

## **“FAQs” for House Staff about Pharmacy Services**

**1. How can I reach the pharmacy/pharmacist?**

Page the pharmacist for your patient care unit (the number is listed on the patient care unit's beeper list) or look up "Pharmacy" on the Partners Directory and choose the beeper for the appropriate unit. The pharmacist is a resource for drug information and to facilitate “stat” requests.

**2. What is on formulary?**

Check the on-line formulary on all clinical workstations or ask your pharmacist.

**3. How can I obtain a non-formulary drug?**

Contact your pharmacist and discuss the issue. There is a therapeutic equivalent for almost every drug.

**4. How can I get a drug discussed for addition to the formulary?**

Complete the Formulary Change Request Form on the MESAC website: <http://intranet.massgeneral.org/mesac/>. Please forward TWO completed request forms to Paul Arpino in the Pharmacy Department. One copy should be sent electronically ([parpino@partners.org](mailto:parpino@partners.org)) with all supporting data. The other copy should be signed by both the requestor and the department chief and sent via house mail to: "Paul Arpino c/o the Pharmacy Department GRB 005".

**5. Why/when do I need ID approval?**

The ID unit and the Pharmacy work closely together to monitor drug usage, patterns of resistance, and cost. Standard antibiotic therapy is available to all practitioners. Pathways and templates are available for community-acquired pneumonia, febrile neutropenia and perioperative use. In the event that a more potent, broad-spectrum antibiotic is required, the ID unit must be contacted. The Pharmacy will not dispense a restricted medication unless the name of the ID physician is provided. You will be reminded periodically by POE during therapy to continuously assess the therapy.

**6. Is the Emergency Department exempt from ID approval and the formulary?**

No.

**7. I need help with drug dosing. What do I do?**

Page your pharmacist.

**8. How do I report a medication error/ADR?**

Complete the Safety Reporting Form on-line.

**9. Who can have prescriptions filled at the MGH outpatient pharmacies?**

Patients of MGH prescribers, and MGH employees and their families.

**10. How are discharge medications ordered?**

Fax the prescription to the Wang 1 outpatient pharmacy at 6-3789 with a special “discharge patient” cover sheet.

For free care patients, the MGH has initiated a Free Care Formulary, which is available on the PCOI web site. Other major insurers are also listed on the PCOI web site.

**11. Can I write prescriptions for myself? For my family?**

Note that state regulations include: "a licensee is prohibited from prescribing controlled substances in Schedules II, III, and IV for his own use. Except in an emergency, a licensee is prohibited from prescribing Schedule II controlled substances for a member of his immediate family."

**12. Where do I get a DEA number?**

Contact the Registrar/Credentialing Unit office at 6-2119.

**13. Where do I get prescription pads?**

If you have not received your initial order from your service office, please call Mark Kaplan in the Pharmacy at 6-5125. Reorder forms are bound with the prescription pads.

**14. What are the hours of the outpatient pharmacy?**

**Wang 1 (main campus):**

Monday - Friday from 9am-5:30pm; Saturday from 9am-3pm; Sundays and Holidays from 9am-12:30pm.

**Revere Health Center Pharmacy:**

Monday - Thursday from 8:30am-5:30pm; Friday 8:30am-5pm.

**Mass General West (Waltham):**

Monday - Friday from 9am -5:30pm.

**15. How do I fax a prescription to the Wang 1 outpatient pharmacy?**

617-726-3789

**16. How can I find out the cost or charge of a drug?**

Call Mark Kaplan in the pharmacy at 6-5125.