



PHARMACY IN-SERVICE

Pharmacy Procedures for New Nursing Staff.

OVERVIEW

COMMUNICATION: THE KEY TO SUCCESS

GOOD COMMUNICATION BETWEEN THE FACILITY AND THE PHARMACY IS ESSENTIAL FOR EFFICIENT SERVICE AND HIGH QUALITY PATIENT CARE.

Understanding how the pharmacy operates is critical to help ensure the patients receive their needed medications in a timely and efficient manner.

The enclosed information is an over-view of Senior Script Pharmacy policies. Familiarizing yourself with these procedures will help you understand our processes and help us to serve you and your patients better.

TOPICS FOR REVIEW

Hours of Operation
After Hours Emergency Procedures
Emergency Kit Procedures
Ordering of Medications (New Orders / Refills)
Faxing of Orders
Medication Check-in Procedures
Order Change Procedures
Medications Ordered but not Received
STAT Orders

Senior Script Pharmacy

Hours of Operation:

Monday- Friday	7:00 a.m.-6:00 p.m.
Saturday	9:00 a.m.-3:00 p.m.
Sunday	Closed

Phone: 225-304-0490
1-800-493-9641

Fax: 225-304-0489
1-800-489-9947

After Hours Emergency Procedure

Before calling after hours please observe the following:

1. Please make sure this is a true EMERGENCY situation. A refill that was missed or an order that can be started the next morning is **not** an emergency situation.
2. Please do not call just to pass on an order or information that is not an emergency. Fax and we will handle the next working day.
3. Verify with MD when taking orders after hours if a medication can be started when available.
4. Please check Emergency Kit for needed medication.
5. If a medication is needed prior to next delivery but not needed that night, please note that on the faxed order and we will process the next morning.

**If you have a true EMERGENCY situation please follow the below procedures:

- 1) Call **225-304-0490 or 800-493-9641** call will be forwarded to an on-call pager.
- 2) Type in phone number with **area code** where on-call staff can reach you.
- 3) If your call is not returned within 15 minutes repeat the process.
- 4) If after second attempt your call is not returned please call
Laura Boothe, RPh at 225-480-5811

****Please reserve this only for situations that the above procedure fails. ****

ER Kit Process

Purpose: To provide needed medication to the Residents as medications are needed per Physician orders. List of medications needed is developed by the Medical Director, Pharmacy Provider, and DON.

Items used from the e-kit will be sent for replacement with daily delivery Monday thru Friday. A newly restocked E-kit will be provided on a monthly basis or more frequently as needed.

Process for obtaining needed medication:

1. Nurse will review the Medication List and identify location of the needed medication within the E-Kit.
2. Open Kit and remove needed medication.
3. Re-seal the E-Kit using locks provided.
4. Complete all parts of the Emergency Medication slip. (Please indicate total number of expected doses needed to cover patient until our next delivery.)
5. Fax E-Kit slip to pharmacy immediately upon completion to 1-800-489-9947.

Ordering Medications

Purpose:

To ensure that all new and refill medications are ordered properly so that all medications are received timely. Please note the following procedures for refills and new orders:

Re-fills:

1. Refills faxed **prior** to - **11am** - will be sent that same day (Mon – Fri). Refills faxed **after** - **11am** - will be sent on next scheduled delivery.
(Note: We make every attempt to fill all requested refills on a daily basis)
2. In cases where multiple cards are sent due to more frequent dosing than once daily or pill size requires multiple cards, only one card will have a refill tab. It is imperative that the card with the refill tab be used last.
3. The nurse should begin pulling refill stickers **3-5** days prior to med being depleted.
4. If a medication is “too soon” to refill, it will be suspended and filled when allowed. A refill too soon report is sent nightly with delivery indicating anything that was requested that day that was too soon to fill and will also indicate when it will be filled. If you do not have adequate supply to last until indicated fill date please contact the pharmacy the next day so this can be resolved.
5. If you are completely out of a needed medication and it is faxed **after** 11am, please note that on the refill page.
6. All faxed refills should be filed along with the fax confirmation.

New Orders:

1. **Please FAX** all new orders when possible. (see next section)
2. If faxed during normal hours of operation, medications will be sent same day.
3. If faxed after hours and medications are needed prior to next scheduled delivery, please follow after hours emergency procedure.

Faxing of Orders

We are requesting that facilities fax all orders, refills and new order request, to the pharmacy rather than calling them in. If a nurse has a question or needs clarification regarding an order, we certainly encourage them to call the pharmacy.

The purpose of this request is for several reasons:

- 1) All orders have to be saved electronically into our system. This allows us to attach the faxed order to the typed order so there is an easy to follow paper trail. Previously when a nurse called questioning where an order came from or for any type of clarification, it would take some time to go back and dig through boxes to find that particular order. With our current document imaging system, we can now do that in a matter of seconds, giving the nurse the needed information without delay. It is a tremendous help if all orders are faxed from the facility in the fact it eliminates us having to stop, take the order and then fax it back to ourselves.
- 2) With fewer phone calls, this will help ensure the Pharmacist or Technician are more readily available to address and help resolve any issues in which you may need assistance.
- 3) This also helps eliminate the chance of an error from miscommunication. With background noise and all that is going on at the facility and in the pharmacy there are times that what is spoken and what is heard are different.
- 4) This will help reduce the chance of errors that occur during order entry if the RPh does not have to continually stop to answer the phone. A simply analogy is a nurse having to continually stop during their med pass for non-emergency situations. The chance of something getting missed definitely goes up.

If you need to speak with the pharmacy for any reason, please call. We are here to answer any question and be a resource when needed. Our goal is simply to have a safe, efficient and documented ordering system that allows us to address your questions or concerns in a timely manner.

Medication Check-in Procedures:

- Medications are not required to be checked in with the delivery driver.
- We are asking that the nurses sign for the medication which simply confirms that a tote of medication was received. At this point they are **not** responsible for all medications being in the tote.
- Nurse should compare medications in the tote to the packing list at their earliest convenience, but not later than end of their shift
- If a medication is missing, nurse is to fax a copy of packing list with noted missing order. Discrepancies will be addressed the next business day.
- If missing medication is needed prior to next scheduled delivery, the nurse will need to contact the on-call pharmacist to arrange delivery.
- It is important to understand the person delivering the medication is a contracted courier and not an employee of Senior Script Pharmacy. There is nothing they can do if a medication is missing.

ORDER CHANGES:

- 1) Pharmacy must be notified when changes occur even if a medication is not needed. There are times a medication is re-ordered but not sent because it is too soon to refill and we were not aware the patient was completely out of medication due to the order being changed.
- 2) Please note the pharmacy cannot send a new label when directions change but the nurse can simply place a “**Directions changed. Refer to M.A.R.**” Sticker on the card.

ORDERED MEDICATION NOT RECEIVED:

There are various reasons that at times a medication ordered by the nurse does not come in. Please be aware of the following scenarios:

- 1) Med is “too soon” to refill.
 - In these cases the order is “suspended” in our system and will be refilled as soon as the 3rd party payer will allow.
 - This will print on those days (refill too soon report) for the nurse to review.
 - The nurse will not need to re-order again unless for some reason that the med will be depleted prior to the allowable refill date. In these cases the pharmacy must be contacted.
- 2) Non-covered medication.
 - All 3rd party payers have formularies of what they will and will not cover or meds in which they require Prior Authorization (PA) information from the physician before approving for payment.
 - In these cases, the pharmacy will fax a notification to the facility informing them that the medication is not covered. The covered alternative or PA information will be listed.
 - The non-covered medication will NOT be sent unless we are authorized to send and bill the facility.
 - In most cases the physician is contacted and the order is changed to the covered alternative. When a covered alternative is not available of acceptable and a PA is needed, the order is typically put “on hold” until the PA is obtained.
- 3) Failed Fax:
 - There will be times in which a fax from the facility will fail to transmit. Please verify that you receive a fax confirmation before filing the order as sent.

STAT MEDS

WHAT IS A STAT MED?

1. A STAT med is a New Order for a medication in which the Physician has requested that it be started immediately.
2. In most cases, medications that are needed for immediate administration can be found in the ER kit. In these cases there is no need to notify the pharmacy. Simply pull from the ER kit and fax ER slip to the pharmacy.
3. If a medication is needed as a STAT and is not in the ER kit, the pharmacy must be notified by phone. This will ensure the pharmacy is aware of the STAT and the expected time of delivery can be arranged. Please do not rely on a faxed order to inform us of a STAT order. Depending on that day's workload, a faxed order may not even be seen for several hours.
4. Refills should always be pulled prior to depletion and should not be needed as a STAT order.
5. New orders written and faxed to the pharmacy after close will be sent the next working day unless otherwise notified.

REMEMBER

WORKING TOGETHER – WE CAN MAKE IT HAPPEN