

MANUAL TITLE	Hometown Pharmacy Policies and Procedures Manual
POLICY #/TITLE	Pharmacy Deliveries
APPLICATION	Facility Receiving Pharmacy Products and Services
EFFECTIVE DATE	July 1, 2016
REVISION DATE	October 10, 2016
APPROVED BY	Dr. Thain Ho (Tim) Wey, PharmD, 10/10/16 

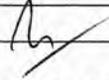
APPLICABILITY: This policy describes the procedures regarding the pharmacy's delivery of medications to the Santa Barbara Psychiatric Health Facility (PHF).

POLICY/PROCEDURE:

1. Hometown Pharmacies are to have daily deliveries to the PHF that will include new orders for patient medications, refills of previous orders, exchange of the e-kits, and emergency deliveries.
 - a. Daily deliveries will include 3 deliveries on weekdays that are scheduled for 1100, 1600 and 2100 each day or as mutually agreed upon with the PHF.
 - i. The cut-off order times for these deliveries are two hours before each delivery time. If a non-stat order is sent after this cut-off time, the order will be included in the next scheduled delivery.
 - b. On weekends, there will be 2 deliveries that are scheduled for 1100 and 2100 each day or as mutually agreed upon with the PHF.
 - i. The cut-off order times for these deliveries are two hours before each delivery time. If a non-stat order is sent after this cut-off time, the order will be included in the next scheduled delivery.
 - c. There will be emergency stat order deliveries as needed and required by the PHF. See STAT and Emergency Medication Orders and Deliveries Policy.
 - d. Delivery times can be changed on an as needed basis provided the pharmacist preparing the order and the PHF staff member receiving/requesting the order both agree and the following is documented on both copies of the delivery form.
 - i. Reason the order was delivered at a different time
 - ii. Signature of the pharmacist sending the order acknowledging the different order delivery time
 - iii. Signature of the receiving PHF personnel acknowledging the different order delivery time
2. The pharmacy has a responsibility to ensure the deliveries of all medications are correct and on-time, provided each non-stat order was received at least two hours prior to the time of delivery.
 - a. The pharmacy will provide all anti-infective, anti-emetic, and general comfort medications for patients within four hours of the time of receipt of the order, provided that if the order is received outside normal working hours the order is called in to the on-call pharmacists. See "Providing Pharmacy Products and Services" for the contact information.

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- b. 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.
 - c. **The pharmacy will ensure all orders received from the PHF will be delivered within a 24-hour time frame. An internal review of the faxes from the previous 24 hours will be done daily at 5 p.m. to make sure none of the faxes are missed.**
- 3. Due to the pharmacy's location over an hour away from the facility, a GeriScripts card is kept in the E-Kits that the facility may use for any STAT orders that the pharmacy is unable to provide within one hour.
 - a. 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.
 - b. The GeriScripts card is located in each of the E-Kits. It is placed between the sponge lining and the outside of the E-Kit.
 - c. This method will be tested quarterly with a dummy prescription to ensure that the system works when it is needed. Starting on 9/1/2016.
- 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.
 - a. Normal Business hours for Hometown Pharmacies:
 - i. Monday through Friday 9am-6pm
 - ii. (805)928-2200
- 5. Stat orders must be called in by the prescriber or the fax/e-script must be accompanied by a phone call from a PHF staff member to ensure that the pharmacist sees the order as soon as it is sent.
- 6. A controlled medication log will be delivered with each controlled medication brought to the PHF. The driver should provide these. This does not include the controlled medications in the e-kits.
- 7. If no delivery is needed (there are no medications to deliver, E-kits to exchange, patient's own meds to pick up or return or prescriptions to fill), a blank delivery form will be printed at the pharmacy with the pharmacist's signature, documenting "no delivery sent due to lack of need" with the date and time. A copy of this will be faxed to the PHF, where their staff will sign the form acknowledging this and file it with their delivery records.
- 8. The pharmacist will call the PHF to notify them of a late delivery due to issues within the pharmacy or other non-transportation related problems. They will inform the PHF of the estimated arrival time of the delivery.

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- a. This call should be made with at least 30 minutes notice to the PHF, or as soon as the medication delivery is known to the pharmacist to be delayed, whichever is sooner.
9. The driver will call the PHF to notify them of a late delivery due to traffic, a breakdown, or other transportation-related problem preventing medications from being delivered on time. The driver will also call the pharmacy so that they can send another driver to pick up the delivery and take it to the PHF if the original driver is unable.
 - a. PHF Contact number: (805) 681-5281

REFERENCES: Title XXII of the California Code of Regulations § 77079.2