

MANUAL TITLE	Hometown Pharmacy Policies and Procedures Manual
POLICY #/TITLE	Providing Pharmacy Products and Services
APPLICATION	Facility Receiving Pharmacy Products and Services
EFFECTIVE DATE	July 1, 2016
REVISION DATE	June 23, 2017
APPROVED BY	Dr. Thain Ho (Tim) Wey, PharmD,

APPLICABILITY: This section outlines procedures related to pharmacy products and services provided to the Psychiatric Health Facility in Santa Barbara, California by Hometown Pharmacies. These are in accordance with the Pharmacy Services Agreement.

PROCEDURE:

1. The pharmacy provides the facility with a contact sheet informing employees of how they can contact a pharmacist at any time, 24 hours a day and 7 days a week.
  - a. This contact sheet will include the on-call pharmacists and their phone numbers so that they may be reached at any time.
2. During normal business hours the facility may contact the pharmacy by phone, fax, mail, hand delivery, or any other form of contact as previously agreed upon by employees of the facility or pharmacy involved.
3. During normal business hours, medications ordered STAT that are not already in the medication kits provided the facility will be delivered and administered within 1 hour of the time of order.
  - a. Due to the pharmacy's location over an hour away from the facility, a GeriScripts card is kept in the medication kits that the facility may use for any STAT orders that the pharmacy is unable to provide within one hour.
  - b. To use the card, an employee of the facility may go to any pharmacy and present the STAT order and the GeriScripts card. With this card the pharmacy will bill Hometown Pharmacy for the cost of the medication.
4. After normal pharmacy business hours, any STAT medications ordered will be available and administered within 2 hours of the time the order was placed.
5. Anti-Infectives and drugs to treat severe pain, nausea, agitation, diarrhea, or other severe discomfort will be delivered and administered within 4 hours of the time the medication was ordered.
  - a. All medications of other kinds will be available on the same day of the order unless the first dose is scheduled to be taken the next day.
6. Refills will be available as needed.
7. Medications will be provided after hours as needed. See the after-hours medication orders policy.
8. The pharmacy will provide pharmaceutical services even in the event of a natural disaster or disruption of normal business. See the policy for emergency situations.

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9. The facility must notify the pharmacy when any regulator/surveyor is on-site in order to facilitate communication with surveyors if needed.
10. The facility shall not accept money, goods, or service free or below cost from any pharmacist or pharmacy as compensation or inducement for referral of business to any pharmacy
11. Pharmacy will provide E-kits to the facility. See E-kit policy for more information.
12. Pharmacist will come monthly to send any discontinued or expired medications to Return Solutions for destruction. See PHF Medication Disposal policy for more information.
13. PHF may use the patient's own medications as long as the policies and procedures are followed. For more information see Patient's Own Medications policy.
14. The consultant pharmacist will come monthly to do medication regimen reviews along with inspection of the facility. For more information see Consultant Pharmacist Summary and Pharmacy Consultant Services policy.
15. At least annually, the facility will conduct a peer review of pharmacy services by an independent pharmacist or practitioner to provide feedback to prescribing practitioners.
  - a. Findings are incorporated into the facility's performance improvement/quality assurance system
16. Joseph Abraham, RPh will be included as a member of the Pharmacy and Therapeutics Committee as well as quality assurance meetings and will contribute as needed.

SOURCE: Title XXII of the California Code of Regulations -77079.12

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**Hometown Pharmacy Contact Sheet**

**Store Locations Available to PHF per Contractual Agreement**

<del>Hometown Pharmacy</del>	Hometown LTC Pharmacy	Hometown Medical Pharmacy
<del>Closed Door Pharmacy</del> <del>By appointment only</del>	1450 W McCoy Lane	1482 S Broadway Suite A
<del>Phone: (805) 922-6515</del>	Phone: (805) 928-2200	Phone: (805) 322-3411
<del>Fax: (805) 310-4515</del>	Fax: (805) 928-6200	Fax: (805) 322-3126
<del>Hours: M-F 9 AM- 6 PM</del>	Hours: M-F 9 AM-6 PM	<del>Hours: M-F 9 AM-7 PM</del> Hours: Sat-Sun 9 AM - 6 PM

**On-call Pharmacists**

John Dunn, RPh  
 Phone: (805) 550-8189

Joseph Abraham, RPh  
 Phone: (805) 748-4440

Thain Ho (Tim) Wey, PharmD  
 Phone: (805) 363-5745