LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER – SHREVEPORT

MEDICATION ASSISTANCE PROGRAM (OUTPATIENT)

Purpose:
To establish a process for LSUHSC-Shreveport outpatients to participate in programs offered by drug manufacturers that can offer assistance in providing medications to low-income/non-insured patients who meet certain standards.

Policy:
A. Application for Medication Assistance Process

1. Physician writes prescription for formulary-approved prescription. (Scheduled substances are not allowed)

2. Case Managers on the nursing units or clinics assist the patient in the completion of a Financial Assessment Form.

3. Patient brings the written prescription(s) and completed Financial Assessment Form to the Social Services Office or an assigned Case Manager.

4. Social Services/Case managers will utilize the M&D Cares computer program to process all patient medication requests. This will allow Pharmacy to track the medications and contact the respective user if problems arise. When medication arrives, pharmacy staff will process the prescription and notify the patient via mail that they may pick up their medications at the ACC Pharmacy.

5. The Social Services Counselor completes the required forms, obtains the required physician signature on the application, and submits the application to the Drug Company.

6. Prior to transmission of forms for medication assistance, Social Services or the responsible clinic’s social worker will ensure that “ATTN: PHARMACY” be added to the delivery-address area of said form(s).

B. Medication Shipping and Receiving Process
All Outpatient Medication Assistance Medications will be received by Shipping & Receiving and delivered to the ACC Pharmacy on the 2d floor of the Ambulatory Care Building.

C. Medication Distribution Process

1. Packages will be delivered to the ACC Pharmacy from Shipping and Receiving at a time mutually agreeable to both departments. Each package’s exterior should be labeled with the physician’s name and Medication Assistance Program.

2. Each mailed-in package contains the bottle(s) of medicine and documentation from the drug manufacturer with information such as: patient(s) name and the medicine(s) information.
3. Each package is opened and its contents recorded in the Pharmacy database.

4. Pharmacy will process medications in a manner suitable for legal dispensation.

5. Each medicine is logged out through the Pharmacy’s database when verified.

D. Patient Notification

1. When the prescription has been received, label made, and ready for checking by a pharmacist, the pharmacy technician will notify the patient.

2. Under no circumstances will patients be referred to the Main Pharmacy for medication pickup or order queries.

E. Patient Pick-Up

The patient will pick up the prepared medication(s) at a designated time at the ACC Pharmacy within 30 days of notification.

F. Unclaimed/Expired Medications – Pharmacy

Unclaimed Medications (not picked up within 60 days) and expired medications will be returned to the Pharmacy for disposal.

G. Prescription Quantities

When manufacturing supplies a quantity greater than the originally prescribed quantity, the pharmacist will contact the prescriber for authorization to dispense the entire quantity to the patient.

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