



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

STUDENT DISPENSARY PROCEDURES

The Dispensary is the central repository for all prescription only and over-the-counter (OTC) medications dispensed by clinicians and veterinary students.

I. Access

- a. The Dispensary will be open from 8:00 AM – 6:00 PM Monday through Friday and 8:00 AM – 1:00 PM on Saturdays. On holidays and Sundays, the Dispensary will be closed, and House Officers, on duty, will be responsible for acquiring medications from the closed Dispensary on an emergency basis. The Dispensary will rarely be closed for 2 consecutive days but will stagger open days to every other day if holiday schedules have the Dispensary closed for more than 2 days in a row.
- b. When the Dispensary is open, medication orders will be filled by the Dispensary staff after the labels have printed. Generally, medication orders will be filled in the order they are received. You can contact the Dispensary for estimated wait times for prescriptions. Typical wait times and priority for filling prescriptions are as follows:
 - i. Non-injectable commercially available medications: 10 – 20 minutes.
 - ii. Injectable commercially available medications: 30 – 40 minutes.
 - iii. Compounded medications: 1 – 2 hours.

The medication will be dispensed in an appropriate container with appropriate label instructions.

- c. Medications will only be dispensed to individuals whose animal has been seen here within the last year. Authorized refill medications can be filled as the owner requests and placed at either the large or small animal desks for clients to pay and pick up. Mail out service, either overnight or 2-Day, is also available for an extra charge for clients that have a Kansas mailing address.
- d. For most inpatient items, particularly tablets and capsules, it should be possible to secure a reasonable supply (3-7 days) of medication for any in-patient. Dispensary staff will not cut tablets when halves or quarters are prescribed. Individuals administering half and/or quarter tablets are encouraged not to cut them until necessary, as cut tablets cannot be credited to the patient's account if they are unused. Prescribers should also guard against acquiring large volumes of parenteral medications and/or pre-drawn doses because opened bottles of parenteral medications and/or pre-drawn doses cannot be returned for credit. All opened bottles of injectable medication and/or pre-drawn doses will be charged to the patient! Prescriptions for pre-drawn doses of surgery medications should be entered and filled the day of surgery to eliminate unnecessary waste and charges to

clients if for any reason the surgery is cancelled or delayed.

- e. If your patient is moribund, or your patient's owners are concerned about their ability to pursue a given medical therapy for a protracted period due to cost limitations, it is better to obtain medications in lesser volumes or on a dose by dose basis than to have large bottles or quantities dispensed.
- f. **Controlled substances for in-patients should ONLY be ordered for a 24-hour supply!** An exception to this is on Saturdays and extended holiday breaks, when an order for 48 hours is appropriate.
 - i. All controlled substances will be loaded into Cubex. However, you can check one dose of a controlled substance out for immediate administration if proper hospital identification is shown.
- g. When an in-patient is discharged, all unused medications, not sent home with the client, must be returned to the Dispensary. **Credit will be given for unused medications or unopened bottles that have not been taken out of the hospital. Again, credit will not be given for tablets that have been halved.** Any other medications that cannot be credited that have not been taken out of the hospital will be destroyed (i.e. pre-drawn syringes, compounds, etc.)
 - i. Please note that any items taken out of the hospital **CANNOT** be returned for credit or destruction. They must stay with the owner.
- h. Patients requiring heartworm preventative must have a negative heartworm test within the past year, along with having been seen in the hospital within the last year.
- i. Over-the-counter flea and tick medications can be filled for one year when requested by the client, as long as the patient has been seen within the last year.

II. After Hours

- a. It is critical that students anticipate their needs and plan the drug use for their patients carefully. Careful planning and accurate completion of the Dispensary Request Form will eliminate most Dispensary problems. House Officers are responsible for providing access to medications after hours. **Students are NOT allowed in the Dispensary after hours.** For after hour acquisitions, the written Dispensary Request Form will be left in the Dispensary by the House Officer. Students should obtain adequate medication during regular business hours for treatment through weekends and/or holidays.

III. Dispensary Request Form

Veterinary Health Center
AT KANSAS STATE UNIVERSITY
TO DISCOVER. TO TEACH. TO HEAL.

Dispensary Request Form
This form is NOT valid outside the Veterinary Health Center
Keep completed form for 7 years

Dispensary Check: _____
Date: _____
Patient's Weight: _____ kg pounds
Species: _____

Medical Record Number: _____
Owner Name: _____
Patient Name: _____
Address: _____
Rx

____ Refill ____ Time(s)
____ No Refill

Student Signature D.V.M. Signature
DEA#: BK4348795-_____

- a. Medication orders may only be acquired from the Dispensary with a completed Dispensary Request Form. Students, faculty, and staff will be required to present the Dispensary Request Form to the Dispensary with every request for medication.
- b. Each Dispensary Request Form must be written legibly in standard prescription terminology and format (see below). **Dispensary Request Forms must be signed by the clinician before the orders are entered into VetStar.** No medication order will be filled without a Dispensary Request Form completed and containing all of the following information:
 - i. Date.
 - ii. Patient's Weight, designated in kilograms or pounds.
 - iii. Species.
 - iv. Medical Record Number.
 - v. Owner Name.
 - vi. Patient Name.
 - vii. Address.
 1. If the prescription is for a controlled substance, a physical address must be on the Dispensary Request Form (i.e. Post Office Box addresses are not acceptable).
 - viii. Generic name of medication.
 - ix. Medication strength.
 - x. Quantity of medication to be dispensed.
 - xi. Directions for use.
 1. Latin abbreviations may be used. However, **the use of "SID" and "QD" are strongly discouraged.** SID is only used in Veterinary Medicine and is unknown in human medicine; therefore, it can be a source of medication errors when veterinary prescriptions are filled at human pharmacies. Recommended alternatives are "Q24H" or "Once Daily."

2. Directions must include the following:
 - a. Dosage.
 - b. Route of administration.
 - c. Frequency.
 - d. Duration of therapy.
 - e. Withdrawal times should also be included when appropriate.
 - xii. Refill options.
 - xiii. **All Dispensary Request Forms MUST be signed by the staff veterinarian whose name is entered in VetStar to appear on the label.**
 - xiv. If the prescription is for a controlled substance, the approving veterinarian will need to place their DEA extension on the DEA line.
- c. Dispensary Request Forms are kept on file for 7 years, as required by State and Federal regulation.

IV. Order Entry

- a. After the Dispensary Request Form has been completed and signed by the approving veterinarian, the medication order can be entered into VetStar, which generates a new prescription in VetStar's Dispensary "Worklist" module.
- b. When entering medication orders into VetStar, it is important to use the "enter" key to move from field to field and not use the "tab" key.
 - i. Locate your patient in VetStar.
 - ii. Type "4" in the command line and press enter.
 - iii. Enter your password and press enter.
 - iv. If prompted, choose the doctor in the "Admit Dr" by putting the cursor in the box and pressing "F4" to search for the doctor by last name.
 - v. Once back on the "Charge Screen", press "F5" to add your first prescription:
 1. "Trans Date" should be the date that the Dispensary Request Form has on it.
 2. "Visit Type":
 - a. Type in "PIN" if the medication will only be given in the hospital.
 - i. Remember that for Controlled Substances, only 24 hours-worth of medication may be ordered/dispensed at a time. The Dispensary is open on Saturday mornings, and we are more than happy to provide enough during Saturday morning hours to get through Monday morning. In-patient controlled substance medications will be placed into Cubex for use only while the patient is hospitalized. Upon discharge, medications from Cubex will not be allowed to go home with the patient.
 - b. Type in "POUT" if the medication will be going home with the client.
 - c. Type in "POTC" if the item is not a medication (i.e. syringe, adapter cap, etc.).
 3. "Code":
 - a. Press "F4" to look up/select the drug or start typing the first portion of the drug name.

4. "Qty":
 - a. Indicate the amount you want to order (i.e. 15 tablets, 2 mL, etc.). Please note that the last thing in the Description is how you order the medication.
 - i. For example: Metoclopramide 10 mg/2 mL must be ordered in 2 mL increments. If you want 4 mL, you would enter "2" in the "Qty" field.
 5. "Sched" and "Perf":
 - a. Press "F4" to search for the doctor by last name who signed the Dispensary Request Form.
 6. "C":
 - a. Press "enter."
 7. Under the Instructions, enter the directions for the medication.
 - a. Abbreviations are not allowed.
 - b. Dose, route of administration, frequency, and duration must be included.
 - i. For example: Administer 2 tablets by mouth every 6 hours until gone.
 8. If any refills are authorized, indicate this in the "Refills Allowed" field.
 9. Under Other Information:
 - a. In the "Who Administers" section, choose the appropriate response.
 - i. Note "PIN" should mean that "Hospital" is selected and "POUT" should mean that "Owner" is selected.
 - b. The "Days Supply" is a mandatory field for anything going home.
 10. In the "OK?" field, type "Y" and press enter.
- c. If changes/corrections/deletions need to be made after the order has been entered into VetStar, please contact the Dispensary as soon as possible. **Dispensary charges should not be deleted by non-Dispensary personnel, unless it is after hours**, when it is appropriate for House Officers to perform this function. **Students should NEVER delete Dispensary charges.**
 - d. Dispensary personnel (or House Officers when the Dispensary is closed), will review each entered medication order for accuracy and completeness, which includes making sure that the manufacturer is correct on the label and assigning a beyond-use-date, as required by State and Federal regulations.

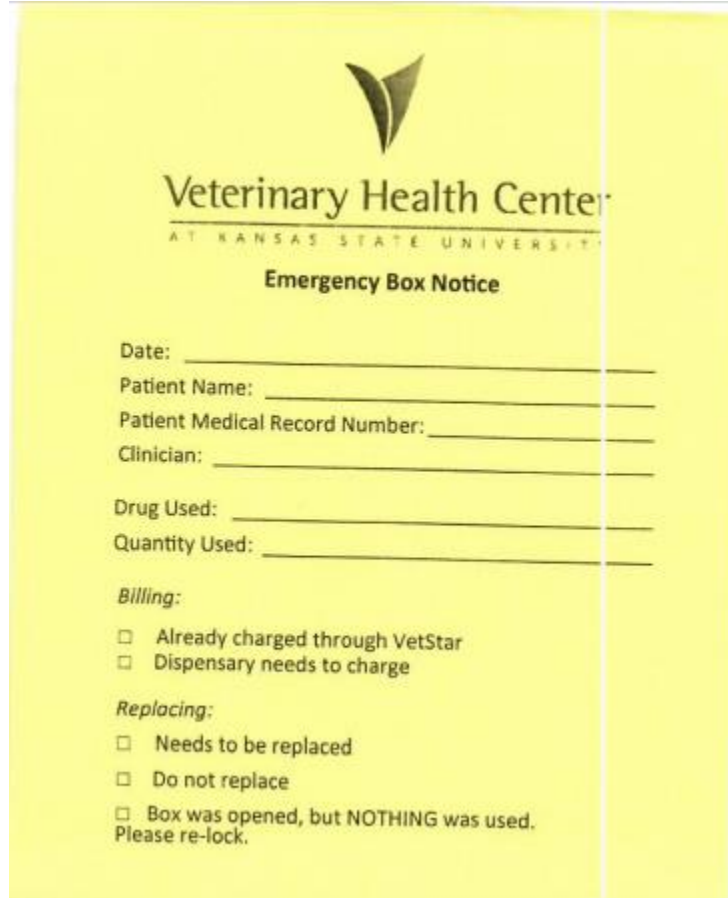
V. Patient Home Medications


- a. All controlled patient home medications (CII-CV) will not be allowed in the hospital and should immediately be given back to the owner.
- b. Upon admission to the hospital all noncontrolled patient home medications should be brought to the Dispensary at the earliest convenience for proper verification.

- c. All noncontrolled home medications will be entered into a “Patient Home Medication Form” in Instinct by the pharmacist during verification. Please review this form during patient discharge and ensure the client signs this form and receives all documented home medications back.

VI. Special Exceptions

- a. There are secured/locked emergency boxes around the Veterinary Health Center that are monitored by Dispensary personnel. Each of these boxes has a form to complete if they are opened. All medications used from these locations must be charged.
 - i. Utilize the yellow sheets to document these charges used on emergency basis.




Veterinary Health Center
AT KANSAS STATE UNIVERSITY

Emergency Box Notice

Date: _____
Patient Name: _____
Patient Medical Record Number: _____
Clinician: _____
Drug Used: _____
Quantity Used: _____

Billing:

- Already charged through VetStar
- Dispensary needs to charge

Replacing:

- Needs to be replaced
- Do not replace
- Box was opened, but NOTHING was used. Please re-lock.

- b. Maintaining working pharmacies in each field service truck is a critical requirement for effective practice. Drugs from the field service trucks must not be used to treat hospitalized cases! It is the responsibility of clinicians returning from an ambulatory call to restock the truck. When returning after hours, if the truck must be immediately restocked, the House Officer on duty may be asked to enter the Dispensary and retrieve drugs needed for restocking. As required, a note must be left for the Dispensary to document what drugs and amounts were taken and for which field service vehicle.