

The Medication Administration Training Program:

Agency Administrator and/or Primary Contact Role and Responsibilities

Each Agency/Entity is required to have designated an Agency Administrator(s) and/or Primary Contact(s). Their primary role is to register staff for the Train the Trainer course using the online registration process and to provide oversight to Medication Administration Certified Trainers and staff within their agency. New trainers and recertifying trainers must be verified by the Agency Administrator or Primary Contact before registering to complete the Trainer Certification or Recertification Course. After confirming staff have met the prerequisites to take the Train the Train Course, the Agency Administrator or Primary Contact must submit the Agency/Entity- Role Designation and Verification Form to the Help Desk to verify the trainer as a New or Recertifying Trainer with the agency.

What is my role as an Administrator?

The Administrator manages the agency/entity profile. The Administrator is also responsible for the items below:

- Ensuring that the New Provider Webcast has been watched, and the Medication Administration Policies and Practices Checklist (pdf) has been reviewed by anyone who will serve in the role of agency administrator, primary contact, or trainer for the first time.
- Developing and implementing the policies and procedures following the recommendations included in the Medication Administration Policies and Practices Checklist (pdf).
- Ensuring that all staff have access to the policies and procedures for training purposes.
- Ensuring that trainers include the policies and procedures during training.
- Updating and submitting the Agency/Entity/Role Designation/Verification Form to the helpdesk as needed, which includes:
 - Adding/removing primary contact(s).
 - Updating any changes to the agency/entity name, address, and contact information.

- Adding/removing trainers.
 - Verifying that a trainer candidate meets the prerequisites for the Train the Trainer course (TTT).

What is my role as a Primary Contact?

The PC role is responsible for the following items:

- Ensuring they have completed the New Provider Webcast and reviewed the Medication Administration Policies and Practices Checklist (pdf).
- Ensuring that all staff have access to the policies and procedures for training purposes.
- Updating their own primary contact profile.
- Reviewing and updating employee profiles using the 'My Agency' report.
- Assisting users with Trainer(s) Registration, which includes:
 - Verifying that a trainer candidate meets the prerequisites for the Train the Trainer course (TTT).
 - Assisting trainer(s) with creating a trainer profile, the trainer should update the Primary Contact as needed.
 - Providing online payment for the employee(s) to participate in the TTT.
 - See TTT "Important Time Frames" and "Payment Policy" on the Trainer Dashboard for additional information.
- Updating Profile(s), including deactivating a person's employment.
- Verifying and updating Employment and TTT Course Completion by:
 - Reviewing the 'My Agency', 'Primary Contact – Course Completion', and the 'My Team' reports.
- Ensure that Trainer certificates are maintained for agency records.