

Standard Operating Procedure

MARCH 2020

“TRIAGE TENT” OUTPATIENT MEDICATION ORDERING AND DISPENSING

1. PURPOSE:

- a. To establish procedures at the Veterans Affairs Greater Los Angeles Healthcare System (VAGLAHS) for the ordering, dispensing, and processing of outpatient Emergency Department prescriptions directly from providers located in context of emergency protocols, i.e. COVID-19 triage tent.

2. POLICY:

- a. Prescribers will order medications from CPRS Quick Order menu which will be dispensed by provider from a prepared and pre-labeled stock supplied by pharmacy.
- b. Pharmacists will retroactively review and process pending prescription orders in VISTA
 - i. As these medications will have already been dispensed by prescribers, retroactively processing them will prevent the orders from being filled as duplicates.
 - ii. These orders will be denoted in VistA with the comment, “TRIAGE TENT – ALREADY DISPENSED TO PATIENT.”
 - iii. These orders will not be filled by Pharmacy and will only be used for medications dispensed from the triage tent.

3. DEFINITIONS:

- a. Pending prescription order: A prescription entered a provider for an outpatient medication or supply item.
- b. Triage tent: A tent that is an extension of the Emergency Department and has been established as part of the GLA response to the COVID-19 pandemic.
- c. Prescriber: Any person authorized to write prescriptions for medications or supplies.
- d. Pharmacy staff: Pharmacists and technicians in the outpatient and inpatient settings.
- e. Nursing staff: Any licensed nurse who is staffing in triage tent.

4. RESPONSIBILITIES:

- a. The VAGLAHS Director or designee is responsible for enforcement of the policies and procedures governing the prescribing and administration of medications
- b. The prescriber is responsible for following VHA prescribing policies and guidelines, entering medication orders, and dispensing appropriate medications directly to patients.
- c. Pharmacy staff is responsible for the stocking and pre-labeling of approved stock that will be stored in locked medication cart in the triage tent for outpatient dispensing.
- d. Pharmacy staff is responsible for printing and stocking of relevant medication guides that will be stored in medication cart and dispensed to patients.

- e. Pharmacy staff is responsible for retroactively processing pending tent dispensed medication orders.

5. PROCEDURES:

- a. Pharmacy staff will pre-label designated stock with the following information (see Attachment C):
 - i. Medication name and strength
 - ii. Quantity
 - iii. Lot number
 - iv. Manufacturer
 - v. Expiration date
 - vi. Date filled
 - vii. Directions
 - 1. See Attachment A for list of medications with standardized directions, strengths, and quantities.
- b. Prescriber to enter discharge medication order(s) for dispensing from triage tent. See Attachment B for ordering instructions.
- c. Prescriber to retrieve stocked medication(s) and appropriate medication guide(s) from medication cart within triage tent.
- d. Prescriber to transcribe on prescription label (see Attachment C):
 - i. Patient Name
 - ii. Prescriber Name
- e. Prescriber to overlay transcribed prescription label over pre-label on medication, leaving the following information visible (see Attachment D):
 - i. Manufacturer
 - ii. Lot number
 - iii. Expiration date
 - iv. Date filled
- f. Prescriber to dispense medication(s) directly to patient with medication guide(s).
- g. Prescriber to provide counseling on proper dosage, administration, duration and side effects of medication.
- h. Prescriber may contact the pharmacy at the following times and extensions to troubleshoot pharmacy-related issues:
 - i. Outpatient Pharmacy – ext. 48294
 - 1. Monday through Friday: 8am – 7pm
 - 2. Saturday: 8am – 4:30pm
 - ii. Inpatient Pharmacy – ext. 53244
 - May be reached at any time outside of those listed for Outpatient Pharmacy
- i. Outpatient medication stock supplies shall be verified by tent personnel prior to closure of tent daily.
 - i. If stock is needed, nursing staff may fill out Ward Stock Request forms available in binder and drop off at inpatient pharmacy (B500, Rm 0204).
 - ii. Requested items will be prepared and restocked appropriately the next business day.
 - iii. If additional stock is needed during tent operation hours, please call inpatient pharmacy at ext. 53244 or Vocera “Central Pharmacist” for assistance.

- 6.
7. RESCISSIONS: None
8. REVIEW DATE: Review as needed and reissue every three years.
9. SIGNATURES:

Frank Bertone, PharmD, BCPS, BCCP
Acting Chief, Pharmacy Service

Date

Neil Patel, MD
Chief, Emergency Medicine

Date

ATTACHMENT(S):

Attachment A:

Triage Tent Outpatient Medication List

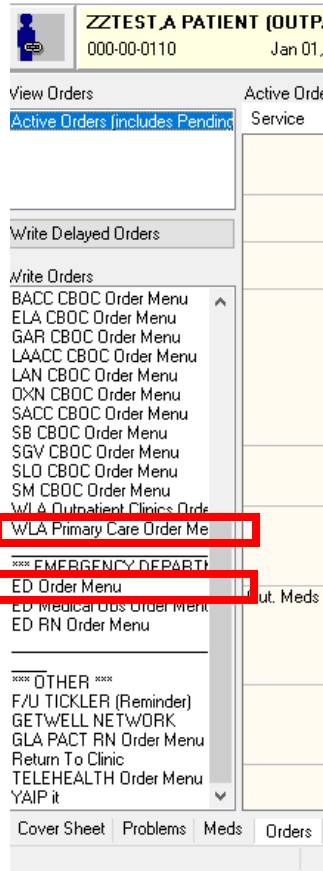
1. Acetaminophen 325mg 2 tabs po q6h prn fever/pain #100 - 7 days
2. Albuterol MDI 2 puffs QID PRN shortness of breath/wheezing #1
3. Benzonatate 100mg PO TID PRN cough #30
4. Loratadine 10mg qd prn nasal congestion #15
5. Ibuprofen 600mg tid prn fever/pain #30
6. Ondansetron 4mg po q8h prn nausea/vomiting #30
7. Doxycycline 100mg bid x 10 days for infection take until gone #20
8. Diphenhydramine 25mg q6h prn for nasal congestion #28
9. Throat lozenges 1 lozenge po q4h prn sore throat #18
10. Dextromethorphan/guaifenesin 10ml q4h prn cough/congestion 1 bottle
11. Fluticasone 1-2 sprays inhalation nasal qday prn nasal congestion #1
12. Amoxicillin 500mg tid x 7 days for infection take until gone #21
13. Aerochamber plus use as needed with oral inhalers #1
14. Saline nasal spray 1-2 sprays nasal q2hours as needed for nasal congestion #1
15. Pseudoephedrine 30mg 2 tabs q6h prn congestion #60
16. Oxymetazoline 2 sprays each nostril bid x 3 days for nasal congestion 1 bottle
17. Augmentin 875mg/125mg 1 tab po BID x 10 days for infection take until gone #20

All medication orders should have the following message in place to alert pharmacists these medications have already been provided to the patient.

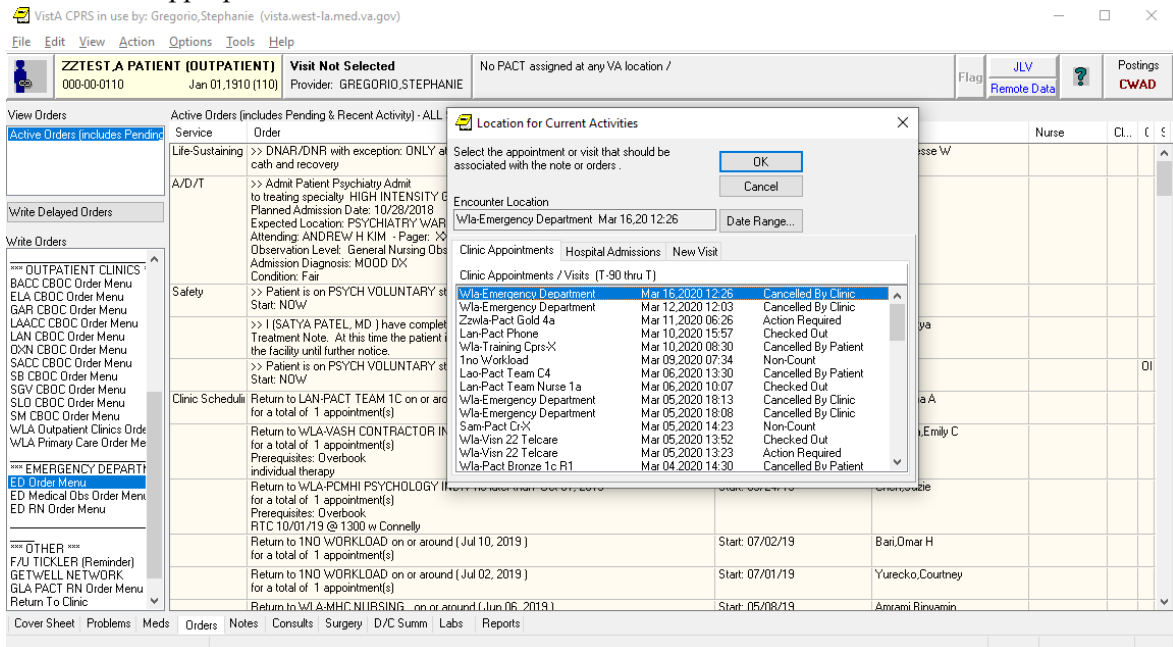
****TRIAGE TENT – DISPENSED TO PATIENT****

Attachment B: How to Enter Orders for Medications Dispensed in Tent

1. Go to the “Orders” tab in CPRS and click on “ED Order Menu” OR “WLA Primary Care Menu.”



2. Click on the appropriate encounter and hit “OK.”



3. Scroll down the ED Order Menu and click on “COVID-19 Mobile Tent Only (DC Meds).”

PHARMACY for ED use
Normal Saline 1 liter BOLUS
ED... PO/IM/SUBQ/TOP/PR
ED... IV/Fluids/Antibiotics
IV HEPARIN PROTOCOLS
Vaccines
COVID-19 Mobile Tent Only (PO/INH)

PHARMACY for discharge medications
Discharge Medications/Supplies
Outpatient Antibiotic/Antiviral Protocols
COVID-19 Mobile Tent Only (DC Meds)

If using the WLA Primary Care menu, click on “COVID-19 Tent (DC MEDS).”

PHARMACY ... for take home
OUTPATIENT MEDICATION
COVID-19 Tent (DC MEDS)

Medication Quick Orders
Alcohol Use Disorder Quick
Allergy/Pulmonary Medicat
Diabetes/Endocrine Medic
HTN/Lipids/Cardiovascul
Pain Medication Quick Orc
Urology Medication Quick
Outpatient Medication Quic
Same Day Care Quick Ord
Bowel Preps

Protocols ... PBM
Outpatient Medication Prot
Outpatient Antibiotic Protoc
Pharmacy Benefits Manag

Supplies
Outpatient Supplies Quick

PHARMACY ... for clinic use
Medications Given In Clinic
Vaccines
COVID-19 Tent (PO/INH)

4. Click on desired medication and sign order. The order should have the comment: ****TRIAGE TENT – ALREADY DISPENSED TO PATIENT****

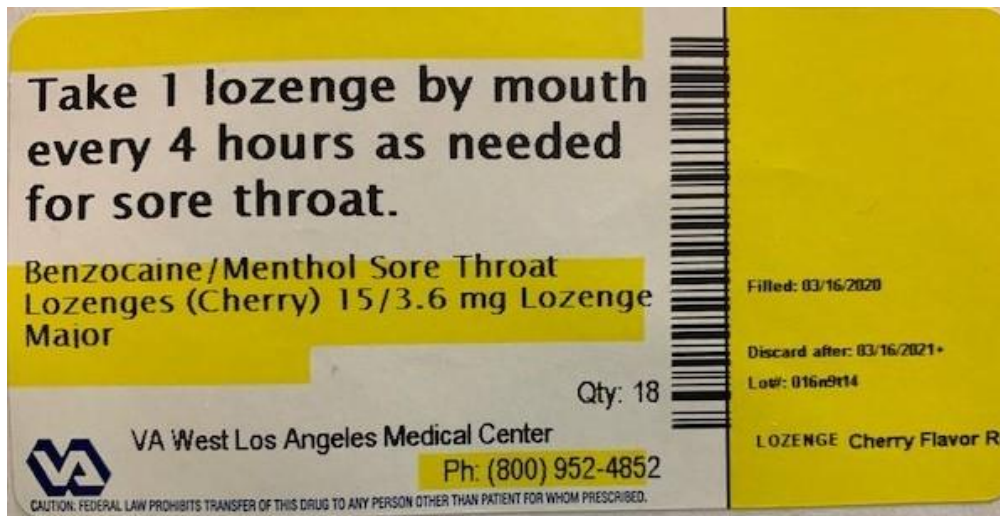
ED Triage Tent (COVID-19) Discharge Meds

ER Triage Tent for Pharmacy Discharge Medications (COVID-19)

- Acetaminophen 650mg po q6h prn fever/pain #100
- Aerochamber (spacer) prn with oral inhalers #1
- Albuterol MDI 2 puffs qid prn shortness of breath/wheezing #1
- Amoxicillin 500mg po tid x7 days #21
- Augmentin 875mg/125mg po bid x10 days #20
- Benzonatate 100mg po tid prn cough #30
- Dextromethrophan/Guaifenesin 10ml q4h prn cough/congestion #1
- Doxycycline 100mg po bid x10 days #20
- Diphenhydramine 25mg po q6h prn nasal congestion #28
- Fluticasone 1-2 sprays inhalation nasal qday prn nasal congestion #1
- Ibuprofen 600mg po tid prn fever/pain #30
- Loratadine 10mg po qday prn nasal congestion #15
- Ondansetron 4mg po q8h prn nausea/vomiting #30
- Pseudoephedrine 60mg po q6h prn congestion #60
- Oxymetazoline 2 sprays each nostril bid for nasal congestion x3 days #1
- Sodium Chloride 1-2 sprays nasal q2h prn for nasal congestion #1
- Throat Lozenges 1 lozenge po q4h prn sore throat #18

Attachment C: Prescription Labels

1. Pre-label stock item example



2. Overlay label

West Los Angeles VA Medical Center
11301 Wilshire Blvd
Los Angeles, CA 90073 Phone: (800) 952-4852

Patient: _____ **Date:** _____

Direction: TAKE 1 LOZENGE BY MOUTH EVERY 4 HOURS AS NEEDED FOR SORE THROAT

Drug: THROAT LOZENGE **QTY:** #18

Dr. _____

Attachment D: How to Overlay Prescription Label

Note: Do not cover product Lot and Expiration Number

West Los Angeles VA Medical Center
11301 Wilshire Blvd
Los Angeles, CA 90073 Phone: (800) 952-4852

Patient: _____ Date: _____

Direction: TAKE 1 LOZENGE BY MOUTH EVERY 4 HOURS AS NEEDED FOR SORE THROAT

Drug: THROAT LOZENGE QTY: #18

Dr. _____

Benzocaine/Menthol Sore Throat Lozenges (Cherry) 15/3.6 mg Lozenge Major

Qty: 18

VA West Los Angeles Medical Center Ph: (800) 952-4852

CAUTION: FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN PATIENT FOR WHOM PRESCRIBED.

Filled: 03/16/2020
Discard after: 03/16/2021
Lot#: 016n9r14
LOZENGE Cherry Flavor Re