Pre-Audit Interview:

General Pharmacy Questions

* Please state the type of ownership of the pharmacy (corporation, individual ownership, partnership) and who the owners are.
* Please identify any employees who are also owners of the pharmacy.

Pharmacy Operations

* Please provide any written policies which will help us understand your standard procedures.
* Do you service nursing homes, group homes, or any other facilities?
* If yes, do you also provide Consultant Pharmacist services?
* Do you deliver or offer mail order services?
* Do you employ your delivery drivers or subcontract those services?
* How do you document your deliveries?
* Do you offer any special packaging such as med boxes, bubble packing, etc.?
* If yes, please provide examples during the onsite portion of the audit.
* Who sets your standard billing prices?
* Can they be overridden?
* By whom?
* Do you offer a Discount or Club Pricing plan to customers?
* What is your procedure for partial fills?
* What is your return to stock procedure for items not picked up by a customer?
* If items are delivered, how do you process items which cannot be delivered to the customer?
* Do you do any compounding?
* If yes, do you have a sterile hood or clean room?
* Are all of your prescriptions filled on-site?
* Who is your wholesaler?
* Do you have a secondary wholesaler?
* Approximately how much of your inventory is purchased through each?
* Do you have any specialty contracts such as 340b or preferred pricing?

Pharmacy Computer System

* What computer system do you use? (QS1, McKesson, proprietary, etc.)
* Is your computer system certified to receive controlled prescriptions electronically (e-Rx)?
* Who maintains and enters your prescriber database?
* Are changes date stamped?
* Who has access to add and make changes to your prescriber database?
* How is the NDC submitted on the claim entered into the computer and can it be over-ridden?
* If so, by whom? (For example, we scan the bottle bar code from which we are dispensing the medication; only corporate IT can override NDCs submitted on a claim.)
* Does the computer assign different prescription number sequences to prescriptions? (control vs non, group homes vs individuals, etc.)

Prescription Processing & Documentation

* Please send me a sample e-Rx, verbal order, refill request, transfer order so I can recognize them when I review your records.
* When you receive an electronic Rx, how is it stored? (printed & filed, stored electronically)
* Are new prescriptions (phone orders, patient drop offs, etc.) scanned in to your computer system?
* Is the prescription scanned before or after notes are added to it? (verbal clarifications or changes, Dx codes, PRODUR resolution, etc.)
* Are faxed prescriptions received electronically, or do they print out at the fax machine and are then entered in to the computer?
* How do you document counseling or the offer to counsel? (paper signature logs or electronic signature capture)
* Do you offer automatic refill service?
* If yes, does the computer automatically generate the refill, or is a report generated and the patient contacted to confirm need?
* Do you offer Med Sync services?
* If yes, how are quantity changes documented?
* How do you ensure that subsequent fills are for the fill quantity ordered by the prescriber?
* How do you document conversations with prescribers? (on the Rx, in the computer system, both, other)