Overview

This SOP covers inputting a new prescription for new and existing patients. It covers all steps in the process including patient acknowledgment, obtaining patient identification, reviewing the prescription, verifying quantity in stock, negotiating ready times, entering the prescription, and filling the prescription. It also includes reviewing for prescription fraud. It applies to new prescriptions that are filled or put on hold.

<table>
<thead>
<tr>
<th>Provinces</th>
<th>ON</th>
<th>MB</th>
<th>SK</th>
<th>AB</th>
<th>BC</th>
<th>NB</th>
<th>NWT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable in:</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Store types</th>
<th>Retail</th>
<th>Home Health Care</th>
<th>Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable in:</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Corporate Policy

- Pharmacy staff must acknowledge all patients that approach the drop off counter. Either pause what you are currently working on to approach the patient or complete the activity but verbally acknowledge the patient’s presence.

- When possible, utilize the quick scan feature by scanning the patient’s ID to collect the necessary information. In the absence of an ID, pharmacy staff must obtain the patient name, date of birth, prescription number or the name of the medication requested for refill.

- Verify the prescription contains the name, drug, dosage, quantity, doctor signature, intervals and therapeutic validity. For narcotics, ensure the prescription has the patient health number.

- Pharmacist must verify changes in therapy with the patient and or the prescribing physician

- Accurately enter the full prescription information into Nexxsys.

- Check to ensure you have sufficient in stock quantities of the prescribed drug prior to the patient leaving.

- Determine if the patient qualifies for a PFS (i.e. MedsCheck/MedReview).

- Negotiate the ready time with the patient by asking them when they would like to pick up the prescription. When negotiating the ready time for a patient that will be waiting, ensure the ready time takes into account the current number of red baskets.

- All patients must be provided with a ready time.

- Non waiting prescriptions, once fully processed, must be placed in the Manual Queue, in the time-slot corresponding to the promised time.

- Select the correct drug and ensure switching to the Formulary where applicable.
Standard Operating Policies & Procedures

Prescription Intake SOP 9.02 New Prescription

- For government claims (e.g. ODB, AB, Pharmacare etc.), make note of any special criteria and the appropriate intervention codes for filling new prescriptions.
- For provincial drug plans, follow the guidelines accordingly.
- When adjudicating, determine the differences between various third parties and ensure the pricing is correct. Determine the suitability of copays, deductibles, fee caps, day’s supply and generic & therapeutic substitutions.
- Scan the prescription and any patient related forms completed (e.g. limited use, Section 8 etc.).

<table>
<thead>
<tr>
<th>Roles &amp; Responsibilities</th>
<th>RD</th>
<th>FSM</th>
<th>ASM</th>
<th>Sales Clerk/Staff</th>
<th>Cosmetics</th>
<th>Post Office Clerk</th>
<th>Rx Mgr</th>
<th>Pharmacist</th>
<th>Reg. Tech</th>
<th>Rx Asst</th>
<th>Delivery Driver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved by:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Validated/Reviewed by:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performed by:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Procedure

1. Request the patient’s ID to use the Quick Scan functionality. In absence of an ID, locate the patient in Nexxsys using their date of birth and name. If this is not an existing patient, a new profile must be created following SOP #9.01 New Patient Setup. The prescription will need to be processed as a new prescription following SOP #9.02 New Prescription.
   Note: For narcotic prescriptions, the CPSO number is also required.

2. Screen the prescription for possible fraud. In the event that a Pharmacy staff member suspects a patient is trying to submit a fraudulent prescription:
   i. Check if the prescribing physician has provided notification that fraudulent prescriptions in his/her name are being circulated.
   ii. Advise the patient that you must call the physician to confirm the dose, quantity, etc. and that they should return in 10-15 minutes.
   iii. Call the physician to obtain validation of the prescription.
   iv. If the prescription is fraudulent or it cannot be validated by the physician, advise the patient to leave the prescription and await our call to confirm when the prescription is ready.
   v. In the event that the patient wishes to leave with the prescription, make a photocopy and stamp the back of the prescription with your store address.
   vi. Add a note to the patient’s file. If a patient file does not exist, create one and document details.
   vii. Document a full description of the suspect.
   viii. The Pharmacy Manager or Pharmacist reporting the suspected fraud must contact the local Police immediately.
   ix. Document all information regarding the call to the Police, including the Police force, contact name, phone number, and case number.
   x. Notify your Regional Loss Prevention Manager or contact the Loss Prevention pager at 905-501-7813. This 24 hour pager is available 7 days a week. Provide your Regional Loss Prevention Manager with all information regarding the call to the Police.
   xi. If the prescription is fraudulent, it needs to be reported to the Pharmaceutical Association. Form for completion can be found on the Health Canada website under Forgery Report Form.

3. Read and evaluate the prescription:
i. Ensure the prescription is appropriate for the patient.

ii. Follow up with the physician for any missing information.

iii. Advise the patient if prescription is found inappropriate and rejected to fill.

4. Validate the patient’s profile ensuring the latest information is on file and is correct.

5. Check to ensure there is sufficient in stock quantities of the requested drug.

6. Determine if the patient is eligible for a MedsCheck/MedReview. If the patient qualifies for a MedsCheck/MedReview and it can be performed immediately, ring the bell to inform the Pharmacist. Refer to SOPs 12.01 to 12.03 for additional information regarding MedsCheck/MedReviews.

7. Negotiate the ready time with the patient. Indicate the ready time in Nexxsys when prompted. The promised time will be printed on the prescription hard copy.

8. Either process the prescription or place the prescription in the To Be Processed Queue, based on the information below:

   i. If the patient will be waiting for their prescription and there are 0-1 other patients in line, process the prescription(s) through Nexxsys, following step 9.

   ii. If the patient will be waiting for their prescription and there are 2 or more other patients in line (3 or more patients in total), do not process the prescriptions. Instead, validate all information and negotiate the ready time. Place the unprocessed script in a red basket next to the processing station and process the prescription after the line has cleared.

   iii. If the patient will not be waiting for their prescription and there are 0-1 other patients in line, process the prescription(s) through Nexxsys, following step 9.

   iv. If the patient will not be waiting for their prescription and there are 2 or more other patients in line, do not process the prescription through Nexxsys. Instead, place the unprocessed script in the ‘Not Waiting’ section of the ‘To Be Processed’ queue.

   v. If the patient wishes to not have the prescription filled at this time but to place it on hold, do not process the prescription through Nexxsys. Instead, place the unprocessed script in the ‘Holds/Blister Pack’ section of the ‘To Be Processed’ queue.

   vi. If the patient requires a blister pack, do not process the prescription through Nexxsys. Instead, place the unprocessed script in the ‘Holds/Blister Pack’ section of the ‘To Be Processed’ queue.

9. Process the prescription in Nexxsys:

   i. Pick or create the medication. The medication may be in the Pharmacy before being in Nexxsys. It is also possible that the medication will be coming in at a later time. Medications are reviewed at the corporate office which decides if they should be accessible for all the stores or remain unique to a certain store.

   ii. Pick or create the physician.

   iii. Enter the quantity authorized by the physician. This determines whether the patient has additional repeats for the prescription.

   iv. Enter the quantity dispensed as per the physician or patient. If the patient requests for reduced quantity or brand name, have the patient sign for it on the prescription.

   v. Enter the SIG (directions for use of medication).

   vi. Enter the days supply.

   vii. Confirm pricing and adjudications.

   viii. Hit Process in Nexxsys. A number of evaluations of drug interactions are presented before fill and after fill. These will have to be addressed and entered in Nexxsys.

   1. Special authorization
   2. Limited use
   3. Flu
   4. Pricing

   ix. Hit Fill if filling, or Hold if holding for a future fill.

      1. Either the patient or the 3rd Party Plan will be charged every time Fill is hit.
- When trying to submit to a 3rd Party Plan, the system will lock after 3 times.

x. Evaluations:
   - DUR (Drug Utilization Review) warnings
   - PFS (Patient Focused Service)
   - Registration programs

10. Scan the prescription to save a digital copy in Nexxsy.
11. Place the hard copy of the prescription and the prescription print-out(s) in the appropriate area:
   i. If the patient is waiting for less than one hour for their prescription, place the original prescription, inventory, and the print out in the red basket.
   ii. If the patient is picking up their prescription in over an hour, place the original prescription, and the print out in the appropriate time section of the Manual Queue.
      Note: If the prescription has been fully processed, place in the Manual Queue affixed with a binder clip. If the prescription is only partially processed, place in the ‘To Be Processed’ queue.
   iii. If the prescription is being picked up tomorrow (or future date), place in the EOD section of the Manual Queue.
   iv. If the prescription is an Autofill, the first 30 are to place in the autofill AM binder clip in the Manual Queue and complete 30 minutes before noon. The remaining are to be placed in the autofill PM binder clip and completed before end of day.
   v. If the prescription is for delivery, place in the delivery binder clip in the Manual Queue in the time slot that is 2 hours before delivery.
   vi. If the prescription is a fax, assign a promise time of 4 hours and place in the ‘To Be Processed’ queue before processing and then place in the appropriate time section of the Manual Queue after processing.
   vii. If the prescription is waiting a doctor call back, place in the doctor call back box.
   viii. If the prescription has a problem, place in the white basket.

### References

<table>
<thead>
<tr>
<th>Glossary of Terms</th>
<th>DUR - Drug Utilization Review</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PFS - Patient Focused Service</td>
</tr>
<tr>
<td></td>
<td>SIG - Signature with directions for use of medication</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Related Forms</th>
<th>Compliance Packaging Authorization: Patient/Pharmacist</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Compliance Packaging Authorization: Physician</td>
</tr>
<tr>
<td></td>
<td>Forgery Report Form</td>
</tr>
<tr>
<td></td>
<td>Release of Prescription Information Consent Form</td>
</tr>
<tr>
<td></td>
<td>Request for Non Child Resistant Vials</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Related Policies</th>
<th>Pharmacy Operations SOP #8.02 Retention of Prescription Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Prescription Intake SOP #9.01 New Patient Setup</td>
</tr>
</tbody>
</table>

| Reference Materials | Phoenix Academy Handbook |

| Supplies Required  | Baskets |

Effective Date: October 4, 2013 | Last Updated: November 10, 2016
### Self Audit Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Procedure Step</th>
<th>Audit Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 1</td>
<td>2</td>
<td>The prescription has been screened for fraud and the proper validations have been made if fraud is suspected.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Question 2</td>
<td>3.i and 3.ii</td>
<td>The prescription has been confirmed to be appropriate for the patient and the patient’s physician has been contacted, if required.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Question 3</td>
<td>5</td>
<td>Did the pharmacy staff ensure appropriate in stock quantity of the drug before the patient left?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Question 4</td>
<td>7</td>
<td>Was the ready time negotiated with the patient as indicated on the top of the prescription?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Question 5</td>
<td>9</td>
<td>The information has been transposed from the prescription into Nexxsys.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Question 6</td>
<td>10</td>
<td>The prescription has been scanned into Nexxsys.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Question 7</td>
<td>11</td>
<td>The original prescription and print out have been placed in the appropriate basket or time slot section of the Manual Queue</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>