

OREGON DEPARTMENT OF CORRECTIONS
Operations Division
Health Services Section Policy and Procedure #P-D-02.3

SUBJECT: URGENT/EMERGENCY MEDICATION NEEDS

POLICY: The Pharmacy will respond to urgent medication requests, during working hours in a timely and appropriate manner. Pharmacy services will be available for emergency medications and medication information on a 24-hour basis.

REFERENCE: NCCHC Standard P-D-02
NCCHC Standard P-D-03

Definitions: Medication Starter Dose Cards (fill in the blank): unique medication orders, pre-determined by the Therapeutics Committee. The cards are prepared with a defined dosage regimen. The order must be written identical to the attached pharmacy label.

Stock Medication Cards: These cards contain medications not labeled for a specific patient. They are authorized for use at Medline/med pass only. These cards contain a count sheet that records declining inventory of the card and must be filled out for each dose given. The latest entry must reflect current inventory of the card.

Nursing Protocol Cards Medications: These cards are dispensed by nursing staff directly, per nursing protocol. These cards may be issued directly to the inmate as carry on person meds where appropriate. These may also be used to fill a provider order, until the pharmacy fills the order, but only if the provider order is identical.

PROCEDURE:

A. If the Pharmacy is open:

1. Immediately copy the order. Mark it URGENT and fax to the Pharmacy.
2. Call the Pharmacist to confirm receipt of the URGENT order and to make arrangements to pick-up the ordered medication.

B. If medications are needed urgently after the pharmacy is closed:

1. If stock cards are available, they may be utilized for patient treatment. They are for med line or med pass use only.
2. Emergency Pharmacy Services for all ODOC institutions are specific. Please refer to the site-specific attachments, to follow.

Effective Date: _____

Revision date: April 2007

Supersedes P&P dated: March 2006

**Attachment – Two Rivers Correctional Institution (TRCI)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

To obtain Urgent/Emergent medications, the nurse on duty will call a community based pharmaceutical provider such as but not limited to:

1. Carlson Drug – Umatilla
2. Good Shepherd Medical Center – Hermiston
3. Wal-Mart – Hermiston
4. Rite-Aid – Hermiston

When ordering from an outside pharmacy:

1. Provide all the information on the drug prescribed (Drug, dose, route, time).
2. Provide information on the Inmate (Name, DOB, drug allergies and SID number).
3. A Health Services staff member is to pick-up the medication from the pharmacy. In the event that a Health Services staff is unavailable, they are to contact the OIC and request that security staff pick-up the medication.
4. When the medication arrives to the Institution, administer it accordingly.
5. If it is a scheduled medication, fill out a count sheet.
6. The invoice received from the pharmacy is sent to the Nurse Manager and SRCI pharmacy.
7. A copy of the Physicians Order is faxed to SRCI Pharmacy.

**Attachment – Snake River Correctional Institution (SRCI)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

Urgent / Emergency Medication Needs

**ACCESSING EMERGENCY MEDICATIONS
SRCI HEALTH SERVICES**

If emergency medications are needed and SRCI pharmacy is closed and the needed medications are not in the med room they are to be acquired through the following steps:

FIRST LINE ACCESS: Ontario Clinic Pharmacy 881-1213

To be used: * Monday thru Friday 3:00 p.m. to 7:00 p.m.

SECOND LINE ACCESS: Apple Tree Pharmacy (inside Red Apple) 889-2775

* Saturday 12 noon to 5:00 p.m.

* Sunday 12 noon to 5:00 p.m.

THIRD LINE ACCESS: Holy Rosary Medical Center Pharmacy 881-7180 (pharmacy)

881-7000 (page Nurse Supervisor)

To be used: * Monday thru Friday 8:00 p.m. to 11:00 p.m. – call pharmacy
11:00 p.m. to 6:00 a.m. – call Nurse Supervisor
*Saturday 5:00 p.m. to 8:00 p.m. – call pharmacy
8:00 p.m. to Sun. 8:00 a.m. – call Nurse Supervisor
*Sunday 8:00 a.m. to 5:00 p.m. – call pharmacy
5:00 p.m. to Mon. 6:00 a.m. – call Nurse Supervisor

After 11:00 p.m. on weekdays and after 8:00 p.m. on weekends call 881-7000 and asked that the Nurse Supervisor be paged if access to HRMC pharmacy is necessary. She will have access to emergency medications in the absence of the pharmacist.

~~**PROCEDURE TO FOLLOW:** (applies to Ontario Pharmacy, Apple Tree Pharmacy and HRMC Pharmacy)~~

The order needs to be phoned to the appropriate pharmacy and a time determined as to when the order will be filled. A purchase order form (Emergency Medications) will need to accompany the staff member to the pharmacy. This purchase order form or a copy is to be left with the pharmacy and they will attach any billing that they forward to the institution. It will include the billing process, address and phone numbers. If the pharmacy is able to generate a billing invoice at the time of pick-up attach it to the purchase order form and place it Betty Wilson's mailbox in the charting room.

In the event that SRCI staffing is not adequate for an RN to leave the facility page Betty Wilson at 888-341-0117. The medication will be picked up and delivered to an RN at the Facility Entrance.

Please remember to utilize Ontario Clinic Pharmacy first, Apple Tree Pharmacy second and HRMC pharmacy third. Ontario Clinic Pharmacy will blister pack the medications if necessary. HRMC pharmacy will **not** fill narcotic prescriptions or mix IVs, but has agreed to provide the medications to be mixed by staff here if necessary.

**Attachment – Powder River Correctional Facility (PRCF)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

If medication ordered by a physician after hours is not in stock, the following applies:

1. The practitioner will provide a written prescription. The quantity will be sufficient to last until the prescription can be filled by the ODOC Pharmacy.
2. The prescription will be filled by the Safeway Pharmacy.
3. The transcribed order will be faxed to SRCI for processing by the ODOC Pharmacy.

**Attachment – Columbia River Correctional Institution (CRCI)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

If the DOC Central Pharmacy cannot provide medication for an inmate, the medication will be ordered and picked up from:

Portland Adventist Medical Center
10123 SE Market Street
Portland, OR 97216
(503) 257-2500

**Attachment – Shutter Creek Correctional Institution (SCCI)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

If medication ordered by a physician after hours is not in stock, the following applies:

1. The practitioner will provide a written prescription. The quantity will be sufficient to last until the ODOC Pharmacy can fill the prescription.
2. The prescription will be filled by the Rite Aid Pharmacy, 541-756-2071.
3. The transcribed order will be faxed to the ODOC Pharmacy for processing.
4. If Rite Aid is closed, prescriptions may be obtained from Bay Area Hospital, 541-269-8111 or Lower Umpqua Hospital, 541-271-2171.

**Attachment – Eastern Oregon Correctional Institution (EOCI)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

To obtain urgent/emergent medications not stocked at EOIC, the Nurse or Pharmacy Technician on duty will call a community pharmaceutical provider such as:

1. Safeway
2. St. Anthony's Hospital
3. Rite Aide
4. Bi-Mart

When ordering from any outside pharmacy:

1. Provide all pertinent information to the Pharmacist.
2. Provide inmate name, SID number, DOB, and allergies.
3. The Pharmacy Tech or a Nurse on duty will pick up the medication from the Pharmacy. If a Pharmacy Tech or Nurse is unavailable, call the OIC and make arrangements for security to pick up the medication.
4. When the medication is available, administer as ordered.
5. If the drug is a scheduled medication, fill out a count sheet and sign out as appropriate.
6. Attach a copy of the Physician's Order to the invoice received from the outside Pharmacy where the medication was purchased and fax to SRCI Pharmacy.

**Attachment – Oregon State Penitentiary (OSP)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

If a medication is needed that is not available from DOC Pharmacy or the need is after hours, the following procedure applies:

1. A phone call is placed to Salem Hospital pharmacy.
2. The written order is faxed to Salem Hospital pharmacy.
3. Oregon State Penitentiary will make arrangements to pick up the medication, either by cab or in person.
4. No orders are to be placed between 1900 and 2000 hours.
5. No schedule drugs will be dispensed.

Contact numbers for Salem Hospital pharmacy are:

Phone: 503-561-5295

Fax: 503-561-2320

**Attachment – Oregon State Correctional Institution (OSCI)
Santiam Correctional Institution (SCI)
Mill Creek Correctional Facility (MCCF)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

**Accessing Emergency Medications
OSCI, SCI & MCCF Health Services**

If emergency medications are needed after the main pharmacy has closed and the needed medications are not available in the med room, they are to be acquired through the following steps:

**EMERGENCY PHARMACY: Salem Hospital Pharmacy
Ph. 503-561-5295
Fax 503-567-2320
Hours: 24 hours**

1. Only qualified health professionals may place orders.
2. A phone call to the Salem Hospital Pharmacy must precede the faxed order.
3. Staff will pick-up medications 24-7, unless no one is available, in case of this, Yellow Cab will need to be called. Ph# 503-362-2411
When you call Yellow Cab, give them the account number which is #1083.
This pick-up and delivery service is for the following institutions: OSCI, SCI, MCCF & OSP.
4. Delay calling the cab service until one half hour after order is placed to allow pharmacy staff time to fill and package for pick-up.
5. No orders are to be placed between the hours of 7pm and 8pm.
6. **No scheduled drugs will be dispensed. NO EXCEPTIONS!**

IMPORTANT: REMEMBER TO CALL BEFORE FAXING IN YOUR ORDER.

**Attachment – Warner Creek Correctional Facility (WCCF)
P&P P-D-02.3, Urgent/Emergency Medication Needs**

To obtain Urgent/Emergent medications, the nurse on duty will call the community based pharmacy:

Howard's Drug
Lakeview, Oregon 97630
Ph. 541-947-2141

When ordering from the above mentioned pharmacy:

1. Provide all the information on the drug prescribed (drug, dose, route, time).
2. Provide information on the Inmate (Name, Date of Birth, Allergies and SID number).
3. A Health Service staff member is to pick-up the medication from the pharmacy. If a staff member from Health Services is unavailable, the nurse is to contact the OIC and request that security staff pick up the medication.
4. When the medication arrives at the institution, it will be placed in the med room in the cart.
5. All medication obtained from the local pharmacy must be administered to the inmate at med line until such time that the order is discontinued or bubble packs from SRCI Pharmacy has been obtained for in-cell use.
6. If it is a controlled medication (C1-5), fill out a count sheet.
7. The invoice received from Howard's Drug will be sent to the Nurse Manager and a copy placed in the med room.
8. A copy of the Physician order is faxed to SRCI Pharmacy with a note that meds have been obtained from local pharmacy and amount obtained.
9. In the event that Howard's Drug does not stock the required medication, Lake District Hospital will be contacted to obtain the medication. If medications are obtained through this process, Lake District Hospital will submit an invoice to Howard's Drug who in turn will submit an invoice to WCCF. The rest of the procedure is the same as for medications obtained directly from Howard's Drug.

**Attachment – CCCF
P&P P-D-02.3, Urgent/Emergency Medication Needs**

1. To obtain urgent/emergent medications when the Central Salem Pharmacy is closed, a nurse or medication room technician will call a community based pharmacy. A contract exists with Rite Aid in Wilsonville to supply oral medications. A contract exists with Coram Healthcare in Portland to supply intravenous based medications.
2. When ordering from a community based pharmacy service, the following information will be provided:
 - a. Information on drug, dose, dosing schedule, route, and amount of medication needed
 - b. Information on the inmate, name, DOB, allergies, and inmate number
 - c. Information on who the ordering provider is
3. For oral based medications, a Health Services member will pick-up the medication from the community pharmacy and return it to the facility's medication room for placement in the correct medication administration location.
4. For intravenous based medications, Coram Healthcare will deliver the medications and administration supplies to Facility Access. Health Services staff will pick-up the medication and supplies from Facility Access and place in the infirmary medication room.
5. A declining balance medication count sheet will be attached to all medication containers and utilized as doses are administered to the inmate.
6. Invoices received from the pharmacy are given the Health Services Manager or designee.
7. A copy of the order is faxed to the Central Salem Pharmacy.
8. Any unused medication is returned to the Central Salem Pharmacy.