

Day-to-Day Operations

Policy # ADM - 101
Date Effective: 08/29/07
Date Revised:
Approved by: Michael Burns

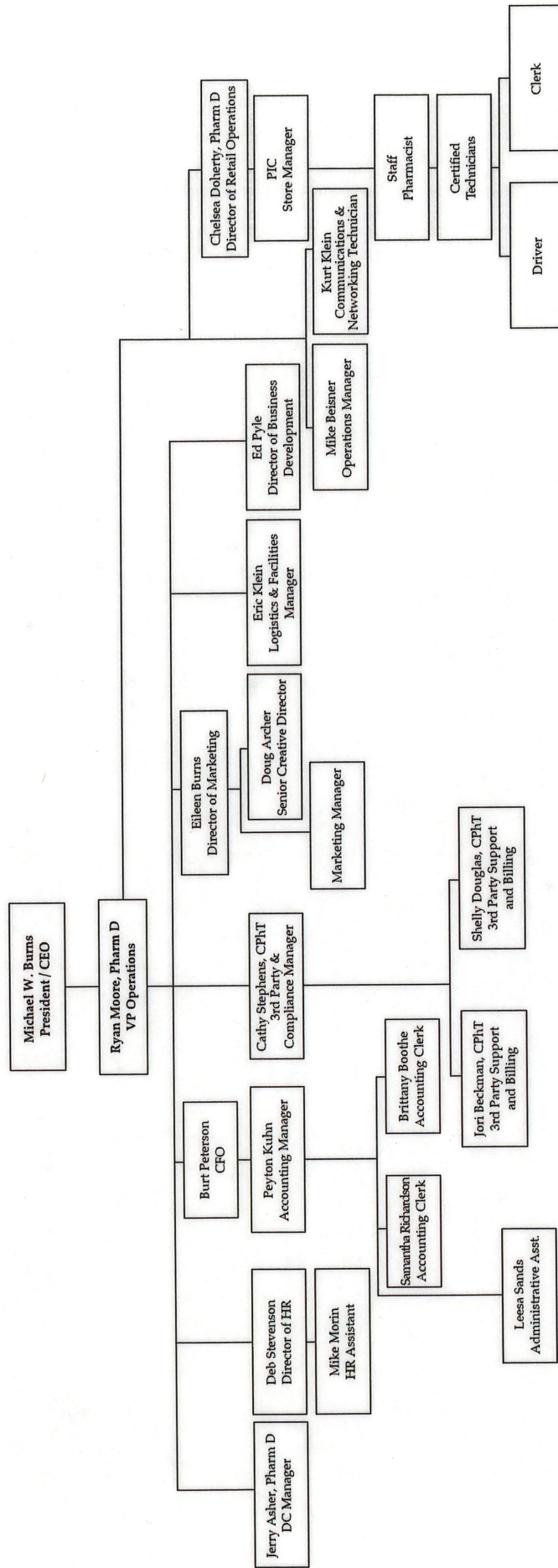
Purpose: *To inform the organization's staff about the leadership Structure.*

Policy: *The Owner/President or Store Manager is in charge of Day-to-Day operations. In his/her absence a designee is assigned.*

See attached Organizational Chart



Organizational Chart



Confidentiality

Policy # ADM - 102
Date Effective: 08/29/07
Date Revised:
Approved by: Michael Burns

Purpose: *To guarantee that all medical records maintained by this organization are kept confidential.*

Policy: *Patient Information will not be released to any source outside of the company without prior signed permission from the patient. Patient information is held confidential as well among employees and is only discussed on a need-to-know basis. Employees of this organization will not discuss any patient information outside the company unless necessary to the care and welfare of the patient.*

Client Record Content, Access & Release

Policy # ADM - 103
Date Effective: 08/29/07
Date Revised:
Approved by: Michael Burns

Purpose: *To inform all staff of the organization guidelines for content, access and release of client/client records.*

Policy: *Client Information will not be released to any source outside of the company without prior signed permission from the client.*

Procedure:

Content of Records should include the following:

1. Client identification data.
2. Referral information if applicable.
3. Documentation of all services and products provided.
4. Documentation of DME instructions/Plan of Care if applicable including client's receipt of their rights and responsibilities.
5. Prescription/CMN from doctor if applicable

Authority to make Entries in Client Records

1. The following personnel are authorized to make entries in the client's records:
 - a. Corporate Third Party Team, Operations Team, and Accounting Personnel
 - b. Pharmacists and Pharmacy Technicians
 - c. Clerks
 - d. Delivery Drivers
2. Entries in client records are made according to the organization's policy.
3. All communication with or about the client must be documented.
4. When the organization maintains client files on a computer, a password will be used for access.

Authority to release the records

1. The following personnel are authorized to release the client's records with prior signed releases from the client or responsible party.
 - a. Corporate Third Party Team and Operations Team
 - b. Pharmacists and Pharmacy Technicians
2. Release of Information is signed on initial client agreement as part of the assignment of benefits process.
3. All completed forms / copies are maintained in the client's file.

Availability of Services

Policy # ADM-104
Date Effective: 09/27/2007
Date Revised: 01/01/2016
Approved by: Michael W Burns

Purpose: *To ensure and maintain adequate availability to our customers/clients during regular business hours.*

Policy: *To provide 24-hour a day service to our patients as applicable to meet the needs of our customers.*

Procedure:

1. Store hours are posted in clear view at all stores.
 2. After normal business hours, each store will have an answering machine, which will inform the customer what to do in case of an emergency and normal hours of operation.
 3. Signs are posted at least one week in advance when the pharmacy is closed for the holidays.
 4. Written notification of Scope of Services is available for public. This Scope of Service includes: products, services and hours of availability.
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