



Policy and Procedure Manual

Pharmacy Hours:

Monday thru Friday: 8:00am – 6:30pm

Saturday: 10:00am – 4:00pm

Sunday: **After-Hours & On-Call Emergency Only**

Phone: **970-461-9101**

Toll free: 866-810-9101

Fax: **970-461-9089**

Toll free: 888-810-9089

Email: LTC@gooddaypharmacy.com

Website: gooddaypharmacy.com

Address: 4775 Larimer Parkway Suite 100

Johnstown, CO

After-Hours & On-Call Emergency Number:

970-214-1914

Thanks for Choosing Good Day Pharmacy!



Policy and Procedure Overview:

<u>Topic:</u>	<u>Page Number(s):</u>
New Admissions	<u>1</u>
Medication Therapy and Resident Status Changes	<u>2</u>
On-Demand Filling	<u>3</u>
Cycle Filling	<u>4-6</u>
Refill Requests	<u>7-8</u>
Order Entry	<u>9-12</u>
Deliveries	<u>13</u>
Medication Returns	<u>14</u>
After-Hours Services	<u>15</u>



New Admissions:

The following information is required for Good Day Pharmacy to establish and provide services for a new resident:

- **Pharmacy Agreement** [GDP - Pharmacy Agreement](#)
 - Fully completed including:
 - Pharmacy designation (Primary or Emergency)
 - SSN and Medicare number
 - Resident/POA signature
 - **REQUIRED** to obtain full and continued pharmacy services:
 - A maximum 7-day supply will be provided to any resident without a valid Pharmacy Agreement on file upon receiving new admission documents
 - Grace period of up to 7 days to submit a Pharmacy Agreement before pharmacy services are suspended
- **Insurance Information**
 - Photocopies of **ALL** insurance cards – front and back
- **Medication Orders**
 - Must be signed (physically or electronically) and dated by a provider
 - Orders that do not indicate a specific written quantity or do not contain refill language are valid as follows:
 - Non-controlled Rx = 30 day supply + 0 refills
 - PRN Rx = #30 quantity + 0 refills
 - Controlled Rx = NOT VALID
 - Indicate what medications to fill versus what medications to profile
- **Payment Information** [GDP - Direct Payment Form](#)
 - Indicate a method of payment or elect for direct payments

Please fax or email all documents to Good Day Pharmacy **prior** to a new resident admission. Indicate the resident move in date and specify what medications are needed. Utilize the New Admission Cover Page to ensure you have answered all questions and provided all required documents.



Medication Therapy Changes:

Medication therapy changes are very common – new medications, changes to current dosing, changes to administration timing, discontinuation orders, and more. It is extremely important to send ANY changes to Good Day Pharmacy via fax or email as soon as possible. Do not assume that the doctor has also faxed or notified the pharmacy. ALWAYS send the order to the pharmacy team so they can review and process the change. Duplicate orders are better than no orders!

Dose Changes on Cycle Medications:

Good Day Pharmacy will attempt to fill the 'difference' on medication therapy increases of a current cycled medication.

Example: Metformin 500mg 1 QD is changed to 1 BID. You are 10 days away from your next cycle start date. The pharmacy would fill 10 tablets, the 'difference' (NOT 20), to be used with your current card to equal the new dosing of 1 BID. This is done so that cycled medications remain 'lined up' and you are not left with an excess and unnecessary amount on hand.

Good Day Pharmacy will place a Green auxiliary sticker on these cards that states, "Notice – This is a DOSE CHANGE on current CYCLE medication. Please use the new card(s) with your old card(s) to equal the current dosing."

Repackaging Medications:

Good Day Pharmacy can repackage medications, upon community request, when the current therapy has changed (excluding controlled medications). If you want a medication repackaged, please contact the pharmacy. Note – CO Board of Pharmacy rules do not allow us to repackage any medications that were not originally filled at our pharmacy.

Resident Status Changes:

It is the responsibility of the community to immediately notify Good Day Pharmacy when a resident has a major status change – resident in hospital, in rehab, moved out, discharged, etc. Medications unnecessarily filled and not returned within the allowable return for credit timeframe ([see page 14](#)) will be the financial responsibility of the community if the resident/POA refuses payment.



On-Demand Filling:

On-demand filling refers to any medication fill or refill that is initiated by community request. Whether or not your community is on cycle fill dictates which medications should be filled on-demand, and how you should request refills with the pharmacy:

Communities that utilize cycle fill: would only need to request on-demand refills of non-cycled medications – all cycled medications automatically get delivered every month.

Communities that do NOT utilize cycle fill: would have to request all refills on-demand – nothing comes automatically.

Although many medications can be cycled (scheduled dosing of tablets and capsules), there are some types that cannot be cycled. It is very important to understand what medications are not cycled in order to properly request refills from Good Day Pharmacy. **Medications that are NOT cycled include:**

1. Controlled Medications (C-Stamp, Rx number starts with a '2' or '4')
2. PRN medications
3. Bulk medications:
 - a. Any medication that comes in a preset package size (preset number of doses)
 - i. Inhalers, insulin, creams, ointments, ear drops, eye drops, patches, orally disintegrating tablets (ODTs), boxes, etc.
4. Medications requiring lab work:
 - a. Clozapine, Warfarin
5. Medications dispensed in original container only
6. Most hospice covered medications – max 15 days supply
7. Extremely expensive and/or rare medications

Knowing which medications are cycled and which are not will allow you to understand the entire process of how medications arrive at your community. If your community is on cycle, you would only want to request refills on non-cycled (on-demand) medications. Refer to the Refill Requests section ([see page7](#)) for refill forms and the best tips for success.



Cycle Filling:

Almost every scheduled tablet or capsule is automatically put onto cycle fill by the pharmacy team ([see page 3 for exceptions](#)). The first time a new medication is filled it is processed for the exact days' supply needed to get to your community's next cycle start date. Good Day Pharmacy will place a blue ancillary sticker on at least one of the blister cards that states, "Notice – This CYCLE medication was intentionally filled for less than the written quantity to line up with your next cycle start date." Once a medication is filled and lined up with the cycle fill, it will be delivered automatically each month. After this, the community would only need to notify the pharmacy if a cycle medication gets 'off'.

Types of Cycle Filling:

1. Straight Card
 - a. The number of cycle days (most common – 28 days) is filled in blister packs starting in the #1 bubble
2. Calendar Fill
 - a. The number of cycle days is filled in blister packs starting in the bubble that corresponds to your next cycle start date
 - i. You would administer medications from the blister card from the bubble that correspond to the actual calendar date
 1. Ex: on the 5th of the month, you would administer medication from the 5th bubble in the blister pack

Cycle Delivery Date:

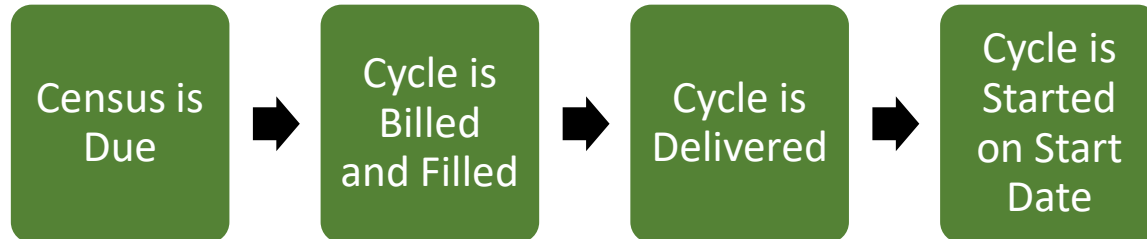
Your upcoming cycle fill will always be delivered around 5-7 days prior to your next cycle start date. Note – 28 day cycle communities will always have the same day of the week for their cycle delivery (and cycle start date).

Cycle Start Date:

The date on which to start using your new cycle cards. This date is found in the upper right-hand corner of all cycle card labels and is also written on a 'warning' sign on the cycle totes upon delivery. **Do not start using your cycle cards before the cycle start date** – if you are unable to make it to the cycle start date with your current supply you **MUST** contact the pharmacy.

Cycle Filling (Continued):

Cycle Process:



Cycle Census:

Sent to the community 17 days prior to cycle start date and is due back to Good Day Pharmacy 14 days prior to cycle start date. The exact due date will be notated on the census. This form provides a list of each resident who is on cycle fill at the community and it also lists their primary prescriber. Any resident status changes, prescriber changes, or notes about specific medications should be written here.

It is extremely important to complete the cycle census each month. It is your chance to communicate big changes as well as smaller details to the pharmacy team to ensure your cycle fill is as accurate as possible upon delivery.

Completion of the cycle census and real-time resident status change updates help the pharmacy team to minimize or eliminate unnecessarily filling and delivering unwanted cycle medications. If you do receive unwanted cycle medication(s) immediately contact the pharmacy to initiate a return for credit ([see page 14](#)).

Receiving Cycle Fill:

Although you should never start your cycle before the cycle start date, you should check-in and review the cycle delivery as soon as possible to ensure accuracy and completeness. The cycle fill delivery manifest will show all medications that were delivered and will also highlight what medications could not be delivered, if any, as well as a brief explanation as to why. Please review this manifest and contact the pharmacy team with any concerns. Even after cycle fill is delivered, we will continue to actively work on outstanding issues to get them resolved before your cycle start date.



Cycle Filling (Continued):

How to know if a Cycle Medication is Off:

It is important to understand if your current on hand quantity of cycle medication is perfectly lined up or not – is a cycle medication ‘on’ or ‘off’? This answer depends on your cycle fill type ([see page 4](#)):

- Straight Card: You must know your next cycle start date
 - Next cycle start date – current date = days’ supply of cycle medication needed on hand
- Calendar Fill: You should always be using the bubble number that corresponds to the current day. If not, you are off.
 - Current bubble number – current date = number of days’ supply that is off
- Straight Card or Calendar Fill: Are you having to use the newly delivered cycle fill PRIOR to the cycle start date because you ran out of medication? If so, you are off.

If a cycle medication is off by more than a day or two you should inform the pharmacy team so they can fill and deliver a small quantity to get the medication lined back up. Remember, if a cycle medication is off, it will forever remain off until someone on the community side notifies the pharmacy team to get it corrected.

What to do if a Cycle Medication is Off:

Use a Good Day Pharmacy refill request form to notify the pharmacy. Our goal is to perfectly realign the cycle medication and get you back on track. In order to do this, you MUST indicate the number of doses remaining so we know exactly how much to fill. The pharmacy team will NOT realign a cycle medication, and will ask for further clarification, if the number of doses remaining is not included.

Putting Cycle Medications on Hold:

At any time you can request that a cycle medication be put onto hold (taken off cycle). The pharmacy team will stop providing the medication for future cycle fills until told otherwise – the community MUST inform the pharmacy when they would like to add a medication back to cycle. Make sure to notate which medications you have put on hold.



Refill Requests:

How to Request:

Medication refill requests can be sent to the pharmacy at any time via fax or email. To make the process easier, and to ensure that all required information is submitted, Good Day Pharmacy strongly encourages you to use the standardized Refill Request form that best fits your need:

[GDP - Refill Request Form \(Any Medication\)](#)

[GDP - Refill Request Form \(Non-Cycled Medications Only\)](#)

The only difference between the two forms is that the 'Non-Cycled' form allows for the barcode section of our Rx label to be peeled off and affixed to the refill request form. This barcode contains almost all the required information needed to process your refill, however, you must ALWAYS indicate the number of doses that are remaining (regardless of what form is used). Indicating the number of doses remaining is best practice for all refill requests and is REQUIRED for all cycle "refill" requests/realignments ([see page 6](#)). The pharmacy team will NOT refill a cycle medication without first knowing how many doses remain.

Pharmacy Response and Delivery:

Good Day Pharmacy processes each refill request form and communicates the status of every single Rx that was submitted. Completed forms are always faxed or emailed back to the community. A checkmark is placed next to each successfully adjudicated claim and an 'X' is placed next to any unsuccessfully adjudicated claim. Any unsuccessful claim (X) will have an accompanying reason of why the Rx could not be filled. Some of the most common reasons include:

- **Refill too Soon**
 - The refill too soon date will ALWAYS be stated.
 - The pharmacy will automatically set up the Rx to fill on the refill too soon date (the soonest date the insurance company will allow)
 - Note – This type of refill is NOT delivered on weekends or holidays; it will come with the next regularly scheduled weekday delivery



Refill Requests (Continued):

- **No Refills Remaining**
 - The pharmacy will always request a new Rx from the prescriber
 - The pharmacy will always indicate which prescriber the request was sent to
 - **Community Responsibility:**
 - Notify the pharmacy (fax or email back) ASAP if the prescriber we sent the request to is not correct
- **Cycle Medication without Number of Doses Remaining Indicated**
 - The pharmacy will fax or email back asking for clarification
 - **Community Responsibility:**
 - Please respond back in a timely manner
 - Pharmacy will not refill/realign without this information

During the week, almost all refill requests will be responded to AND delivered within 24 hours. On the weekends, Good Day Pharmacy will only send routine refills in situations where there is not enough quantity on hand to make it to the next regularly scheduled weekday delivery. STAT refill requests will be sent as soon as possible. Remember, you must include the number of doses remaining for the pharmacy team to appropriately triage your request.

Be proactive and frequently monitor the on-hand quantity of all medications for your residents. Be sure to request refills of non-cycled medications when you are running low (<7 days remaining). Avoid requesting “refills” on cycled medications unless you determine that the medication is ‘off’ and indicate the number of doses remaining to get perfectly realigned ([see page 6](#)). Do not allow any medication to get to 0 doses remaining regardless of whether it is cycled or on-demand.

To reduce our daily phone volume please avoid calling the pharmacy to **initiate** refill requests. Initiate refill requests via fax or email and utilize the GDP Refill Request Form(s). If you have any questions or concerns about a refill request response, or if you want to check the status of a refill request, please contact the pharmacy during normal business hours.



Order Entry:

Please send all new orders to Good Day Pharmacy immediately after receiving them. New orders include new medications as well as changes to an existing therapy – discontinuations or changes in medication strength, directions, or HOA. It is best practice to send in ALL new orders for ALL residents regardless of whether Good Day Pharmacy truly services the resident or not. **At all times we want our medications records to exactly match your records.** This is not possible unless we are sent EVERY order. This is especially important for communities that receive monthly paper MARs or are interfaced with the pharmacy electronically via an eMAR.

Paper MARs are updated throughout the month as new orders are received. Paper MARs are printed and delivered about a week or so prior to the end of the month for community review. On the other hand, an eMAR is updated in real-time as soon as the pharmacy enters an order. **It is important to know how pharmacy data is transmitted to the eMAR, what data is transmitted to the eMAR, and what data is NOT transmitted to the eMAR:**

- When a new order is verified by a pharmacist (whether it is filled or profiled) the electronic data is submitted to the eMAR as a new order pending community review
 - Electronically submitted data includes the medication name, strength, directions for use (SIG), and HOA
 - If an indication for use is written in the prescriber's directions it will be included in the SIG
 - If a specific HOA is indicated on the prescription it will be accurately reflected in the HOA
 - If there is not a specific HOA indicated on the prescription it will be entered using preset, basic HOA times
 - Good Day Pharmacy is able to permanently alter the basic HOA times to make them community-specific upon community request
- When a current order is discontinued, the electronic data is submitted to the eMAR as a discontinuation order pending review



Order Entry (Continued):

- When a short order (limited duration of use, no refills on the Rx) is verified it will include a specific stop date and stop time
 - The stop date is reflective of the intended duration of use
 - The stop time is always entered as 11:59pm
- Before accepting a new order on the community side, you may oftentimes alter the start time, stop time, and HOA in your eMAR
 - Once a new order is accepted, you typically cannot alter these fields
- Once a new order is verified by the pharmacist it cannot be changed without discontinuing what was typed and retyping the Rx as new

Any data fields outside of what is discussed above must be manually input by the community. Good Day Pharmacy will **NOT** manually input eMAR data

Requirements for a Valid Rx Order:

Prescription orders sent to the pharmacy must contain the following information, at a minimum, to be considered a 'valid' Rx and processed by the pharmacy team:

- Patient name and DOB
- Prescriber name, signature, and date
 - Hand-written signature or electronic signature
- Drug name, strength, and SIG
- Written quantity is **required** to dispense any controlled medications

Pharmacy Communications:

Good Day Pharmacy will always notify you about the status of any new order and does so in a variety of ways:

- MAR Only notifications (Rx's are PROFILED ONLY):
 1. This Rx order is NOT valid for dispensing purposes
 - Occurs when an order is not signed by a prescriber, or when a controlled Rx does not indicate a written quantity
 2. Unable to source the medication from our wholesalers
 - Occurs when the pharmacy is unable to obtain and dispense a medication – Obscure OTC products and strengths
 3. Resident/family to provide OTCs
 4. Emergency Pharmacy Only – must specify if you want us to fill



Order Entry (Continued):

In addition to MAR only notifications, Good Day Pharmacy also provides notifications on the status of a new order if any problems are encountered along the way. If there are any problems, the pharmacy will notify you via a form that is both faxed to your community as well as printed out and hand-delivered on the next routine delivery. Unfortunately, not all new orders are able to be dispensed immediately after receiving and processing the prescription. Some common issues include:

- **Prior Authorization (PA) Required**
 - Occurs when the prescribed medication and/or dosing is not on the insurance formulary. Although not initially covered, the insurance may decide to pay with prescriber intervention, however;
 - The insurance can also deny the PA request
 - The pharmacy team immediately notifies the prescriber
 - If the PA request is approved the Rx will be filled and delivered
 - A resident or POA may opt to forgo the PA and pay out of pocket if they choose – community must notify the pharmacy
 - Out of pocket pricing information is provided prior to filling
- **Refill too Soon**
 - Occurs when an Rx is deemed too soon to fill by the insurance
 - Refill too soon dates and situation differ between insurances
- **Out of Stock – Medication on Order**
 - Occurs whenever the pharmacy does not have the dispensed medication on hand to fill
 - If the pharmacy has some medication, they will always attempt to partial-fill the Rx
 - A small quantity will be sent initially, and the remainder will be ordered and delivered later
 - Medications are ordered and received Monday-Friday
 - Most out of stock medications will arrive the following day, however;
 - **Medications that are out of stock on a Friday, Saturday, or Sunday will not be received and delivered until the following Monday**



Order Entry (Continued):

Medications Requiring Labs:

Medications like Clozapine and Warfarin **require** routine lab work in order to be properly dispensed. It is the responsibility of the community to understand the lab requirements and to coordinate blood-draw dates for any resident who takes these medications. The community must also send in all updated lab work to the pharmacy as soon as possible to prevent any delays in dispensing these medications.

Remember, medications that require routine lab work in order to be dispensed will never be included on cycle ([see page 3](#)). The community must always request refills and/or send in updated lab work and new orders for the pharmacy to be able to dispense and deliver.

Hard-Copy C-II Prescriptions:

A 'hard-copy' refers to the original version of the physical Rx order itself. It is the piece of paper that the doctor physically signs and hands to the resident or POA. It is not copied or reproduced in any way.

Although it is becoming increasingly rare, if a prescriber writes a hard-copy C-II prescription the pharmacy must obtain the physical hard-copy Rx from the community **prior** to dispensing and delivering the medication. It is the responsibility of the community to notify Good Day Pharmacy of a hardcopy C-II Rx that needs to be processed. The community may do this by calling the pharmacy, or by emailing or faxing the image of the hardcopy C-II to the pharmacy.

Once the pharmacy is notified, they will create a C-II pickup form to be given to the delivery driver. Please make sure to set your C-II hard-copy aside and have it readily available for the driver. Remember, the driver must obtain this hard-copy and take it back to the pharmacy before it can be filled. Hard-copy prescriptions are NOT needed for CIII-V Rx's – fax or email the Rx to the pharmacy like any other prescription. Only C-II hard-copies are required to be physically obtained prior to dispensing.



DELIVERIES:

Good Day Pharmacy delivers better health! It is important to know the delivery departure times and order cutoff times for new orders for your community. Delivery drivers leave the pharmacy each day at specific times depending on your physical location:

Communities in Parker, Colorado and South:

- Monday-Friday departure time: 9:30am
 - Order cutoff time – 8:30am
- Saturday departure time: 11am
 - Order cutoff – 10am
- Sunday: emergency deliveries only
 - If necessary, call the After Hours and On-Call phone number
 - We can coordinate to transfer the Rx to a pharmacy near your location and can also provide courier services if needed

Communities North of Parker, Colorado:

- Monday-Friday departure time: 10am and 6pm
 - Order cutoff – 9am and 5pm
- Saturday departure time: 4pm
 - Order cutoff – 3pm
- Sunday: emergency deliveries only
 - If necessary, call the After Hours and On-Call phone number

Mail Communities:

- Monday-Friday UPS departure time: 5pm
 - Order cutoff – 4pm
- Saturday and Sunday: UPS mail not available
- Note: refrigerated products can only be mailed on Monday-Thursday

If you need a critical medication to be filled after the cutoff time but before the departure time you **MUST** call the pharmacy team! We can accommodate most requests if we are notified **prior** to departure.



MEDICATION RETURNS:

Good Day Pharmacy allows for medication returns and makes the process simple. There are two categories of medication returns – returns for donation/destruction and returns for credit.

Medication Returns for Donation/Destruction: These types of returns do NOT require a form and do NOT require a phone call to the pharmacy. Simply give unwanted medications to the delivery driver but be aware that these medications MUST have been filled by Good Day Pharmacy (**no outside pharmacy returns are allowed**) and must not contain any controlled substances ('C' stamp, Rx number starts with a '2' or '4'). Good Day Pharmacy is partnered with various charitable organizations and attempts to donate as many medications as possible.

Medication Returns for Credit: These types of returns require a form to be filled out by the pharmacy – you MUST call the pharmacy to process a return for credit. The pharmacy team will verify if the return is eligible for credit, and if so, they will complete a medication return form for you. In general, returns for credit must meet the following criteria:

- Must be completely unopened and unused
 - No blisters have been popped out
- Must have been billed within the past **14 days**

If your return is eligible for credit the pharmacy team completes a medication return form – one copy is faxed to you and one copy is provided to the delivery drivers. The delivery drivers will NOT accept a medication return for credit without the completed return form.

Rx Destroyer:

Good Day Pharmacy can supply, upon community request, a 64oz bottle of Rx Destroyer. This product can be used to dispose of unwanted medications. Each bottle holds up to 1,600 tablets or capsules. Once full, the Rx Destroyer may be disposed of in the regular landfill trash. It is strongly recommended to purchase and keep a bottle on hand for regular use.



AFTER-HOURS SERVICES:

Good Day Pharmacy's After-Hours services are available for ALL communities when an **EMERGENCY** situation arises outside of our normal business hours:

Monday thru Friday: 8:00am – 6:30pm

Saturday: 10:00am – 4:00pm

Sunday: *After-Hours & On-Call Emergency Only*

After-Hours & On-Call Emergency Number:
970-214-1914

Your call will be forwarded to the On-Call pharmacist who will be able to assist you further. It's important to understand that the On-Call pharmacist is not in the pharmacy when you call, however, they are still able to help triage critical issues. Our pharmacists can access all pharmacy software from home when needed.

The On-Call pharmacist may not always be able to answer your call – if you have a true **EMERGENCY**, please leave a voicemail and be sure to include:

- Name and DOB of the resident
- Your name and phone number
- Brief explanation of the issue

Please be respectful of the After-Hours services and know that services are limited to **emergency situations and new orders ONLY** – all refills should be ordered and processed via email or fax using the Good Day Pharmacy Refill Request forms ([see page 7](#)).

Be proactive – make sure you always have an appropriate amount of medication on-hand! NEVER let a medication get to 0 doses remaining without contacting the pharmacy well in advance.