


Department: Pharmacy	Policy Number: HHS-8124-Ph
Attachments: _____	
Policy Title: Provider Requirement for Dispensing	
Date: <u>1984</u>	Revised: <u>7/01 7/07 7/12 12/12</u>
Approved by: 	Date: <u>12/12/12</u>

POLICY STATEMENT:

It is the policy of the Clinic Pharmacy to dispense prescribed medications from the Clinic Formulary only to those patients who have obtained the prescription from a provider at the Clinic. Exceptions defined in procedures below.

PURPOSE:

1. To more effectively manage the care provided to a patient by providing services from original diagnosis through the entire treatment plan.
2. To generate patient volume for the Clinic.

PROCEDURE:

1. Patients being referred out by a Clinic provider may have their prescriptions filled by Clinic pharmacy for the specific referral providing the patient submits the name of the referred provider to the pharmacist at the time of dispensing.
2. When the Clinic is closed or overbooked and the patient is seen at another facility, the pharmacy may fill the prescription for no more than a 30 day supply provided that the patient is registered by the Clinic, has a valid appointment with a provider of the Clinic, and the medication is within the Clinic formulary.
3. All dental prescriptions must be prescribed and dispensed from the Clinic dentist and pharmacy with exception of Mille Lacs Band members who may have prescriptions written from any dentist and may be dispensed at the Clinic pharmacy.
4. Mille Lacs Band members only may see any provider within or outside of our health care system and also be eligible to have prescriptions dispensed at the Clinic pharmacy.

PRESCRIPTION WRITING & FILLING

Medication orders are filled directly from the Electronic Health Record Auto-finish prescribing, e-prescribing, faxes, written or verbal orders reduced which are immediately reduced to writing from the medical provider. Each prescription order must include the following:

- Patient's name, (in most cases: address, date of birth, weight)
- Date of Prescribing

- Name of drug ordered (generic terminology preferred) giving the strength, desired dosage form and quantity to be dispensed or number of days supply required.
- Refill indication
- Directions for use
- Name of Practitioner and contact information

The patient's medical record may be reviewed by the pharmacist prior to filling the prescription. The Pharmacy Technician and Pharmacist will give specific attention to the following:

- Correct patient
- Legality of drug orders
- Completeness of medication orders
- Drug induced or drug related problems
- Appropriateness of drug therapy for the stated indication if specified with diagnosis
- Appropriateness of drug therapy for the patient
- Drug-drug, food-drug, or any other possible allergies
- Appropriateness of the dosage form
- Appropriateness of the dose and quantity of drug ordered

Any questions that arise should be resolved with the prescriber before the prescription is processed.

Pharmacy Notations in the Medical Records (E.H.R.)

Notations will be made in the patient E.H.R. record indicating the following information:

- Acceptance of consulting and all necessary information contained in the record
- Any clarifying information (usually very minimal)

Prescription Label Format

All prescription labels will bear the following information:

- Name, address and phone number of the Ne-Ia-Shing Pharmacy
- Date
- Full name of the patient
- Name of the drug (generic), strength and quantity
- Directions to the patient for correct use of the medication
- Name of prescriber
- Required DEA cautionary labels on controlled drugs
- Auxiliary instruction labels as indicated
- Refill limitation and instructions when applicable
- Pharmacist's and Technician initials

Examples:	Prescription #	Patient's Name
	Directions & Cautions	
	Name, Strength & Quantity of Drug	
	Date, Physician, RPh/CPT initials	

Ancillary Labels / instruction labels will be attached to the prescription container to provide the patient with additional information as needed.

Dispensing

Only a pharmacist can dispense medications. A physician can also dispense medications under unusual circumstances. Only a pharmacist, properly supervised pharmacy technician, or pharmacy clerk under the supervision of a pharmacist are allowed to aid in the prescription filling process.

Refills

Prescription refills will be processed in an orderly fashion. Orders not immediately picked up will be put in a bag with the patient's name and date of issue on it and filed alphabetically on the shelves in the pharmacy. Orders not picked up within 14 days will be returned to stock and amended in the prescription computer base.

All refills must be authorized by a provider directly by their signature on the refill request form generated by the computer or verbal orders denoted by the pharmacist on the form or newly written out prescription. If no refills exist the medical chart will be sent to the provider along with the refill request form. In the case of outside prescribers, a fax will be sent or call made for a refill request to the practitioner who wrote the prescription. Whenever possible, a new computer generated prescription number will be processed from the old refill prescription number in order to link and easily cross-reference numbers for each refill that has been authorized by the provider.

In event a patient requests a refill of medication not specifically authorized by the provider or approved protocols, the pharmacist may use professional judgment to refill a prescription for a limited supply in order to prevent the patient from not receiving needed chronic medication.

The provider will determine whether to refill the patient's medication, and indicate appropriate refills if so deemed. If patients need to be seen for re-evaluation or need special labs performed the provider may deny or reduce quantity for such purpose.

Controlled Medications (No Replacement Policy):

Lost or otherwise misplaced controlled medications will not be replaced. If refills exist on the original prescription, the patient must wait until that time period to reorder the controlled medicine. Our clinic maintains a "No Replacement Policy" for controlled drugs. Included in controlled meds will be Gabapentin and Tramadol.

OTC's (Over the counter medication)

All OTC's will be dispensed on prescription with the exception of those specifically available to and when requested by Mille Lacs Band members.

NON-FORMULARY MEDICATIONS

A reasonable effort will be made to contact the provider to prescribe an agent which would be a close substitute to the non-formulary item so we could provide the service from our pharmacy. If this is not desired by the provider, the provider or associate will not respond or cannot be located in a timely manner, or if there is no drug agent on our formulary that is close in classification, the client will have to purchase it at a pharmacy of their choice. Mille Lacs Band member patients may have medications added to the formulary in most cases if carried by McKesson and are not of controlled status.

PRESCRIPTIONS FROM OUTSIDE PROVIDERS

These prescriptions will be filled at our pharmacy provided:

1. That the patient is a Mille Lacs Band Member.
2. If not a Mille Lacs Band Member the registered patient must be a direct referral from one of our health system providers and follow requirements of being specific to the nature of the referral.
3. The medication is in our formulary or can be ordered as stated above.

REFERRAL PRESCRIPTIONS

These will be called into Onamia Drug or a pharmacy of the patient's choice for formulary legend items in the extreme case of being out of stock and the client needs it right away. The referral form must include the date, name, address, date of birth, and prescription information. Only pharmacists and providers may authorize referrals.

SCHEDULED SUBSTANCE PRESCRIPTIONS

These will be written on prescription blanks, reduced to written prescriptions by the pharmacist taken as verbal orders, faxed, e-prescribed, or sent by E.H.R. auto-finish from the provider. Faster moving Schedule III through V medications will have periodic checks for balancing prescription amounts dispensed with the amount received into the pharmacy by the Wholesaler. Accountability will be ongoing. All other controlled medications will be accounted for in the same manner in a time frame determined by the Director of Pharmacy. Records will be maintained in the pharmacy.

Currently the only schedule II agents listed on the Ne-Ia-Shing pharmacy formulary are medications for Attention Deficit Disorder and Fentanyl Patch. Schedule II items must have written prescriptions generated, signed by the provider, and filed separately in the pharmacy. Perpetual inventory will be completed on a continuous script by script basis and documented as each C-II medication s dispensed. Authorization for refill will necessitate a new Rx number generated and assigned to a current controlled prescription

not having refill status. The computer will link the old prescription number to the new generated number.

OTHER DISPENSING PROCEDURES

OTC's given out to Mille Lacs Band members are currently logged into a book by the Pharmacy Clerk.

The Pharmacy Staff will record the following information each day on the Pharmacy Operations Daily Record:

1. Opening and closing refrigerator temperatures
2. Total new and Total refill prescriptions dispensed
3. Recorded totals from previous two years for comparisons
4. Unusual circumstances that may have reduced numbers, e.g. Clinic closed due to bad weather conditions.

Patient information sheets will be given for each new prescription whenever available and upon patient request for refills.

Safety caps must be used in all dispensing unless the patient signs the special request.

Completed charts will be returned by pharmacy personnel to the providers for follow up dictation if needed or to the medical records department for filing by the record's personnel.

Any person picking up their own prescription or medications intended for another must sign the Signature Line Capture for electronic storage. This includes Community Health Representatives. The date and patient's name will be noted, followed by the signature of the person picking up the medication.

Orders not picked up within two weeks will be returned to stock and reversed out or put on Hold in the computer for future dispensing.

PERSONNEL AUTHORIZED TO ADMINISTER MEDICATIONS

Physicians and Physician Assistants, Nurses (RN), Licensed Practical Nurses (LPN) that have successfully passed a course in medication administration for LPN's and Pharmacists are allowed to administer medications.

OBTAINING DRUGS FROM OTHER FACILITIES ON SHORT NOTICE

When formulary drugs or emergency drugs are needed on short notice and are not in stock due to ordering problems, they may be obtained from the local community pharmacies. A Ne-Ia-Shing pharmacist will make necessary arrangements to obtain needed medications.

CONTROLLED DRUGS

No schedule II controlled drugs are stored at Ne-Ia-Shing pharmacy, except for ADD medications and Fentanyl Patches..

No manual recording of schedule III – V controlled drugs is maintained, however a computerized record of controlled drug use will be produced on a routine basis as determined by the Director of Pharmacy and maintained in the pharmacy.

A physical inventory of all controlled drugs is made every two years in compliance with DEA regulations. A physical inventory of schedule II drugs is made immediately upon each dispensed prescription.

PRESCRIPTION BLANK POLICY

Prescription pads for the medical clinic will be kept in the pharmacy with select few kept only in private drawers of the provider's office. A prescription blank is given to a patient for an "outside" prescription generally because a medication is not on our formulary.

The Director of Pharmacy is responsible for job descriptions of new employees and their training in the pharmacy. A new pharmacy employee (and students) shall become familiar with the Pharmacy and Ne-Ia-Shing policies and procedures manuals. Each employee will abide by the provisions of the Privacy Act of 1974. Appropriate dress would include casual dress. Items on the employee orientation checklist include:

- 1) Personnel Orientation
- 2) Explanation of purposes, objectives, and relationship of pharmacy to overall clinic operations
- 3) Special policies and rules of department and clinic
- 4) Introduction to staff members in clinic
- 5) Supervisor's role, chain of command, and grievance procedure
- 6) Performance appraisals and evaluations
- 7) Absences: annual leave, sick leave, tardiness
- 8) Time cards, reporting procedures, and compensatory time
- 9) Working hours and pay
- 10) Location of storage of supplies, equipment and materials
- 11) Job orientation and training, review of job description, duties, and special rules of position
- 12) Facilities: location of restrooms, lunchroom
- 13) Fire safety and disaster plans in the clinic
- 14) Privacy Act
- 15) Clinic tour and general history