

## *Ambulatory Clinic Policy and Procedure*

Title: <b>PHARMACIST CALLS TO CLINICS</b>	Policy Number: <b>EP 3.9</b>
Regulation Joint Commission Reference:	Effective Date: <b>10/2016</b>

### **Policy Statement:**

It is the policy of Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to provide prompt, accurate provider directed information to pharmacists who call with questions about patient prescriptions.

### **Scope and Distribution:**

This policy applies and will be distributed to all TTUHSC El Paso Clinics.

### **Procedure:**

1. All prescription pads purchased by clinics will meet the prescription format approved by the Clinic Operations Committee. Specialized prescriptions for very specific purposes (eg: Coumadin Clinic) will be reviewed and separately approved by the COC Chairman prior to printing. Preprinted medication order sheets will be ordered based on current evidence and reviewed by the organization as necessary. All prescriptions directed to pharmacies (pads, printed from EMR or electronic) will carry the phone number of the originating Clinic.
2. Any pharmacist call arriving at a Texas Tech Physicians of El Paso Clinic regarding a prescription clarification, , will be promptly forwarded directly to the physician/MLP(Mid Level Practitioner) who wrote the prescription, if they are available. If the prescriber is not available, an available physician, designated MLP, resident, or other designated licensed staff member may address the issue with the pharmacist. Each Clinic is responsible for having a roster of available physician/s or designated MLP/s for all its prescribers. Faculty cell phone numbers may be provided in the event that no covering physician or designated MLP can be located, if approved by the faculty member.
3. Pharmacy calls regarding prescription questions will involve use of a phone note in the electronic medical record and written physician instructions. Calls from pharmacies received and handled after hours should be followed-up by each clinic during next business hours. A phone note will be created in the EMR noting the results of the follow-up.
4. Each clinic will follow their written procedure regarding handling all types of pharmacy calls.

Policy Number: <b>EP 3.9</b>	Original Approval Date: <b>4/2010</b>
Version Number: <b>3</b>	Effective Date: <b>10/2016</b>
Signatory approval on file by: <div style="text-align: right; padding-right: 50px;">           Juan Figueroa, M.D. , M.D.            Director of Clinical Operations            Clinical Operations Committee Chairman            Texas Tech University Health Sciences Center El Paso         </div>	