

How To Write Mercy Scripts On Weekends

1. Determine if your patient is eligible
 - a. Eligible patients:
 - i. Patients who are established clinic patients at Myers Park, Biddle Point, or North Park
 - ii. Patients that are prescribed medications that cannot be obtained at a retail pharmacy (pediatric oral compounds, rare medications not routinely available in a retail setting, medications requiring insurance pre-approval that may delay in patient discharge, etc.)
 - iii. Patients who are self-pay or have no insurance listed in Powerchart AND do not have financial resources to pay for medication (these patients must have the intent to follow up in clinic)
 - iv. Patients approved for Mercy Scripts by CMC or LCH administration for a special circumstance such as community benefit or urgent patient discharge
 - b. Ineligible patients:
 - i. Patients with prescription insurance
 - ii. Patients whose preferred pharmacy is not open at the time of discharge
 - iii. Patients who request Mercy Scripts for the purpose of patient convenience
2. Determine if the medication is eligible
 - a. Over-the-counter medications are **not eligible** for Mercy Scripts.
 - b. The patient must be receiving the medication as an inpatient or the Mercy Script must be a therapeutic substitute for a medication that the patient is receiving as an inpatient.
 - c. The Mercy Script medication must be on the Carolinas Medical Center Inpatient Formulary.
 - i. If the patient was receiving a non-formulary medication inpatient, and you wish to prescribe a Mercy Script for the same drug, dose, and directions as the patient is receiving inpatient, please call the charge pharmacist at 55837 to determine if supply is available.
3. Write the Prescription
 - a. Mercy Scripts should be a printed original hard copy and must contain all patient and physician information, including DEA number if the medication is a controlled substance. Prescriptions cannot be photocopied or faxed.
 - i. If the medication is a controlled substance, the original prescription must contain the provider's handwritten signature. Send the hard copy to the main pharmacy using the pneumatic tube system, **station 101**.
 - ii. If the medication is non-controlled, prescriptions may be printed in the main pharmacy (printer p6589).



- b. Days Supply/Dispense Quantity
 - i. The days supply is dependent on when the clinic will open next. Medications will be filled with enough supply to last the patient through 1200 the next day the clinic pharmacy is open.
 - ii. For controlled substances, up to a **2-day (48 hours) supply of controlled medication** may be processed and must not exceed a 2-day supply regardless of when the clinic is open following a weekend or holiday.
 - iii. Non-controlled substances, up to a **3-day supply of non-controlled medication** may be processed depending on when the clinic is open.
 - iv. If the ordered mg strength is not stocked in the pharmacy, a substitution will be made with an alternative dose strength and dispense quantity is based on the number of tablets needed to provide the ordered dose.
 - v. For PRN quantities, dispense quantity is based on the highest dosage and shortest frequency ordered.
 - c. Medication Specific Policies:
 - i. For prednisone "Dose packs", pharmacy will send the doses needed based on the instructions and taper until the clinic is open.
 - ii. Insulin vials are dispensed in the lowest commercially available size. All Flex Pens will be substituted with vials. **Needles, alcohol wipes, and test strips are not dispensed.**
 - iii. Bulk ophthalmic drops, topical creams, and Inhalers are dispensed in the lowest commercially available product size.
 - iv. If a patient was dispensed a Ventolin or QVAR in the ED, that inhaler must be labeled for home use. A Mercy Script will not be filled for these patients.
4. Prescription Delivery
- a. Mercy Scripts cannot be sent in the pneumatic tube system with the exception of patients in the ED. Nurses must present a patient identifier label to pick up the patients' prescriptions, unless the patient is in the ED, in which non-controlled medications may be tubed. **Regardless of the unit, controlled substances will not be tubed and must be picked up from the pharmacy.**
 - b. If the patient requires a longer duration of therapy than what is allowed in a Mercy Script, the **ordering physician must send the remainder of the prescription to the patient's clinic pharmacy.**

If you have any questions regarding the Mercy Script policy or believe that there are specific circumstances that may require a Mercy Script for a non-eligible patient or medication, call the charge pharmacist at **55837**.

