

What the Pharmacy Needs to Know:

What should you be notifying the pharmacy of in order for us to better serve your community

In the fast-paced world of healthcare, we sometimes forget that the best way to make things work is to communicate with each other. The quicker Guardian Pharmacy is notified of admissions, discharges, and deaths, the quicker the pharmacy will be able to update our systems. This will prevent charges going to the residents/families for medications not needed, ensuring that medications will be available for newcomers, and to make your refills quick and easy. Attached is a blank SAMPLE new resident packet with the information we will need.

Please let the pharmacy know about the following ASAP:

- **Planned or newly arrived resident admissions**
 - Use Welcome Packet to provide us with the information needed, including name, date of birth, ssn, insurance, where current scripts are filled, and **ALLERGIES**
 - Call your account manager if you need a welcome packet emailed or faxed to you
 - After initial refills we will work on getting the appropriate medications on cycle for the new admission
- **Discharging or recently discharged residents**
 - In order to prevent cycle meds from being sent with next delivery, please let us know as soon as possible when someone moves out or discharges
- **Death of a resident**
 - When a resident is removed from your eMar, it does not communicate with our system that they are no longer active
 - To prevent sending any additional medications that family will be responsible for copays of, please notify us as soon as possible of patients who have passed away

BEST WAYS TO COMMUNICATE WITH THE PHARMACY

1. Email/Fax: All emails and faxes go directly to our computer triage system

****You do not need to fax on letterhead or on a pharmacy pre-printed page; we are happy to take important information just on a blank piece of paper.**

Emailing/faxing is also the best way to request refills**

2. Call: You may have a wait time while our pharmacy becomes busier, but if you call during regular business hours, you can speak directly with one of data entry techs

3. Cut Off Times: If you requested a medication after set cut-off times, you will need to notify the pharmacy if the medication is an urgent need for the same day.

Please do NOT wait until your next cycle delivery to notify the pharmacy of deaths, discharges, and/or new admissions

