

**POLICY AND PROCEDURE MANUAL
PHARMACY SERVICES**

SECTION: CLINIC PHARMACY OUTPATIENT SERVICES
SUBJECT: HOLD OVER MEDICATIONS

CODE: 2.04.8
DATE: 10/8/99
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MEC APPROVED:
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POLICY

Patients who have exhausted their medication supply and request renewals from Pharmacy will be referred to the pharmacy call center. This will occur during Clinic hours of operation (8am - 4:30pm). If the Clinics are closed, the pharmacist will provide the patient with a reasonable amount of medication. **Controlled medications are excluded.**

Note: The policy does **not** apply to a patient who has received his/her medication(s) at an outside pharmacy. The outside pharmacy is to contact the practitioner.

PROCEDURE

- A. The clinic physicians and their authorized assistants are responsible for diagnosis-specific groups.
- B. The pharmacist encountering a patient who request prescription renewals (no refills in the system) will direct the patient to the call center, where the prescription renewal requests will be proposed to the appropriate physician. The physician would then determine the patient status and if new prescription(s) should be prescribed.
- C. Patients who have exhausted their supply of controlled substances will be required to obtain a new electronic controlled prescription or tamper-resistant prescription.
- D. After 4:30 P.M., the pharmacist will provide the patient a reasonable supply of medication and instruct the patient to call 562-385-7111 Option 5.

Reviewed: 08/28/2014 AN, 7/26/19 NN, 4/19/22 TT

Approved By: *Ben Arndt*