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Last 08/2025

Approved

Effective 08/2025

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

Area **Pharmacy**

Escalation

PURPOSE

Avel eCare Pharmacy will provide structure for the escalation of communication when the pharmacist's evaluation of a medication order and the prescriber's judgment are in conflict.

SCOPE

This Escalation policy applies to Avel eCare, LLC.

POLICY

1. The eCare pharmacist will evaluate each medication order as described in the Order Entry, Patient Assessment and Monitoring Policy.
2. If the pharmacist finds the medication order to be dangerous to the patient, significantly out of compliance with current therapy guidelines, or unsupported in the medical literature, further investigation is necessary.
3. The pharmacist will contact the patient's direct caregiver to determine the circumstances surrounding the order, to confirm the indication for use, and any monitoring that is underway.
4. If concerns remain, the pharmacist is to contact the prescriber to share the concerns and recommend alternative therapy.
5. If prescriber wishes to proceed, the pharmacist may agree that the treatment is justified and will enter the order as usual, noting the discussion with the prescriber.
6. However, if the pharmacist continues to feel that the risk of therapy outweighs possible benefit, s/he must communicate to the prescriber and nurse that the order will not be entered and/or verified by the pharmacist and the medication will need to be accessed by means other than the profiled automated dispensing machine. These options typically include removal from

- the automated dispensing equipment on override or removal from the main pharmacy.
7. All situations that involve refusal to dispense should be reported to the eCare Pharmacy Director or the VP/GM Pharmacy Services within 24 hours.
 8. Each refusal to dispense situation will subsequently be reviewed by the Avel eCare Chief Medical Officer and the VP/GM Pharmacy Services for evaluation and communication back to the medical staff within 5 business days.

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