



Ambulatory Care Network

HEALTH SERVICES • LOS ANGELES COUNTY

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**Policy &
Procedure
Number**

ACN

CD-01.005

Origination Date:

07/09/2015

Revision Date:

07/26/2019

Review Date:

09/12/2019

Approved By:

ACN P&P

TITLE: Primary Care Medication Renewal

DIVISION: Ambulatory Care Network

SERVICE AREA/ UNIT: Clinical Areas

1.0 PURPOSE:

To establish a process for medication renewal that is patient-centered and occurs in a prompt, safe manner.

2.0 POLICY:

Medication renewal will be facilitated by Primary Care Medical Home (PCMH) clinical staff and can be proposed as an order for signature by the provider if deemed appropriate.

3.0 DEFINITIONS:

3.1 **PCMH Clinical Staff:** Category includes registered nurses, licensed vocational nurses, certified medical assistants, providers, and pharmacists.

3.2 **Appointment:** An encounter with a provider, pharmacist, or Registered Nurse that is approved to renew medications under standardized procedure.

4.0 PROCEDURE:

4.1 Any patient who contacts PCMH via phone, portal messaging, walk-ins and fax/call, from outside pharmacy for medication renewal will first have empanelment and assignment checked to ensure patient is receiving care from appropriate facility.

4.2 PCMH clinical staff will review and update patient's medication list and perform chart review.

a. The PCMH clinical staff will first enter in the patient's preferred pharmacy in the electronic medical record.

b. The PCMH clinical staff will verify any allergies, confirm medication name, dosage, and frequency with the patient verbally, from fax, from electronic medical record, from external medication history import function or directly from medication container.


4.3 The PCMH clinical team will then determine if the patient requires an appointment or can have the medication renewal sent directly to their pharmacy without requiring appointment.

4.4 Medication renewals that require an appointment include:

- a. All controlled substances.
 - b. Any patient that has not been seen for over one year.
 - c. Any patient that reports symptoms.
 - d. For other reason at discretion of registered nurse, or as per consultation with the provider.
- 4.5 For patients who require an appointment, the PCMH clinical staff will ensure the patient has an upcoming appointment with their primary care provider and if not already arranged, will schedule this appointment.
- 4.6 Medication renewals that do not require an appointment include:
- a. Patient with upcoming appointments, but who have run out of their medication in interim.
- 4.7 If the medication can be sent directly to the pharmacy, the clinical staff will propose a medication renewal order using the ORCHID message center.
- a. The clinical staff will propose a 30-90-day supply, with no refill option.
 - b. The proposed order will be sent to the appropriate provider for review and approval. The provider will review all proposed orders for accuracy and will make any adjustments prior to signing.
- 4.8 PCMH clinical team will contact the patient with renewal status.

Prepared by: Debra Duran, RN


Approvals:



 Quentin O'Brien
 Chief Executive Officer

10-7-19

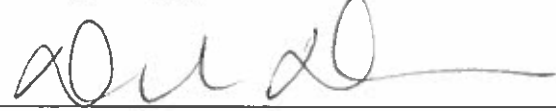
 Date



 Margarita Pereyda, MD
 Interim Chief Medical Officer

9/25/19

 Date



 Debra Duran, RN
 Chief Nursing Officer

9/30/19

 Date

P&P History

Date	Department	Policy & Procedure #	Comments	Next Annual Review Due
7/9/2015	ACN	N/A	Draft prepared	
12/10/2015	ACN	CD-01.005	Approved	12/10/2016
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