

# ROSEWOOD

## Rehabilitation and Nursing Center

I have received, reviewed and understand the  
*Admission Medication Process and Medication*  
*“Unavailable”* policy and procedures.

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*Employee Signature*

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*Date*

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*Print Name & Title*

## **Rosewood Nursing and Rehabilitation**

### **Admission Medication Process**

#### **STANDARD:**

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~~New Admissions / Re-Admissions will receive medications a~~

timely-manner.

#### **PROCESS**

- It is the responsibility of the unit manager/designee to enter admission/readmission orders into the computer as soon as they are received.
- After the orders are entered into the computer the Unit Manager/designee will print up 2 sets of orders one for the chart and one to verify that all medications have been received into the facility.
- During the change of shifts the Unit Manager will hand the second set of new admission/readmission orders to the Nursing Supervisor who will verify that the medication have been received by checking them and signing their name at the bottom of the new admission/readmission medication orders.
- For residents admitted/readmitted prior to 6PM, the nurse will promptly obtain the orders from the physician, enter the orders and transmit to Pharmacy. The nurse will promptly notify the physician of any and all medications due from 9PM on that, were not received and obtain instructions from the physician, in accordance with policy PH77; "Medication Unavailable".
- For residents admitted/readmitted prior after 6PM and prior to 9PM, the nurse will promptly obtain orders from the physician, enter the orders and transmit to Pharmacy, and advise the physician that the medications will not be available until doses due at midnight or later. The physician shall make a determination and change any medication orders that are required sooner to "STAT". The Pharmacy, once notified, will make an emergency delivery and provide the medication within 2 hours. The nurse will promptly notify the physician of any and all medications due from midnight on that were not received and obtain instructions from the physician, in accordance with policy PH77, Medication Unavailable.
- For residents admitted/readmitted prior after 9PM, the nurse will promptly obtain orders from the physician, enter the orders and transmit to Pharmacy, and advise the physician that the medications will not be available until doses due after 9AM the following day. The physician shall make a determination and change any medication orders that are required sooner to "STAT". The Pharmacy, once notified, will make an emergency delivery and provide the medication within 2 hours. The nurse will promptly notify the physician of any and all medications due from 9AM on that were not received and obtain instructions from the physician, in accordance with policy PH77; "Medication Unavailable".

### Admission/Re-Admission Medication Process Page 2

- The nursing supervisor will then call the physician for notification and await direction. If the physician deems medications must be given the Nursing Supervisor must call the Pharmacy and request delivery of the medication via stat delivery or if after 9pm via the After Hours Emergency Paging Procedure at ChemRX.

**PHARMACY CUT OFF TIMES  
FOR PHARMACY ORDERS:**

**DELIVERY LEAVE TIME:**

MONDAY- FRIDAY: 10:00 AM  
 MONDAY- FRIDAY: 05:00 PM  
 MONDAY- FRIDAY: 07:30PM  
 SATURDAY- SUNDAY: 11:00 AM  
 SATURDAY- SUNDAY: 2:30PM

MONDAY- FRIDAY 11:30 AM  
 MONDAY- FRIDAY 06:00 PM  
 MONDAY- FRIDAY 10PM  
 SATURDAY- SUNDAY 1:00 PM  
 SATURDAY- SUNDAY 4:00 PM

\*The Physician and Administrator Will Be Notified If Cut Off Times Are Missed and Or if Medications Do Not Arrived Per Schedule.

- **AFTER HOURS EMERGENCY PAGING PROCEDURE:**  
 CALL 1-877-788-5835 FOR EMERGENCIES ONLY  
 ALL OTHER CALLS SHOULD BE MADE TO 1-888-499-9205  
 Leave a message on the machine to be followed up the next morning.

- The Nursing Supervisor will document in the medical record that the Physician was notified and what directions were given.
- The Evening Nursing Supervisor will hand off the new admission medication orders to the Night Nursing Supervisor at the change of shift.
- If the new admission medications are not delivered on the last pharmacy run the Night Nursing Supervisor will call the pharmacy and to inform them.
- The new admission order sheets will then be passed onto the day shift Supervisor for follow-up.

The Nursing Supervisor will call the Administrator and or Designee if there is any difficulty in following any steps in the process with the pharmacy to deliver medications timely once resident is admitted or readmitted to the facility.

## POLICY AND PROCEDURE - PH77

### Medication "Unavailable"

#### POLICY:

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It is the policy of this facility that in the event that a medication is unavailable for any reason, the facility shall act promptly to notify appropriate practitioners and the pharmacy to obtain new supplies.

The facility shall investigate all instances where medications are not available, to assess whether appropriate actions were taken to insure continuity of care.

#### PROCEDURE:

<u>Responsible Party</u>	<u>Procedure</u>
Nurse	1. Upon identifying that a medication is apparently unavailable, immediately notifies nursing supervisor.
Nursing Supervisor	1. Shall check all areas where meds are stored to insure medication is actually not Available.  2. Upon determining that medication is unavailable, shall take the following actions: <ul style="list-style-type: none"> <li>A. Inform Prescriber /Attending</li> <li>B. Inform Pharmacy or backup/emergency Pharmacy and obtain medications (along with any new orders the prescriber may deem necessary)</li> <li>C. Document actions and prescriber orders on 24 hour report, MD order sheet and chart</li> </ul>
Pharmacy Consultant	Shall review all active MAR's each month, and document all instances where medications are charted as unavailable.

End of policy PH77



**CHEMRX**  
LONG TERM CARE PHARMACY



<p><b><u>PHONE</u></b> 1-(518)-452-7795 <b>TOLL FREE:</b></p>	<p><b>DEBBIE ZUCKER</b> <b><u>GENERAL MANAGER</u></b></p>
<p>1-(888)-499-9205</p> <p><b><u>FAX</u></b> 1-(800)-577-5603</p> <p><b><u>HOURS OF OPERATION</u></b> Monday-Friday 9:00 AM to 9:00 PM</p> <p>Saturday and Sunday 10:00 AM to 4:00 PM</p>	<p><b>KELLY FLYNN RPh, CGP</b> <b><u>ACCOUNT SERVICES</u></b> <b><u>DIRECTOR</u></b></p> <p><b><u>SUPERVISING</u></b> <b><u>PHARMACIST</u></b> <b>ANDREA BEERS, RPh</b></p> <p><b><u>MEDICAL RECORDS</u></b> <b>DORENE MAHAR</b></p> <p><b><u>CHEMPLUS</u></b> <b>RUSSELL MAHONEY</b> <b>518-708-4209</b></p>

<p><b><u>CUT OFF TIME FOR ORDERS:</u></b></p> <p>MONDAY-FRIDAY: 10:00AM</p> <p>MONDAY-FRIDAY: 5:00PM</p> <p>MONDAY-FRIDAY: 7:30PM</p> <p>SATURDAY &amp; SUNDAY: 11:00AM</p> <p>SATURDAY &amp; SUNDAY: 2:30PM</p>	<p><b><u>DELIVERY LEAVE TIME:</u></b></p> <p>MONDAY-FRIDAY: 11:30AM</p> <p>MONDAY-FRIDAY: 6:00PM</p> <p>MONDAY-FRIDAY: 10PM</p> <p>SATURDAY &amp; SUNDAY: 1:00PM</p> <p>SATURDAY &amp; SUNDAY: 4:00PM</p>
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**Leave a message on the machine to be followed up the next morning**