



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

VOLUME 9: PHARMACY SERVICES	Effective Date: 6/08
CHAPTER 38	Revision Date (s): 9/13
9.38 PRESCRIPTION TURNAROUND TIME	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PURPOSE

To ensure the timely availability of medications to patient-inmates and facilitate the standardization of medication delivery within the California Correctional Health Care Services and the California Department of Corrections and Rehabilitation (CDCR).

II. DEFINITIONS

Turnaround Time: The length of time required for a medication to reach the patient-inmate once an order is written, including the time for the pharmacy to receive, fill, and deliver the prescription to the patient-inmate or patient-care site.

III. PROCEDURE

A. General Requirements

1. Health care staff shall notify patient-inmates when medications will be available at the pill line the next business day unless deemed more urgent by the prescriber.
2. Pharmacy staff shall fill routine prescription orders during business hours only.
3. Pharmacy business day are Monday through Friday, excluding holidays.

B. Prescription Turnaround Times

1. Non-Licensed Areas:
 - a. New orders received prior to 3:00 p.m. will be available to the patient-inmate by the next business day, unless otherwise specified by the prescriber. Orders received after 3:00 p.m. on a business day will be available within two business days, unless otherwise specified by the prescriber.
 - b. Refill orders received prior to 3:00 p.m. on a business day shall be completed by pharmacy within one business day. Refill orders received after 3:00 p.m. on a business day shall be completed by pharmacy within two business days. The pharmacy operating system allows refills to be requested up to seven (7) days prior to the next fill date.
2. Licensed Inpatient Areas:
 - a. Drugs ordered "STAT" (immediate) that are not available in the facility emergency drug supply shall be available and administered within one (1) hour of the time ordered during normal pharmacy hours. When the pharmacy is closed, drugs ordered STAT shall be available and administered within two (2) hours of the time ordered. Drugs ordered STAT which are available in the emergency drug supply shall be immediately administered.
 - b. Institutional formulary anti-infectives and institutional formulary drugs used to treat severe pain, nausea, agitation, diarrhea, or other severe discomfort shall be available and administered within one hour of the time ordered, unless ordered STAT.

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C. Prescription Requirements for Expedited Orders

The following information shall be included on the CDC 7221, Physician's Orders, to prioritize and ensure timely pharmacy processing of medication orders that are clinically indicated to start before the next business day:

1. Medication orders generated in the Receiving and Release (R&R) department must be stamped or clearly marked in large letters "R&R" directly on the order form.
2. Orders that require expedited processing must clearly state when the first dose is to be given.
3. If an order does not indicate a start date/time, it shall be assumed the order is to begin the next business day.

IV. REFERENCES

- California Code of Regulations Title 22, Chapter 5, section 79649
- Inmate Medical Services Policies and Procedures, Volume 4, Chapter 11, Medication Management
- Inmate Medical Services Policies and Procedures, Volume 9, Chapter 9, Prescription Requirements