



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 935
VERSION: 2

SUBJECT: Outpatient Pharmacy - Insufficient Quantity and Prior Authorization Pending

POLICY:

The “On Hold” and “Partial Fills” Queues shall be utilized to track orders that were unable to be filled due to insufficient quantities or prior authorization pending. These orders shall be checked daily in order to process and fill medication orders in a timely manner.

PROCEDURE:

I. Insufficient quantity to fill prescription:

- A. When it is determined the pharmacy **does not have** a medication in stock to fill an order the order may be put “On Hold” **with approval of a pharmacist**. The Cerner Eterby system will save this order in the “On Hold” Queue.
 - 1. The Drug name, NDC, and QTY needed shall be logged into the drug order binder to alert pharmacy buyer.
- B. When it is determined that not enough drug is in stock to fill a prescription, the pharmacy staff may partially fill the prescription. The Cerner Eterby system will automatically save the remaining quantity of the prescription needed to complete the order in the “Partial Fill” queue.
 - 1. The Drug name, NDC, and QTY needed shall be logged into the drug order binder to alert pharmacy buyer.
- C. On a daily basis, a technician will be assigned to check the “Partial Fill” and “On Hold” queues and ensure these prescriptions are processed once a medication that was ordered is received by the pharmacy (filled on arrival).

II. Prior Authorization needed:

- A. When a Prior Authorization (PA) for a medication is required the prescription will be put “on hold “
- B. Pharmacy staff will be alerted once a PA is approved.
- C. On a daily basis, a technician will be assigned to process and fill approved PA orders.

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