

Storage of Medications Received from Pharmacy for Retrieval by Client

This protocol was developed in consultation with Celia Moreno, M.D., Patrick Miles, Ph.D., Barbara Liang, Pharm. D., and Nina Kulgein, R.N, M.S. This protocol narrowly and specifically applies to storage of medications received from a pharmacy for retrieval by clients of the East Palo Alto Community Counseling Center or by the client's proxy.

- Each instance of application of this protocol should be client specific.
- Notation should be made in the chart about the use of specific protocol.
 - Note should describe why client is not receiving meds at pharmacy or via regular pharmacy delivery. Rationale for how unique protocol enhances client care should be clearly stated in note.
 - Each instance of receipt of medication via this protocol will be charted.
 - Work with patient that supports return to typical pharmacy delivery options should be done and reflected in ongoing progress notations.
- Office medical staff is authorized to receive delivery from pharmacy courier.
 - By arrangement with pharmacy, delivery is to be scheduled at a time when medical staffing is available at EPACCC to receive delivery.
 - In the instance where medical staff is unavailable, Medical Office Specialist (MOS) may receive delivery.
 - Pharmacy courier and receiving clinic staff must sign delivery receipt.
- The receiving staff person is responsible for securing the medication.
 - If medical staff receives delivery, unopened pharmacy bag is to be stored in medication room.
 - If MOS receives delivery, unopened pharmacy bag is to be stored in locked medicine pouch that, in turn, is secured in locked file drawer. MOS will notify medical staff at first opportunity. Medical staff will then secure delivered medicines in medication room.
- Medical staff will make distribution of medication to patient or patient's proxy.
- Packaging by pharmacy is to remain undisturbed and delivered to client in the state it was received.
- This protocol DOES NOT apply to any medication received by clinic for administration to client by clinic medical staff. Refer to applicable MH Services policies for more information.