



Roles and responsibilities matrix: medication-related roles of different individuals at the hospital discharge transition

Complete this matrix with people with a variety of experience (ie different roles) with the hospital discharge transition. Start by agreeing who is involved; you may want to add extra or more specific roles along the top row, especially where responsibilities move to individuals in other health and social care sectors, eg hospital pharmacist to community pharmacist.

Assign steps (responsibilities) of hospital discharge to the relevant roles by ticking the relevant box. You may find places where more than one role is responsible for the same action, which may highlight some inefficiencies in your processes and therefore potential areas for improvement.

Steps of hospital discharge	Patient	Family, carers etc	Nursing staff	Medical staff	Pharmacy staff	Allied Health Professionals	Discharge co-ordinators	Social care staff	Hospital porters	Ward clerk				
Preparation														
Decide patient is ready for discharge														
Keep an accurate record of medication changes and reasons throughout inpatient stay														
Write discharge medication lists														
Check discharge medication lists for accuracy and clinical appropriateness														
Resolve any medicines management issues														
Write discharge summary														
Dispense medication														

Steps of hospital discharge	Patient	Family, carers etc	Nursing staff	Medical staff	Pharmacy staff	Allied Health Professionals	Discharge co-ordinators	Social care staff	Hospital porters	Ward clerk				
Transfer dispensed medication to inpatient ward														
Final check of TTA medicines at point of discharge														
Communication														
Counsel patient/carer on medication														
Ask questions and ask for clarification														
Arrange follow-up														
Communicate all necessary information to next healthcare providers via discharge summary														
Communicate discharge time/date to all involved														
Give copy of discharge summary to patient/carer														
Provide written and extra information for medicines, especially high risk, eg alert cards, patient information														
Transfer														
Give medicines to patient/carer to take home														

Steps of hospital discharge	Patient	Family, carers etc	Nursing staff	Medical staff	Pharmacy staff	Allied Health Professionals	Discharge co-ordinators	Social care staff	Hospital porters	Ward clerk				
Send discharge summary to GP and other necessary recipients														
Arrange transport for patient														
Receiving														
Set up medication management systems at home														
Support patients with medicines at home														
Read and action information on discharge summary														
Reconcile discharge medications with medication record prior to admission														