**Admission and Timeliness of Service**

**Section:** Record Keeping, Admission, Licensure, Risk Management

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 34, PHARM-OP 2

**ACHC Standard:**DRX2-1A, DRX2-4C

**Policy ID:** 9.1

**Approved by:**

**POLICY**

There shall be continuity in the care provided by <insert practice name>. Timeliness and appropriateness of admission are essential in providing services to the patients. The prescriptions for medications are received by mail, electronic, fax, telephone or in person. **[PHARM-OP 2 (a)]**

**PROCEDURE**

1. <insert practice name> has specific guidelines for acceptance of a patient in to its service: **[PHARM Core 34]**
	* <insert practice name> must provide product/services required;
	* Patient must meet <insert practice name>’s defined target population;
	* Patient must live in defined service area;
	* Patient must have ability to pay for services either through insurance or financial arrangements made with <insert practice name>
	* Patient must see <insert practice name> physician or special approval needed from pharmacy manager
2. These guidelines shall ensure that only those patients who match the service capabilities of <insert practice name> will be accepted to receive such service
3. All services will be provided utilizing acceptable professional procedures and performed by appropriately trained personnel
4. Medications ordered shall be delivered based upon need. If a referral source requests a particular delivery time to coincide with discharge or need, <insert practice name> will make every attempt to meet the specified time
5. All specialty medications will be filled within 24 hours of prior authorization and copay assistance approval. Patients will either pick up prescription in the pharmacy after teaching with nurse practitioner or have medication delivered or shipped to home after initial teaching with nurse practitioner unless requested otherwise. Refills of medications will be filled and ready for pickup within 2 business days of request or shipped/delivered to patient’s home within 2 business days.
6. The organization will not discriminate against any person because of age, race, national origin, creed, sex, diagnosis/infectious disease, disability or handicap **[PHARM Core 34]**

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