each MAR and signature legend must be present on the MAR.
- Ditto marks (“”) are never used.
- Staff should never erase or use any kind of liquid eraser. If an error is made in recording, staff should draw a single line through the error, then initial and date it.

# Transcribing Protocol

- MARs are sometimes provided by the pharmacy. However, sometimes a new medication is prescribed by a hospital pharmacy late in the day or on weekends, and a pharmacy-generated MAR is not available.
- In that case, you will need to transcribe the prescriber's order onto the MAR so that others are aware of the new medication or change in dosing. This in turn ensures that the medication is taken as ordered.

# Sample MAR

Please review a sample MAR that has all the required elements by selecting the following link:

[Sample MAR](#)

- This is *just an example*. Feel free to use whatever format makes the most sense for you, provided it includes all required information.

# Medication Disposal Protocols

- A record of the medication disposal shall be maintained by the provider.
- All prescription and non-prescription medication shall be disposed of in a manner that guards against diversion or accidental ingestion.
- Controlled substances shall be disposed of in accordance with the [North Carolina Controlled Substance Act, G.S. 90, Article 5](#), including any subsequent amendments.
- The destruction record shall include, but is not limited to:
  - Date, time, quantity, manner of destruction, and type of controlled substance.
  - Initials or signatures of persons destroying and witnessing the destruction.
- The destruction record shall be kept available by the registrant or practitioner for a minimum of two years.

# Medication Disposal Protocols

Documentation shall specify:

- Member's name and date of birth.
- Medication name.
- Medication strength.
- Quantity of disposed medication.
- Disposal date.
- Disposal method.
- Signature of person disposing of the medication.
- Signature of the person witnessing the destruction.

# Sample Medication Destruction Record

Please review a sample Medication Destruction Record that has all the required elements by selecting the following link:

[Sample Medication Destruction Record](#)

This is *just an example*. Feel free to use whatever format makes the most sense for you, provided it includes all required information.

# North Carolina Administrative Codes (NCAC)

- To review NC Administrative Code *10A NCAC 26E .0407* regarding disposal of a controlled substance, select the following link:

[10A NCAC 26E .0407 Disposal of a Controlled Substance](#)

- To review NC Administrative Code *10A NCAC 27G .0209* regarding medication requirements, select the following link:

[10A NCAC 27G .0209 Medication Requirements](#)

- To review NC Administrative Code *10A NCAC 13D .2306* regarding medication administration, select the following link:

[10A NCAC 13D .2306 Medication Administration](#)

# Vaya's MAR Request Protocol and Timeline

- When scheduling a member's annual Health Risk Assessment (HRA) interview, a Vaya Complex Care Manager (CCM) sends a formal fax/email to the provider requesting the member's MAR.
- The request email contains a written reminder that all providers in Vaya's Provider Network are required, per Section 2.14 of the standard Vaya Provider contract, to make clinical, medical, financial, and other records – including MARs – available upon request.
- The provider has five days from the receipt of the request to fax or securely email the requested MAR to Vaya.

# Conclusion

THANK YOU for the work you do as a member of Vaya's Provider Network.

We want to be sure to offer any support and guidance you need regarding Medication Administration Records.

- If you have questions about a member's MAR, please contact the member's Complex Care Manager.
- If you have questions about this training, please email Kelly Wolf at: [Kelly.wolf@vayahealth.com](mailto:Kelly.wolf@vayahealth.com).