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

Area **Pharmacy**

Avel eCare Pharmacy Visual Verification

PURPOSE

Avel eCare Pharmacy will provide visual verification of medications via either a live, two-way audio-visual link or still image where necessary per applicable state laws unless variances exempting this practice have been obtained.

SCOPE

This Visual Verification policy applies to Avel eCare, LLC.

POLICY

Procedure for live audio-visual verification:

1. The remote site will contact an Avel eCare Pharmacist to connect to the site via the live, two-way audio-visual link.
2. The pharmacist will connect to the requesting facility to identify and verify medication(s) not previously approved by a pharmacist, to verify the compounding of a non-sterile or sterile product, and to verify high-risk medications per the facility's high-risk medication policy.
3. The pharmacist will then document the verification as per established process.
4. This documentation will be kept in Avel eCare Pharmacy in compliance with current legal standards.

Procedure for still image verification:

1. Personnel from the requesting facility will transmit the image into Trax for pharmacist review.
2. An eCare pharmacist will evaluate the still images in Trax and communicate either approval or additional information that is needed before the medication can be approved back to the

facility.

3. The pharmacist will then document the verification as per established process.
4. This documentation will be kept in Avel eCare Pharmacy in compliance with current legal standards.

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