

**657—13.21(124,155A) Policies and procedures.** In addition to policies and procedures required for the specific services provided and identified in other chapters of board rules, both the managing pharmacy and the telepharmacy site shall develop, implement, and adhere to written policies and procedures for the operation and management of the specific pharmacy's operations.

**13.21(1) *Minimum requirements.*** Policies and procedures shall define the frequency of review, and written documentation of review by the respective pharmacist in charge shall be maintained. Policies and procedures shall address, at a minimum, the following:

*a.* Procedures ensuring that a record is made and retained identifying the pharmacist who verified the accuracy of the prescription including the accuracy of the data entry, the selection of the correct drug, the accuracy of the label affixed to the prescription container, and the appropriateness of the prescription container.

*b.* Procedures ensuring that a record is made and retained identifying the pharmacist who performed the drug utilization review as provided by rule 657—8.21(155A).

*c.* Procedures ensuring that a record is made and retained identifying the pharmacist who provided counseling to the patient or the patient's caregiver pursuant to rule 657—6.14(155A).

*d.* Procedures ensuring that a record is made and retained identifying the technician who filled the prescription.

*e.* Procedures ensuring adequate security to prevent unauthorized access to prescription drugs and devices and to confidential records.

*f.* Procedures regarding procurement of drugs and devices, including who is authorized to order or receive drugs and devices, from whom drugs and devices may be ordered and received, and the required method for documentation of the receipt of drugs and devices.

*g.* Procedures ensuring appropriate and safe storage of drugs at the telepharmacy site, including appropriate temperature controls.

*h.* Procedures identifying the elements of a monthly inspection of the telepharmacy site by the pharmacist in charge or designated pharmacist, including requirements for documentation and retention of the results of each inspection.

*i.* Procedures for the temporary quarantine of out-of-date and adulterated drugs from dispensing stock and the subsequent documented disposal of those drugs.

*j.* Procedures and documentation required in the case of return to the telepharmacy of a drug or device.

*k.* Procedures for drug and device recalls.

**13.21(2) *Availability.*** Policies and procedures shall be available for inspection and copying by the board or the board's representative at the location to which the policies and procedures apply.

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