

**OREGON DEPARTMENT OF CORRECTIONS**  
**Operations Division**  
**Medical Services Section Policy and Procedure #P-D-02.2**

SUBJECT: URGENT/EMERGENCY MEDICATION NEEDS

POLICY: The Pharmacy will respond to urgent medication requests, during working hours in a timely and appropriate manner. Alternative pharmacy services will be available for emergency medications and medication information on a 24-hour basis.

REFERENCE: NCCHC Standard P-D-02  
NCCHC Standard P-D-03

Definitions: Medication Starter Dose Cards (fill in the blank): unique medication orders, pre-determined by the Therapeutics Committee. The cards are prepared with a defined dosage regimen. The order must be written identical to the attached pharmacy label.

Stock Medication Cards: These cards contain medications not labeled for a specific patient. They are authorized for use at Medline/med pass only. These cards contain a count sheet that records declining inventory of the card and must be filled out for each dose given. The latest entry must reflect current inventory of the card.

Nursing Protocol Medication Cards: These cards are issued by nursing staff directly, per nursing protocol. These cards may be issued directly to the inmate as carry on person meds where appropriate. These may also be used to fill a provider order, until the pharmacy fills the order, but only if the provider order is identical.

PROCEDURE:

A. If the Pharmacy is open:

1. Immediately copy the order. Mark it URGENT and fax to the Pharmacy.
2. Call the Pharmacist to confirm receipt of the URGENT order and to make arrangements to pick-up the ordered medication.

B. If medications are needed urgently after the pharmacy is closed:

1. If stock cards are available, they may be utilized for patient treatment. They are for med line or med pass use only.
2. Emergency Pharmacy Services for all ODOC institutions are specific. Please refer to the site-specific attachments, to follow.

Effective Date: \_\_\_\_\_

Review date: August 2014

Supersedes P&P dated: October 2013

**TRCI Site Specific Attachment 1**  
**P&P P-D-02.2, Urgent/Emergency Medication Needs**

To obtain Urgent/Emergent medications, the nurse on duty will call a community based pharmaceutical provider such as but not limited to:

1. Carlson Drug – Umatilla
2. Good Shepherd Medical Center – Hermiston
3. Wal-Mart – Hermiston
4. Rite-Aid – Hermiston

When ordering from an outside pharmacy:

1. Provide all the information on the drug prescribed (Drug, dose, route, time).
2. Provide information on the Inmate (Name, DOB, drug allergies and SID number).
3. A Medical Services staff member is to pick-up the medication from the pharmacy. In the event that a Medical Services staff is unavailable, they are to contact the OIC and request that security staff pick-up the medication.
4. When the medication arrives to the Institution, administer it accordingly.
5. If it is a scheduled medication, fill out a count sheet.
6. The invoice received from the pharmacy is forwarded to the Medical Services Manager and is then sent to SRCI pharmacy.
7. A copy of the Physicians Order is faxed or electronically entered to SRCI Pharmacy.

**Urgent / Emergency Medication Needs**

**ACCESSING EMERGENCY MEDICATIONS**  
**SRCI HEALTH SERVICES**

If emergency medications are needed, SRCI pharmacy is closed and the needed medications are not in the med room they are to be acquired through the following steps:

**FIRST LINE ACCESS:** Rite-Aid Pharmacy – 541-889-3390 / 541-889-4488 (fax)

To be used:	* Monday thru Friday	3:00 p.m. to 9:00 p.m.
	* Saturday	9:00 a.m. to 6:00 p.m.
	* Sunday	10:00 a.m. to 6:00 p.m.

**SECOND LINE ACCESS:** St. Al's Medical Center-Ontario Pharmacy 541-881-7180 (pharmacy)  
541-881-7000 (page Nurse Supervisor) 541-881-7389 (fax)

To be used:	* Monday thru Friday	9:00 p.m. to 11:00 p.m. – call SAMC-O pharmacy
	* Saturday	6:00 p.m. to 8:00 p.m. – call SAMC-O pharmacy
	* Sunday	after 6:00 p.m. until Monday 6:00 a.m. call Nurse Supervisor

When Rite-Aid pharmacy is closed and SAMC-O pharmacists are not available the Nurse Supervisor at SAMC-O will have access to emergency medications in the hospital pharmacy.

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**PROCEDURE TO FOLLOW:** (applies to Rite-Aid and SAMC-O pharmacies)

The order needs to be phoned (or faxed) to the appropriate pharmacy and a time determined as to when the prescription will be filled. A purchase order form (After-Hour Emergency Medications) will need to accompany the staff member to the pharmacy. This purchase order form or a copy can be left with the pharmacy as it includes the billing address and phone numbers. A copy of the charge slip from SAMC-O with the patient's name or the medication information sheet from Rite-Aid needs to be placed in Betty Wilson's mailbox in the charting room. These will be used for reimbursement verification for Central Accounting.

In the event that SRCI staffing is not adequate for an RN to leave the facility contact the Nurse Manager on call. The medication will be picked up and delivered to an RN at the Facility Entrance.

SAMC-O pharmacy will **not** fill narcotic prescriptions or mix IVs, but has agreed to provide the medications to be mixed by staff here if necessary.

**PRCF Site Specific Attachment 3  
P&P P-D-02.2, Urgent/Emergency Medication Needs**

If medication ordered by a physician after hours is not in stock, the following applies:

1. The practitioner will provide a written prescription. The quantity will be sufficient to last until the prescription can be filled by the ODOC Pharmacy.
2. The prescription will be filled by the Safeway Pharmacy.
3. The transcribed order will be faxed or electronically entered to SRCI for processing by the ODOC Pharmacy.
4. The invoice and other required information will be scanned or faxed to accounting for processing.

**CRCI Site Specific Attachment 4  
P&P P-D-02.2, Urgent/Emergency Medication Needs**

If the DOC Central Pharmacy cannot provide medication for an inmate, the medication will be ordered and picked up from:

Portland Adventist Medical Center  
10123 SE Market Street  
Portland, OR 97216  
(503) 257-2500

**SCCI Site Specific Attachment 5  
P&P P-D-02.2, Urgent/Emergency Medication Needs**

If medication ordered by a physician after hours is not in stock, the following applies:

1. The practitioner will provide a written prescription. The quantity will be sufficient to last until the ODOC Pharmacy can fill the prescription.
2. The prescription will be filled by the Rite Aid Pharmacy, 541-756-2071.
3. The transcribed order will be faxed or electronically entered to the ODOC Pharmacy for processing.
4. If Rite Aid is closed, prescriptions may be obtained from Bay Area Hospital, 541-269-8111 or Lower Umpqua Hospital, 541-271-2171.

**EOCI Site Specific Attachment 6**  
**P&P P-D-02.2, Urgent/Emergency Medication Needs**

To obtain urgent/emergent medications not stocked at EOCI, the Nurse or Pharmacy Technician on duty will call a community pharmaceutical provider such as:

1. Safeway
2. St. Anthony's Hospital
3. Rite Aide
4. Bi-Mart

When ordering from any outside pharmacy:

1. Provide all pertinent information to the Pharmacist.
2. Provide inmate name, SID number, DOB, and allergies.
3. The Pharmacy Tech or a Nurse on duty will pick up the medication from the Pharmacy. If a Pharmacy Tech or Nurse is unavailable, call the OIC and make arrangements for security to pick up the medication.
4. When the medication is available, administer as ordered.
5. If the drug is a scheduled medication, fill out a count sheet and sign out as appropriate.
6. Attach a copy of the Physician's Order to the invoice received from the outside Pharmacy where the medication was purchased and faxed or electronically entered to SRCI Pharmacy.

**OSP Site Specific Attachment 7**  
**P&P P-D-02.2, Urgent/Emergency Medication Needs**

If a medication is needed that is not available from DOC Pharmacy or the need is after hours, the following procedure applies:

1. A phone call is placed to Salem Hospital pharmacy.
2. The written order is faxed to Salem Hospital pharmacy.
3. Oregon State Penitentiary will make arrangements to pick up the medication, either by cab or in person.
4. No orders are to be placed between 1900 and 2000 hours.
5. No schedule drugs will be issued.

Contact numbers for Salem Hospital pharmacy are:

Phone: 503-561-5295

Fax: 503-561-2320

**OSCI/SCI/MCCF Site Specific Attachment 8  
P&P P-D-02.2, Urgent/Emergency Medication Needs**

**Accessing Emergency Medications  
OSCI, SCI & MCCF Medical Services**

If emergency medications are needed after the main pharmacy has closed and the needed medications are not available in the med room, they are to be acquired through the following steps:

**EMERGENCY PHARMACY:**      **Salem Hospital Pharmacy**  
                                                 **Ph. 503-561-5295**  
                                                 **Fax 503-567-2320**  
                                                 **Hours: 24 hours**

1. Only qualified health professionals may place orders.
2. A phone call to the Salem Hospital Pharmacy must precede the faxed order.
3. Staff will pick-up medications 24-7, unless no one is available, in case of this, Yellow Cab will need to be called. Ph# 503-362-2411  
When you call Yellow Cab, give them the account number which is #1083.  
This pick-up and delivery service is for the following institutions: OSCI, SCI, MCCF and OSP.
4. Delay calling the cab service until one half hour after order is placed to allow pharmacy staff time to fill and package for pick-up.
5. No orders are to be placed between the hours of 7pm and 8pm.
6. **No scheduled drugs will be dispensed. NO EXCEPTIONS!**

**IMPORTANT: REMEMBER TO CALL BEFORE FAXING IN YOUR ORDER.**

**WCCF Site Specific Attachment 9**  
**P&P P-D-02.2, Urgent/Emergency Medication Needs**

To obtain Urgent/Emergent medications, the nurse on duty will call the community based pharmacy:

Howard's Drug  
Lakeview, Oregon 97630  
Ph. 541-947-2141

When ordering from the above mentioned pharmacy:

1. Provide all the information on the drug prescribed (drug, dose, route, time).
2. Provide information on the Inmate (Name, Date of Birth, Allergies and SID number).
3. A Health Service staff member is to pick-up the medication from the pharmacy. If a staff member from Medical Services is unavailable, the nurse is to contact the OIC and request that security staff pick up the medication.
4. When the medication arrives at the institution, it will be placed in the med room in the cart.
5. All medication obtained from the local pharmacy must be administered to the inmate at med line until such time that the order is discontinued or bubble packs from SRCI Pharmacy has been obtained for in-cell use.
6. If it is a controlled medication (C1-5), fill out a count sheet.
7. The invoice received from Howard's Drug will be sent to the Nurse Manager and a copy placed in the med room.
8. A copy of the Physician Order is faxed or electronically entered to SRCI Pharmacy with a note that meds have been obtained from local pharmacy and amount obtained.
9. In the event that Howard's Drug does not stock the required medication, Lake District Hospital will be contacted to obtain the medication. If medications are obtained through this process, Lake District Hospital will submit an invoice to Howard's Drug who in turn will submit an invoice to WCCF. The rest of the procedure is the same as for medications obtained directly from Howard's Drug.

**CCCF Site Specific Attachment 10  
P&P P-D-02.2, Urgent/Emergency Medication Needs**

1. To obtain urgent/emergent medications when the Central Salem Pharmacy is closed, a nurse or medication room technician will call a community based pharmacy. A contract exists with Rite Aid in Wilsonville to supply oral medications. A contract exists with Coram Healthcare in Portland to supply intravenous based medications.
2. When ordering from a community based pharmacy service, the following information will be provided:
  - a. Information on drug, dose, dosing schedule, route, and amount of medication needed
  - b. Information on the inmate, name, DOB, allergies, and inmate number
  - c. Information on who the ordering provider is
3. For oral based medications, a Medical Services member will pick-up the medication from the community pharmacy and return it to the facility's medication room for placement in the correct medication administration location.
4. For intravenous based medications, Coram Healthcare will deliver the medications and administration supplies to Facility Access. Medical Services staff will pick-up the medication and supplies from Facility Access and place in the infirmary medication room.
5. A declining balance medication count sheet will be attached to all medication containers and utilized as doses are administered to the inmate.
6. Invoices received from the pharmacy are given the Medical Services Manager or designee.
7. A copy of the order is faxed or electronically entered to the Salem Central Pharmacy.
8. Any unused medication is returned to the Salem Central Pharmacy.