



VOLUME 9: PHARMACY SERVICES	Effective Date: 6/08
CHAPTER 7	Revision Date (s): 8/14
9.7 AFTER-HOURS PHARMACY SERVICES	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PROCEDURE OVERVIEW

Pharmacy services shall be available after normal business hours through options approved by the Chief of Pharmacy Services. The most cost-effective option shall be selected, provided it is conducive to the critical needs of the patient-inmate. Proper stocking and inventory control, as required in the Inmate Medical Services Policies and Procedures (IMSP&P), Volume 9, Chapter 6, After-hours Medication Supply, will mitigate the need for a pharmacist to return to the institution after the pharmacy closes. However, there may be instances when an after-hours call to a pharmacist is warranted, including:

- When a patient-inmate is on a formulary or nonformulary medication that is in stock in the pharmacy but not in the after-hours stock; and
- The medication is determined by the prescriber to be critical such that the delivery of the dose cannot wait until the pharmacy opens and the prescriber has determined that there is not a medication in after-hours stock that can be substituted until the pharmacy opens on the next business day; and
- The medication cannot be obtained from any alternate location.

II. PURPOSE

To ensure that pharmacy services are available for critical information and medication needs on a 24-hour basis.

III. PROCEDURE

A. Steps for Access to After-hours Pharmacy Services

- Step 1:** The facility shall implement the procedures indicated in IMSP&P, Volume 9, Chapter 6, After-hours Medication Supply, to properly manage and monitor after-hours medication use and needs.
 - The local Pharmacy and Therapeutics (P&T) Committee shall properly manage after-hours medication supply and usage patterns to mitigate the need for alternative after-hours pharmacy services.
 - If the facility demonstrates an inability to meet patient-inmate needs following full implementation and adherence to the procedures in IMSP&P, Volume 9, Chapter 6, After-hours Medication Supply, Step 2 shall be engaged.
- Step 2:** Voluntary or ordered overtime may be considered if Step 1 has failed to meet patient-inmate needs.
 - The local institution shall develop a process to determine how overtime will be authorized if necessary to meet the patient-inmate’s needs.
 - If the facility demonstrates an inability to meet patient-inmate needs following attempts to contact Pharmacist I(s), Step 3 shall be engaged.
- Step 3:** The facility may utilize a nearby California Department of Corrections and Rehabilitation (CDCR) institution or a local non-CDCR pharmacy for access to

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medications through an agreement to borrow medications. Borrowed medications shall be replaced with the same medication.

4. **Step 4:** If Steps 1, 2 and 3 fail, the Pharmacist-in-Charge (PIC) or designee shall be notified.

B. Callback Reporting

1. Each month, the PIC will submit the CDCR 7531, After-hours Medication Call Log, to the facility management team and the Chief of Pharmacy Services.
2. The PIC will also analyze the CDCR 7531, After-hours Medication Call Log, for the purpose of adjusting the after-hours inventory to better meet patient-inmate needs, for local process improvement changes, practitioner education, and subsequent implementations.

IV. REFERENCES

- Bargaining Unit 19 Memorandum of Understanding, Hours of Work and Overtime
- Inmate Medical Services Policies & Procedures Volume 9, Chapter 6, After-hours Medication Supply