

The Medication Administration Training Program:

Provider Administrator and/or Primary Contact Role and Responsibilities

Each provider is required to have designated a Provider Administrator(s) and a Medication Administration Program Primary Contact(s) (PC). Provider Administrators and Primary Contacts must have an account in the Medication Administration Training Program (medadmin.myodp.org). If you are unsure if you have an account in the system, please submit a ticket through [Medication Administration Program's Helpdesk](#).

What is my role as a Provider Administrator?

The Administrator manages the Provider 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 Provider 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 Provider's policies and procedures during training.
- Updating and submitting the [Provider Role Designation/Verification Form](#) to the [Medication Administration Program's Helpdesk](#) as needed, which includes:
 - Adding/removing back up Provider administrator, primary contact and back up primary contact
 - Updating any changes to the Provider's name, address, and contact information.
 - Adding/removing trainers.

- Verifying employment of new trainers and recertifying trainers before they register to complete the Trainer Certification or Recertification Course.
- Verifying that a trainer candidate meets the prerequisites for the Train the Trainer course (TtT).
- Ensure the Provider-to-Provider contracts exist if their trainers assist with training staff at another provider or if they utilize a trainer from another provider.

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.
- Assisting users with Trainer(s) Registration, which includes:
 - Verifying that a trainer candidate meets the prerequisites for the Train the Trainer course (TtT).
 - Assisting trainers 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.
- Verifying Employment and TtT Course Completion by:
 - Reviewing the
 - 'My Agency' report,
 - 'Primary Contact – Course Completion' report, and
 - The 'My Team' reports.
 - Notify Medication Administration Program's Helpdesk of changes or discrepancies
- Ensure that Trainer certificates are maintained for Provider's records.