**OPENING: STEP BY STEP**

* UNLOCK DOORS
* FLIP OPEN/CLOSED SIGN
* CLOCK IN
* TURN LIGHTS ON
  + SWITCHES FROM #17 AND UP
* UNLOCK DRIVE THRU DOOR
* UNLOCK REGISTERS AND PUT THEM IN CORRECT POS LANE
* TURN PHONES ON
* UNLOCK C2 CABINET
* TURN ON TV
* PULL UP IN INTERNET:
  + MCKESSON CONNECT
    - CREATE MANUAL ORDER. USE DATE AS ORDER NUMBER
  + UPDOX
    - LOGIN IN AND PRINT ANY RX’S THAT HAVE COME IN AFTER HOURS
    - CHECK VOICEMAIL IF NEEDED
  + CSMD
  + PRESCRIBE WELLNESS NEEDS TO BE CHECKED BY 11AM **EVERYDAY** 
    - SYNC FILLS NEED TO BE CHECKED
    - CALL PATIENT TO LET THEM KNOW THEY HAVE SOMETHING DUE
    - CHECK RE-SYNC’S
* CHECK E-SCRIPTS
* CHECK THE QUE (F8; #3)

**WORKFLOW THROUGHOUT THE DAY**

* KEEP ALL INCOMING RX’S PROCESSED AND COUNTED. **DO NOT** LET ANYTHING SIT IN A BASKET, IN E-SCRIPTS, OR IN PACKAGING SCREEN.
* KEEP STOCK BOTTLES PUT UP AFTER RPH REVIEW. DO NOT LET THEM SIT ON THE COUNTER
* PUT THE MCKESSON ORDER UP PROMPTLY INCLUDING OTC ITEMS
* COMPLETE ANY OWES PROMPTLY
* PULL IN MCKESSON INVOICES ON RX30
  + F1 MENU
  + PO
  + #6 EDI XMT/RCV
    - FOLLOW STEPS
  + #4 RECEIPTS
    - FOLLOW STEPS
* MANUALLY INPUT INVOICES FROM SECONDARY WHOLESALERS
  + COMPLETE ANY OWES
* IF YOU NOTICE INVENTORY OFF, **FIX IT**
* KEEP EVERYTHING ORGANIZED AND PUT UP THROUGHOUT THE DAY

**PRESCRIPTION DROP-OFF TO PICK-UP PROCESS**

-***FILLING/REFILLING NON-CONTROLLED RX’S***

* OBTAIN RX
  + IF WAITING: BLUE BASKET, NOT WAITING: WHITE BASKET
* INPUT RX
  + DOUBLE CHECK DAY SUPPLY
  + NDC’S MUST MATCH
  + CHECK DATE WRITTEN
* PROCESS ON INSURANCE/CASH
  + ANY OTHER MEDS DUE? (SPECIFICALLY BP, DIAB, CHOLEST)
    - CHECK TO MAKE SURE THEY ARE ON TIME
    - IF NOT ON TIME, ASK IF THEY HAVE ANY PROBLEMS WITH MED. (EX. SIDE EFFECTS, FORGETFULLNESS)
    - EXPLAIN WHY IT IS IMPORTANT FOR THESE TO BE TAKEN CORRECTLY
    - OFFER HELP (TEXT, CALL, PILL PLANNER)
    - MAKE E-CARE PLAN IF NECESSARY
* CHECK FOR DRUG THERAPY PROBLEMS
  + READ AND ACKNOWLEDGE ANY WARNINGS THAT POP UP WHEN YOU PROCESS RX
    - CONTACT DOCTOR IF NEEDED
    - DOCUMENT ANY INFO YOU COLLECT FROM DOCTOR/PATIENT ON E-CARE PLAN
* PACKAGING/COUNTING
  + COUNT AS YOU CERTIFY AND EACH LABEL PRINTS OFF (DO NOT PRINT OFF ALL OF PACKAGING SCREEN THEN COUNT)
    - THIS HELPS AVOID MIX-UPS WITH OTHER BASKETS/RX’S AND CLUTTER
  + LABEL BOTTLE/PACKAGE
    - DOUBLE COUNT AND CIRCLE QTY WITH INITIALS IF CONTROLLED
    - CHECK FOR EASY-OPEN
  + PLACE STICKER ON HARD COPY IF NEEDED
  + PLACE BASKET IN APPROPIATE PLACE FOR RPH REVIEW

-***FILLING/REFILLING CONTROLLED***

* SAME STEPS AS ABOVE PLUS....
* CHECK CSMD
  + IF ANY RED FLAGS COME UP, ALERT PHARMACIST IF NEEDED(EX. FILLING AT SEVERAL DIFFERENT PHARMACIES, SEVERAL DIFFERENT DOCTORS)
  + IF RX IS TO SOON TO BE REFILLED, ALERT PATIENT AND QUE THE RX FOR DATE THAT IT CAN BE FILLED
    - MAKE SURE **ALL** INFO IS PUT IN INCLUDING DIAGNOSIS CODE (THIS HELPS YOU STAY AHEAD OF THE GAME)
* IF RX IS C2, PUT IN DIAGNOSIS AND UPDATE TREATMENT TYPE IN CONTROLLED SUBSTANCE DATA REPORT (ALT-X)
  + ALT-X FEATURE IS NOT AVAILABLE UNTIL AFTER IT IS PROCESSED

***-WILL CALL***

* COMBINE IF PATIENT HAS ANOTHER BAG
* PLACE IN APPROPIATE BIN

***-PATIENT PICK-UP***

* CONFIRM PATIENT NAME AND HOW MANY RX’S ARE READY FOR PICK-UP
* IF SYSTEM ALERTS YOU THAT THERE IS SOMETHING ELSE IN WILL-CALL
  + ALWAYS ACKNOWLEDGE THIS
    - IF NOTHING IS READY, PRINT LIST AND WE CAN CLEAR IT OUT SO IT DOESN’T POP UP ANYMORE
* PATIENT WILL SIGN FOR MEDS
* COLLECT PAYMENT
  + PATIENT WILL SIGN AGAIN IF THEY USE CREDIT CARD
* **\*\*\*ASK FOR UPDATED PHONE NUMBER\*\*\***
* ASK IF THEY HAVE ANY QUESTIONS FOR THE PHARMACIST
  + IF SO, TELL THEM TO GO TO THE NEXT WINDOW (NEXT TO RPH STATION)
* WE WILL START CHECKING BLOOD PRESSURE FOR PATIENTS WITH HYPERTENSION
  + DIRECT THEM AROUND TO THE SECOND CONSULTATION AREA (SEATING AREA/VACCINATION AREA)

**CLOSING: STEP BY STEP**

* MAKE SURE EVERYTHING IS PUT UP AND NEAT FOR NEXT DAY
* DO NOT LEAVE ANY BASKETS FOR NEXT DAY UNLESS ABSOLUTELY NECESSARY
* MAKE SURE EVERYTHING WE OWE OR DIDN’T HAVE IN STOCK IS ON THE ORDER
* CHECK WITH SECONDARY WHOLESALERS FOR BETTER PRICES
* SEND THE ORDER/SIGN CSOS IF NEEDED
  + MAKE SURE IT IS THE RIGHT PRICE INDICATION
* TURN OFF TV
* LOCK C2 CABINET
* COUNT DOWN DRAWERS AND PUT THEM UP
* LOCK DRIVE THRU WINDOW/DOOR
* RUN BACKUP ON DRIVE THRU COMPUTER (LANE 1)
* TURN PHONES OFF
* CLOCK OUT
* LOCK DOORS
* FLIP OPEN/CLOSED SIGN