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Next Review 07/2026

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

Continuous Quality Assurance

PURPOSE

The eCare Pharmacy Director will set up Quality Assurance (QA) procedures to ensure appropriate collection and evaluation of data to determine areas for improvement in eCare Pharmacy services in compliance with Texas Administrative Code rule 291.153(d)(4)(C)(iv and v).

SCOPE

This Continuous Quality Assurance policy applies to Avel eCare, LLC.

POLICY

1. Avel eCare Pharmacy personnel will collect and monitor the following data for the purposes of evaluating the quality and appropriateness of patient care, identifying opportunities to improve services and resolve identified problems:
 - a. Number of orders/documents sent to eCare Pharmacy from each participating site.
 - b. Turnaround time within the eCare Pharmacy process.
 - c. Number and types of recommendations (Interventions) made by the eCare pharmacist.
 - d. Number and types of reported errors (discrepancies) that occur within the eCare Pharmacy process. Each discrepancy is reviewed as it is reported.
2. The eCare Pharmacy Director will be responsible for performing audits of any unusual results to identify opportunities for improvement.
3. eCare Pharmacy standards and policies will be evaluated at least annually and updated as needed.

RELATED DOCUMENTS

None

DEFINITIONS

None

REFERENCES

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