

# OHCPs NEWSLETTER

OREGON HEALTHCARE PHARMACY SERVICES, INC.

November 2016

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## RETURNING MEDICATIONS

### Great customer service is our #1 goal

We work hard every day to ensure we are meeting the needs of all facilities that we service. We are always looking for ways to improve our services and the experience for our facilities. In this newsletter, we will discuss the process of returning medications to the pharmacy for credit.

### Medication Return Form

We have updated our form for medication returns. Attached is a copy of the Medication Return Form, which should accompany ALL items being returned to the pharmacy for credit.

All items that are returned to the pharmacy WITHOUT a Medication Return Form will be sent back to the facility with the next scheduled delivery.

To ensure our billing department can process returns in an efficient manner, make sure all fields are completed on the Medication Return Form - most importantly, the reason for return (Reason Code). For items that are being returned to the pharmacy due to a discontinue/change in order, please ensure a copy of that order has been faxed to the pharmacy.

Once the form has been completed, maintain a copy for the facility's records on all returns.

### Friendly Reminders for Returns

- Do not write on the drug product (cards, bottles, or boxes). This limits potential credit due to product expiration dating with repackaging.
- Destroy all empty cards at the facility - do not send empty cards back to OHCPs to be destroyed
- Refrigerated items - call the pharmacy ahead of time so that we can send a cooler with the delivery driver for product transportation to the pharmacy

### Items that CANNOT be Returned for Credit

- Controlled substances - must be destroyed at the facility, per state regulations (Section 300.1650)<sup>1</sup>
- Refrigerated items that were NOT sent in a cooler
- Tablets/capsules that are taped into the bubbles
- Cards, bottles, or boxes that have been written on or damaged
- IV medications - done on a case-by-case basis (depends on drug stability and shelf-life)
- Compounded drug products (i.e. creams, oral Vancomycin solution)
- Products that have been opened or used. These should be destroyed at facility or sent with patient upon discharge:
  - Inhalers removed from original foil pouch or missing the tamper-evident seal
  - Liquids missing the tamper-evident seal
  - Topical products (infection control issue)

### References

1. Joint Committee on Administrative Rules - Administrative Code. Section 300.1650 Control of Medications. <http://www.ilga.gov/commission/jcar/admincode/077/077003000H16500R.html>

### Have a Topic Suggestion for Future Newsletters?

We welcome all suggestions for newsletter topics! Please list below and fax to the pharmacy.

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