



# Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 932  
VERSION: 4

## **SUBJECT: Outpatient Pharmacy-Medication Dispensing**

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### **PURPOSE:**

To establish a process for the safe and accurate dispensing of prescribed medications to patients.

### **POLICY:**

All medications furnished to patients of High Desert Regional Health Center shall be dispensed under the control of a licensed pharmacist. All labeling shall comply with requirements established by the California State Board of Pharmacy. A pharmacist shall not dispense any prescription except in a container correctly labeled per California Board of Pharmacy requirements.

### **PROCEDURE:**

1. The pharmacist is responsible for ensuring that all sections of the prescription form are complete, before dispensing the medication. Any omissions, uncertainties, errors, irregularities, or suspected alterations shall be verified with the prescriber to validate the prescription prior to dispensing.
2. Prescriptions shall be filled by a pharmacist, a registered intern pharmacist, or a pharmacy technician. All prescriptions shall be verified and dispensed by a pharmacist. The pharmacist shall verify that the medication being furnished to the patient is appropriate and correct for the patient's condition, disease state. The pharmacist shall review a patient's drug therapy and medication record and screen for severe potential drug therapy problems. The pharmacist shall ensure that the correct medication is being dispensed to the correct patient in a correctly labeled vial.
3. When a patient or patient representative brings in prescriptions to be filled, the pharmacy staff member shall ask for the blue card to verify patient's name, DOB, allergies, and insurance and match the patient identifiers to the prescription.
4. When typing prescriptions into the computer CERNER system, the pharmacy staff member shall identify the patient using the medical record number (MRUN), name, and date of birth.
5. The CERNER system has a prescription tracking system to know the prescription status:
  - Prescription ready (will call)

- Working status (data entry, PV1, filling, or PV2)
  - Prescription with problem (on hold)
  - Prescriptions are too soon or returned to stock (file only) Prescription pick-up or delivered
6. Pharmacy staff members shall use at least two (2) patient identifiers when issuing medications to the patient:
    - The patient's full name and MRUN # on each medication container
    - HDRHC MRUN number and patient's full name on the blue card
  7. When dispensing the prescription to patient or patient representative the pharmacy staff shall log into the "POS" system. The system requires scanning of the medication labels and entering patient blue card when handing out medication to patient. This will prevent medication error. An ERROR message appears when a prescription is scanned, that does not belong to the patient.
  8. Once all medication labels are scanned the POS system will prompt the pharmacy staff member to identify the relationship to the patient of the person who is picking up the medication, offer a pharmacist consultation to the patient or representative, and prompt the patient or representative to acknowledge receipt of notice of privacy practice. Responses shall be documented using the signature pad. Lastly, the POS system will prompt the pharmacy staff member to ask for a signature from the patient or representative, this signature shall also be captured on the signature pad.
  9. If the medication dispensed is a controlled medication the pharmacy staff member shall ask for a state issued identification card of the patient or the patient representative picking up the medication and shall scan this card into the Cerner system following the Cerner Training Guide on "How to Scan Signatures". See attachment.
  10. In the event the POS system is down, patient or patient representative signature shall be scanned into the Cerner Eterby system following the Cerner Training Guide on "How to Scan Signatures". See attachment.
  11. Upon consultation, the pharmacist shall include at least the appropriate use and storage of the medication and the importance of compliance with directions, precautions and relevant warning including common severe side or adverse effects or interactions that may be encountered.
  12. No medication will be dispensed to any patient if the blue card is not available to confirm the patient's identity.

Approved By: Romina Panoussi (PHARMACY SERVICES CHIEF II)	
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