

Meds in Hand guidelines

In response to the COVID-19 Pandemic, retail pharmacy has implemented a 'Meds in Hand' initiative ensuring all inpatients leave with their medications in hand at discharge so they don't need to visit a community pharmacy.

There is no extra charge for the patient and our retail pharmacy will connect with the patient's home pharmacy to ensure they are able to receive refills back in their community.

Process

- Each unit will designate a 'Meds in Hand' lead. Send name to Tina Petrelli at Petrelli@hpsc.ca
- Preset the retail pharmacy fax number for your site on your fax machine.
- When discharge decisions are made on the unit, designate will inform the patient of the 'Meds in Hand' initiative. Use the patient handout provided.
- If the patient agrees, the designate will write 'Meds in Hand' on the prescription along with the patient's home pharmacy. If possible photocopy the patient's health card and/or insurance information and fax all documents to your site's retail pharmacy.
- The copy of the prescription will remain on the chart flagging for others the patient is enrolled in 'Meds in Hand.'
- Retail pharmacy staff will call the unit when the prescription is ready for pickup by patient/family member. Average time ~60 minutes.
- The pharmacist will provide education and process the transaction
- The prescription information will be shared with the patient's home pharmacy completing the circle of care.

Reminders

- 'Meds in Hand' only available Mon-Fri, 9-5 and Saturday 10-3
- For COVID positive patients:
 - Retail Pharmacy will drop prescriptions off at the unit.
 - Consultation for patient done by phone
 - Payment accepted by phone, or bill mailed to patient
- Please contact Retail Pharmacy with feedback, questions or concerns:
 - Hamilton General Hospital: 47070
 - Juravinski Hospital and Cancer Centre: 66320
 - McMaster University Medical Centre: 76106
 - Or email manager, Sinan Jissam at jissams@hpsc.ca