Advance Community Health Pharmacy
Medication Home Delivery Workflow (COVID-19)
Updated 4.28.20 (version 2)

Patient calls the ACH Pharmacy to request a rx refill

- Does the patient meet criteria for medication home delivery?
  - Yes
    - Pharmacy staff will offer medication home delivery service to the patient
  - No
    - Pharmacy staff will instruct patient to pick up rx following ACH curbside pharmacy workflow

Is patient interested in medication home delivery?

- Yes
  - 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

- No
  - Following each patient call, the Pharmacy staff will place the delivery slips and pre-made cards into a designated basket where meds will be placed during the filling process.

Must meet at least one of the following criteria:

1. Patient resides within 5 mile radius of ACH Pharmacy
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
2. Vehicle mode of transportation: no
3. Pill pack
4. Specialty prescriptions (i.e. HIV, Hep C)
5. Recent hospital discharge/ED discharge
6. High risk COVID-19

Delivery driver retrieves the correct rx for the correct patient (and address), exits the vehicle, walks to the door and rings the door bell, hands the rx to the patient, and marks “Yes” under the Delivered column of the “Prescriptions Out to be Delivered Form” (log) and places their staff initials beside the appropriate rx on form

Is the patient home at the time of the delivery?

- Yes
  - The staff designated as the delivery driver will leave ACH Pharmacy and drive according to the planned route to each of the homes to deliver the rx
  - The delivery driver will confirm that all rx are ready, obtains any refrigerated meds from the refrigerator (if applicable), and ensures that PPE (face mask) and hand sanitizer is available and used;
  - Note: Delivery driver should also wear ACH name badge

- No
  - Driver will leave the rx on the porch, cleans hands in between each delivery using hand sanitizer, calls the patient to inform them that the rx has been delivered, and documents that the rx has been delivered and writes down staff initials on the “Prescriptions Out to be Delivered Form” (log)

Is this a specialty drug or refrigerated med?

- No
  - Driver returns to ACH pharmacy with completed log and any failed delivery medications. Driver will also place any refrigerated meds back in the refrigerator and place specialty meds in designated location within the pharmacy

- Yes
  - Driver will place a Failed Delivery Slip on the door with instructions to call the patient to coordinate another delivery, place the rx back in the delivery vehicle, cleans hands in between each delivery using hand sanitizer, marks on the “Prescriptions Out to be Delivered Form” (log) that the rx was undelivered

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