

Administering Eye Drops and Ointment Work Instruction

1.1 Purpose

The purpose of this work instruction is to ensure that all clients receive their prescribed medications in a correct and safe manner in line with:

- their right for self-determination.
- current standards and legislation.

mobility is committed to the Quality Use of Medicines, to enhance the wellbeing of clients.

1.2 Scope

Clients have the right to manage their own medications and be supported in this decision.

Where it is client choice, mobility worker is responsible for:

- Providing medication administration assistance to clients to take their medication.
- Accurately maintaining the correct medication chart and other related documentation.

mobility worker:

- Will follow the mobility Infection Prevention and Control procedure.
- Monitor client's medication requirements and report any changes or incidents.

1.3 Definitions

Term	Table Heading
Care Recipient	A person who is receiving care and services under a package funded by the Australian Government, under the <i>Aged Care Act 1997</i> ⁱ For the purposes of this procedure a care recipient is called a client.
Reablement	Reablement is an approach to aged care, involving time-limited interventions that are targeted towards a person's specific goal or desired outcome to adapt to some functional loss, or regain confidence and capacity to resume activities. ⁱⁱ
Representative	A person may appoint a representative to assist with their decision making or be authorised to make decisions on their behalf. This may take various forms, such as an informal arrangement with a friend, family member or ally, someone with a formal power of attorney or a legal guardian. ⁱⁱⁱ
Worker	Is defined to be an individual, including Enrolled Nurses (EN) and Registered Nurses (RN), who is contracted by mobility to provide care or other services.
Wellness	Wellness is an approach to aged care involving assessment, planning and delivery of supports that build on the strengths, capacity, and goals of individuals, and encourage actions that promote a level of independence in daily living tasks, as well as reducing risks to living safely at home. ^{iv}

1.4 Work Instruction

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1.4.1 Step 1 - Check First

Check the medication order. Assess for any contraindications to client receiving medications (hypotension, heart rate, allergies, etc).

Perform the 6 rights of medication administration

- a. Client Identification – Name and Date of Birth
- b. Medication and the indication
- c. Strength and dose including correct calculation
- d. Route
- e. Time
- f. Documentation – ComPack Medication Chart
- g. Right to refuse

Also check:

- If the client has any allergies
- Note medication start and finish dates on the medication chart
- Doctors signature is present
- When the last dose was administered
- Packing is in date and is intact

1.4.2 Step 2 - Prepare the Medication

- Check the date of opening of the bottle/tube and check expiry date. Discard the bottle/tube if it has been opened for longer than instructions on the manufacturers package.
- Identify the correct eye drops/ointment by checking the label on the bottle/tube for the Clients name.
- Open a new bottle/tube and record the date of opening on the label.
- Read the instructions on the medication label:
 - Instructions for eye drops must state the number of drops, the right eye or left eye and the number of times each day to be given; and
 - Instructions for eye ointment must state the right or left eye and the number of times each day to be given.

1.4.3 Step 3 - Giving the Medication

- Check the label on the bottle/tube again for the client's name and the instructions.

Eye Drops (open eye technique)

- Inform the client of the procedure and obtain their consent to proceed.
- Position the client comfortably, either sitting or lying down with the head supported.
- Wash hands before and after instilling eye drops to prevent cross infection and to remove medication residue from the hands.
- Cleaning the eye may be required, for example when there are crusty or purulent deposits on the eyelids. Clean the lids with non-woven or cotton wool swabs dipped in cooled boiled water or sterile saline solution (cotton wool is not used when there are sutures on the skin).
- Establish that you have the correct eye drops and that they have not expired.
- Gently shake the bottle before use to make sure the medication is properly mixed.
- Remove the top from the bottle.

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- Advise the client that the drops may sting when administered.
- Use one finger to gently pull lower lid downwards and create a pouch at bottom of the eye.
- Ask the client to look upwards.
- Put the eye drop slowly into the lower eyelid space (fornix) created by gently pulling down the lower lid (see below)



- Ask the client to look up – this helps to ensure the eye drop does not land directly onto the sensitive part of the eye (cornea).
- Once the eye drop is instilled, release the eyelid, using a tissue or swab to dab any excess from the cheek.
- Avoid holding the tissue too close to the eye, to prevent the medication from moving away from the eye.
 - If a client has been ordered 2 or more types of eye drops, check the specific instructions regarding the order of administration.



Always administer eye drops before eye ointment.

- Ideally, **five minutes** must elapse between administration of a different eye drop to achieve maximum effect. ^v
- Recap the bottle and store as pre manufacturer's instructions.
- Remove and discard gloves.
- Wash your hands.

Closed eye technique

- Ask the client to lie flat or with their head tilted back.
- Administer a drop of the medication onto the closed eyelid in the nasal corner.
- Ask the client to open the eye and close it gently once the medication has entered it. ^{vi}

Ointment

- Inform the client of the procedure and obtain their consent to proceed.
- Establish what the eye ointment has been prescribed to treat – it may be for structures other than the eye, such as an eyelid wound.
- Wash hands before and after applying ointment, to prevent cross infection and to remove medication residue.
- If prescribed for the eye itself, instil a thin ribbon of the ointment (approximately a 1 cm line if no dose is indicated) into the lower eye lid (fornix) then ask the client to close the eye. into the inside lower eyelid.
- Do not touch the tip of the container against the eye and avoid contact with skin or eyelid.
- Ask the client to gently close their eyes for 1 – 2 minutes.
- The ointment may take a few moments to melt and spread over the eye. Initially, it may cause some blurring of the vision.
- Wipe the excess from the eyelids.
- Normally, when a client is prescribed eye ointment, it is necessary to clean the eyelids before the next treatment is applied.
- If clients are applying their own ointment but find the ribbon technique awkward, suggest they squeeze a blob of the ointment into the lower eye lid (fornix).^{vii}
- Recap the ointment and store as pre manufacturer's instructions.
- Remove and discard gloves.

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- Wash your hands.

1.4.4 Step 4 - Medication storage

- All medication is to be stored:
 - in a clean dry area.
 - safety away from children and pets.
 - in the original packaging and as instructed on the packaging. ^{viii}

1.4.5 Step 5 - Documentation

mobility worker should clearly document in the medication chart the administration of the medication or if the client refuses the medication.

1.4.6 Step 6 Medication Incidents

In the case of a medication incident mobility worker will:

- Advise the client and ask whether they are experiencing any ill effects.
- Call an ambulance if concerned about the client's reaction or health.
- Report all medication errors through the app.
- Report all medication errors to the mobility office staff ASAP who will:
 - Notify the approved provider, facility, representative and/or next of kin.
 - Liaise with the Head of Care to complete a timely investigation and follow-up.

1.5 Related Documents

1.5.1 Internal Documents

- Model of Care
- Medication Management Procedure
- Medication Prompting Work Instruction
- Infection Prevention and Control Procedure
- Incident and Near Miss Management Procedure
- Feedback and Complaints Management Procedure
- Deterioration Detect and Respond Procedure
- AWACCS Work Instruction
- Hazard Management Procedure
- Client Risk Management Procedure

1.5.2 External Documents

- Aged Care Act 1997
- Aged Care Quality and Safety Commission Guidance and Resources for Providers to support the Aged Care Quality Standards.
- [How to administer eye drops and ointments | Nursing Times](#) Accessed 27 July 2023
- [On the correct use of eye drops - Australian Prescriber \(nps.org.au\)](#) Accessed 27 July 2023

ⁱ Home Care Packages Program Operational Manual A guide for home care providers Version 1.4 August 2023 p 165
ⁱⁱ Home Care Packages Program Operational Manual A guide for home care providers Version 1.4 August 2023 p 167
ⁱⁱⁱ Home Care Packages Program Operational Manual A guide for home care providers Version 1.4 August 2023 p 102
^{iv} Home Care Packages Program Operational Manual A guide for home care providers Version 1.4 August 2023 p 168
^v [How to administer eye drops and ointments | Nursing Times](#) Accessed 27 July 2023
^{vi} [How to administer eye drops and ointments | Nursing Times](#) Accessed 27 July 2023
^{vii} [How to administer eye drops and ointments | Nursing Times](#) Accessed 27 July 2023
^{viii} [On the correct use of eye drops - Australian Prescriber \(nps.org.au\)](#) Accessed 27 July 2023