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

Avel eCare Pharmacy Turn Around Time

PURPOSE

To outline the eCare Pharmacy service level standards for processing orders in compliance with Minnesota Board of Pharmacy Guidance Concerning Variance Requests for Off-Site, After Regular Hours, Hospital Pharmacy Services. Turnaround time is defined as time elapsed between the initial receipt of the order notification in the eCare Pharmacy Order Management System and completion of order entry/verification.

SCOPE

This Pharmacy Turn Around Time policy applies to Avel eCare Pharmacy Services.

POLICY

Avel eCare Pharmacy will provide medication order review for patients in a timely manner and has established the following service standards outlining the expected turnaround time for routine and STAT orders:

1. The standard average turnaround time for routine orders will be less than 60 minutes.
2. The standard average turnaround time for STAT orders will be less than 20 minutes.
3. If the standard turnaround time is breached, the eCare pharmacist will document the reason for the delay in the order management software.

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