

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

SECTION: **CLINIC PHARMACY  
OUTPATIENT SERVICES**

CODE: 2.15.5  
DATE: 4/10/94  
REVISED: 7/26/19, 4/19/22  
APPROVED: Thinkh Tran, Pharm. D.  
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SUBJECT: **PATIENT NOTIFICATION SYSTEM**

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POLICY

The telephone (or mail as required) will be utilized to notify patients of their need to (1) pick up medications new/refill prescriptions; (2) when to come in to have prescriptions filled if their request was premature; and (3) proceed with determining their share of cost in advance of visiting the Pharmacy

PROCEDURE

**A. PREMATURE REQUEST FOR MEDICATIONS**

1. Due to patient alleging provider changed the order after patient has left the Outpatient Pharmacy
  - a. Contact the provider for verification.
  - b. Provide patient sufficient medications to last until the next clinic appointment after approval from provider.
  - c. Contact patient and give instructions.
2. Due to patient having exhausted supply of medications earlier than projected
  - a. Inform provider that patient is not taking medications correctly.
  - b. Instruct patient to come in to pick up sufficient medications to last until the next clinic appointment, **or** indicate that the patient should see the provider immediately.

**B. DELINQUENT MEDICATION PICK-UPS**

- 1 Medication left longer than 14 days with no response from the patient will be returned to stock.
2. For extenuating circumstances (transportation, illness, etc.) a note will be attached to the medication bag with a “hold” date.

Reviewed: 6/17/16AN, 7/26/19 NN, 4/19/22 TT

Approved By: *Ben Arndt*