



PARTIAL FILLING PRESCRIPTIONS

During Fiscal Year 2016, over \$300,000 was spent on partial filling prescriptions at FNCVAMC.

In an effort to be more budget conscious, criteria for partialing medications is now those that are *essential* in the prevention of hospital admissions.

Medications that should not be partialled include but are not limited to: vitamins, items available OTC, statins, **controlled substances**, and non-emergent medications.

Partial filling prescriptions should *always* be accompanied by reviewing the appropriate refill process and providing patient with the updated refill process information sheet.

Technicians: Prior to telling a Veteran they will receive a partial on their medication, please run the scenario by the pharmacist to approve based on revised partial fill process.

Whenever possible, fill the entire prescription instead of utilizing a partial. One common exception for non-controlled substances requiring an emergency partial fill will be if the mailed prescription has already been processed by CMOP.

EXAMPLES OF INAPPROPRIATE PARTIALS RUN IN FY'16:

- # 60 APAP 325 mg
- # 72 ASA 81 mg
- # 10 Atorvastatin 80 mg

PARTIAL DAYS SUPPLY (DS)

- Partial fills should be limited to **7 days only** in order to cover patient until CMOP prescription arrives
- Do not partial a 30 DS of a new 90 day prescription. If a new prescription is written for a 90 DS:
 - Fill entire initial 90 DS Rx and instruct patient on refill process via mail
 - OR if insufficient quantity on hand to fill in entirety:
 - Partial for 7 days *only* and fill the remainder via CMOP
 - Do **not** partial an entire 30 days

PARTIAL FILL CODES

- Please use the specified partial fill codes to help determine why patients require partial fills each time partial fills are dispensed. Partial fills dispensed will be analyzed using these codes to determine where intervention is needed following the completion of this year's project on partial filling.



CLASSES THAT *MAY* BE PERMISSIBLE TO PARTIAL:

**** Examples not intended to be all-inclusive ****

- Anti-hypertensives (lisinopril, amlodipine, hydralazine, clonidine)
- Rate control agents (metoprolol, atenolol)
- Anti-platelets/Anticoagulants (clopidogrel, warfarin, not to include OTC aspirin)
- Anticonvulsants (levetiracetam, gabapentin if used for anticonvulsant per CPRS)
- Insulins (insulin glargine, insulin aspart)
- Sulfonylureas (glipizide)
- All mental health medications
- *Metformin (Use best clinical judgement. Likely will not prevent hospitalization)
- HIV medications

MEDICATIONS THAT ARE *NOT* PERMISSIBLE TO PARTIAL:

- Vitamins
- Statins
- OTC items (excluding OTC insulin)
- Controlled substances
- Non-emergent medications/ medications that will not prevent hospitalization
- HCV medications – MUST contact HCV PharmD if patient attempts to partial HCV medication

When in doubt, please ask outpatient pharmacy supervisor for clarification

PARTIAL JUSTIFICATION CODES:

*For standardization, please type this code into the comment field to indicate *why* you are partialing*

01 – Slip not mailed in by patient

02 – Slip not mailed to patient by CMOP

03 – Short on fill (Patient states that insufficient quantity was given/sent to them)

Note: QA report should then be filed with CMOP or investigated internally if filled locally

QA report available on CMOP website under CMOP QA Reporting

04 – Patient doesn't know procedure

05 – Taking medication differently than prescribed

Note: May consider flagging provider and informing them of discrepancy

06 – Slip turned in late

07 – Rx processed but not released

08 – Rx processed and released but not received by patient

Note: QA report should then be filed with CMOP if applicable

09 – Med damaged

Note: QA report should then be filed with CMOP if applicable

10 – Quantity owed patient (out of stock)

11 – Prescription was routed wrong (mail vs. window)

12 – Patient stated they sent slip in on time but RX was not processed

13 – Miscellaneous (please explain)

14 – Bulk to be sent from CMOP (starter supply)



REFILL PROCESS REMINDER

During Fiscal Year 2016, over \$300,000 was spent on partial filling prescriptions at FNCVAMC.

In an effort to be more budget conscious, criteria for partial filling medications is now those that are *essential* in the prevention of adverse patient outcomes or hospital admissions. Potential classes include anti-hypertensives, anti-platelets, etc.

Medications that will not be partialled include but are not limited to: vitamins, items available OTC, statins, controlled substances, and non-emergent medications.

THIS UPDATE IS INTENDED TO:

- Make the refill process easier for staff and Veterans
- Reduce wait time in pharmacy lines
- Help Veterans receive prescriptions and medical supplies in a timely, efficient, and convenient manner
- Replace partial filling of prescriptions at the pharmacy window
- Allow pharmacists to provide the best medical care possible to our Veterans

CORRECT REFILL PROCESS:

- New Rx ordered for window and processed in house x 1 then refills via VA mail order pharmacy
- Refills and renewals ordered for mail by patient (at least 3 weeks in advance) and sent via mail
- Medications can be ordered at:
 - MyHealth-e-Vet (www.myhealth.va.gov)
 - Without Rx Numbers: Toll Free 1-800-771-6106 Ext. 7015
 - With Rx Numbers: Toll Free 1-800-771-6106 Ext. 7045 (Automated line)



WHAT YOU CAN DO:

- Educate Veterans on the correct refill process
- Provide updated pharmacy refill handout to patients with each visit
 - Available on Fayetteville Pharmacy SharePoint
- Please avoid telling patients refills or partials are routinely processed in the pharmacy for pickup
 - Refills are MAILED
- **Offer to refill medications for Veterans via mail during the visit**
 - Select medication on Veteran's CPRS profile → right click → refill med → mail
- Ensure patient has sufficient refills remaining on prescriptions at each visit
- Continue to reinforce and reeducate Veterans on the refill process with each visit



ORDERING REFILLS

In order to provide all Veterans with the best possible customer service experience, Pharmacy Services wants to remind everyone of the best ways and options to order your refills.

Please note: ALL refills are sent via mail.

This update is intended to:

- Make it easier to order refills
- Reduce wait time in pharmacy lines
- Allow pharmacy staff to provide the best medical care and service possible to our Veterans

HERE IS WHAT YOU NEED TO DO:

ALL refills are to be ordered for mail delivery through one of the following methods:

- Use online MyHealth-e-Vet (www.myhealth.va.gov)
- OR Call one of the following:
 - Without Rx Numbers: Toll Free 1-800-771-6106 Ext. 7015
 - With Rx Numbers: Toll Free 1-800-771-6106 Ext. 7045 (Automated line)
- OR use refills slips provided:
 - These refill slips are provided with all prescriptions. Simply tear along the perforated line.
 - Turn in your refill slips in the drop-off box or pharmacy pickup window, or mail the slips in to the VA Pharmacy address on your prescription label.
- You do NOT have to come to the pharmacy to request monthly refills unless this is convenient for you

WHEN TO ORDER:

- Give enough time. **PLAN AHEAD** and be **PROACTIVE!**
 - Order your next refill the day you receive your maintenance medications. When you do this, your medication will be mailed when it due and arrive before you run out
 - Order your refills at least **THREE WEEKS** before the prescriptions run out
 - Please remember it can take **7** business days to arrive in the mail, so order refills **EARLY**