

## **PHARMACY PROCEDURES**



**Covenant Pharmacy, LLC**

371A Highland Colony Parkway

Ridgeland, MS 39157

Phone (601) 326-5760 or (888) 474-3343

Fax (601) 326-5770 or (877) 932-2612

### **REGULAR HOURS:**

**8:00AM - 5:00PM MONDAY THRU FRIDAY**

**9:00AM - 1:00PM SATURDAY**

**On call Sunday & Holidays—Refer to  
“After Hours” section below**

### **NEW ORDERS/NEW ADMITS:**

Please fax promptly after receiving order. **If new order/new admit is received or faxed AFTER 5 PM or Weekends & Holidays, you MUST call the pharmacy to notify the pharmacist that meds are needed at that time. Please check the confirmation page for verification that the desired number of pages went through for all faxes.**

### **REFILLS:**

Please fax by 1 PM daily M-F to assure timely delivery. After 1 PM, you must write the word “OUT” or “NEED” to get it that night. **Please check the confirmation page for verification that the desired number of pages went through for all faxes. Keep in mind on weekends, holidays and after 5 pm, we operate on emergency pages only.**

Covenant Pharmacy asks that you pull the reorder label with 4 days of meds remaining (**6 days for Narcotics**). Using the "reorder card", follow the procedure below:

**BID** Meds pull label when spot 8-10 is reached

**TID** Meds pull label when spot 12-15 is reached

**QID** Meds pull label when spot 16-20 is reached

**\*\*Refills should be ordered Monday - Friday using the above system\*\***

Items such as liquids, injections, patches, eye drops and other non-unit dose items should be checked at least twice weekly to insure an ample supply.

Following the above protocol for refills will allow us to provide timely and organized service to your residents.

---

### **EMERGENCY AFTER HOURS:**

For bona fide emergencies, call Covenant Pharmacy’s normal business line **601-326-5760** or **1-888-474-3343**. Our answering service will notify the On Call Pharmacist. If for any reason you do not receive a call from a pharmacist within 15 minutes, please call back.

---

### **Poison Control Information:**

Contact the **POISON CONTROL CENTER** at **(601) 354-7660**

Rev 09/21/2017