

Status **Active** PolicyStat ID **14105985**



Origination 11/2021  
Last Approved 08/2023  
Effective 08/2023  
Last Revised 08/2023  
Next Review 07/2025

Owner Andrea Darr: Vice President and General Manager, Pharmacy Servi  
Area Pharmacy

## Avel eCare Pharmacy Additional Hours of Coverage

### PURPOSE

The purpose of this policy is to outline the situations when Avel eCare Pharmacy provides additional coverage hours outside of contracted hours.

### SCOPE

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

### POLICY

Avel eCare Pharmacy may provide additional coverage outside of contracted hours of coverage to hospitals when the local pharmacist(s) is unable to cover their normal staffed hours/days due to extenuating circumstances or Holidays.

This type of coverage requires additional labor expense and may result in additional fees being charged to the requesting hospital according to their contract for service.

Requests for additional hours of coverage should be submitted as soon as the need is known. This will ensure that eCare Pharmacy is able to maintain proper staffing levels and service for all facilities and that service is not negatively impacted.

### RELATED DOCUMENTS

None

# DEFINITIONS

None

None

*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.*

## Approval Signatures

Step Description	Approver	Date
Policy Owner	Andrea Darr: Vice President and General Manager, Pharmacy Servi	08/2023
Manager Approval	Jeremy Mueller: Pharmacy Manager	08/2023
Manager Approval	Cari Davis: Pharmacy Manager	07/2023

