# Compass - Preventing Class 1 Errors

[Tips to Prevent Class 1 Errors](#_Toc200449230)

[Related Documents](#_Toc200449231)

**Description:** Provides information that will assist you with preventing Class 1 Errors, which are any employee error that is deemed “clinically significant” or may pose potential danger to a patient.

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| Tips to Prevent Class 1 Errors |

See [Compass - Safeguarding Members with Quality and Care (Class 1 Error) (075485)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a6233d8-a772-4a64-a2ba-6bedd0ddff2a) for more details.

Use as needed:

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| **Tip** | **Action** |
| **1** | Ask the member for the Prescription Number to ensure you are ordering the correct prescription.   * If the member does not have the prescription number, ask them for the following:   + Drug Name   + Drug Strength   + Dosage Form   + Quantity   + Days’ Supply   **Note:** When viewing the member’s prescriptions, remember to match all six categories in order to place the correct refill; and that you are ordering for the correct member. |
| **2** | Review the Duplicate Drug (pop up message section of refill snapshot).   * Review and confirm the details for each prescription including:   + Member Name   + Drug Name   + Strength   + Formulation (tablets, capsules, solution, etcetera)   + Quantity   + Days’ Supply   + Available Fills   **Note:** Members may have more than one prescription for the same drug. |
| **3** | Review and confirm each medication one last time before submitting and completing the order with the member including:   * Member name * Drug name * Strength * Dosage form * Quantity * Days’ supply * Number of Refills   This is your FINAL opportunity to prevent a Class 1 Error.  **Note:** Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c). |

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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" \t "_blank)

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