



# Drug Diversion Detection and Prevention

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| <b>Policy Number:</b> 06.023  | <b>Policy Title:</b> Drug Diversion Detection and Prevention |                        |
| <b>Policy Owner:</b> Andrea Darr  | <b>Policy Category:</b> Pharmacy                             |                        |
| <b>Effective Date:</b> 11/1/2021  | <b>Last Review Date:</b>                                     |                        |
| <b>Covered Organizations:</b> Avel eCare, LLC, Avel eCare Medical Group, PC, and affiliated staff |  |                        |
| <b>Attachment:</b>  | <b>Procedure:</b>  | <b>Related Policy:</b> |

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## PURPOSE

To outline the safeguards that are in place to contribute to the detection and prevention of drug diversion at the healthcare facilities supported by eCare Pharmacy in compliance with Oklahoma Administrative Code 535:15-3-2.

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## SCOPE

This Additional Hours of Coverage policy applies to Avel eCare, LLC, Avel eCare Medical Group, PC and affiliated staff.

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## POLICY

Avel eCare Pharmacy, as a provider of remote pharmacy services to hospitals and health care facilities, does not purchase, store, prepare, or stock any medications, drug products, or prescription dispensing supplies.

### **Secure access to EMRs and Protection of Patient Information:**

All of our pharmacists work in our secure hub location with access permitted only through use of a proximity badge.

Access to our order management system and each supported facility's EMR is limited by use of pharmacist-specific logon credentials that are known only to the user and are only granted after approval by the Pharmacy Manager or Pharmacy Officer. As a result, any order processing that is done by a pharmacist is both trackable and retrievable.

Any PHI that is printed for use within the eCare Pharmacy will be placed in the shredding bin when its use is completed.

### **Physical control of and responsibility for medications:**

We remotely access the EMRs for the facilities we support and ensure that the patient's medication profile is accurate, that all ordered medications are appropriate for use in their setting and have an appropriate dose and frequency.

Our approval of medication orders in EMRs causes the medication to become available in the automated dispensing machine at the appropriate time for a nurse to administer to the patient.

Our Service Agreement clearly states that maintenance and ownership of all medications in supported facilities is the responsibility of their on-site personnel.

### **Evaluation of appropriate utilization of medications:**

Each medication order is reviewed for appropriateness in keeping with the ASHP Guidelines for Remote Medication Order Processing and current clinical guidelines.

Any concerns the pharmacist has regarding dose, duration, frequency of use are communicated back to the supported hospital for evaluation by the provider. Our Escalation Policy outlines the course of action a pharmacist should take in the event that the provider elects to continue with dosing for which the pharmacist believes the risk outweighs the possible benefit.

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**RELATED DOCUMENTS**

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None

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**DEFINITIONS**

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

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**REFERENCES**

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None

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**REVISION HISTORY**

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| 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.*