

**SUBJECT:** After Hours Order Entry/Verification- Telepharmacy

**BACKGROUND:**

Prospective review of medication orders by a pharmacist prior to first dose greatly reduces the rate of medication errors and adverse events thereby improving patient safety and the quality of care provided.

**PURPOSE:**

To establish guidelines for telepharmacy and services provided for Frances Mahon Deaconess Hospital.

**RESPONSIBILITY:**

Pharmacy, Nursing, Medical Staff

**POLICY:**

After pharmacy hours or in the absence of an on-site pharmacist, medication order entry/verification will be provided by Medication Review. Their services include the following:

- 1) Remote order entry and verification into the hospital's information system (Meditech)
- 2) Review of medication orders against the patient's record and authorization to dispense through automated drug dispensing units including:
  - a) Receiving, interpreting, or clarifying medication orders
  - b) Data entry and transferring of medication order information
  - c) Performing drug regimen review
  - d) Interpreting clinical data
  - e) Performing therapeutic interventions
  - f) Providing drug information concerning medication orders
- 3) Unlimited clinical consults by telephone or encrypted electronic messaging with hospital staff, physician or patients' specific to individual patient orders
- 4) Guidance in drug dictionary and formulary maintenance without mandates
- 5) Identifying and recording patient's own medication once prescriber has authorized the medication for inpatient use.

**PROCEDURE**

**ORDER TRANSMISSION**

- 1) Written orders should be scanned using the scanning workstation located at the nurses' station. Orders are classified by urgency and should be scanned accordingly. Selection of number 1 on the Kodak scanner indicates a Normal order, 2 indicates a Priority order, and 3 indicates a STAT order.
- 2) In the event that the internet connection is down, orders may be sent to Medication Review via facsimile. The fax number is 1-509-536-1999. The fax machine does not allow hospital staff to specify a Priority. Call Medication Review at 1-800-236-1900 to verify receipt of the transmission and specify the priority of the order.

**COMMUNICATION**

- 1) Medication Review pharmacists are accessible 24 hours a day by calling 1-800-236-1900, or via instant messaging through the secure DocuScripts® imaging software.

## **PATIENT'S OWN MEDICATION**

- 1) Medication Review Pharmacists will identify a patient medication via verbal description from the nurse over the phone. When the medication is verified, a note will be placed in the label comments on the medication order in Meditech. A label will then be printed to the Pharmacy Label Printer for FMDH pharmacists' to review and physically label the medication the next business day.

## **QUALITY ASSURANCE**

- 1) The Pharmacy Director will monitor the services of Medication Review. Parameters that will be monitored include error rates, turn-around times on order entry, and yearly evaluations by the nursing and medical staff.
  - a. Error Rates – Medication orders entered by Medication Review pharmacists will be retrospectively reviewed by FMDH pharmacists the next business day. Any error encountered will be communicated to management at Medication Review and reported through FMDH's risk incident reporting system. There are no acceptable incident rates of medication errors; therefore, a specific number will not be established. The goal of our organization is to continually improve systems to prevent harm to patients. The drug item file and Pharmacy module within Meditech shall be kept accurate and current by the FMDH Pharmacy department so that errors do not occur from the misinformation within the HIS. If a medication error reaches the patient and requires increased monitoring or intervention, FMDH pharmacists, along with Medication Review, will conduct a root-cause analysis with the goal of identifying ways to prevent future errors and potential patient harm. If multiple errors occur, and there has been no effort shown for improvement, the contract with Medication Review will be reviewed.
  - b. Turn-Around Times
    - i. Reports will be generated through Docuscripts to identify the turn-around times for order entry based on the priority of the order. STAT orders shall be entered within 15 minutes, Priority orders within 30 minutes and Normal orders within 60 minutes. Habitual deviation from these standards or complaints from the nursing staff, using objective data collection, will be addressed with management of Medication Review.
  - c. Yearly Evaluations
    - i. The Director of Pharmacy will develop an evaluation to quantify the satisfaction level of the Medical, Nursing, and Pharmacy staff with the services of Medication Review.