



Guidance for referrers: Medication Reminders & Prompts

Updated January 2024



What is a
medication
prompt?

To persuade, encourage, or remind someone to take their medication, reminding them of the time of day and asking if they have taken their medication – for example

*Have you
remembered to
take your
medication today?*

*Hello, I have your
lunch here and did
you remember to
take your
medicine today?*

*It's 12 o'clock, have
you remembered to
take your
medication?*

What can HILS do?

✓	Pass medication to the client	✗	Pour out liquid medication
✓	Open boxes and bottles	✗	Pop tablets out of foil or plastic, or cut up tablets
✓	Fetch medicines from another room	✗	Physically handle tablets or medicines
✓	Offer a glass of water with tablets	✗	Select the medicine for the client – they must name it
✓	Shake liquid medication bottles	✗	Administer medication in any way
✓	Let the client decide to take it later	✗	Advice which medication to take
✓	Let the client decide not to take it	✗	Explain the dosage
✓	Encourage the client to speak to their GP or pharmacist if they have concerns	✗	Apply creams or give injections
✓	Tick the round sheet to confirm you have reminded them	✗	Complete a MAR sheet (Medication Administration Record)

What can't HILS do?

How do I get medication prompts for my client?

We need an email to info@hils-uk.org to confirm that you would like HILS to provide this service, and that the client has capacity to manage their own medication.

The service is free for meals on wheels or pop-in visit clients!

Frequently Asked Questions:



Q: Can HILS pass a client one of these packs?

A: Yes! But the client must know which ones they need us to pass them.

Q: Can HILS pop a pill out of one of these packs?

A: No! This counts as administration.

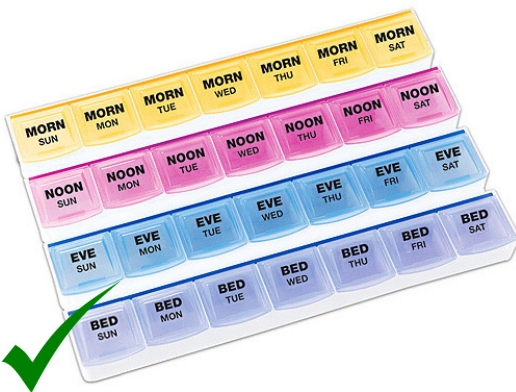


Q: Can HILS pass a client a bottle of liquid and open the bottle?

A: Yes! We can pass them the bottle, shake it up, and open it.

Q: Can HILS pour the liquid out for the client to take?

A: No! This counts as administration.



Q: Can HILS pass a client one of these packs?

A: Yes! We can pass this to a client.

Q: Can HILS open it to get the pills out for the client?

A: No! This counts as administration.



Q: Can HILS give the client their medication in their hand?

A: No! This counts as administration.



Q: Can HILS get a client a glass of water to take their medication with?

A: Yes!

Q: Can HILS put dissolvable medication in a glass of water?

A: No! This counts as administration



Q: Can HILS complete a MAR sheet (Medication Administration Record / Report)?
(this might look like one of the pictures below)

A: No! A client would only have one of these if they do not have capacity to manage their own medications. We must not do medication prompts for clients who cannot manage their own medications.



WYS MARY NAME		23 ANY STREET, MYTOWN.	
Start Date: 23 Nov 2009		W/C: 23 Nov 2009	
MEDICATION ADMINISTRATION REPORT		TIME	M
14 FRUSIDE TABLETS 40MG TAKE ONE TWICE DAILY		Breakfast	1
		Lunch	1
		Evening	
Dr sign: _____ read by: _____		Key: R refused N nausea or vor	
21 GLUCOPHAGE TABLETS 500MG TAKE ONE THREE TIMES DAILY		Breakfast	1
		Lunch	1
		Evening	1
Dr sign: _____ read by: _____		Key: R refused N nausea or vor	
14 LANOXIN PG TABLETS TAKE TWO IN THE MORNING		Breakfast	2
		Lunch	
		Evening	
Dr sign: _____ read by: _____		Key: R refused N nausea or vor	
7 LOSAMEL TABLETS 20MG TAKE ONE DAILY		Breakfast	1
		Lunch	
		Evening	
Dr sign: _____ read by: _____		Key: R refused N nausea or vor	
7 NU-SEALS 75MG TABLETS TAKE ONE IN THE MORNING		Breakfast	1
		Lunch	
		Evening	
Dr sign: _____ read by: _____		Key: R refused N nausea or vor	
Manager Signature: _____			

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Q: What if HILS have concerns about a client? If they are no longer responding to the prompts? Or if they are repeatedly asking for administration?

A: Our Community Team (who deliver the meals to clients) would report back any concerns to our Support Team (our administrative team). The Support Team would then get back in touch with the referrer to let you know that things have changed and the client may require re-assessment.