

Walmart
Pharmacy



Neighborhood Market
by Walmart

To: Pharmacy Associates

From: Pharmacy Operations

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Clear Will Call Bag System Usage

Enclosure #
Bof sent to
Beth
on 2/24/2011

Overview:

You will receive the following components with each Clear Bag System:

- 1 wire will call rack fixture
 - Clear, plastic, reusable bags
 - Alphabetized dividers
 - Bar to hang empty will call bags on
(This is installed underneath the Pharmacist's counter)
1. After visually verifying the prescriptions in a batch, the pharmacist will determine if the prescriptions require counseling based on company policy, applicable state laws, and practice standards.
 2. **If the prescriptions do NOT require counseling**, the pharmacist will bag the filled prescriptions in a paper prescription bag, attach scan tags and place the prescription bag inside the clear plastic Will Call bag.
- If the prescriptions DO require counseling**, the pharmacist will place all prescription bottles inside the clear plastic Will Call bag with the leaflets folded in the same direction. This will alert the sales associate, along with the TASCO message, that counseling is required on this order.
- If a batch contains a combination of prescriptions that both DO and do NOT require counseling**, place the white prescription bag AND the prescriptions that require counseling into the same clear Will Call bag.
3. Plastic bags are hung on the wire Will Call rack alphabetically using the alphabetized dividers.
 4. After processing a customer's prescription order using proper TASCO procedures, the Sales Associate will route the customer's order based on how it is bagged.
- If the order requires counseling, the clear bag will be given directly to a pharmacist for counseling and bagging.
 - If the order does not require counseling, the customer is given the prescription bag to be checked out.

If bagging differs from the TASCO message, take the prescription to a pharmacist for counseling.

Overview Only a licensed pharmacist can counsel a patient. Walmart Stores, Inc. policy requires counseling on every new prescription filled for a customer. Additionally, certain states require counseling on refill prescriptions. As a pharmacist, it is your responsibility to know the laws and regulations of the state in which you participate in pharmacy practice.

Open the bag and locate the prescription to counsel the patient. Opening the bag allows you to verify the patient's name and medication before it is given to the patient and leaves the pharmacy.

The Counseling screen provides a centralized location for information used to counsel the patient and should be conducted from the PC nearest the Pick-Up/Counseling window.

The Counseling screen provides you with counseling points, fill information, patient allergies, and DUR overrides for the selected drug. If the patient has more than one drug in their order, select the next drug to view the counseling information. Additionally, utilization of the Counseling screen provides a way for you to document that counseling occurred.

OBRA '90 The Omnibus Budget Reconciliation Act of 1990 (OBRA '90) requires that a prospective drug review be performed and that the patient, or the patient's caregiver be counseled on the following points concerning the medication:

- Name (trademark, generic or other descriptive name[s])
- Intended use and expected action.
- Route, dosage form, dosage and administration schedule.
- Special directions for preparation, proper storage.
- Special directions for administration, precautions to be observed during administration.
- Common side effects that may be encountered, including their avoidance and the action required if they occur.
- Techniques for self-monitoring of drug therapy.
- Potential drug-drug or drug-food interactions or other therapeutic contraindications.
- Prescription refill information.
- Action to be taken in the event of a missed dose.
- Any other information peculiar to the specific patient or drug.

After Counseling the patient, return their medication to the bag.

Note: Counseling patients is your last opportunity to discover a prescription error during the quality assurance checking process.

Counseling

The offer of consultation or counseling is made to all patients at the time completed prescriptions are picked-up, according to State Laws. Also, patient counseling helps to build loyal customers through interaction. **The pharmacist MUST counsel on all new prescriptions.**

Consultation by the pharmacist on new prescriptions shall include, in the professional judgment of the pharmacist, the appropriate elements of the following:

- Name and description of the drug.
- Dosage form, dose, route of administration, and duration of drug therapy.
- Intended use of the drug and expected action.
- Special directions and precautions for preparation, administration, and use by the patient.
- Common severe side effects, adverse effects, or interactions, and therapeutic contradictions that may be encountered including their avoidance and the action required if they occur.
- Techniques for self monitoring of drug therapy.
- Proper storage.
- Prescription refill information.
- Action to be taken in the event of a missed dose.
- Pharmacist's comments relevant to the patient's drug therapy. This includes any other information peculiar to the specific patient or drug.

Refills

Pharmacists counsel on refill prescriptions as required by state law and when in their professional judgment, it is prudent.

On refill prescriptions, the pharmacist shall attempt to determine the effectiveness of drug therapy. Whether the patient is using the medication as prescribed and whether the patient has used any other medication which may interfere with the prescribed therapy.

**Mail-Outs
and Delivery**

Prescriptions which are mailed or delivered will include printed patient information about their medications. Further questions can be answered by calling the pharmacy at no charge to the patient.

Inform customers requesting prescription deliveries or mail outs, to phone the pharmacist with any questions.

POM 513
Counseling

Customer Service

Refusal to Counsel Log If state law or regulations specify that all refusals to counsel be documented, use the *"Electronic Refusal to Counsel Log"* on Connexus.

Security Scan Tag When using Front Lane Scanning and scanning the Security Scan Tag ensure:

When the "Y" is circled, the pharmacy associate informs the customer that a pharmacist will be right with them to discuss medication and please step to the counseling window.

Note: Do not hand over the prescription to the customer. Inform pharmacist there is a customer to discuss a prescription. Always, be sensitive of using the word "counsel" around the customer.

Overview Only licensed pharmacists can bag/re-bag an order. Follow these steps to complete the "Bagging" process:

Bagging Process

Step	Action Required
1	Once all prescriptions in an order have been visually verified, match up all labeled vial/container(s) in an order to their corresponding leaflet(s) comparing tote number, labeled patient name and drug name for accuracy.
2	Once all vial/container(s) and leaflet(s) are matched up, place leaflet(s) and labeled vial/container(s) into appropriate bag. Note: Some pharmacies use the Clear Bag System for their Will Call Bin filling. Click here for proper use using the Clear Bag System: Clear Bag System Instructions
3	Once the order is bagged by a licensed pharmacist, it is placed in the Will Call Bin for customer pick-up according to current company policy.

Re-bagging Process

If an order requires re-bagging at the time of purchase, ie: insurance rebilling or patient not picking up all prescriptions, only a licensed pharmacist may place the labeled vial/container(s) back into the prescription bag along with the corresponding leaflet(s). Compare tote number, labeled patient name and drug name for accuracy.

Reconstituted Items

Some medications require reconstitution at the time of purchase. Pharmacists are expected to understand their responsibilities as they relate to the reconstitution of medications. After reconstitution, only a licensed pharmacist may place the labeled vial/container(s) back into the prescription bag along with the corresponding leaflet(s). Compare tote number, labeled patient name and drug name for accuracy.

Refrigerated Items

If a refrigerated item requires bagging at the time of purchase, only a licensed pharmacist may place the labeled vial/container(s) back into the prescription bag along with the corresponding leaflet(s). Compare tote number, labeled patient name and drug name for accuracy.