**Discharge from Pharmacy Services**

**Section:** Pharmacy Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PM 7

**Policy ID:** 7.7

**Approved by:**

**POLICY**

In the course of pharmacy operations, it is fairly common for patients to complete a course of therapy or even change pharmacy providers. A formal discharge process is rare for community or specialty pharmacies. <insert practice name> does not require a formal discharge process; however, the patient record will reflect the discharge-related activities and the patient’s or employee’s comments when warranted.

**PROCEDURE**

The reasons for discharge may include: **[PM 7 (a-d)]**

* Patient selects another pharmacy provider;
* Patient completes the course of therapy;
* Patient is unable to tolerate prescribed therapy;
* Patient insurance coverage changes or terminates;
* Patient expires

A notation may be made in the patient computer record upon discharge. It may include the following:

* Date or reason for the discharge;
* If necessary a brief description of ongoing needs that could not be met;
* Comments

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