

MANUAL TITLE:	MAC Rx Pharmacy Policies and Procedures Manual
POLICY #/TITLE	IC3 Ordering and Receiving Non-Controlled Medications From the Dispensing Pharmacy
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IC3: ORDERING AND RECEIVING NON-CONTROLLED MEDICATIONS FROM THE DISPENSING PHARMACY

Policy

Medications and related products are received from the dispensing pharmacy on a timely basis. The facility maintains accurate records of medication order and receipt.

Procedures

- A. Ordering Medications from the Dispensing Pharmacy
 - 1) Medication orders are written on a medication order form [i.e., telephone order sheet, reorder form, etc.] provided by the pharmacy, entered into an electronic medical record system, written in the chart by the physician, or written on a medication order form and transmitted to the pharmacy. The written entry includes:
 - a. Date ordered.
 - b. Resident first and last name and other identifying information, when necessary (Facility name, nursing unit, room number, date of birth).
 - c. Complete name of medication, including XL, DR, CR
 - d. Strength of medication, when indicated.
 - e. Dose and dosage form, cream, ointment, tablet, or capsule
 - f. Time or frequency of administration
 - g. Route of administration
 - h. Quantity or duration (length) of therapy. If not specified by prescriber, **all new medication orders are in effect for a 30-day supply for a 12 month period for all orders unless otherwise noted or limited by state & federal regulations** or the duration is limited by time limited order policy (See IB3: TIME LIMITED ORDERS), when applicable until pharmacy is notified of actual stop date.
 - i. Diagnosis or indication for use
 - j. Prescriber's first and last name
 - k. Nurses first and last name
 - l. Name of pharmacy supplier if other than provider pharmacy.
 - m. If the order is a repeat order (refill), include the prescription number.
 - 2) Refills are ordered by peeling the reorder tab from the prescription label and placing it in the appropriate area on the reorder form provided by the pharmacy for that purpose and include:
 - a. Date ordered
 - b. Facility name and nursing station
 - c. Nurse first and last name

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- 3) Sending refills via an electronic reorder request through an electronic medical records program and ordered.

- 4) Reordering of medications is done in accordance with the order and delivery schedule developed by the pharmacy provider(s). Quantities of medications sent from the pharmacy may vary in accordance with payer status, insurance plan, or law. Examples include Medicare A vs. Medicaid, plan limitations on quantities under Medicare Part D, and quantity ordered by the prescriber. Reorder medication four (4) days in advance of need, as directed by the pharmacy order and delivery schedule, to assure an adequate supply is on hand. *When reordering medication that requires special processing [such as Department of Veterans Affairs prescriptions or mail order, or clozapine], order at least [five days] in advance of need.*
 - a. The refill order is called in, faxed, or otherwise transmitted to the pharmacy. When available and legible, the pharmacy label (including bar-code, is used) is pulled and transmitted to the pharmacy.
 - b. For Same-Day delivery, refills received by 12:00 PM Monday through Saturday will be delivered on the nightly delivery.**

- 5) "Stat" and emergency medications are ordered as follows:
 - a. During regular pharmacy hours, the pharmacy is notified of the emergency or "stat" order; the order is then phoned or faxed or electronically transmitted to the pharmacy. Such medications are delivered and administered within **four [4] hours**. If available, the initial dose is obtained from the emergency kit, when necessary.
 - b. If after hours, medications should be ordered as outlined in the Emergency Pharmacy Service and Kits Policy (See IC5: EMERGENCY PHARMACY SERVICE AND EMERGENCY KITS).
 - c. For emergency controlled medications, see IB2: CONTROLLED SUBSTANCE PRESCRIPTIONS.

- 6) When phoning/faxing/sending a medication order to the pharmacy, the following information is given:
 - a. Resident first and last name and other identifying information, when necessary (Facility name, nursing unit, room number, date of birth).
 - b. Complete name of medication, including XL, DR, CR
 - c. Strength of medication, when indicated.
 - d. Dose and dosage form, cream, ointment, tablet, or capsule
 - e. Time or frequency of administration

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- f. Route of administration
- g. Quantity or duration (length) of therapy. If not specified by prescriber, **all new medication orders are in effect for a 30-day supply for a 12 month period for all orders unless otherwise noted or limited by state & federal regulations or the duration is limited by time limited order policy (See IB3: TIME LIMITED ORDERS)**, when applicable until pharmacy is notified of actual stop date.
- h. Diagnosis or indication for use
- i. Prescriber's first and last name
- j. Nurses first and last name
- k. Name of pharmacy supplier if other than provider pharmacy.
- l. If the order is a repeat order (refill), include the prescription number.

7) New Admission/Re-admission Orders:

- a. When calling/faxing/sending medication orders for a newly admitted or readmitted resident, the pharmacy is also given all ancillary orders, allergies, date of birth, residents unit and room number, attending physician, insurance information, and diagnoses to facilitate generation of a patient profile and permit initial medication use assessment.
- b. Facility indicates name of pharmacy supplier, if other than contract pharmacy provider, and indicates whether a new supply of medication is needed from the pharmacy.
- c. Only verified orders are sent to the pharmacy.
- d. Hospital transfer order are not valid orders. Do not send them to the pharmacy.**

B. Receiving Medications from the Pharmacy

1) A licensed nurse:

- a. Receives medications delivered to the facility and documents that the delivery was received and was secure on the medication delivery receipt, or other documentation system.
- b. Verifies medications received and directions for use with the medication order form.
- c. Promptly reports discrepancies and omissions to the issuing pharmacy and the charge nurse/supervisor.
- d. Immediately delivers the medications to the appropriate secure storage area or a designee under the direct supervision of the licensed nurse.
- e. Assures medications are incorporated into the resident's specific allocation prior to the next medication pass.

2) Delivery records are retained for **two years**.