

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