



Standard Operating Procedure

Procedure Title:	Patient Controlled Rx Pickup
Date:	04/20/2020
Version:	1.0
Department:	Reception & MA
Approved By:	

Purpose: To outline protocols for patients picking up controlled medication prescriptions in office.

Procedure:

- Once the prescription is signed by the provider:
 - MA will put the prescription into an envelope and labeled with the following information:
 - “Must Sign”
 - Date Envelope Prepped
 - Patient Name
 - Patient DOB or ID#
 - MA Documents in Patient Pickup Binder Log
 - Prepped Date
 - Printed Patient Name
 - Printed Recipient Name (if someone is picking up on behalf of the patient)
 - MA then contacts the patient and documents the patient’s chart.
 - Let them know the Rx is ready for pickup.
 - Ask patient to bring ID
- When patient arrives to pick up Rx receptionist will log:
 - Pick up date
 - ID# of Recipient
 - Have Recipient sign appropriate Line in Log Book (Keeping all patient info covered other than the signature line.)
 - Initial Log once all info has been collected