

Good Afternoon All,

Throughout the Omnicare network we have seen an increasing trend where ePOD is not reflecting the actual recipient's name that the Omnicare customer delivery exchange was made with.

Due to the Federal & State regulatory nature of ensuring a complete and accurate chain of custody the Logistics LTC team wanted to address this with all courier partners as this in an unacceptable practice.

It is critical that POD documents the name of the **specific individual** accepting possession of the medication delivery. In addition, medications cannot be delivered or left unattended.

- **Federal and State laws requires a complete and accurate chain of custody for pharmaceutical deliveries**

We ask each of our courier partners to review these requirements and cascade this message appropriately within your organization to all individuals supporting Omnicare delivery.

Delivery

1. Call is to be made to the customer in advance of the IC arriving to the customer's location (ideally 10-15 mins prior).
2. The independent contractor is to deliver a customer's order to an established location outside of the facility.
 - a. If the facility has a two door vestibule, the independent contractor may enter the vestibule while the nurse remains behind the facility inner door
3. The independent contractor is to wait until a nurse is present to pick up delivery.
4. From a distance, the IC must speak with the customer directly and obtain the name of the **specific** individual accepting the order. The IC is to manually record that individual's name and type "COVID" as ePOD and may request to take a photo for proof of delivery (customer's consent is required).
 - a. Customers are not to refuse any portion of their pharmacy orders.