

Escalation Contact Chart



| Topic | | 1st Contact | 2nd Contact | 3rd Contact | 4th Contact | 5th Contact |
|-------------------|--------------------------------------------|------------------------------------------------|--------------------------------|----------------------------------|--------------------------------|--------------------------------|
| Medication | Missing Medication-Medication Availability | Pharmacy Main Phone Number | Pharmacist | Pharmacist in Charge/Ops Manager | Pharmacy Director | District Pharmacy Director |
| | Medication Delivery | | | | | |
| | Medication Specific Questions/Education | | | | | |
| Cycle/Order Entry | Cycle Fill Concern | Pharmacy Main Phone Number – Cycle Coordinator | Pharmacist | Pharmacist in Charge/Ops Manager | Pharmacy Director | District Pharmacy Director |
| | EMAR/Order Entry | Pharmacy Main Phone Number – Order Entry Staff | | | | |
| Customer Service | Concerns with Customer Service | Pharmacy Director | District Pharmacy Director | Account Manager | Director of Account Management | VP Senior Living |
| | Billing Questions | Pharmacy Main Phone Number – Billing Staff | Dedicated Billing Support | District Pharmacy Director | Account Manager | Director of Account Management |
| Equipment | Equipment Issues/Concerns | Pharmacy Director | District Pharmacy Director | Account Manager | Director of Account Management | |
| Other | Education, Support, Audit Requests | Account Manager | Director of Account Management | VP Senior Living | | |
| | Other Concerns | Account Manager | Director of Account Management | VP Senior Living | | |

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|--------------------|-----------------|---------------|
| Pharmacy Location: | Pharmacy Phone: | Pharmacy Fax: |
|--------------------|-----------------|---------------|

| Contact | Name | Phone | Email |
|------------------------------------|------|-------|-------|
| Pharmacy Director | | | |
| Pharmacist | | | |
| Pharmacist in Charge / Ops Manager | | | |
| District Pharmacy Director | | | |
| Account Manager | | | |
| Director of Account Management | | | |
| VP Senior Living | | | |
| Dedicated Billing Support | | | |