

**POLICY AND PROCEDURE MANUAL
PHARMACY SERVICES**

SECTION: **UNIT DOSE MEDICATION UNITS**

SUBJECT: **PROCESSING ORDERS**

CODE: 4.02.0
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POLICY / PROCEDURES

Drug orders are entered by the provider via the electronic health record (EHR) and verified by the pharmacist. The amount of medication sent that day and the amount placed in the cassette is indicated. The orders and computer screen (as applicable) are reviewed by a pharmacist to ensure accuracy and appropriateness of the order. The medication to be sent is checked by a pharmacist and delivered on the next scheduled delivery.

Stat orders will be indicated and transmitted by the provider to the Inpatient Pharmacy and will be filled immediately upon verification by the pharmacist. The Inpatient Pharmacy may be verbally notified of stat orders. After verification of the transmitted order by the pharmacist, it is delivered to the patient care unit by the Inpatient Pharmacy personnel. Nursing personnel may pick up stat orders at the Inpatient Pharmacy as patient needs dictate.

Routine oral standard administration times will be reflected on the electronic medication administration record (MAR) on the administration grid.

The pharmacists and technicians work in tandem to fill each cassette with the specified amount of medication for non-Pyxis MedStation medications. In short staffing situations the technician fills the order and a pharmacist reviews the completed work.

Any questions regarding an order will be reconciled with the provider. Pharmacists' interventions on questionable physician orders will be handled as follows:

- a. Pharmacist attempts to contact practitioner and if unable to do so, calls unit and notifies nurse in charge of the patient.* Any urgent unresolved order will be handled by the pharmacist going up the provider's chain-of-command.
- b. Any changes of existing orders will require a valid provider order; however, a verbal or telephone order will permit the changed dose or medication to be dispensed.

* Nursing input may be required to reconcile name of physician

Reviewed: 5/1/14bj, 11/15/2018bdk, 4/19/2022 TT

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