

	Procedure	Helpful Hints
New admissions and discharges	Fax form to the pharmacy or email to DL	<ul style="list-style-type: none"> • Email or fax Admission/Discharge form to pharmacy • Be sure to list allergies • Fax: 1-844-331-4153 • Email: DG.AlbanyFacilityCommunication@PharMerica.com
Transfers	Fax form to the pharmacy or email to DL	<ul style="list-style-type: none"> • Email or fax Transfer form to pharmacy with medications needed for the resident • Fax: 1-844-331-4153 • Email: DG.AlbanyFacilityCommunication@PharMerica.com • Please allow 72 hours for medication transfers to be completed
Ordering new medications	Ask provider to prescribe electronically	<ul style="list-style-type: none"> • If received prior to cut off (2pm) you will receive new medication within 24 hours • If needed but sent in after cut-off (that day) you MUST call pharmacy at 518-452-7795 - see STAT process below
Refills	Order online through ViewMasterRx or fax	<ul style="list-style-type: none"> • Submit refills 3-4 days before the last dose of the medication is administered • Request reorders through ViewMasterRx prior to cut off (2pm) to allow adequate time for processing and delivery • OR peel off the reorder label, affix it to the refill form, and fax to 1-844-331-4153 • If supply is less than 3-4 days, 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 1-844-331-4153
STATS	Esript and follow-up call	<ul style="list-style-type: none"> • You MUST call pharmacy at 518-452-7795 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