

OHCPs NEWSLETTER

OREGON HEALTHCARE PHARMACY SERVICES, INC.

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PHARMACY POLICIES & PROCEDURES UPDATE – PART 2

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 month's newsletter will wrap up the two-part series highlighting the most important components of Oregon Healthcare Pharmacy's Policies and Procedures Manual. Please reference March's newsletter for Part 1 of the series, your facility's copy of the Policies and Procedures Manual, or contact the pharmacy directly for further information regarding the topics discussed.

CONVENIENCE BOX & EMERGENCY KIT

- **Immediately upon opening:** fill out the duplicate Proof-of-Use form; place the white copy in the opened box (*pharmacy's copy*) and retain the yellow copy (*facility's copy*)
 - Notify the pharmacy by fax or phone as soon as box is opened
 - When notifying pharmacy, indicate when box was opened, the resident's name, medication name and strength, number of doses removed, and when pharmacy is to start dosing to complete the order
 - Make sure controlled substances in the box are shift counted when box remains open
 - Verify drug allergies prior to medication administration
- **Receiving a new box:** Assuming pharmacy was notified of box being opened as described above, a new box will be delivered at the next scheduled delivery time
 - When delivery driver arrives, ensure box is sealed with a red tag (*included in the box*)
 - Exchange opened box with the appropriate replacement box at delivery

RECEIVING PHARMACY DELIVERY

- **Delivery Manifest:** All pharmacy deliveries will include a delivery manifest
 - *Daily orders & monthly cycle orders* - sign, date, and time the delivery manifest as receipt of delivery; give signed copy to the delivery driver
 - *Controlled substances (daily orders or monthly cycle orders)* - verify the product and quantity immediately upon delivery. If a discrepancy is noted, notify the on-call pharmacist immediately and document the discrepancy on the delivery manifest. Sign, date, and time the delivery manifest; give signed copy to driver
- **Discrepancies in delivery:** Do not hold delivery driver to individually check non-controlled medications (daily or monthly cycle orders)
 - Facility may notify the pharmacy of any non-controlled medication discrepancies the following business day
 - Only controlled substances must be individually checked upon delivery, and all discrepancies must be immediately reported to the on-call pharmacist
- **Refusal of delivery:** Any medication order may be refused upon delivery, including controlled substances
 - Document refusal on delivery manifest, attach to product, and return to delivery driver
 - Please note - controlled substances can NOT be returned to the pharmacy once accepted at delivery

RETURNS & USE OF PHARMACY DELIVERY TOTES

- Medications being returned to the pharmacy must be ready at time of delivery to avoid delays for other facilities on the route (i.e. medication in tote/bag with a completed *Medication Return Form*)
 - See our November 2016 Newsletter for details on returning items to the pharmacy
- Return all delivery totes to the pharmacy for reuse
- Never write on the delivery totes

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