

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 1649
VERSION: 1**

**SUBJECT/TITLE: GUIDELINES FOR OUTPATIENT PHARMACY WHEN PROCESSING
"FIRST TIME" AND "SN-SAFETY NET"**

POLICY: To ensure that all outpatients, who need prescribed medication have a way of obtaining them in a timely manner.

PURPOSE:

DEPARTMENTS: All

DEFINITIONS:

PROCEDURE: A. STANDARDS FOR FILLING OUTPATIENT PRESCRIPTIONS

The standard of prescriptions to be filled by an outpatient pharmacist will be at least an average filling of 110 prescriptions (including consultations for same) or more per day commencing November 1989.

1. Required Overtime

- a.** NO OVERTIME for Outpatient Pharmacy Department (OPD) Pharmacist will be approved nor considered, if the standard number of prescriptions has not been met for the respective OPD Pharmacist's total day's work output.
- b.** Any personnel staying overtime must alert the OPD Supervisor, if present, and if not available, leave an appropriate note indicating date, length of overtime, the reasons for the overtime, and obtain approval from assigned pharmacist in charge in the absence of a supervisor.
- c.** The OPD Supervisor must clear and obtain approval for all overtime with the Pharmacy Services Chief on a monthly basis.
- d.** Patients falling under the "SN" category and presenting a new prescription for a particular drug for the first time must have their prescriptions processed and available for that patient on that day, especially on a Friday or on a day before a holiday. The OPD staff will accept these "SN" prescriptions until closing.

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- e. There will not be a cut-off time for new prescriptions, including "SN" prescriptions during normal pharmacy opening hours. Pharmacy staff are required to work until these prescriptions are picked up by patients. Effective 8/19/02. OVMC OPD is open weekends and holidays 8:30-4:30 pm for patient convenience.
- f. Patients, who under the "SN" category present with maintenance drug prescriptions and have a supply at home, may be referred to come back the following day or the next working day to pick-up processed prescriptions.

B. STAFFING

1. Pharmacists

- a. OPD Pharmacists must stay and process all first time and SN prescriptions presented, by the posted pharmacy closing time and have them available for the respective patients that same day. The pharmacists must stay as an "Emergency" assignment until all "SN" patients have received their first time medications.
- b. A pharmacist must stay beyond their normal 8-hour shift to completely handle/process all new prescriptions and "SN" first time prescriptions presented before posted closing time for patient pick-up.

2. Personnel for OVMC OPD

- a. In the event of a shortage of personnel due to an emergency and/or illness, the following is to be implemented:
 - i. If ample staff is available in the Inpatient Pharmacy so that a clerical, pharmacist or pharmacy technician may cover until 6 p.m., the Inpatient Supervisor will be consulted for assessment and an assignment change will be made.
 - ii. If no available staff from the Inpatient pharmacy, the existing staff will be asked for a volunteer to stay overtime until at least 6 p.m. or if possible until 7 p.m.
 - iii. If no volunteer is available, the early staff will be assigned to stay overtime at least one hour each until at least 6 p.m. If any prescriptions remain unfilled, the closing staff is to

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come to work one hour early on overtime the next day to fill them.

- iv. No additional prescriptions from ER, Medical Walk-In, Clinics, Discharge prescriptions will be handled/processed after the normal closing time (8:00 p.m.) of the Outpatient Pharmacy.
- v. The doors for the pharmacy waiting room to the hospital corridors will be locked so that no new patients may come into the pharmacy to present additional pharmacy workload. [This is a security measure.]

3. Health Center Personnel

- a. Health Center pharmacist will process all first time prescriptions presented, by 8:30pm Monday - Thursday, 6:30 pm Friday for MidValley and 5:00pm Friday for San Fernando.
- b. The closing pharmacist (1:30pm to 10:00pm) will determine the need to stay beyond the normal 8-hour shift to complete all new prescriptions presented before 8:30p.m.
- c. The late pharmacist will determine the need for the pharmacy technician to stay to help complete all new prescriptions.

References:	
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