

BHS Policies and Procedures



City and County of San Francisco
Department of Public Health
San Francisco Health Network
BEHAVIORAL HEALTH SERVICES

1380 Howard Street, 5th Floor
San Francisco, CA 94103
415.255-3400
FAX 415.255-3567

POLICY/PROCEDURE REGARDING: BHS Medication Storage, Disposal, and Monitoring in Community Care and Substance Abuse Residential Care Facilities

Issued By: Roland Pickens, MHA, FACHE
Director, San Francisco Health Network

Date: August 9, 2016

Manual Number: 3.01-05

References: California Code of
Regulations Sections 80075,
87575, 4081, 81075

Substantive revision. Replace Policy 3.01-05 of March 22, 2011.

PURPOSE: This policy and procedures is to serve as a guideline for compliance with state and federal laws and regulations as well as for general safe practice medications standards to ensure client medication safety in the CCF and SARCF setting.

SCOPE: This policy applies to all San Francisco County Behavioral Health Services (BHS) affiliated licensed Community Care Facilities (CCFs) and Substance Abuse Residential Care Facilities (SARCFs).

POLICY: All BHS affiliated licensed CCFs and licensed SARCFs shall be in compliance with state and federal laws and regulations in the storage, disposal, and administration of medications.

1. Medication Storage

1.1 General requirements

- a) The medication room/storage area shall be located in premises that are secure.
- b) The medication room/storage area shall be secure, clean, and orderly. Drugs are organized in a manner that prevents crowding and/or confusion. The facility shall have a schedule or procedure for cleaning and upkeep of the medication room. The medication room shall be kept clean and sanitary, with no clutter or extraneous items.
- c) Medications labeled and intended for external use (i.e. topical, ophthalmic, otic, nasal) shall be stored separately from medications for internal use (i.e. oral, inhaler and injectable).
- d) Germicidals, cleaning agents, and test reagents are stored separately from all drugs.
- e) Drugs stored at room temperature are between 59° and 86°F. Room temperatures shall be logged each working day on the Room Temperature Log form (Attachment 1). Contact your pharmacy provider or CBHS pharmacy immediately to determine whether medications can still be used. Document actions taken on the Room Temperature Log form. Retain logs for at least 3 years.

- f) Drugs requiring refrigeration are stored in a refrigerator between 36° and 46°F. Refrigerator temperatures shall be logged each working day on the Refrigerator Temperature Log form (Attachment 2). Contact your pharmacy provider or CBHS Pharmacy immediately to determine whether medications can still be used. Document actions on Refrigerator Temperature Log form. Retain Logs for at least 3 years.
- g) If any vaccines are stored in refrigerators, storage and handling must be in compliance with the Center for Disease Control (CDC) guidelines. Refrigerator temperatures must be logged at the beginning and end of each working day. Vaccines cannot be stored in dormitory-style refrigerators which have a combined refrigerator and freezer in the same compartment.
- h) Drugs shall not to be stored in a refrigerator with any food or lab specimens. However, in an emergency, drugs must be stored in a locked closed container separated from food, and clearly labeled "DRUGS."
- i) Except for certain vaccines, multiple dose injectable medications will be initiated and will have the expiration date recorded on the label when opened. Once opened, multiple dose vials expire in 28 days. Any open vial that appears to be contaminated or discolored shall be discarded and not used.
- j) Vaccines in multi-dose vials that do not require reconstitution can be administered until the expiration date printed on the vial or vaccine packaging if the vial has been stored correctly and the vaccine is not visibly contaminated, unless otherwise specified by the manufacturer.
- k) Drug containers are not cracked, soiled, or without secure closures.
- l) Expired, contaminated, or deteriorated prescription medications, Over-the-Counter (OTC) medications, and/or medical supplies are not available for use and shall be properly disposed of. All medications and supplies shall be checked for expiration.
- m) Medication, including over the counter medications and medical supply, expiration dates will be checked and documented on a monthly basis by a designated person with legal access to the medication room. Facilities may use the Monthly Expired Medication Review form (Attachment 3) to document completion. Records shall be retained for at least 3 years.
- n) Medication samples and drug vouchers are not allowed in the Community Care and Substance Abuse Residential Care Facilities.

1.2 Client medications

- a) Client medications are centrally stored under the following circumstances:
 - i. Preservation of the medication requires refrigeration.
 - ii. Any medication determined by the physician to be hazardous if kept in the personal possession of the client for whom it was prescribed.
 - iii. The medications are determined, by either the administrator or by the licensing agency, to be a safety hazard because of physical arrangements, the condition of the persons in the facility, or the habits of the persons in the facility.
 - iv. Medications may be released to a client upon the order of the prescriber.

1.2.2 Record keeping requirements

- a) For each client, the facility maintains the record of centrally stored prescription medications which are retained for at least three years and include the following:
- i. The name of the client for whom prescribed.
 - ii. The name of the prescribing physician.
 - iii. The drug name, strength and quantity.
 - iv. The date filled.
 - v. The prescription number and the name of the issuing pharmacy.
 - vi. Expiration date.
 - vii. Number of refills.
 - viii. Instructions, if any, regarding control and custody of the medication.
- (See Attachment A – Centrally Stored Medication and Destruction Record)

1.2.3 Requirements for client medications which are centrally stored

- a) Medications are kept in a safe and locked place that is not accessible to persons other than employees responsible for the supervision of the centrally stored medication. Logs of current approved personnel are maintained onsite at the facility. Each prescription vial identifies the items specified in the record keeping requirements of 1.2.2.
- b) Controlled medications, schedule II-V, shall be counted by two staff members at each shift change or any change in medication access responsibility. Any discrepancies shall be promptly investigated and addressed.
- c) All medications are labeled and maintained in compliance with label instructions, state laws, and federal laws.
- d) No person other than the dispensing pharmacist alters a prescription label.
- e) Each client's medication is stored in the originally received prescription vial.
- f) No medications are transferred between prescription vials.
- g) Client medications shall not be "shared" under any circumstances. Client medications shall only be distributed to the specific client for whom it was prescribed and labeled.
- h) "Automatic medication refills" (i.e. automatic medication requests shall not be utilized for client medications stored in the medication room in compliance with CMS requirements mandating client consent for all prescription deliveries, new or refill. Client medications shall be requested as needed when supplies are depleted.
- i) Medications intended for internal use shall be separated from the medications intended for external use.
- j) Discontinued, expired, abandoned, contaminated or deteriorated drugs shall not be used and shall be first sent to the dispensing pharmacy for the billing to be reversed if possible. If the issuing pharmacy does not accept returned dispensed medications, medications shall be disposed of as a hazardous medication waste.

2. Medication and Sharps Disposal

2.1.1 Medications for disposal include:

- a) Medications which are not taken with client upon termination of services
- b) Discontinued medications
- c) Discontinued, expired, abandoned, contaminated, or deteriorated medications

2.1.2 Medication disposal documentation

- a) Medications disposed of shall be documented on a Centrally Stored Medication and Destruction Record form (Attachment A) by the facility administrator or a designated substitute and one other adult who is not a client. The Centrally Stored Medication and Destruction Record shall be placed in a client medical record and retained per medical record policies, but not less than seven years. The Centrally Stored Medication and Destruction Record form shall include the following:
 - i. Name of the client.
 - ii. Medication name and strength.
 - iii. Quantity destroyed.
 - iv. The prescription number and the name of the pharmacy.
 - v. The date medication was filled.
 - vi. The date of destruction.
 - vii. Names and signatures of the facility administrator or a designated substitute and one other adult who is not a client.
- b) Additionally, a centralized readily retrievable record of medication disposal is required. A Medication Destruction Log (Attachment 4) shall be completed to document disposal or a copy of the client's Centrally Stored Medication and Destruction Record may serve as a Medication Destruction Log and shall be retained for at least 3 years.
(See Attachment A– Centrally Stored Medication and Destruction Record)

2.2 Proper medication and sharps disposal

- a) All medications shall be disposed of in accordance with applicable federal, state, and local regulations for the disposal of chemicals and potentially dangerous or hazardous substances.
- b) Client medications may be returned to the dispensing pharmacy for disposal, or disposed of at the clinic through the use of a contracted medical waste disposal service (e.g. Stericycle) or destruction container (eg RxDestroyer)
- c) Medication disposal "hazardous substances" bins are stored in a secure location not accessible to clients.
- d) Solid dosage form medications (e.g. pills, capsules) are removed from their original containers before disposal.
- e) Non-Controlled Substances:
 - i. Non-Controlled pharmaceutical waste shall be placed in the white waste container with the blue top that is puncture resistant and sealable when full. This container is labeled "Pharmaceutical Waste" and shall be stored in the medication room or other secure medication storage area.
 - ii. The waste shall be removed by a licensed medical waste disposal company.

f) **Controlled Substances**

- i. Controlled substances shall be placed in the "RxDestroyer" which is a white, puncture resistant container with a red top and sealable when full. This container is labeled "RxDestroyer", and shall be stored in the medication room or other secure medication storage area. RxDestroyer should only be used for destruction of controlled substances. All other pharmaceutical waste must be destroyed by placing in the blue and white pharmaceutical waste container as described above.
- ii. Directions for using "RxDestroyer"
 - i. Load medications into the bottle
 - ii. Tightly replace cap
 - iii. Gently shake to mix solution over medications. The bottle contains a solution that will dissolve medications on contact. Active medication ingredients are adsorbed or neutralized by activated charcoal.
 - iv. Note that the outer shells of capsules or patch materials will not dissolve
 - v. Bottle is full when contents are 2 inches from the cap. Do not overfill.
 - vi. When full, the full container shall be discarded into regular trash receptacle.
- g) Only individuals with authorized access to the medication may dispose of discontinued, expired, abandoned, contaminated, or deteriorated medications

2.3 **Client Confidentiality**

- a) Client identifiers, which are protected health information (PHI), include the client's name, medical record number, address, and date of birth. (Refer to San Francisco Department of Public Health Privacy and Data Security Policies)
- b) Labels or documents containing PHI are placed in confidential waste or physically destroyed, which may be accomplished by cross-cut shredding, pulverizing, pulping, incineration, or a combination of these techniques.

2.4 **Sharps containers are stored in a secure location not accessible to clients.**

- a) Containers are disposed of in accordance to applicable federal, state, and local regulations for disposal of chemical and potentially dangerous or hazardous substances. The method of disposal may include the use of a contracted medical waste disposal service.

3 Medication Monitoring

3.1 **Non-injection medications**

- a) Medication monitoring shall occur for client self-administration of prescription and nonprescription medications.
- b) In adult facilities, staff who receive training may assist clients with metered-dose inhalers, and dry powder inhalers if the following requirements are met:
 - i. Facilities staff must receive training from a licensed professional. The facility shall obtain written documentation from the licensed professional outlining the procedures and the names of facility staff who have been trained in those procedures.
 - ii. The facility ensures that the licensed professional reviews staff performance as the licensed professional deems necessary, but at least once a year.
 - iii. All staff training is documented in the facility personnel files.

3.2 Injection medications

- a) Facility staff, except those authorized by law, must not administer injections. However, staff designated by a licensee are authorized to assist clients with self-administration of injections as needed.
- b) Assistance with self-administration does not include forcing a client to take medications, hiding or camouflaging medications in other substances without the client's knowledge and consent, or otherwise infringing upon a client's right to refuse to take a medication.

3.3 As needed or "PRN" medications

- a) For every prescription and nonprescription medication to be taken as needed or "PRN" medication for which the licensee provides assistance, there is a signed, dated, prescription order from a physician.
- b) The prescription order must be maintained in the client's file and the medication must be properly labeled.
- c) Both the physician's order and the medication label must contain at least all of the following information:
 - i. The specific symptoms which indicate the need for the use of the medication.
 - ii. The exact dosage.
 - iii. The minimum number of hours between doses.
 - iv. The maximum number of doses allowed in each 24-hour period.
- d) If the client's physician has stated in writing that the client can determine and clearly communicate his/her need for a prescription or nonprescription PRN medication, facility staff are permitted to assist the client with self-administration of the PRN medication.
- e) If the client's physician has stated in writing that the client is unable to determine his/her own need for nonprescription PRN medication, but can communicate his/her symptoms clearly, facility staff designated by the licensee are permitted to assist the client with self-administration, providing all of the following requirements are met:
 - i. There is a written direction from a physician, by prescription order, specifying the name of the client, the name of the medication, all of the information in 3.3.3, instructions regarding a time or circumstance (if any) when it should be discontinued, and an indication of when the physician should be contacted for a medication reevaluation.
 - ii. Once ordered by the physician the medication is given according to the physician's directions.
 - iii. A record of each dose is maintained in the client's record. The record includes the date and time the PRN medication was taken, the dosage taken, and the client's response.
 - iv. If the client cannot determine his/her own need for a prescription or nonprescription PRN medication, and is unable to communicate his/her symptoms clearly, facility staff designated by the licensee, are permitted to assist the client with self-administration, provided all of the following requirements are met:
 - i. Facility staff contacts the client's physician prior to each dose, describe the client's symptoms, and receive direction to assist the client in self-administration of that dose of medication.
 - ii. The date and time of each contact with the physician, and the physician's directions, are documented and maintained in the client's facility record.
 - iii. The date and time the PRN medication was taken, the dosage taken, and the client's response are documented and maintained in the client's facility record.

4 Medication Storage Compliance Checklist

- 4.1 The Medication Storage Compliance Checklist is a tool available to facilities to assist in auditing compliance to the storage and disposal of medications and should be used in conjunction with the contents of this entire policy and procedure, and relevant laws and regulations. The Medication Room Compliance Checklist form (Attachment 5) shall be completed each quarter (every 3 months) by designated staff.
- 4.2 The results of the audit shall be reviewed by the program director. Any areas of non-compliance shall be promptly addressed to ensure that the staff is in compliance.

Contact Person: CBHS Pharmacy Director

Distribution: Administrative Manual Holders (All direct service providers)

CBHS policies and procedures are distributed by the Office of Compliance, Policy Distribution Coordinator

Attachments:

- Attachment 1 – Medication Room Temperature Log
- Attachment 2 – Refrigerator Temperature Log
- Attachment 3 – Monthly Expired Medication Review
- Attachment 4 – Medication Destruction Log
- Attachment 5 – Medication Room Audit Check List
- Attachment A - Centrally Stored Medication and Destruction Record