

## **Remote Medication Order Processing Policy and Procedure #147**

### **1. Definitions.**

- A. "Remote Medication Order Processing" (also known as Remote Order Entry) may include any of the following activities performed from a remote location (may include an unpermitted site):
  - i. Receiving, interpreting, or clarifying medication orders.
  - ii. Entering or transferring medication order data.
  - iii. Performing prospective drug use review.
  - iv. Obtaining substitution authorizations.
  - v. Interpreting and acting on clinical data.
  - vi. Performing therapeutic interventions.
  - vii. Providing drug information
  
- B. Remote Medication Order Processing does not allow a pharmacist to remotely supervise a pharmacy technician while the technician is engaged in the dispensing process as defined in SECTION 40-43-30(25).
  
- C. Remote Medication Order Processing only allows a remote pharmacist to transfer possession of one or more doses of drug or device to a licensed healthcare professional to administer to a patient in an institutional facility.
  
- D. Remote Medication Order Processing does not allow a remote pharmacist to store, maintain, or compound any prescription drugs or devices without a SC Pharmacy permit.

### **2. General Requirements.**

- A. An entity may utilize remote medication order processing if the pharmacist performing the remote medication order processing has access to or shares a common electronic file such that the pharmacist performing remote medication order processing has sufficient patient information necessary for prospective drug use review and approval of medication orders.
  - i. The pharmacist may be employed or contracted by the entity as well as employed by a contractor of the entity to provide remote medication order processing from a physical location in or outside South Carolina
    - 1. The pharmacist must be a SC licensed pharmacist
    - 2. The entity must have a written agreement or contract with the pharmacist. The written agreement or contract shall:
      - a. Outline the services to be provided.
      - b. Delineate the responsibilities of each party including compliance with federal and state laws and regulations

governing the practice of pharmacy as well as state and federal medical privacy requirements.

- c. Require that the parties adopt a policies and procedures manual.
- d. Provide that the parties have access to or share a common electronic file such that the pharmacist performing remote medication order processing has sufficient patient information necessary for prospective drug use review and approval of medication orders.

### **3. Policies and Procedures. A policies and procedures manual shall:**

- A. Be accessible to each party involved in remote medication order processing.
- B. Be available for inspection by the Board or an authorized agent of the Department.
- C. Outline the responsibilities of each party involved in remote medication order processing.
- D. If the pharmacist is not employed by the entity, then include a current list of the name, address, contact information, and license number of each pharmacist involved in remote medication order processing.
- E. Include policies and procedures for:
  - i. Protecting the confidentiality and integrity of patient information by accessing secure networks.
  - ii. Ensuring that the pharmacist has access to appropriate drug information resources, specific to a pharmacist's scope of practice for the patient population supported and essential for practicing evidence-based medicine.
  - iii. Ensuring that effective communication channels must be established and regularly utilized between the remote pharmacist and healthcare providers on site.
  - iv. Maintaining records to identify the name, initials, or identification code of each person who performs a processing function for a medication order.
  - v. Complying with federal and state laws and regulations as well as state and federal medical privacy requirements.
  - vi. Operating or participating in a continuous quality improvement program for pharmacy services designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care, pursue opportunities to improve patient care, and prevent and document medication errors.
  - vii. Training and orientation for all personnel involved in the remote medication order processing.

- viii. Annual review of policies and procedures with documentation of review.

#### **4. Records.**

- A. The entity involved in remote medication order processing shall maintain a record that identifies the name, initials, or identification code of each person who performed a processing function for every medication order.
- B. The record may be maintained in a common electronic file if the record is maintained in such a manner that the data processing system can identify every person who performed a processing function for a medication order.
- C. The record shall be readily retrievable for at least two years from the last action taken on the prescription. The record shall be available for inspection by the Board or an authorized agent of the Department upon request.