

# Memo

**To:** All Facilities

**From:** Radius Rx Direct Pharmacy

**Date:** 3/31/2023

**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 on-call pharmacist at **1-302-729-2369**. There will also be an on-call pharmacy liaison available to assist with calls and to help determine if the situation is an emergency or not. The on-call pharmacy liaison can be reached at **1-484-469-0350**. If the pharmacist or pharmacy liaison doesn't answer, leave a message with a call back number. The on-call pharmacist or on-call pharmacy liaison will call back **within fifteen minutes**. When the call is returned, 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 or Rite Aid pharmacy that is designated to your facility. Facility staff will need to pick the order up. In an absolute emergency, where no driver is available, we will provide an emergency driver.

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. Radius will be billed by the back-up pharmacy, and then Radius will bill the client or facility if there is a deductible or co-pay that is owed, just as would occur in ordinary Rx fill. If you need an order filled during our normal business hours, but it's after the 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.