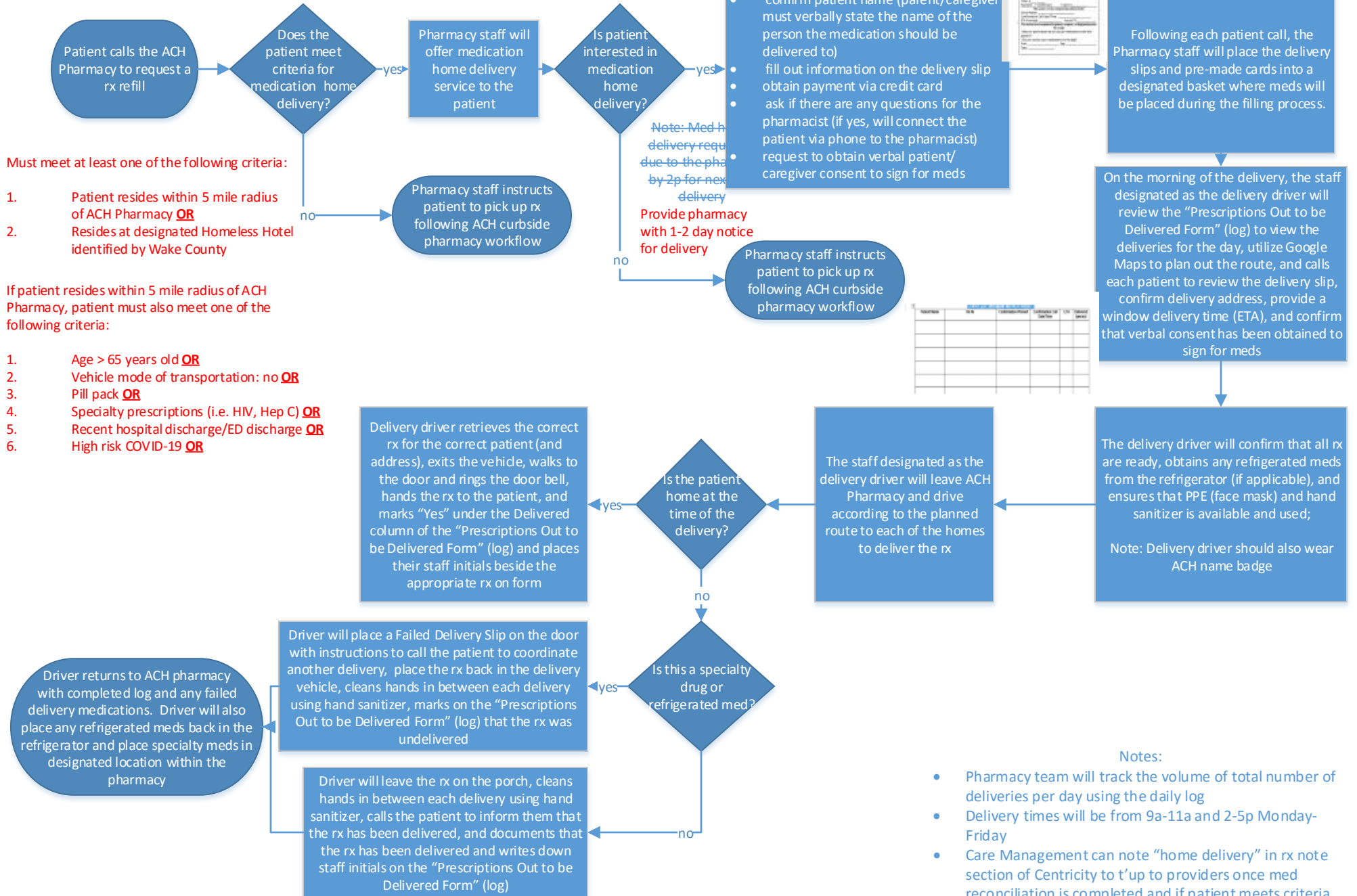


Advance Community Health Pharmacy Medication Home Delivery Workflow (COVID-19)

Updated 4.28.20 (version 2)



Must meet at least one of the following criteria:

1. Patient resides within 5 mile radius of ACH Pharmacy **OR**
2. Resides at designated Homeless Hotel identified by Wake County

If patient resides within 5 mile radius of ACH Pharmacy, patient must also meet one of the following criteria:

1. Age > 65 years old **OR**
2. Vehicle mode of transportation: no **OR**
3. Pill pack **OR**
4. Specialty prescriptions (i.e. HIV, Hep C) **OR**
5. Recent hospital discharge/ED discharge **OR**
6. High risk COVID-19 **OR**

Pharmacy staff begins to prep and set up delivery by calling the patient to:

- confirm patient name (parent/caregiver must verbally state the name of the person the medication should be delivered to)
- fill out information on the delivery slip
- obtain payment via credit card
- ask if there are any questions for the pharmacist (if yes, will connect the patient via phone to the pharmacist) request to obtain verbal patient/caregiver consent to sign for meds

Note: Med home delivery request due to the pharmacy by 2p for next day delivery

Provide pharmacy with 1-2 day notice for delivery

Prescription	DOB	Delivered	Delivered Date	Delivered Time	Delivered Location

- Notes:
- Pharmacy team will track the volume of total number of deliveries per day using the daily log
 - Delivery times will be from 9a-11a and 2-5p Monday-Friday
 - Care Management can note "home delivery" in rx note section of Centricity to t'up to providers once med reconciliation is completed and if patient meets criteria for med home delivery