

#### **DRUG UPDATES**

[CLICK HERE](#) to review and print this information for future reference.

---

#### **NEW DEA POLICY AUTHORIZES PRESCRIBERS TO APPOINT AGENTS FOR RX TRANSMISSION**

The DEA recently issued a policy statement authorizing DEA-registered prescribers to appoint agents for the transmission of controlled substance prescriptions. DEA regulations state that all prescriptions must be issued by a registered prescriber, but the “employee or agent” of a prescriber may communicate the prescriber’s prescription to a pharmacist. Those persons working with the prescriber at a clinic or medical office generally qualify as an “employee,” but it has not been clear who qualifies as an “agent.” For example, a nursing home resident may require controlled substances, either after being transferred from a hospital or pursuant to the order of a physician caring for the resident at a long term care facility. A person working at the long term care facility is not an employee of the prescriber but may be an agent of the prescriber, and thus, may communicate the prescriptions to the patient’s pharmacist, if certain conditions are met.

The new DEA policy specifies that a non-employee agent of the prescriber may perform these activities:

- ◆ Prepare a controlled substance prescription for the prescriber’s signature
- ◆ Orally communicate a C-III, C-IV or C-V prescription to a pharmacy
- ◆ Transmit by facsimile a C-II prescription to a pharmacy if the patient is enrolled in hospice care or is a resident of a long term care facility, in which case the faxed prescription serves as the original

The policy does not permit an agent of the prescriber to orally communicate emergency C-II prescriptions to a pharmacist.

#### **NOTE: TO QUALIFY AS AN AGENT OF THE PRESCRIBER, THERE MUST BE A FORMAL WRITTEN APPOINTMENT OF THE AGENT BY THE PRESCRIBER.**

DEA recommends that the original signed agency agreement be kept by the practitioner during the term of the agency relationship and for a reasonable period after termination or revocation. DEA requires that inventory and other records be kept for at least two years. This is simply a suggested time period for retention of agency agreements and is not required by DEA. A signed copy should also be provided to the practitioner’s designated agent, the agent’s employer (if other than the practitioner), and any pharmacies that regularly receive communications from the agent pursuant to the agreement. Providing a copy to pharmacies, who are likely to receive prescriptions from the agent on the practitioner’s behalf, will help said pharmacies with their responsibility in dispensing of controlled substances.

It is important to reiterate that a pharmacist always has a similar responsibility to ensure that a controlled substance prescription conforms with the law and regulations, including the requirement that the prescription be issued for a legitimate medical purpose by a practitioner acting in the usual course of professional practice, and a similar liability if a prescription is not prepared or dispensed in a manner consistent with the CSA or DEA regulations. Even where the pharmacist has a copy of an agency agreement, the pharmacist may also have a duty to inquire further depending upon the particular circumstances. Because the agency agreement may be revoked at any time by the practitioner or by the agent, the party terminating the agreement should notify the other party immediately upon termination. The practitioner should notify those pharmacies— that were originally made aware of the agency agreement—of the termination of that agreement. In most circumstances, where an agent changes employment, the agreement should be revoked.

---

#### **“QUOTE IT”**

Nothing makes a person more productive than the last minute. *Unknown*



### Help PRS Fight for a Cure!

During the month of October,  
PRS will donate \$10 to the Susan G. Komen for the Cure® foundation  
for every Quality Assurance Program sold.

#### **Why do I Need a Quality Assurance Program?**

Because **Quality Assurance Programs are required by:**

- ◆ ALL Medicare Part D plans
- ◆ Third party insurance plans, including Medco and Humana
- ◆ The majority of state boards of pharmacy, whether its unique specification requirements or the Pharmacy Manager's required responsibility

PRS' Quality Assurance Program is customized to your state's specifications, which meets your Medicare Part D requirements, as well as, those third party insurance plans that now have this in place. PRS' program includes a two-part form (Prescription Incident Report and Quality Assurance Review Record) to assist pharmacy managers in gathering quality-related information.

PRS' program is an extremely affordable product. It will quickly pay for itself via satisfied customers and by being compliant with your state's requirements.

#### **PRS' Quality Assurance Program features:**

- ◆ State-specific compliance guide
- ◆ Educational posters, such as:  
*Error Prevention and Reportable Events*
- ◆ Policies and Procedures, such as:  
*Quality Improvement Training, Quarterly CQI Meetings and Continuous Quality Improvement*
- ◆ Customized to your state
- ◆ Step-by-step process to complete implementation
- ◆ Straight-forward layout
- ◆ User-friendly design

**For more information or to order now, click here:**

[www.prsrx.com/Pharmacy-Policies/quality-assurance.html](http://www.prsrx.com/Pharmacy-Policies/quality-assurance.html)



Please keep us informed of any changes to your email address.

#### **EFFECTIVE DELEGATION**

It is impossible for any one person to do everything! Managing your time effectively may mean entrusting some of your workload to coworkers, assistants, subordinates and business services. Accomplishing this, however, will take some effort on your part. It is easy to get trapped in the 'It-is-just-easier-to-do-it-myself-state-of-mind.' However, that is not always the most efficient way to get the job done.

Learning to delegate effectively takes time and effort—it is not simply a matter of 'dumping' tasks into the laps of others. One must learn how to delegate effectively to reap the benefits. Keep these tips in mind as you delegate duties to others.

#### **EXCHANGE FAVORS**

Exchange favors with others for routine tasks. Daily duties can get done easily by making arrangements with co-workers that have the same tasks.

#### **OUTSOURCE**

Outsource time-consuming chores, such as mailings and envelope-stuffing. Tasks like these can often be completed more time- and cost-effective by business services. This resource enables employees to increase their productivity in other areas.

#### **TRAIN**

Train others to do the jobs that you can delegate. Think through exactly how you want the job to be done, then spell out your expectations clearly and specifically.

#### **SHOW, DON'T TELL**

Demonstrate the way that you want a specific task done. Then, have the individual mirror what you just did. This should clear up any misunderstandings, before they have an opportunity to become a problem.

#### **TRUST IN THE ABILITIES OF OTHERS**

Everyone has different attributes. Everyone works at a different pace. Consider both of these, then set your expectations accordingly.

#### **LET GO**

Once you have shown someone how to get the job done, let go and let them do the job themselves. It is the end result that matters, not the method. As long as a job is moving in the right direction, and in a timely manner, let the individual do it their way.

#### **BE ACCESSIBLE**

Be accessible to the individual when directions need clarification or questions need answered. Show support and appreciation.

#### **ENSURE PROGRESS**

Always review progress of delegated tasks. When delegating a duty, plan a check-in date and write it on your calendar. This check-in date gives you the opportunity to clarify directions, review deadlines or reassign tasks, if necessary.

#### **DOCUMENT**

Keep records of jobs that you delegated, and any related facts, so that you are able to react proactively to setbacks ( i.e. illness, absenteeism, departure or loss of important information).

Remember, by taking the time to delegate and train people, you increase their productivity, and ultimately, boost your free time.