

## ACKNOWLEDGEMENTS

*The following individuals have contributed to the development of this Manual:*

**Rick Ferris, Pharm.D., MBA, MPH, DSM,CGP**, Surveyor and on the board and faculty for the Accreditation Commission for Health Care, Inc.

**Michael P Tortorici, R.Ph.,M.S., FASHP, President, Alternacare of America Consulting, Bellbrook, Ohio** and former surveyor with the Joint Commission on Accreditation of Healthcare Organizations.

**Mary Lynn McPherson, Pharm.D., BCPS, FASCP, DAAPM, CDE, Assistant Professor, School of Pharmacy, University of Maryland at Baltimore**; contributing clinical author.

*MED-PASS, Incorporated and the above developers of this Manual value your opinions. If you have comments and/or suggestions on how to improve this Manual, please direct them to MED-PASS, Inc., 10800 Industry Lane, Miamisburg, OH, 45342; telephone: 800-438-8884.*

*MED-PASS acknowledges and expresses appreciation to **Tracy Hicks, PharmD.** for contributing the chemotherapeutic protocols for the development of the Information Management policies and the redevelopment of a portion of the Operations policies.*

*MED-PASS acknowledges and expresses appreciation to **Ross Labs** for contributing Enteral Nutrition information.*

*Drug information is constantly evolving because of ongoing research and clinical experience and it is often subject to interpretation and the uniqueness of the clinical situation. MED-PASS, Inc. has made every effort to ensure the accuracy and completeness of the information presented in this book. However, the reader is advised that the publisher, contributors, editors, and reviewers cannot be responsible for the continued currency of the information, for any errors or omissions, and for any consequences arising therefrom. This Manual is a guide and is not to be considered as a substitute for the professional judgment of the physician and pharmacist.*

*The contents of this Manual are copyrighted. No portion of this Manual may be duplicated without the expressed written consent of MED-PASS, Incorporated, Miamisburg, Ohio.*



**PHARMACY POLICIES AND PROCEDURES**  
**TABLE OF CONTENTS**

**I. Environmental (PE)**

	<b>Page No.</b>
001 Quality control of the clean room complex .....	1.1.1
002 Handling spills of cytotoxic agents .....	1.2.1
003 Transporting cytotoxic agents .....	1.3.1
004 Gowning.....	1.4.1
005 Handwashing .....	1.5.1
006 Using the pass-through to the clean room .....	1.6.1
007 Certification of the clean room and hood(s) .....	1.7.1
008 Maintenance of clean room.....	1.8.1
009 Disposal of hazardous waste .....	1.9.1
010 Medication storage.....	1.10.1
011 Infection control .....	1.11.1
012 Identifying Infections .....	1.12.1
013 Infection control program .....	1.13.1
014 Surveillance of infection control program .....	1.14.1
015 Reporting of epidemiological illness in patients and staff.....	1.15.1

**II. Compounding (PCOM)**

	<b>Page No.</b>
001 Compounding cytotoxic agents.....	2.1.1
002 Using a vented needle for cytotoxic agents .....	2.2.1
003 Compounding with ampules.....	2.3.1
004 Working within class-100 area and aseptic preparation of sterile products .....	2.4.1
005 Aseptic preparation of sterile products.....	2.5.1
006 Labeling of compounded products.....	2.6.1
007 Patient compounding .....	2.7.1
008 Filling of pump medication containers.....	2.8.1
009 Checking compounded products .....	2.9.1
010 Compounding all-in-one TPN solutions.....	2.10.1
011 Compounding morphine solutions from powder.....	2.11.1
012 Stability of medications in an infusion device.....	2.12.1
013 Sterility testing .....	2.13.1
014 Mixing report .....	2.14.1
015 Certification of sterile technique.....	2.15.1
016 Bubble Point test.....	2.16.1
017 Compounding Guidelines.....	2.17.1

### III. NUTRITION (NUTR)

	Page No.
001	Nutritional Assessments .....3.1.1
002	Examples of nutritional assessments.....3.2.1
003	Parenteral nutrition.....3.3.1
	<b>TPN:</b> Introduction..... 3.TPN.1
	<b>TPN:</b> Definitions..... 3.TPN.3
	<b>TPN:</b> Nutrient information .....3.TPN.7
	<b>TPN:</b> Standard & pathology-specific parenteral nutrition Solutions.....3.TPN.12
	<b>TPN:</b> Administration.....3.TPN.24
	<b>TPN:</b> Parenteral nutrition complications .....3.TPN.27
	<b>TPN:</b> Routine monitoring of parenteral nutrition.....3.TPN.32
	<b>TPN:</b> Bibliography .....3.TPN.41
004	Enteral Nutrition .....3.4.1
	<b>ENTR:</b> Introduction .....3.ENTR.2
	<b>ENTR:</b> Indications .....3.ENTR.3
	<b>ENTR:</b> Complications .....3.ENTR.6
	<b>ENTR:</b> Enteral tube feedings - oral medications ..... 3.ENTR.15

### IV. Clinical (PCLIN)

	Page No.
001	Administering the first dose .....4.1.1
002	Handling allergy/anaphylaxis .....4.2.1
003	Investigational drugs .....4.3.1
004	Indications for the use of infusion pumps .....4.4.1
005	Handling of laboratory data.....4.5.1
006	Final-filtering of compounded products .....4.6.1
007	Management of extravasation .....4.7.1
008	Adverse drug reactions .....4.8.1
009	List of home IV drugs .....4.9.1
010	Medication profile .....4.10.1
011	Pharmacist's therapeutic review/care plan .....4.11.1
012	Patient care conferences .....4.12.1
013	Audiology consults .....4.13.1
014	Patient Assessment .....4.14.1
015	Care or service to intrapartum patients (tocolytic patients) .....4.15.1
016	The assessment and reassessment of infants, children, & adolescents ..4.16.1
017	Ethical issues in patient care .....4.17.1
018	Hospice services – assessment .....4.18.1
019	Clinical considerations when purchasing a pharmaceutical product .....4.19.1
020	Medical abbreviations .....4.20.1
021	Patient status report .....4.21.1

**Clinical (PCLIN)...continued**

**Page No.**

022	Home care record .....	4.22.1
023	Nursing care plan .....	4.23.1
024	Progress notes .....	4.24.1
025	Discharge summary .....	4.25.1
026	Aerosolized pentamidine .....	4.26.1
027	Intravenous pentamidine .....	4.27.1
028	Erythropoietin/Darbepoetin .....	4.28.1
029	Ganciclovir .....	4.29.1
030	Intravenous immunoglobulin (IVIG) .....	4.30.1
031	Anti-fungal agents.....	4.31.1
032	Inotropics .....	4.32.1
033	Patient controlled analgesia .....	4.33.1
034	Octreotide .....	4.34.1
035	Colony stimulating factors (G-CSF/GM-CSF) .....	4.35.1
036	Cephalosporins .....	4.36.1
	<b>Cefazolin</b> .....	4.36A.2
	<b>Ceftazidime</b> .....	4.36B.5
	<b>Ceftriaxone</b> .....	4.36C.8
	<b>Cefotetan</b> .....	4.36D.11
	<b>Cefuroxime</b> .....	4.36E.14
	<b>Parenteral Cephalosporins</b> .....	4.36F.17
037	Vancomycin .....	4.37.1
	<b>Glycopeptide Antibiotics Vancomycin and Teicoplanin</b> .....	4.37B.5
038	Penicillins.....	4.38.1
	<b>Mezlocillin/Piperacillin</b> .....	4.38A.2
	<b>Nafcillin</b> .....	4.38B.5
	<b>Ampicillin</b> .....	4.38C.8
	<b>Penicillin G</b> .....	4.38D.11
	<b>Penicillin allergy</b> .....	4.38E.14
039	Aminoglycosides.....	4.39.1
	<b>Gentamicin</b> .....	4.39A.2
	<b>Amikacin</b> .....	4.39B.6
	<b>Tobramycin</b> .....	4.39C.10
040	Heparin .....	4.40.1
041	Steroids.....	4.41.1
	<b>Methylprednisolone Sodium Succinate</b> .....	4.41A.2
042	Foscarnet.....	4.42.1
043	Clindamycin .....	4.43.1
044	Vancomycin/Heparin catheter flush solution.....	4.44.1
045	Deferoxamine mesylate (Desferal) .....	4.45.1
046	Acyclovir (Zovirax) .....	4.46.1
047	Alpha-1 antitrypsin (Prolastin) .....	4.47.1
048	5 HT3 Antagonists .....	4.48.1

Clinical (PCLIN)...continued

Page No.

049	Chemotherapy .....	4.49.1
	<b>Vincristine</b> .....	4.49A.2
	<b>Dacarbazine (DTIC)</b> .....	4.49B.9
	<b>Cisplatin</b> .....	4.49C.14
	<b>Cyclophosphamide</b> .....	4.49D.23
	<b>Etoposide</b> .....	4.49E.29
	<b>Fluorouracil (5FU)</b> .....	4.49F.35
	<b>Doxorubicin</b> .....	4.49G.41
	<b>Bleomycin</b> .....	4.49H.49
050	Taxol (Paclitaxel) .....	4.50.1
051	Carbapenems .....	4.51.1
052	Metronidazole .....	4.52.1
053	Flourquinolines .....	4.53.1
054	Hydration .....	4.54.1
	<b>Dextrose (2.5 - 5%)</b> .....	4.54A.2
	<b>Normal saline (0.45 or 0.9%)</b> .....	4.54B.6
055	Theophylline .....	4.55.1
056	Fluconazole .....	4.56.1
057	Urokinase (Abbokinase) .....	4.57.1
058	Diuretics.....	4.58.1
059	Bupivacaine (Marcaine) .....	4.59.1
060	Lutrepulse (Gonadorelin acetate) .....	4.60.1
061	Midazolam (Versed) .....	4.61.1
062	Interferons.....	4.62.1
063	Transfusion of blood components (Home Hemotherapy) .....	4.63.1
064	Transfusion reactions protocol .....	4.64.1
065	Provision of Intradialytic Parenteral Nutrition (IDPN) .....	4.65.1
066	Doxycycline .....	4.66.1
067	Intravenous albumin.....	4.67.1
068	Albuterol/Ipratropium solutions for nebulization .....	4.68.1
069	H2-receptor antagonists.....	4.69.1
	<b>Ranitidine hydrochloride</b> .....	4.69A.2
	<b>Cimetidine hydrochloride</b> .....	4.69B.5
	<b>Famotidine</b> .....	4.69C.8
070	Metoclopramide hydrochloride.....	4.70.1
071	Synercid.....	4.71.1
072	Linezolid (Zyvox).....	4.72.1
073	Intravenous Infliximab (Remicade) .....	4.73.1
074	Co-Trimazole .....	4.74.1
075	Daptomycin.....	4.75.1
076	Clinical decision making.....	4.76.1
077	Equipment training procedures for patients and clients .....	4.77.1
078	Patient education guidelines .....	4.78.1

## **V. Improving Organizational Performance**

	<b>Page No.</b>
001 Performance Improvement plans .....	5.QA.1
002 Preparation and shipping of compounded drugs and supplies .....	5.QA.9
003 Analysis of preparation and shipping of compounded drugs and supplies .....	5.QA.13
004 Compounding and shipping process: redesign #1 .....	5.QA.16
005 Prevention of adverse events .....	5.QA.20

## **VI. Education (PT)**

	<b>Page No.</b>
001 Orientation and training.....	6.1.1
002 Continuing education/in-service education programs .....	6.2.1
003 Validation of Pharmacist's experience/expertise in provided therapies.....	6.3.1
004 Competency tools for home infusion pharmacists .....	6.4.1

## **VII. Operations (POP)**

	<b>Page No.</b>
001 Supervision of support personnel .....	7.1.1
002 Hours of operation .....	7.2.1
003 Scheduling patients for delivery .....	7.3.1
004 Emergency preparedness plan .....	7.4.1
005 Preparation of drugs/equipment/supplies for delivery .....	7.5.1
006 Delivery and pickup of drugs/equipment/supplies .....	7.6.1
007 Prescription generation and handling .....	7.7.1
008 Handling of Class II drugs .....	7.8.1
009 Intake .....	7.9.1
010 Patient grievance .....	7.10.1
011 Staff licensure .....	7.11.1
012 Physician referral letter .....	7.12.1
013 Information management (confidentiality) .....	7.13.1
014 Archiving of patient records .....	7.14.1
015 Regional poison centers .....	7.15.1
016 Physician licensure .....	7.16.1
017 On-call notebooks .....	7.17.1
018 Incident reporting .....	7.18.1
019 External reporting of medication product defects .....	7.19.1
020 Pharmacy ordering schedule .....	7.20.1
021 Patient satisfaction survey .....	7.21.1
022 Tracking of nursing supplies .....	7.22.1
023 Equipment management and maintenance .....	7.23.1
024 Employment policy .....	7.24.1

**Operations (POP)...continued****Page No.**

025	Employee hiring .....	7.25.1
026	Selection process .....	7.26.1
027	New employee .....	7.27.1
028	Medical examination and pre-employment screening .....	7.28.1
029	Staffing/Job Descriptions/Performance Reviews .....	7.29.1
030	Safety .....	7.30.1
031	Utilities management: patients' homes/company offices/law & regulations.....	7.31.1
032	Occupational exposure to bloodborne pathogens .....	7.32.1
033	Executive Officer/Branch Manager .....	7.33.1
034	Governing body by-laws .....	7.34.1
035	Operating budget .....	7.35.1
036	Budget .....	7.36.1
037	Patient admission eligibility .....	7.37.1
038	Written agreements among providers.....	7.38.1
039	Ownership.....	7.39.1
040	Product inventory.....	7.40.1
041	Conflict of interest.....	7.41.1
042	Policies and procedures.....	7.42.1
043	Resolution of ethical issues .....	7.43.1
044	Physician responsibilities in managing the home care patient .....	7.44.1
045	Drug product selection, procurement, storage & security .....	7.45.1
046	Patient Restraint .....	7.46.1
047	Patient's rights and responsibilities .....	7.47.1
048	Advance directives.....	7.48.1
049	Resuscitation .....	7.49.1
050	Forego and/or withdrawal of life-sustaining care.....	7.50.1
051	Patient transfer and/or referral .....	7.51.1
052	Patient consent form.....	7.52.1
053	Sentinel Events.....	7.53.1
054	Victims of alleged/suspected abuse.....	7.54.1
055	Patient privacy .....	7.55.1
056	Patient clinical outcomes .....	7.56.1
057	Hazard vulnerability analysis .....	7.57.1
058	Security of data.....	7.58.1
059	Patient privacy compliance .....	7.59.1
060	Patient safety program.....	7.60.1

***Accreditation Participation Requirements (APR)***

A.	Application for accreditation.....	8.A1.1
B.	Acceptance of survey.....	8.B1.1
C.	Performance measurement .....	8.C1.1
D.	Public information .....	8.D1.1
E.	Misrepresentation of information.....	8.E1.1
F.	Survey observer's .....	8.F1.1
G.	Periodic performance review .....	8.G1.1

***National Patient Safety Goals (NPS)***

001	Patient identification.....	8.1.1
002	Communication among caregivers .....	8.2.1
003	Safety using high alert medications .....	8.3.1
004	Safety using infusion pumps .....	8.4.1
005	Reduce risk of healthcare acquired infections .....	8.5.1
006	Reconcile medications across the continuum of care .....	8.6.1
007	Reduce the risk of patient harm from falls.....	8.7.1

## **PHARMACY POLICIES AND PROCEDURES**

### ***List of forms and Location in Manual***

<b><u>Form #</u></b>	<b><u>Form Name</u></b>	<b><u>Location</u></b>
IV0001	Incident Report Form	POP 018: <i>Incident Reporting</i>
IV0002	Environmental Record	PE 008: <i>Maintenance of Clean Room</i>
IV0003	Cleaning Record	PE 008: <i>Maintenance of Clean Room</i>
IV0004	Clean Room Maintenance Record	PE 008: <i>Maintenance of Clean Room</i>
IV0005	Mixing Report	PCOM 006: <i>Labeling of Compounded Products</i>
IV0006	TPN Mixing Report	PCOM 014: <i>Mixing Report</i>
IV0007	Investigational/New Drug Form	PCOM 003: <i>Investigational Drugs</i>
IV0008	Investigational Drug/Perpetual Inventory	PCLIN 003: <i>Investigational Drugs</i>
IV0009	Patient Status Report	PCLIN 021: <i>Patient Status Report</i>
IV0010	Patient Care Conference	PCLIN 012: <i>Patient Care Conferences</i>
IV0011	Patient Instructions on the Handling of Hazardous Waste	PE 009: <i>Disposal of Hazardous Waste</i>
IV0012	Patient Assessment form	POP 009: <i>Intake</i>
IV0013	Teaching Documentation	PCOM 007: <i>Patient Compounding</i> POP 009: <i>Intake</i> PCLIN 076: <i>Equipment Training</i>
IV0014	Patient/Client Nursing Care Plan	PCLIN 023: <i>Nursing Care Plan</i>
IV0015	Progress Notes	PCLIN 024: <i>Progress Notes</i>
IV0016	Discharge summary	PCLIN 025: <i>Discharge Summary</i>
IV0017	Standard Prescription Form	POP 007: <i>Prescription Generation</i>
IV0018	Prescription/TPN Form	<i>Handling</i> POP 007: <i>Prescription Generation Handling</i>
IV0019	Narcotic Perpetual Inventory	
IV0020	Tracking Record for Sterility Testing	
IV0021	Packing Slip	POP 008: <i>Handling of Class II Drugs</i> PCOM 013: <i>Sterility Testing</i>
IV0022	Nursing Bag Tracking Form	POP 005: <i>Preparation of Drugs/ Equipment/Supplies for Delivery</i>
IV0023	Scheduling Form	POP 022: <i>Tracking of Nursing Supplies</i>
IV0024	Generic Care Plan	POP 003: <i>Scheduling Patients for Delivery</i>
IV0025	Patient Information and Assignment Agreement	PCLIN 011: <i>Pharmacist's Therapeutic Review/Care Plan</i>
IV0026	Patient Values History Form	POP 009: <i>Intake</i>
IV0028	Coordination Care Log	POP 043: <i>Resolution of Ethical Issues</i> POP 009: <i>Intake</i> POP 017: <i>On-Call Notebooks</i>

***List of Forms and Location in Manual...continued***

<b><u>Form #</u></b>	<b><u>Form Name</u></b>	<b><u>Location in Manual</u></b>
IV0029	Physician License Verification	POP 016: <i>Physician Licensure</i>
IV0030	Grievance Form	POP 010: <i>Patient Grievance</i>
IV0031	Patient Satisfaction Survey	POP 021: <i>Patient Satisfaction Survey</i>
IV0032	Patient/Client Medication Profile	PCLIN 010: <i>Medication Profile</i>
IV0033	Receipt of Infusion Equipment	POP 023: <i>Equipment Management &amp; Maintenance</i>
IV0034	Pump Certification/Tracking	POP 023: <i>Equipment Management &amp; Maintenance</i>
IV0035	Patient Discharge Label	POP 009: <i>Intake</i>
IV0037	Returned & Outdated Narcotic Form	POP 008: <i>Handling of Class II Drugs</i>
IV0038	Serial Lab Data	PCLIN 005: <i>Handling of Laboratory Data</i>
IV0039	Prescription & Medical Necessity Log	POP 007: <i>Prescription Generation Handling</i>
IV0040	On-Call Patient Reference Form	POP 017: <i>On-Call Notebooks</i>
IV0041	Patient Intake Form	POP 009: <i>Intake</i>
IV0042	Physician Referral Letter	POP 012: <i>Physician Referral Letter</i>
IV0043	Pharmacy Patient Assessment	PCLIN 011: <i>Pharmacist's Therapeutic Review/Care Plan</i>
IV0044	Drug-Related Problems Care Plan	PCLIN 011: <i>Pharmacist's Therapeutic Review/Care Plan</i>
IV0045	Employee Orientation and Checklist	POP 024: <i>Employment Policy</i>
IV0047	Employee Orientation Verification	POP 024: <i>Employment Policy</i>
NS0008	Monitoring & Evaluation Plan	QA/PI: <i>Performance Improvement Plan</i>
IV0061	Quality Assurance Continuous Monitor Worksheet	QA/PI: <i>Performance Improvement Plan</i>
NS0010	Quality Assurance Report	QA/PI: <i>Performance Improvement Plan</i>
IV0064	Client Intake Form	POP 009: <i>Intake</i>
IV0065	Emergency/Disaster Preparedness Program	POP 004: <i>Emergency Preparedness Plan</i>
IV0067	Adverse Drug Report	PCLIN 008: <i>Adverse Drug Reaction</i>
IV0083	Transfer Summary	POP 051: <i>Patient Transfer and/or Referral</i>