

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Public Safety
Prison

SECTION: Care and Treatment of Patient -
Medication Administration
POLICY # TX II-4

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SUBJECT: Medication Procurement and Returns

EFFECTIVE DATE: January 2017
SUPERCEDES DATE: April 2012

References

Related ACA Standards

**4th Edition Standards for Adult Correctional
Institutions 4-4378**

PURPOSE

To provide guidelines for obtaining and returning medications.

POLICY

Medications shall be obtained as soon as possible to begin administration in accordance with providers' orders. Medications shall be returned after assessment of an offender's current therapy when the medication is no longer Prescribed under the criteria of the 5 Rights of Medication Administration.

PROCEDURE

I. Medication Procurement

A. Medication Procurement for Offenders

1. Medical staff in the Department of Public Safety (DPS) Prisons facility shall be responsible for promptly entering all medication orders into Healthcare Electronic Record for Offenders (HERO). If the order cannot be entered into HERO, medication orders written on approved DC provider order forms may be sent by facsimile, courier, delivery by authorized personnel, or pneumatic tube to a DPS Pharmacy. The medication orders written on approved DC provider order forms will be scanned into HERO. provider order forms are:
 - Mental Health Physician's Orders (DC-392 MH)
 - Provider Orders (DC-834)
 - Mental Health Inpatient Admission Orders (DC-907)
2. Orders written on a Consultation/Referral Form (DC-767) are considered recommendations for therapy and must be entered into HERO the provider or licensed staff at the facility. The facility provider or licensed staff can enter a note that the order is "per Dr. ____ (the consultant)" to indicate that he/she did not initiate the order.
3. A DPS Pharmacy shall be responsible for issuing chronic disease and mental health medication Refills using the Medication Refill Tracking System (MRTS). If the medications are listed as a nursing refill request medication due to the expense of the medication or the monitoring required for the therapy, medical staff shall be responsible for requesting the refill.
4. Offenders shall be responsible for requesting medication refills in accordance with the terms of the Health Services Policy and Procedure Manual, Policy TX II-18, Offender Medication Refill Request System and medical staff shall enter the refill requests into HERO.
5. Medical staff shall be responsible for entering all medication refill requests into HERO.
6. Medical staff shall be responsible for requesting via facsimile refills of medications determined to be a "CRITICAL" need.
7. Medical staff must allow a minimum of seven (7) days for the DPS Pharmacy to

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process the refill request and return the medication to the facility.

8. Offenders may be issued their refill medications up to 5 days before their current supply is depleted, which may result in the-offender having two bottles of medication totaling up to a 35-day supply.

B. Medication Procurement for Processing Offenders

1. Offenders received at processing facilities with medication from outside providers in their possession will be required to give those medications to the receiving officer.
2. All processing orders shall be entered into HERO as a "Start Now" order by checking the start now box.
3. The health care staff shall count and record the amount of medication on the Medication Administration Record (DC-175A) for controlled substances and place a note in HERO in the MAR Label box detailing the count on all medications (controlled and non-controlled).
4. Offenders shall be allowed to retain their formulary and non-formulary medications for use after they have been reviewed, identified, and approved by the appropriate medical authority. Appropriate labels from the dispensing pharmacy must be affixed to the vials/containers for the drugs. Liquid formulations must be confiscated because they can not be identified by unique markings. A valid order must exist in HERO for the medication.
5. Controlled substances, psychotropics or mental health drugs, anti-tuberculosis drugs, or drugs designated for administration by direct observation therapy by policy must not be returned to the offender's possession. If these drugs are appropriately identified as described above and a valid order exists for the administration, they shall be retained by the medical staff for administration.
6. Medication not allowed in the offenders's possession by policy or because it was inappropriately labeled shall be placed in the drug storage area of the facility and sent to the appropriate DPS Pharmacy for destruction.
7. The names and strengths of the medications and the instructions for taking the drugs as written on the label shall be entered or scanned into HERO using information provided on a medication administration record (MAR), transfer/discharge medication summary, or the label affixed to the original container as the source of an order. This medication order shall be entered into HERO or written on a DC-834, if not applicable to enter into HERO, as a standing order per a facility provider. Controlled Substance orders cannot be entered into HERO or written as a standing order and a provider shall be contacted to obtain a telephone order. The medical provider must review this information in the HERO queue and electronically sign within two (2) weeks of the offender's admission into the facility.
8. When an offender enters a processing facility with non-formulary drugs in his/her possession, therapy with these medications may continue for two (2) weeks pending evaluation by the provider. If the offender must remain on a non-formulary drug, the provider shall submit a utilization review (UR) request for approval to continue use of the non-formulary drug.
9. When an offender enters a processing facility but does not have the non-formulary drug in his possession, nursing shall obtain a two (2) week supply from a DPS pharmacy. A three to four day supply can be obtained from a local pharmacy until the remainder of the supply can be obtained from a DPS Pharmacy. This provision applies only to drugs used to treat chronic diseases or sustain life. Examples include, but are not limited to, drugs used to treat diabetes, HIV, cardiovascular diseases, pulmonary diseases, mental health, seizures, and TB.

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C. Medication Procurement from Starter Doses

1. If a provider requests the immediate start of a medication, nursing staff may utilize the facility starter doses per Health Services Policy and Procedure Manual, Policy # TX II-5, Starter Dose Program.
2. Starter dose medications may be obtained from a nearby facility if authorized personnel or medication are not available at their facility.
3. Facilities may not obtain medication from Documed systems within the in-patient facilities.

D. Medication Procurement from Local Pharmacies

1. Drugs required for immediate use such as analgesics, antibiotics and other medications deemed critical for medical treatment by the attending provider may be obtained through a local pharmacy if not available from the starter dose program or facility stock.
2. For a long-term therapy medication required immediately, the attending provider or licensed medical staff will enter the medication order into HERO checking the start now box. A comment with the quantity obtained locally shall be entered into HERO in the MAR Label box.
3. Drug purchases made from local pharmacies shall be recorded on a tracking log maintained in the medical department.
4. The local pharmacy purchase tracking log shall be monitored by DPS Health Services.

E. Medication Procurement for Offender Workman's Comp

(How are workman's comp medication orders submitted to a DPS Pharmacy for profile screening?)

1. When an offender is injured on the job while on work release, the employer, as part of workman's comp, pays for the offender's medication that is ordered as a result of the injury. In cases where the employer is not available or able to purchase, the Department of Public Safety shall obtain the medications.
2. The OIC shall inform the facility nurse or telephone triage nurse that the offender is receiving outside medical treatment. The nurse will talk with the outside provider regarding care and treatment upon return to the facility. The DPS facility provider or DPS on-call provider shall be notified of any ordered medications for their approval.
3. If the employer is not present or unable to purchase at the time:
 - a. During the week day time hours the facility nurse shall obtain the medication through the standard process.
 - b. During evening/night hours or weekend/holiday hours the facility/triage nurse shall request the emergency room (ER) to provide enough medication until the next business day. If the ER is unable to provide the medications, the facility/triage nurse will instruct the OIC to obtain medications from the local pharmacy using standard operational procedures. Since this is a workman's comp case, the nurse shall instruct the officer to have the entire prescription filled.
4. All receipts must be maintained to submit to the facility's Administrative Officer in order to obtain reimbursement from the employer.

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II. Medication Returns

- A. Discontinued medications that are not current therapy for the offender shall be returned to DPS Pharmacy within seven (7) days.
- B. Medications that do not meet the criteria of the 5 Rights of Medication Administration shall be returned to a DPS Pharmacy within 7 days. The 5 Rights of Medication Administration are right offender, right drug, right dose, right time/frequency, and right route of administration. Medications that meet the criteria of the 5 Rights of Medication Administration shall be maintained at the facility and administered to the offender, even though a renewal order has been entered into HERO that changes the Rx number, start date, and stop date. This procedure applies to controlled substances and non-controlled medications.
- C. Medications shall be appropriately packaged in a sealed box and labeled for return to a DPS Pharmacy.
- D. Refrigerated Medications shall be packaged with ice packs and returned to a DPS Pharmacy via employee delivery or by contacting Central Pharmacy for a UPS shipping label. Do not return refrigerated items in courier mail.
- E. Medications which have not been in an offender's possession shall be boxed separately and labeled "Not in Offender's Possession".
- E.. Medications shall be returned by the pharmacy courier, officer delivery, or courier mail.

III. Rx Overstock Report

- A. Overstock medications shall be reviewed daily as part of the order receiving process.
- B. Report overstock medications on the *Rx Overstock Report* if two or more refills are available at the facility. Medical staff shall visually inspect all medications to determine overstock reporting.
- C. Fax the completed *Rx Overstock Report* to a DPS Pharmacy. The pharmacist will note the overstock in the computerized dispensing system and postpone issuance of the medication until the date given by the facility.



1/30/17

Paula Y. Smith, MD, Chief of Health Services

Date

SOR: Director of Pharmacy

Form Location

[Http://internal.doc.state.nc.us/dop/health_services_forms.htm](http://internal.doc.state.nc.us/dop/health_services_forms.htm)

DC-175 A Controlled Substance Medication Administration Record

Maintained at the Warehouse

DC-767 Consultation/Referral

DC-175 A Controlled Substance Medication Administration Record