

OHCPs NEWSLETTER

OREGON HEALTHCARE PHARMACY SERVICES, INC.

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PHARMACY POLICIES & PROCEDURES UPDATE

POLICIES & PROCEDURES

Oregon Healthcare Pharmacy Services, Inc. strives to provide exceptional pharmacy services and customer experience for all facilities that we serve. As part of this commitment, we have recently updated our Policies and Procedures Manual for pharmacy services.

This two-part newsletter series will highlight the most important components of Oregon Healthcare Pharmacy's Policies and Procedures Manual. Please reference your facility's copy of the manual, or contact the pharmacy directly for further information regarding the topics discussed.

DAILY ORDERS

- **Cut-off times:** Orders should be placed by the following times to ensure same-day delivery. Orders placed after these times need to be accompanied with a phone call to the pharmacy to assure same-day delivery
 - Refills: Mon-Fri by 3pm, Sat by 12pm
 - New orders: Mon-Fri by 4pm, Sat by 1pm
- **STAT orders:** Always verbally notify the pharmacy (do not fax STAT requests)
- **Controlled substance orders:** must be legally complete to assure same-day delivery. A legally complete controlled substance order contains all of the following information:
 - Date, patient's name, medication name, strength, dosage form, directions, quantity to dispense, refills, prescriber's signature and DEA #

ORDERING AFTER-HOURS

- All orders needed after regular pharmacy hours must be called in to the on-call pharmacist
 - On-call pharmacist's cell # 815-988-4311
- Leave a message for the pharmacist, including caller's name, facility, call back number, patient name, medication, & urgency

NEW ORDERS STARTED FROM CONVENIENCE BOXES

- Verify the order & check patient's allergies
- Immediately notify the pharmacy by fax or phone when box is opened
 - Indicate when box was opened, the number of doses removed, and when pharmacy is to start dosing to complete the order
- Fill out Proof-of-Use form and place copy in box that med was taken from
- Exchange the opened box for a new box at next delivery - shift count controlled substances as indicated

PROCESSING NEW ADMISSIONS

- **General Information:** For all new admissions, always indicate the patient's allergies, room number, and payor source (to avoid facility charges for non-covered items)
- **Orders:** Faxing the pharmacy preliminary orders ASAP and finalized orders once resident is admitted allows the pharmacy time to obtain special-order items, clarify order discrepancies, address drug interactions, and generate controlled substance authorization forms

PROCESSING RE-ADMISSIONS

- **General Information:** Note any changes to the patient's allergy list, room number, or payor source
- **Order Changes:** Indicate SPECIFICALLY what medications are needed (dose change, new order, etc.) and which medications are still at facility

DISCHARGING RESIDENTS

- Clearly specify whether patient has been fully discharged (i.e. transferred to another facility, sent home, passed away), or whether patient is just currently hospitalized
- Specify if medication is being returned to the pharmacy (for fully discharged patients), or being held at facility (for hospitalizations) in anticipation of the resident returning to the facility.

See our next newsletter in May for Part 2 of the OHCPs Policies and Procedures Update!

"At OHCPs we not only promise SUPERIOR CUSTOMER SERVICE, we deliver it."