



Origination 11/2021

Last 08/2025

Approved

Effective 08/2025

Last Revised 08/2025

Next Review 08/2026

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 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	08/2025
Manager Approval	Jeremy Mueller: Pharmacy Manager	08/2025
Manager Approval	Cari Davis: Pharmacy Manager	08/2025

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