# PeopleSafe - Clinical Counseling Pharmacist After Hours Process

[Process](#_Toc196912749)

[Log Activity](#_Toc196912750)

[Related Documents](#_Toc196912751)

**Description:** Instructions for when a plan member needs to speak with a pharmacist regarding an issue that cannot wait until the next business day and it is after normal operating hours or on the weekend.

Contact an onsite Supervisor when there is a need to page an on call RPh for this type of issue. This applies to both CCR’s and Senior Representatives.

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| Process |

If the plan member is complaining of chest pain, severe discomfort, or a life-threatening drug reaction and cannot wait for a pharmacist to call them back, advise them to immediately call their local emergency response unit (911).

Otherwise perform the steps below:

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| **Step** | **Action** | | |
| **1** | Determine if a Clinical Counseling Pharmacist needs to be notified to do a member call back: | | |
| **Reasons that the On-Call RPh…** | **Review the following…** | |
| **Should** **not** be contacted | * Prescription Verification * Transfer prescription to retail, unless the transfer is considered an emergency by your Supervisor (see next step) * Specific questions regarding possible recalled medications. This would include, but is not limited to, questions such as if a medication was recalled or the lot numbers of recalls. The member should be instructed to call the next business day to obtain this information. Also make sure to refer to any current talk tracks for the medication in question. * If plan member does not need to take the medication before the next business day * If medication or medications, were sent to the incorrect address and/or person   In all of these situations, suggest the member call back during normal business hours. Refer to **Clinical Care Services Clinical Counseling** – [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for hours of operation.   * **Only if plan member refuses to call back the next day, create the following RM Task:**   This task type is not worked until the next business day. Inform the member that they will be called back on the next business day:   * + **Task Category:** RPh Consultation   + **Task Type:** RPh Clinical Inquiry   + **Queue:** RPh Consultation – CCRph * Proceed to [Step 4](#four). | |
| **Should** be contacted | * Plan member has a question about a prescription (such as tablet identification, stability information and needs to take the medication **immediately** or **before** the next business day). * If member is calling about medication interactions filled at retail and unable to wait until the next day to contact local retail pharmacy or our Caremark Clinical Department. * Plan member is having a possible side effect or adverse drug reaction at the point of the call and is questioning whether it is related to a prescription medication dispensed by the PBM. * Plan member ingests the wrong medication, **has missed a dose or has taken more than one dose of medication.** * Transferring a prescription that has been identified as an emergency by your Supervisor.   I am going to reach out to one of our supervisors for assistance with your issue, it may take me a few minutes to reach them. I will check back with you every five minutes until I reach them.  **Note:** Do not allow the caller to hold more than five minutes without checking in with them even if they have given you approval to hold until a resolution is determined. | |
| **If…** | **Then…** |
| An **After-Hours Pharmacist** needs to be notified | * The **Supervisor will be responsible for the following:**   + Identifying the **RX** transfer as an emergency and that the member is out of medication and must take the medication immediately or before next business day   + Verifying that the prescription is transferrable, is not in process and is in the order placement screen   + Providing the after-hours pharmacist with the retail pharmacy phone number where the prescription is to be transferred, a contact name and that the pharmacy will be open for at least the next hour   + Verifying that the pharmacy has the medication in stock and that the member eligibility information has been provided to the retail pharmacy   **Note:** The after-hours pharmacist will call the member after the transfer has been completed.   * Proceed to [Step 2.](#Step2) |
| A **Clinical Counseling Pharmacist** needs to be notified | * Inform the plan member a pharmacist will need to be paged and a clinical pharmacist will call them back within **1** hour in order to address their clinical inquiry:   + Ask member to be available and keep the phone line open until the pharmacist returns their call.   + If the member asks why the pharmacist has to call them back, inform the member that this is our after-hours process for notifying a pharmacist and they will return your call as soon as possible.   **Note:** **Do not** keep member on the line while the pharmacist is being notified.   * Proceed to [Step 2.](#Step2) |
| **2** | Complete the [On-Call After Hours Pharmacist Request Form (007411)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54cd7818-e17b-4d99-95e3-dad7b6ff99c8).  **Note:** Failure to do so will delay the callback to the plan member. | | |
| **3** | Forward the form to the Supervisor on duty (If unable to locate an available supervisor, contact the Senior Team for assistance) and inform them that the plan member needs a callback from a pharmacist as soon as possible.  **Note:** Supervisor will follow the directions listed on the form which includes calling the on-call pharmacist. If the supervisor has to leave a message and the on-call pharmacist does not return the call within 15 minutes, contact the on-call pharmacy line again. | | |
| **4** | Place comments in the Capture Activity screen. | | |

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| Log Activity |

Select the log activity code appropriate to the nature of the inquiry, if needed. Refer to [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78).

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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