

Memo

To: All Facilities
From: Radius Rx Direct Pharmacy
CC:
Date:
Re: Emergency Orders

Our normal business hours are Monday-Friday 8:30a.m. – 5:00p.m. Radius Rx Direct pharmacy has an emergency ordering procedure for orders that need to be filled after hours or on weekends. This procedure is to be followed only in true emergencies defined as; emergency regarding patient adverse effect, or potential adverse effect, new antibiotic, new pain management orders, or other orders based on clinical judgement that can't wait until normal hours of operation. **If the situation involves a life-threatening emergency call 911.**

The **prescriber, nurse or caregiver** is to call our emergency phone number at **1-866-220-8692. When prompted the caller must say "find her"** to reach the on-call pharmacist. At this point if the pharmacist doesn't answer, leave a message with a call back number. The on-call pharmacist will call you back **within fifteen minutes**. When the pharmacist returns the call, he or she will consult with the caller to determine the course of action. Usually, the emergency involves calling in an order to the back-up Walgreen's pharmacy that is most convenient to you. You will need to pick the order up.

The back-up pharmacy will provide you with the amount of medication you need until we can send the rest of the order to you. We will be billed by the back-up pharmacy, and then we will bill the client or facility if there is a deductible or co-pay that is owed. If you need an order filled during our normal business hours, but it's after your order cut-off time, call the pharmacy and tell them it is an emergency order, they will take it from there. If it is **not** an emergency, but you want to leave us a message when we are closed, please call the normal number 302-658-9196.