



Scope of Service

Policy Number: 6.001	Policy Title: Avel eCare Pharmacy Scope of Service	
Policy Owner: Andrea Darr	Policy Category:	
Effective Date: 11/1/2021	Last Review Date:	
Covered Organizations: Avel eCare, LLC, Avel eCare Medical Group, PC, and affiliated staff		
Attachment:	Procedure:	Related Policy:

PURPOSE

To define the scope of service in compliance with Texas Administrative Code rule 291.153(d)(4)(A, B and C(iii)).

SCOPE

Under the leadership of the eCare Pharmacy Officer and the eCare Pharmacy Manager, Avel eCare Pharmacy with hub locations at both 4103 N Loop 1604 West, Suite 202, San Antonio, TX 78249 (TX Class G pharmacy license #32217) and 4500 N Lewis Avenue, Sioux Falls, SD 57104 provides services 24-hours a day, seven days a week to contracted facilities. Sufficient pharmacist personnel are available on all shifts to fulfill the services of the department. The scope and complexity of the service required dictates the work schedules of the department.

Avel eCare Pharmacy provides remote pharmacy services to health care facilities. These services include, but are not limited to, medication order entry, review or verification in conjunction with clinical services such as pharmacokinetic dosing services, pain management consultations, adverse drug reaction consultation, and drug therapy consultation.

Avel eCare Pharmacy monitors discrepancies and medication errors for trends and collaborates with contracted facilities in developing process improvements. The pharmacy provides clinical and administrative support to and participation in the Pharmacy and Therapeutics Committee, Infection Control Committee, various Performance Improvement and Quality Review Committees, and eCare Research Collaborative.

All services provided comply with rules, regulations and accreditation standards of state and federal licensing, regulatory and accreditation bodies.

Pharmacists maintain a knowledge base regarding special dosing needs of pediatric, infant and geriatric populations as well as possible adjustments needed based on disease states (i.e. renal function) or high-risk drugs.

POLICY

Requirements of Staff:

Each pharmacist is required to meet the following minimum requirements:

1. Licensure appropriate for practice in each state where service is provided, as determined by the state boards of pharmacy.
2. Successful completion of eCare Pharmacy orientation and training within the first six months of employment.
3. Completion of continuing education credits per year as required by state boards of pharmacy for each state in which the pharmacist is licensed and expected to perform services.

Staffing & Assignments:

1. The Avel eCare Pharmacy is comprised of an adequate number of staff with appropriate experience and training consistent with the Mission and Vision of the organization, service provided, and the population served.

2. The pharmacy department is staffed to provide 24 hour a day pharmacy services. Clinical pharmacy services are available 24 hours a day. The eCare Pharmacy Officer is responsible for overall management of pharmacy services and the eCare Pharmacy Manager assists with all management functions including clinical operations and personnel management.
3. Duty assignments are made by the eCare Pharmacy Manager as needed on a daily basis. Assignments reflect the knowledge, skills, and abilities of individual employees as well as the current workload activity.
4. The following elements, as appropriate, are present for each individual employee:
 - a. Verification of educational and/or training requirements in accordance with applicable law, regulation, and/or specific requirements for practice.
 - b. Appropriate evidence of current licensure, certification, and/or registration as necessary.
 - c. Appropriate knowledge and experience for assigned responsibilities.
5. In the event of an unusual occurrence, the number and mixture of staff members may be adjusted. Criteria to be considered will be:
 - a. The anticipated duration of the situation
 - b. Patient care/service needs
 - c. Resource availability
 - d. Professional judgment of the management staff
6. The department's staffing plan is estimated annually in conjunction with the budget process. Proposed changes may also be submitted throughout the fiscal year as dictated by the addition of new customers.

RELATED DOCUMENTS

None

DEFINITIONS

Avel eCare – includes all Avel eCare owned, leased, sponsored, joint venture and managed entities including both patient care and operational entities.

REFERENCES

None

REVISION HISTORY

Revision Number	Revision Summary	Submitted By	Submission Date	Approval Date	Approved By
1	Transfer policy from Avera eCARE	Pharmacy	11/1/2021	11/1/2021	A. Darr

This policy was developed as a guide for the delivery of telehealth services and is not intended to define the standard of care. This policy should be used as a guide for the delivery of service, although originating site or Avel eCare personnel may deviate from this guide to provide appropriate individualized care and treatment for each patient.