

ALASKA PIONEER HOME		P&P No:	07.01
Title: Pharmacy General Information		Approval:	
Key Words: Philosophy, Pharmacy Services, Counsel, Confidentiality			
Team: Pharmacy, Nursing	Effective Date:	1/1/11	Page: 1 of 4

PURPOSE

To explain the Alaska Pioneer Home (AKPH) Pharmacy philosophy and operations.

POLICY

AKPH residents have the best and most efficient pharmacy services at the lowest possible cost. The AKPH Pharmacy is consistently open and staffed on regular days and times. Written medication orders from the six Homes are submitted to the AKPH Pharmacy in Anchorage. The AKPH Pharmacy is available to answer staff’s general medication questions by email and resident specific questions by Direct Secure Messaging or facsimile. The AKPH Pharmacy provides counseling services for the residents and their representatives. The AKPH Pharmacy staff maintains medication and clinical confidentiality of the residents, as required by law and professional standards.

DEFINITIONS

Medication is a drug or a pharmaceutical substance used in diagnosis, cure, mitigation, treatment, or prevention of disease or discomfort.

Medication administration is assisting with a prescribed drug for a resident by an AKPH nursing staff. The licensed nurse assesses, documents, and evaluates the medication’s effectiveness.

Resident is a person who resides in an Alaska Pioneer Home and receives services provided by the AKPH staff.

Representative is a legally authorized representative who may act on behalf of the resident for medication decisions.

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1. Pharmacy is staffed Monday through Friday, 7:00 am to 3:00 pm, closed on weekends and State holidays.

B. Medication orders

1. The resident's legal name is used to order medications.
2. The order is written, signed, and dated within the past 30 days by a health care provider with prescriptive authority.
3. A fax is the preferred method to submit an order to AKPH Pharmacy.
 - a) Anchorage Pharmacy fax #343-7270
 - b) Statewide toll free Pharmacy fax #888-822-7270
4. Orders that are processed the same day are received in Pharmacy by the following times:
 - a) 11:30 am Palmer
 - b) 1:00 pm Fairbanks, Juneau, Ketchikan, Sitka
 - c) 1:30 pm Anchorage
 - d) Orders received after these times are processed the next working day.

C. Pharmacy questions

1. Outside the Pioneer Homes, the pharmacy may be reached through Direct Secure Messaging (DSM) at <https://alaskahie.com>, mailbox akdhss.akpnrhm_lbell for answers to pharmacy questions. Pioneer Home Staff may use the division's shared drive.
2. Direct Secure Messaging (DSM) response from Pharmacy takes one or more working days for research and response.
3. Pharmacy phone lines are available during regular operating hours for questions about medications and billing.
 - a) Anchorage Pharmacy phone #343-7294
 - b) Statewide toll free Pharmacy phone #888-546-7294

II. AKPH Pharmacy Services

- A. Medications are dispensed safely and effectively.**

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- B. Pharmacy solutions are determined for medical condition, drug allergies, and nutritional restrictions.

- C. Pharmacists and nursing staff provide medication education and counsel to residents and representatives.
 - 1. A pharmacist is available by phone to answer medication questions during pharmacy hours.
 - 2. If the pharmacist is unavailable, the resident or representative leaves their name and phone number on the voicemail. A pharmacist will return the call as soon as possible.
 - 3. A face-to-face meeting with the resident or representative and a pharmacist can be scheduled at the Home when the pharmacist is there and available to talk.
 - 4. Written counsel information is available to the resident or representative when requested.

- D. Pharmacists review resident charts and medication regimens and make recommendations to prescribers.

- E. Pharmacists collect data, monitor, and review data to recommend best standard of care for the residents.
 - 1. Diagnosis, allergies, and drug reactions.
 - 2. Drug interactions.
 - 3. Antibiotic therapy to include infection diagnosis, culture and sensitivity.
 - 4. Anticoagulant therapy to include diagnosis, INR test target range and baseline, and subsequent INR testing.
 - 5. Lab work and tests such as AIMS and depression scale, to ensure appropriate medication therapy and monitoring of side effects.

- F. Pharmacists participate in care conferences with residents, representatives, and staff.

III. Pharmacy Confidentiality

- A. AKPH pharmacy staff maintains confidentiality regarding medication and clinical information.
 - 1. Legal and professional standards dictate resident confidentiality with pharmacy and nursing practice.
 - 2. Resident health information is protected under state and federal law.

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3. Check with a supervisor before fulfilling a request for resident health information.
 - a) Official requests, such as a court subpoena, are verified with the supervisor before releasing resident information.
4. Each resident receives the prepared statement, *Notice of Use of Private Health Care Information*, upon admission to the AKPH pharmacy program.
5. Access to residents' pharmacy records is restricted to staff who need access to perform their job duties.
 - a) Computer work stations are secured with computer pass codes.
 - b) Active measures are taken to assure that residents' confidential records are not viewed by others who do not need the information to perform their job duties.
 - c) Discarded documents with a resident's name or personal information are shredded or destroyed to eliminate transfer of that information.
6. Privacy is provided during a pharmacy counsel session for a resident or representative.
7. Pharmacy staff is discreet when communicating in person or by phone or fax to an AKPH staff member or a care provider.

HISTORY OF REVISIONS

New:

Revised: 1/1/11; 10/1/13

Reviewed:

ATTACHMENTS