

	Procedure	Helpful Hints
New admissions and discharges	Fax form to the pharmacy or email to DL	<ul style="list-style-type: none"> <li>• Fax Admission/Discharge form to pharmacy</li> <li>• Be sure to list allergies</li> <li>• Fax: 1-844-331-4156</li> </ul>
Transfers	Fax form to the pharmacy or email to DL	<ul style="list-style-type: none"> <li>• Fax Transfer form to pharmacy with medications needed for the resident</li> <li>• Fax: 1-844-331-4156</li> </ul>
Ordering new medications	Ask provider to prescribe electronically	<ul style="list-style-type: none"> <li>• If received prior to cut off (3pm) you will receive new medication within 24 hours.</li> <li>• If needed but sent in after cut off (that day) you MUST call pharmacy at 516-536-0800 - see STAT process below</li> </ul>
Refills	Order online through ViewMasterRx or fax	<ul style="list-style-type: none"> <li>• Submit refills 4-5 days before the last dose of the medication is administered</li> <li>• Request reorders through ViewMasterRx prior to cut off (3pm); medications will be received within 48 hours</li> <li>• OR peel off the reorder label, affix it to the refill form, and fax to 1-844-331-4156</li> <li>• If needed sooner than 48 hours, you MUST call the pharmacy at 518-452-7795 to request the medication</li> <li>• Please do not call refills in unless they are needed the same day</li> </ul>
Discontinuing medications	Use ViewMasterRx or fax	<ul style="list-style-type: none"> <li>• Discontinue medications on ViewMasterRx</li> <li>• OR peel off reorder label, affix it to the discontinue form, and fax to 1-844-331-4156</li> </ul>
STATS	Escript and follow-up call	<ul style="list-style-type: none"> <li>• You MUST call pharmacy at 516-536-0800 to request a STAT delivery</li> <li>• Provide resident name, medication name, dose, and time of next dose</li> <li>• Triage with pharmacist if a backup pharmacy is needed</li> </ul>
Delivery	Sign and print name	<ul style="list-style-type: none"> <li>• Sign for the number of bags and the number of medications</li> <li>• Call the pharmacy if you note any discrepancies</li> </ul>
Medical records changes	Email or fax	<ul style="list-style-type: none"> <li>• Keeping ViewMasterRX up to date with active medications will help keep your MARs accurate</li> <li>• If you have questions or concerns, email DL-CRXMedicalRecords@pharmerica.com</li> <li>• Please send NO LATER than the 10th of the month</li> </ul>