

Best practices are a collaborative effort

The U.S. Access Board's (www.access-board.gov) 18-member working group with representation of national disability organizations and industry groups representing retail, mail order, and independent community pharmacies, released best practices for how pharmacies can make their prescription drug labels accessible for blind, visually-impaired, or elderly customers.

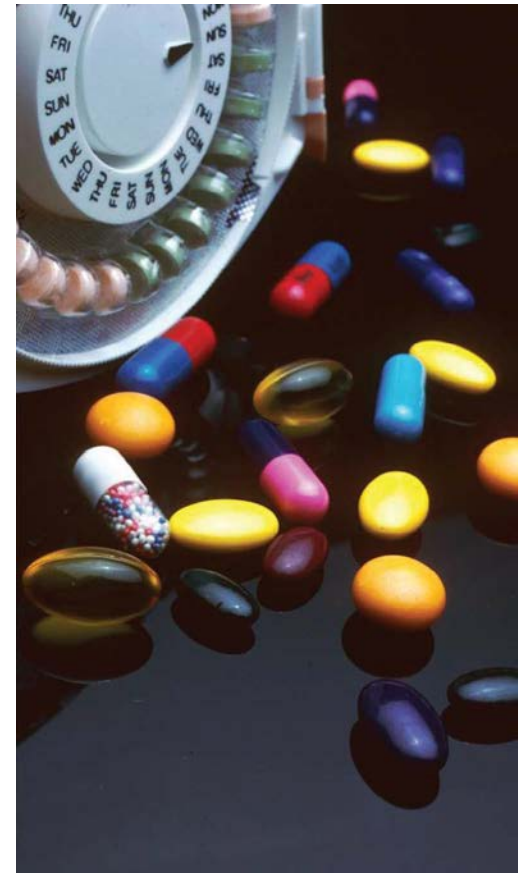
This brochure contains a summary of delivery methods and best practices, and a link to the full report for more information.



National Council on Disability
1331 F Street, NW, Suite 850
Washington, DC 20004

Best Practices for Accessible Prescription Drug Labeling:

Pharmacies have a critical role to play to ensure the safety of blind, visually impaired, and elderly customers





“People with visual impairments who cannot read print prescription drug container labels all too often take the wrong medication, the wrong amount, at the wrong time, and under the wrong instructions... [They] are also at risk of taking expired medications, of not being able to obtain refills in a timely manner, and of being unable to detect pharmacy errors.”

—U.S. Access Board Working Group

Best Practices Working Group Participant Organizations

- AARP
- American Council of the Blind
- American Foundation for the Blind
- Blinded Veterans Association
- Council of Citizens with Low Vision International
- Express Scripts
- Metropolitan Washington Association of the Deaf Blind
- National Association of Chain Drug Stores
- National Community Pharmacists Association
- National Council on Aging
- National Council on Independent Living
- National Federation of the Blind
- National Council on Patient Information and Education
- Rite-Aid
- Target
- US Pharmacopeia
- Walgreens
- Wal-Mart

Best Practices for All Formats

- Encourage patients and patient representatives to communicate their needs to pharmacists.
- Follow universal patient-centered prescription drug container label standards.
- Make available options for accessible prescription drug container labels in audible, Braille, and large print.
- Explain the available accessible prescription drug container label format options, and provide it in the format option selected by the patient.
- Ensure that duplicate accessible labels preserve the integrity of the print prescription drug container label.
- Subject accessible prescription drug container labels to the same quality control processes used for print labels to ensure accuracy and patient safety.
- Maintain patient privacy when preparing accessible prescription drug labels.
- In advance, make arrangements to provide accessible prescription drug container labels by keeping a sufficient inventory of supplies.
- Provide prescriptions with an accessible prescription label within the same time frame as would be provided to patients without visual impairments.
- Don't impose an extra fee to cover the cost of providing an accessible drug container label and equipment dedicated for prescription drug container label access.
- Ensure durability of accessible label formats until the prescription expiration date.
- Select a container that best supports the type of accessible label provided.
- Ensure all required information contained on the print prescription drug label is provided on the accessible label in the same sequence as the print label.
- Include in accessible prescription labels the information on warning labels added to the container at the pharmacist's discretion.

Full Report

Best Practices for Making Prescription Drug Container Label Information Accessible to Persons Who Are Blind or Visually-Impaired or Who Are Elderly
<http://go.usa.gov/cw3ZA>

Contact Us

National Council on Disability
 1331 F Street, NW, Suite 850
 Washington, DC 20004
ncd@ncd.gov
www.ncd.gov



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