



Procedure Manual

Pharmacy Hours:

Monday thru Friday: 8:00am – 7:00pm

Saturday: 10:00am – 4:00pm

970-461-9101

Toll free: 866-810-9101

Fax: 970-461-9089

Toll free: 888-810-9089

After-Hours & On-Call Emergency Number:

970-214-1914

4775 Larimer Parkway, Suite 100

Johnstown, CO 80534

Thank You for Choosing Good Day!



New Admissions:

The following information is necessary for Good Day to establish a new client:

- Good Day Pharmacy Agreement *completed in-full*,
- ACH Authorization form for billing (optional),
- ALL insurance cards (Medicare & Part D, Medicaid, VA Tricare, Kaiser Med D, other) copied, front and back,
- Signed orders with refills authorized by PCP,
- Primary Care Physician (PCP) name, address, phone and fax numbers,
- Any Medication Administration Records (MARs) with full name, DOB, Gender, Allergies, Diagnoses, Physician Name, Hours of Administration, Notations such as dc'd meds, in black ink,
- Any current Treatment Administration Records (TARs),
- Any current Physician Orders (POs),
- Face sheet, if applicable at your community.

Please fax all documents to Good Day Pharmacy *prior to the day of admission and even if medications are not immediately needed.*

If medications are not needed or if only data entry into eMAR is necessary, please clarify by writing "PROFILE ONLY."

Please refrain from writing "Fill everything" on the med list, but rather, please specify what medications need to be sent upon admission. Please take into account what the resident brought in.

Communication is imperative!



Discharged residents & Discontinued medications:

VERY IMPORTANT!

Please alert Good Day immediately upon a medication being discontinued or a resident being discharged *even if the resident is expected to return*. Cycled medications will continue to be billed and sent as long as Good Day is not aware to dc or hold the med. This can cause undue cost to the resident for medications not used.

Communication is imperative!

Transfer within an organization:

Please alert Good Day to the transfer of a resident between two physical locations owned by the same organization. Medications can then continue to be delivered timely and without confusion.

Packaging & Repackaging:

Good Day Pharmacy currently packages medications in blister cards or bottles. If interested in multi-dose options, please contact the Client Relations Manager. Your packaging system can be changed at any time. Except for controlled substances, Good Day Pharmacy can repackage medications originally dispensed by Good Day, at times of dose changes. Please call the pharmacy to coordinate a pickup of the medications.

Insurances:

Good Day Pharmacy can bill most insurances, all Medicare Part D plans, Kaiser Med D, Tricare, and Colorado Medicaid.



Physician orders:

Valid physician orders are required for Good Day Pharmacy to fill a prescription. Valid orders must be signed and must include:

- Date
- Resident's name & address
- Practitioner's full name, address, & DEA number
- Drug name
- Strength
- Dosage form
- Quantity prescribed
- Directions for use
- Number of refills authorized

In addition, the prescription must be written in ink or typewritten and must be manually signed by the prescriber on the date issued. Electronically prescribed meds must also contain this information.

Physician Order Forms are often completed onsite at facilities during a physician visit. Though signed, if any of the information is not included, the order is not valid and Good Day must wait for clarification from the physician. Please understand that it can take up to 24 hours for a valid order to arrive from the physician!

Medications requiring labs:

Medications requiring labs, such as Coumadin and Clozapine, can be dispensed as soon as labs are received. Coumadin is dispensed upon receipt of INR results. The quantity dispensed will be sufficient to get to the next noted INR. Clozapine must have accompanying blood work, initially on a weekly basis. If stable for six months, then blood work can become bi-weekly for another six months. If the resident remains stable on the same dose for a year, labs can be monthly thereafter. Any change to Clozapine is considered a new prescription and requires weekly labs.

Medications requiring labs must be dispensed within 7 days of the labs or the prescription becomes invalid. Tracking of all labs and blood work is the responsibility of the facility.



C-II Refill Procedures:

Please order C-II refills ahead, as they **may** take a minimum of seven (7) to ten (10) business days if they are not submitted by the prescriber electronically.

The preferred procedure for obtaining a C-II is:

- Community contacts the pharmacy to reorder.
- Pharmacy contacts the doctor's office.
- Doctor sends the prescription electronically or mails the prescription to Good Day Pharmacy.
- Pharmacy fills the prescription and delivers it to the Community.

If your community receives the hard script from the resident after an appointment, for example, please alert Good Day. Our driver will pick up the script at your community during the next scheduled delivery run.

New prescriptions that need filled as quickly as possible, can be coordinated. Please call our team at either the pharmacy or the after-hours numbers.

However, if a C-II is needed *immediately*, Good Day might possibly be able to fill an emergency prescription for a 3-day supply per a verbal order to the pharmacist directly from the physician. The doctor then has 72 hours to sign a prescription and mail it to the pharmacy. We do not recommend this but it is an option in an emergency. Call us!

After hours emergencies: (970) 214-1914



Deliveries:

For communities receiving deliveries via Good Day drivers:

- Deliveries leave our Johnstown location throughout the day, Monday through Saturday, although a *primary delivery run* is allocated to each community. Please call the pharmacy if you have questions about your delivery times.
- *Saturday evening deliveries consist of new orders* and leave the pharmacy at 4pm. Please fax new orders by 3pm. If a new order is faxed late in the day or if a refill is needed on a Saturday evening, please call to speak with a staff member.
- Specific delivery routes are designed for optimal efficiency with prompt delivery. At times, an urgent need for a community may preempt a delivery route, therefore, meds may not arrive at the same time each day.

For communities receiving deliveries via overnighting:

- Monday thru Friday, all deliveries are picked up at our Johnstown location by the overnighting service no later than 5pm, therefore, all new orders must be faxed by 4pm. In most cases, deliveries will be received the following day at a time determined by either UPS or Fed Ex. All communities receiving overnighted medications, have supportive services when necessary for emergencies or same-day needs.

At times, after-hours requests and special circumstances can cause deliveries to occur via courier. All information will be conveyed to community staff, by the Good Day team (to the best of their abilities), as a situation presents itself.

Please direct any weekend or evening on-call issues to the after-hours' pharmacist at 970-214-1914 for coordination of services.



After-hours services:

A pharmacist is always available for emergency services. The after-hours number is active outside of Good Day's business hours.

Pharmacy Hours:

8:00am-7:00pm Monday thru Friday

10:00am-4:00pm Saturday

**When you call the emergency number to speak to a pharmacist
..... they are not in the pharmacy!**

Therefore, please provide the following information:

- Patient Name
- Allergies
- Date of Birth
- Insurance
- Prescription Order (incl. physician's name/number)

When to call the Emergency & After-Hours Number:

- For new or emergency medications that you will need before the next business day's delivery.
- For questions needing answered before the next business day.

*** REMINDER: After-hours services are for NEW ORDERS & emergencies. Please plan ahead and do not order refills through after-hours services; they will be processed the next business day.**

Emergencies & After-hours on-call: (970) 214-1914

Hours and holidays:

Good Day Pharmacy is open Monday thru Friday from 8am-7pm and on Saturday from 10am-4pm. The pharmacy is closed on the following holidays:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day



Cycled Medications:

The Process:

Cycling routine medications is beneficial for the Community, its Residents and Good Day Pharmacy. It is the automatic filling and delivery of routine tablets and capsules, where all residents at a community are sync'd to the same start date. The decision to cycle or to not cycle medication is specific to each community but at least 5 residents must be Good Day clients for cycling to occur.

There is much prep work to ensure that your cycled medications are complete: POs, refill requests, PAR troubleshooting, billing, filling, etc.

10 business days before cycle:

- Cycle census will be faxed to you. This is the list of residents to receive medications. Please complete and return within 24 hours.
- Good Day needs this information to begin to fill the cycle.

4-5 business days before cycle start:

- Cycle medications will be delivered.
- Check in meds and send Cycle Discrepancy form within 48 hours.

All day, every day:

- Physician Orders must be signed at least every 6 months and include refill language to prevent disruption in filling.
- Send all orders throughout the month – new or discontinued – so profiles remain updated.
- As a pill may be dropped or spit out, please order an additional one or two tablets which will then re-sync the med to the cycle start date.
- With new residents, please first use any medications they admit with.

REMINDER: Cycle labels are BLACK.

Cycle start date is at the top right corner of the BLACK label.*

*** REMINDER: Hospice medications ordinarily cannot be cycled.
A maximum of 15 days of hospice meds is typically allowed.**



On Demand Medications:

On demand means any medication, which cannot be cycled. If your organization does not cycle meds, ALL meds are on demand.

Some on demand examples include (but may not be limited to):

- Liquids, bulk, orally disintegrating tablets (Zyprexa Zydis), inhalers, nebulizer solution, eye or ear products, prepackaged meds (Fosamax), creams, ointments, etc,
- Any medication that is taken “as needed” or PRN,
- Any medications that are a C-II status (i.e., fentanyl, Oxycodone, morphine).
- Any multi-sig medication that includes both routine and PRN within the same order.
- Hospice medications (typically only a 15-day supply).

REMINDER: On demand labels are YELLOW
with a barcode sticker.

Please order all on demand medications (refills) **before they will run out** to ensure the resident has no lapse in supply. Refills, if needed from the physician, or Prior Authorizations, for example, can take up to 72 hours for a physician response.

Use the barcode stickers from the YELLOW medication labels to reorder meds using the Barcode Refill Sheet. Please fax the form.

If ordering via phone, **record who you spoke to, the date, and time.** If ordering via the automated refill request line, please listen to the entire message. It will notify you of any delay in processing.

After-hours refill requests will be processed the next business day.

Please note that if a request is urgent, do not write STAT or RUSH, but call and tell us the number of doses you have left.

Communication is imperative!



Blister Card Training:

Blister cards can be straight-filled or calendar-filled.

If calendar-filled, staff are to administer the tablet associated with the day of the month. For example, on the 5th of the month, the tablet in bubble #5 will be administered.

Keep meds in order by resident name, by the time of day the medication is given (i.e. AM, Noon, PM, Bedtime), and by the order the medications are listed on the MAR. It is also suggested that after a med pass, the blister cards should be placed behind all other routine meds so that the next med pass meds are in front.

If using a paper MAR, at the start of the med pass, place a check mark on the MAR next to the med you pop out of the bubble. Administer the medication and *initial the MAR after the resident has taken it.*

PRN medications for each specific resident should be kept with the resident's other blister cards in the cart but separated from the routine meds. Do not rotate them with the routine meds.

Time Pass Stickers (AM/PM/PRN/direction change/Evening, etc.) can be supplied at no cost. Please request at any time.

Any medication that is for a finite period or has no refills (i.e. antibiotic) will be straight-carded from the bubble labeled #1 up to the total quantity even if all other facility medications are calendar filled. For example, Amoxicillin 1 capsule 3 times a day for 7 days will all be in one card with capsules in slots #1- #21.

Any medication that is refused or held and has not been removed from the blister card, should be left in the blister. You will then have a spare in case the resident drops or spits out another tablet.



Medication Returns:

Medications eligible for DESTRUCTION OR DONATION:

- Medications dispensed by Good Day Pharmacy, and,
- Non-controls in blister cards that have been discontinued, expired, or partly used, or,
- Unexpired, partially used blister cards or OTCs that are unopened and sealed (for donation to local organizations who assist people in need)

Medications not eligible for return:

(and which will be returned to you if received by Good Day)

- Pre-filled syringes,
- Special-order meds,
- Insulin (in any form),
- Controlled substances, and,
- Opened or partially used creams, powders, salves, liquids

Do not return to the pharmacy (please destroy/dispose at the community):

- Sharps containers,
- Partially used creams, salves, powders, or liquids,
- Empty blister card packaging or bottles, and other trash

Procedure to return a medication for CREDIT:

- Call Good Day at 970-461-9101 for authorization,
- Meds must pass physical inspection,
- Must meet all state regulations for returned meds,
- Must contain the full amount of the dispensed Rx, and
- Must be returned to Good Day within 10 days of dispense date

If the medication(s) is authorized for review of crediting, the driver will have a patient-specific form to match the medication.

Thank you for choosing Good Day!



Common Controlled Substances:

Actiq® CII	Endocet® CII	OxyContin® CII
Adderall® CII	Epimorph®	OxyFAST® CII
Alfenta® CII	Equasym®	OxyIR® CII
Alfentanil CII	Estazolam	Percocet® CII
Alprazolam	Fentanyl CII	Percodan-Demi® CII
Alzapam®	Fentanyl® CII	Pregabalin
Ambien®	Ferndex®	Propacet®
Anexsia	Fiorinal® with Codeine	Propoxyphene
Anodynos-DHC®	Flunitrazepam	ProSom®
Astramorph®	Flurazepam	Resoxyn®
Ativan®	Focalin® CII	Restoril®
Attenta® CII	Genagesic®	Ritalin® CII
Azdone® CII	Halcion®	Ritalina® CII
Benzedrine	Hydrocet® CII	Ritaline®
Buprenex®	Hydrocodone CII	RMS® CII
Buprenorphine	Hydromorphone CII	Rohypnol®
Butorphanol	Hydrostat IR®	Roxanol® CII
Carisoprodol	Hy-Phen® CII	Roxanol-SR® CII
Chlorazepate	Infumorph® CII	Roxicet® CII
Chlordiazepoxide	Klonopin®	Roxicodone® CII
Choral Hydrate	Levo-Dromoran® CII	Roxilox® CII
Clonazepam	Levorphanol CII	Roxiprin® CII
Cocaine CII	Librium®	Rubifen®
Cocaine® Topical Solution CII	Lomotil	Secobarbital CII
Codeine CII	Lorax®	Seconal® CII
Codoxyn® CII	Lorazepam	Serax®
Co-Gesic® CII	Lorcet® CII	Soma®
Concerta® CII	Lortab® CII	Stadol®
Dalmane®	Lunesta®	Statex® CII
Damason-P® CII	Lyrica®	Sublimaze®
Darvocet-N®	Mepergan® CII	Temazepam
Darvon®	Meperidine CII	Tramadol®
Darvon-N®	Metadate® CII	Tranxene®
Daytrana® CII	Methadone CII	Triazolam
Demerol® CII	Methamphetamine CII	Tylenol® with Codeine
Desoxyephedrine CII	Methylin® CII	Tylox® CII
Dexedrine® CII	Methylphenidate CII	Uniserts®
Dextroamphetamine CII	Morphine CII	Ultram
Dextrostat® CII	Morphine Sul CII	Ultracet
Diazepam	MS Contin® CII	Valium®
Diazepam®	MSIR® CII	Valrelease®
Dilaudid® CII	Noctec®	Vicodin® CII
Dilaudid-HP® CII	Norcet®	Vicoprofen®
Diphenoxylate-Atropine	Norco® CII	Wygesic®
Dolacet® CII	Novosecobarb®	Xanax®
Dolophine® CII	Onfi®	Zetran®
Dover's Powder®	Opium CII	Zydone® CII
Duocet®	OpiumTincture® CII	
Duradyne DHC® CII	Oralet®	
Duragesic® CII	Oramorph SR® CII	
Duramorph® CII	Oxazepam	
E-Lor®	Oxycet®	
Empirin® with codeine	Oxycodone CII	

(not a complete list)