



Guardian Pharmacy FAQ's

- **Why didn't my meds come in nightly delivery? Look at the following to see if any match**
 - Did you send in an actual script? Did it include quantity and refills?
 - Did you send in request after cut-off time?
 - Did you call the pharmacy to let them know it was sent after cut off time, but you need it today?
- **Why aren't all meds on cycle?**
 - Controlled substances are NEVER on cycle
 - If a script is written for only 30 days with no refills, then we are unable to cycle the medication
 - If a resident is on hospice, some hospices do not allow for a full 28-day fill, so we can only send out the amount they allow. If you are sent meds in a 15- or 14-day supply for a hospice resident, you will need to REORDER when low
 - Some medications need to be kept in the original package (ie: Linzess, Pyridostigmine). The bottles are usually more than a 4-week supply, so these are also Reordered when needed. The instructions will include "original bottle"
- **Why are we running out of meds prior to cycle?**
 - Some doses may have been dropped on the floor, if the pharmacy is notified, we can send extra with next cycle delivery.
 - There are instructions on each medication whether to take daily, every other day, every 3 days, or on certain days of the week. Sometimes this is overlooked, and they are accidentally given daily instead of certain days of the week. This is a med error and should be reported to the supervisor as well as letting pharmacy know it was given incorrectly.
- **Why do we get the message that "Med is in Cycle" when reordering?**
 - If pharmacy is not told how many tabs you have left, we assume you don't know when your cycle starts, so if cycle delivery is coming up, we are not going to automatically send extra unless specifically indicated on the request that you will run out prior to cycle start.
 - You shouldn't have to reorder cycled meds, they will automatically come out every 4 weeks unless doses are spilled, dose changes, or drug is discontinued.
- **How soon should we let pharmacy know we requested a med and have not received it yet?**
 - If requested prior to cut-off time and not delivered that evening, you should call the pharmacy the next day. If the prescription doesn't have refills remaining, the computer system does not always notify the pharmacy of the request
- **When should we reorder the medications that are not cycled? Like PRNs, controls, hospice, etc.**
 - These should be ordered when there are 4-7 doses remaining.
 - If this is a C2 controlled substance, we will need a new script for each dispensing.
 - If you wait until you are completely out of a medication, your residents run the risk of going without their meds. If you reorder too soon, the insurance company will not allow a refill.
 - Having a 4-7 dose cushion allows a day or two to get a hold of the provider's office if we need refills. If you request something late on a Friday afternoon, the chances of the pharmacy hearing back from the provider's office before Monday is slim to none.