**Intake Procedures**

**Section:** Pharmacy Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** CSCD 1, PHARM-OP 2

**ACHC Standard:** DRX2-1B

**Policy ID:** 7.10

**Approved by:** Director of Pharmacy 7/1/15

**POLICY**

For each prescription referral, patient data will be entered into <insert practice name> computer database and patient contact will be performed as per procedures noted below to include procedure when unable to contact patient and/or clinic. **[CSCD 1 (b-v)]**

**PROCEDURE**

1. Enter patient data into pharmacy operating system upon receipt **[PHARM-OP 2 (a)]**
2. Update physician team by phone or <insert computer system> pharmacy note regarding pa status, copays, copay assistance and other information as quickly as possible
3. See prior authorization policy and copay assistance policy for specific details.
4. **Notifying patient upon prescription approval**

* Day 1: When shipping or delivering medication call patient. See pharmacy delivery process for details. Patients seen at <insert practice name> clinic in <insert satellite location> will come to pharmacy to pick up medication the day of chemo teaching

1. **Unable to reach patient by phone or leave message (incorrect phone number, disconnected)**

* Day 1: Check <http://www.anywho.com/> for a listing. If found, call patient, correct <insert practice name> records. Document events and call physician team, requesting correct phone number. If correct number provided, call patient. If correct number not found, call physician team to let them know that therapy will be delayed until contact can be made with the patient. Document events.

Once address is confirmed delivery or shipping of medication to be completed at the patient’s convenience.

1. **Patient has high-copays and cannot afford treatment or patient has no insurance**

* Provide co-pay information and explanation to patient. Offer to provide Manufacturer Co-Pay Program, Foundation copay support, or indigent manufacturer program as necessary. Obtain application if needed and offer to assist patient with form.

Communicate assistance status to patient so therapy can start or alternate therapy can be chosen if regimen is still unaffordable. Document in <insert computer system> pharmacy notes section and call physician team with same information.

1. **Patient wants to discuss treatment options with doctor**

* Transfer patient to triage so they can speak with physician team or pass along message to physician team to call the patient to discuss therapy.

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