PharMerica Quick Reference Guide

to Ordering and Receiving Medications

New Move-In? Fax valid orders to PharMerica including the following forms and information:

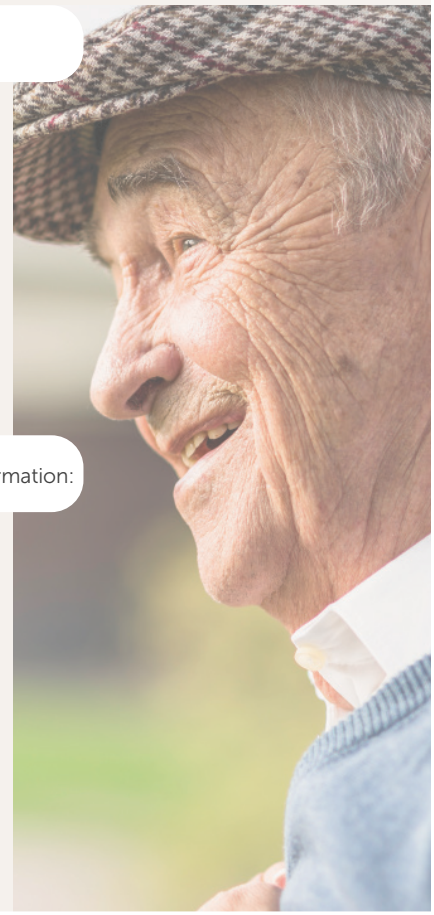
FAX COVER SHEET — *check appropriate boxes*

- Resident full name
- Room number
- Date of Birth
- Allergies
- Diagnosis
- Move-in date
- Prescriber information (first and last name, phone, fax number)

Check pharmacy cut-off times on the General Information Poster; call the pharmacy if cut-off has been missed

MUST ALSO INCLUDE:

- Face Sheet
- Completed Enrollment Form
- Insurance Card (Front & Back)
- Valid Orders/Prescriptions



New order or change to existing order? Fax valid orders to PharMerica including the following forms and information:

FAX COVER SHEET — *check appropriate boxes*

- Resident full name
- Room number
- Prescriber information (first and last name, phone, fax number)
- Date
- Diagnosis
- Medication
- Strength
- Route
- Frequency
- Quantity
- Number of refills
- Include times if different from default hour of administration times
- Change in Medications - ensure that there is an indication for pharmacy to DC a medication if necessary

Check pharmacy cut-off times on the General Information Poster; call the pharmacy if cut-off has been missed

Need to refill medications:

- Request refills when a 5 days' supply of medication is remaining
- Preferred method is to use eMAR
- If you have an urgent need, reorder via eMAR and CALL PharMerica

Need to order a medication STAT?

- Fax Cover Sheet
- Fax order to PharMerica-include time needed
- All STAT orders require a FAX & a CALL to PharMerica requesting medication to be sent STAT

Need to check the status of an order?

Go to ViewMasteRx Medication Order Management

- View Order Status
- Enter resident name
- Enter medication or RX number

Next steps after medication is:

- Reconcile medication within 24 hours of receipt
- 3 way check: compare the medication, to the MAR, and to the order--all 3 should match
- Notify PharMerica if "Refusal" is necessary and why

eMAR/Paper medical records:

PharMerica pharmacy cannot see into your community's eMAR:

- Fax all new orders, DC orders, and resident status changes to pharmacy
- Approve all correct orders (eMAR)
- Reject incorrect orders and call the pharmacy immediately! (eMAR)

Escalation Process:

- Contact PharMerica
- Escalate serious issues to a supervisor
- If additional support is required contact your Community Executive

PharMerica® Senior Living