Los Angeles County Department of Health Services

Policy & Procedure Title:	Outpatient Pharmacy Description of Workflow Responsibilities		
Category:	300-399 Operation Policy	**Policy No.:**	329.016
Originally Issued:	11/24/2015	**Update (U)/Revised (R):**	
DHS Division/Unit of Origin:	Pharmacy Administration		
Policy Contact – Employee Name, Title and DHS Division: Shane D'Souza, Pharmacy Services Chief II, DHS Pharmacy Affairs			
Contact Phone Number(s):	213-240-7717		
Distribution: DHS-wide ☒	**If not DHS-wide, other distribution:**		

PURPOSE:

To describe each workflow task performed in the outpatient pharmacy area with clear explanation of the responsibilities for assigned parties.

POLICY:

Each pharmacy staff member will perform the functions described for each of the outpatient pharmacy workflow tasks based on their assignment. Pharmacy staff members may perform one of more role during the course of a workday.

PROCEDURE:

Role	Role Performed by	Responsibilities
Data Entry	Pharmacy Technician Pharmacy Clerk	Review paper or electronic prescription for accuracy and enter all prescription data elements into the Cerner Etreby system. Data elements include Patient, Doctor, NDC (Medication), Quantity, Directions, Date Written, Clinic, Allergies, Refills, MRN, and insurance information. All applicable refills requested are directed to the Central Fill Pharmacy with any necessary adjustments to the NDC. Submits pharmacy claims to health plans.

The mission of the Los Angeles County Department of Health Services is to ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.

Revision/Review Dates:
Department Head/Designee Approval:

PV-1 (Data Entry Verification)	Pharmacist	Reviews and ensures all of the following before verification: • Accurate data entry • Review of all clinical, quality, and drug utilization review (DUR) alerts • Appropriate medication, dose, strength, directions, quantity, and safety • Redirects prescriptions that require prescriber follow up to the "On Hold" queue within Cerner Etreby **The PV1 pharmacist is the <u>pharmacist of record</u> for the integrity of the clinical prescription review process.**
Problem Order Resolution (On Hold)	Pharmacist	Contacts prescriber to clarify questionable prescriptions in the On Hold queue, documenting notes into the Cerner Etreby system. Redirects the prescription back to Data Entry Verification queue after completion.
Filling	Pharmacy Technician	Monitors Filling Queue and physically fills prescriptions. Ensures that the correct medication NDC and Quantity match the prescription labels printed, placing correct label on the correct vial for the correct patient.
PV-2 (Quality Assurance)	Pharmacist	Reviews and ensures that the correct medication was placed into the correct patient label and vial, per the information verified at the PV1 step. The PV2 pharmacist is the pharmacist of record for the accuracy of the prescription fulfillment process (i.e. the correct medication is in the correct vial). For Central Fill Prescriptions, the Central Fill Pharmacy serves as the PV2 pharmacist.
Hand Out	Pharmacy Technician Pharmacy Clerk	Reviews the information provided in the Cerner Etreby Will Call queue for all patients who arrive at the window to pick up their medications. Verifies that the patient's name is correct before the prescriptions are physically handed out to the patient. Scans prescriptions in the Cerner Etreby Point of Sale system and ensures patient (or representative) signature at the time of prescription handout.

REFERENCE(S)/AUTHORITY:

- California State Board of Pharmacy Law and Regulations, 2015
- Cerner Retail Pharmacy: Pharmacy Management System – Training Guide Version 2015
- Cerner Retail Pharmacy: RetailScript POS – Training Guide Version 2015