



# Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 934  
VERSION: 2

## **SUBJECT: Outpatient Pharmacy - Unclaimed Patient Prescriptions**

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### **POLICY:**

In efforts to increase patient compliance and safe use of medication and to avoid unnecessary or inaccurate pharmacy records and expenses, pharmacy personnel shall identify all medications left in "will call" for 14 days from fill date. If eligible, those medications identified as no longer needed by the patient shall be returned to stock or wasted as outlined below.

### **PROCEDURE:**

1. Medications in the will call queue will be checked on a daily basis for medications that have not been picked up for 14 days after fill date. These medications are eligible to be returned to stock and shall be removed from the "Will Call" area. A "Will-Call Bin Worksheet" list can be generated using the Cerner Eterby System Custom Report Menu. However pharmacy staff shall manually and individually check each bag found in the "Will Call" area.
2. An effort may be made to remind each patient that their medication is ready to be picked up.
3. Medications eligible to be returned to stock shall be checked for expiration date. If there is no expiration date found those medications shall be considered expired.
4. Expired medication shall be dealt with per HDRHC Pharmacy Policy and Procedures.
5. All medications being removed from "Will Call" shall be "returned to stock" in the Center Eterby System. This option is found under "Tools" in the RX window screen. Once "returned to stock" all new prescriptions shall be placed under "file only" and all refills shall be "deleted" in order to credit the refill back to the patient.
6. Prescriptions being returned from "will call" shall be re-stocked if found on the recyclable lists:
  - a. Medications not found on "BULK recyclable list" or "NOV recyclable list" will be wasted and therefore emptied in applicable waste container following HDRHC Pharmacy Pharmaceutical Waste Policy and Procedures.
  - b. Medication found on the recyclable lists can be restocked. Prior to restocking these medications the contents shall be inspected and identified for label accuracy.
  - c. All return to stock medications must have the drug, strength, dosage form, **NDC number**, manufacturer, and expiration date clearly identified on the label or product packaging.
  - d. **All patient identifiers shall be removed before returning medication back on the shelf.**
  - e. The contents of these prescriptions **shall NOT** be combined with the contents of the medication on the shelf.
7. In the event of medication recalls, all medications with the same NDC number that had been returned to stock without a lot number shall be considered recalled and removed from the shelf.

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8. Pharmacy staff shall never return any drug products to the pharmacy's stock once they have been out of the pharmacy's possession.

Approved By: Romina Panoussi (PHARMACY SERVICES CHIEF II)	
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Supersedes:	