

Partners in Recovery

Medication Refill Requests Procedure

CMC or Department Name: Partners in Recovery Direct Care Clinics								
CMC or Department Procedure Name and Number: Medication Refill Requests								
Date of Inception:								
Previous Approval Date:								
Current Approval Date:								
Operational Scope:	<input checked="" type="checkbox"/> Clinical	<input type="checkbox"/> QI	<input type="checkbox"/> Network	<input type="checkbox"/> Customer Service	<input type="checkbox"/> Claims	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other

PROCEDURES

I. Medication refill request retrieval process

- A. Office Administration (OA) staff check the fax machines for refill requests first thing in the morning and periodically throughout the day.
- B. Upon receipt of a refill request fax, the staff looks up the consumer's name to ensure that the consumer named on the refill request belongs to their site.
 1. If the consumer does not belong to their site, OA staff fax the refill request back to the pharmacy with corrected information (name and fax number of applicable site).
 2. If the consumer is seen at the site, the OA looks up date of the consumer's next appointment and writes this information on the refill request.

II. Nurse review of medication refill requests

- A. OA staff pulls the consumer's medical record and distributes to the appropriate nurse.
- B. The Nurse reviews the request to determine the need and if a refill is already available.
- C. If the refill is needed, the Nurse forwards the medical record and the refill request to the Behavioral Health Medical Practitioner (BHMP)
- D. If the refill is already available according to the medical record, the Nurse calls the pharmacy to make sure it is available before calling the consumer or notifying the consumer's Case Manager.
 - The Nurse documents these actions in a nursing progress note within the medical record.

III. BHMP review of medication refill requests

- A. The BHMP reviews refill requests and signs refill request when appropriate.
- B. The BHMP attaches signed refill request to the front of the medical record.
- C. The BHMP documents the refill request on the *Medication Flow Sheet* in the consumer's medical record.

IV. Final steps of refill request process

- A. OA staff or the Nurse retrieves the consumer's medical record from the BHMP and faxes the approved refill request to the pharmacy.
- B. OA staff waits for fax confirmation verifying that the pharmacy received the fax and files the signed refill request and fax confirmation sheet under "medications" in the consumer's medical record.
- C. OA staff returns the medical record to the medical records room.