

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		

Pharmacy Location:	Pharmacy Phone:	Pharmacy Fax:
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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			