**Abuse and Neglect Protocol/Patient Safety**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 38, CSCD 9

**ACHC Standard:** DRX2-3A

**Policy ID:** 1.1

**Approved by:**

**POLICY**

<insert practice name> is committed to patient safety and ensuring an environment that is free of abuse, neglect, or exploitation. However, with limited knowledge of each patient’s situation, company personnel do not presume to know when abuse is occurring. **[PHARM Core 38]**

**PROCEDURE [PHARM Core 38]**

Staff members are obligated to report known or suspected cases of patient abuse, neglect or exploitation. When required by law and regulation, these cases must be reported to the appropriate State agency.

Examples of urgent situations are:

* Suicide threats
* Child abuse
* Spousal abuse
* Elder abuse
* Drug and/or medical device recalls (Refer to P&P Medication Recalls)

The burden of proof for abuse or neglect may be high. Employees should have reason to believe that abuse or neglect is occurring or has occurred before reporting such. <insert practice name> will follow a consistent procedure when abuse or neglect is suspected:

1. Staff will report the suspected case to the Pharmacy Manager
2. The Pharmacy Manager will seek to validate or denigrate the suspicion
3. When the findings are corroborated, the state agency of Health and Human Services will be contacted, and the referral will be made
4. All such actions and communications will be documented in the patient’s record

Handling Potential suicide calls: **[CSCD 9 c]**

1. In the event that an employee receives a telephone call from a caller who is threatening suicide or other harm to themselves or to other people, the employee will keep the caller on the line and signal to another employee for assistance in calling 911
2. During the time that the employee has the caller on the line, the employee should remain calm and obtain as much information about the caller so it can be provided to the co-worker for notification to 911
3. At no time after the call is received from a suicidal caller, will the employee answering the phone Hang-up, transfer the call or put the caller on hold
4. The employee who has answered the call will remain on the line until confirmation has been received that emergency personnel are on the scene

|  |  |  |
| --- | --- | --- |
| **DATE:** | **REVISED BY:** | **REVISION:** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |