

**POLICY AND PROCEDURE MANUAL
 PHARMACY SERVICES**

 CODE: 2.19.0
 DATE: 2/29/2016
 REVISED: 7/26/19, 4/19/22
 APPROVED: Think Tran, Pharm. D

 SECTION: CLINIC PHARMACY
 OUTPATIENT SERVICES

MEC APPROVED:

 SUBJECT: OUTPATIENT PHARMACY DESCRIPTION
 OF WORKFLOW RESPONSIBILITIES

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Purpose:

To describe each workflow task performed in the outpatient pharmacy area with clear explanation of the responsibilities for assigned parties

Policy:

Each pharmacy staff member will perform the functions described for each of the outpatient pharmacy workflow tasks based on their assignment. Pharmacy staff members may perform one or more role during the course of a workday.

Procedure:

Role	Role Performed By	Responsibilities
Data Entry	Pharmacy Technician	Review paper or electronic prescriptions for accuracy and enter all prescription data elements into the Cerner Etreby System. Data elements include Patient, Doctor, NDC (Medication), Quantity, Directions, Date Written, Clinic, Allergies, Refills, MRN, and insurance information. All applicable refills requests are directed to the Central Fill Pharmacy with any necessary adjustments to the NDC, Submits pharmacy claims to health plans.
PV-1 Data Entry Verification	Pharmacist	Reviews and ensures all of the following before verification: <ul style="list-style-type: none"> • Accurate data entry • Review of all clinical, quality, and drug utilization review (DUR) alerts • Appropriate medication, dose, strength, directions, quantity, and safety • Redirects prescriptions that require prescriber follow up to the "On Hold" queue within Cerner Etreby <p>The PV1 pharmacist is the <u>pharmacist of record</u> for the integrity of the clinical prescription review process.</p>
Filling	Pharmacy Technician	Monitors Filling Queue and physically fills prescriptions. Ensure that the correct medication NDC and Quantity match the prescription

Reviewed: 04/13/2016 AN, 07/26/19 NN, 4/19/22 TT

 Approved By: *Ben Arndt*

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		labels printed and places the correct label on the correct vial for the correct patient.
PV-2 Quality Assurance	Pharmacist	Reviews and ensures that the correct medication was placed into the correct patient label and vial per the information verified at the PV step. The PV2 pharmacist is the pharmacist of record for the accuracy of the prescription fulfillment process (i.e. the correct medication is in the correct vial). For Central Fill Prescriptions, the Central Fill Pharmacy serves as the PV2 pharmacist.
Hand Out	Pharmacy Technician	Reviews the information provided in the Cerner Etreby Will Call Queue for all patients who arrive at the windows to pick up their medications. Verifies with at least two patient identifies (i.e. name, MRN, date of birth), before the prescriptions are physically handed out to the patient. Scans prescriptions in the Cerner Etreby Point of Sale system and ensures patient (or representative) signature at the time of prescription handout

REFERENCE(S)/AUTHORITY:

- California State Board of Pharmacy Law and Regulations, 2015
- Cerner Retail Pharmacy: Pharmacy Management System – Training Guide Version 2015
- Cerner Retail Pharmacy: RetailScript POS – Training Guide Version 2015