**Policy and Procedure Maintenance, Review and Approval**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 3, 27, 28

**Policy ID:** 1.12

**Approved by:**

**POLICY**

In order to establish accountability that quality services are provided to consumers and clients, <insert practice name>, has written policies and procedures to provide guidance to all staff for the provision of services. **[PHARM Core 28 (a)]**

**PROCEDURE**

Program services and internal programs are covered by written policies and procedures to ensure compliance with the established policies and procedures.

1. <insert practice name> will:
   1. Pharmacy Manager or designee will review written policies and procedures no less than annually and revise as necessary. **[PHARM Core 3 (a)]**
   2. Maintain and comply with written policies and/or documented procedures that govern its business processes of operations **[PHARM Core 3 (b)]**
   3. Maintain a master list of all policies and procedures that includes: **[PHARM Core 3 (c)]**
      1. Effective dates, review dates to include that date of the most recent revision **[PHARM Core 3 (d-i)]**
      2. Identification of approval authority **[PHARM Core 3 (d-ii)]**
      3. Include on each policy and procedure: **[PHARM Core 3 (d-i)]**
         * Name and number of document
         * Original effective date
         * Last review date
         * Last revision date
         * Applicable URAC standards
2. During orientation training, <insert practice name>’s Policies and Procedures are reviewed with each new employee **[PHARM Core 27 (a)]**
3. Printed and/or electronic copies of all Policies and Procedure are available for <insert practice name> employee reference. Employees will be notified of important changes to Policies and Procedures through in-service, email or other communication. **[PHARM Core 28 (a)]**

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