

ARK REGIONAL SERVICES

MEDICATION ASSISTANCE MANUAL



Introduction

Ark Regional Services is dedicated to helping people lead active, healthy lives. Assisting people with their medications is just one way we support them in being healthy. This manual serves as a training tool for supervisors and a reference for all staff who assist people with their medications. Strict adherence to Ark's Medication Program is essential to ensure the health and safety of the individuals we support.

All staff who provide support and assistance for people taking medications must be certified in the State of Wyoming Department of Health's medication Assistance Training. Staff will also receive training specific to the individual needs of each person they will be supporting, in accordance with their Plan of Care. Staff will be observed by their supervisor to ensure they demonstrate competence prior to providing medication assistance on their own.

Any forms or protocols referenced in this manual are ***italicized, bolded***, and included in the Appendix. Any questions pertaining to medications assistance can be directed to your supervisor, Client Services Manager, Health Services, or On Call.

Overview of Ark's Medication Assistance Program

➤ Medication Management

- We assist people, as appropriate and according to their Plan of Care, with ordering their medications from the pharmacy, storing their medications in a secure location and educating them on what medications they are taking, for what reason and how to take them. We assist people in taking their scheduled and PRN (As Needed) medications as prescribed and monitor for any side effects.
- The Individual's team works with their prescribing physician to provide the person and their guardian, if applicable, with information about the person's medication, including the intended benefits, possible side effects and drug interactions in order for them to give **Informed Consent**. Consent for medications will be documented in a T-log, SComm, and/or physician's records. A current **Medication Consent Form** will be signed by the person served or their guardian and is updated at the annual Individual Plan of Care meeting, and gives Ark staff permission to assist the person with their medications as prescribed. This form is stored in Therap with the Annual IPC Paperwork.

➤ Medication Monitoring

- Some people take their medications independently. For people who use a pill box, Health Services staff assist them in filling their pillboxes on a weekly basis and provide education on what they take and how to take it. Unless otherwise specified in their Plan of Care, we do not assist people who use pillboxes to take their medications, but rather, we verify and document that they took their medication as prescribed. We assist in establishing a secure location to store their medications and providing a controlled environment in which to take their medications.

➤ Outline of Responsibilities

- Health Services
 - Ark Regional Services ensures compliance with all local, state and federal laws and regulations pertaining to medications and controlled substances. All prescription medications are transitioned to the organization through Ark's Health Services department. Health Services staff are responsible for facilitating orders of medications and maintaining an adequate supply of prescription medications for individuals.

- Communication between staff and Health Services is of utmost importance in order to ensure the health and safety of each person. Phone calls, T-logs and SComms are the best ways to relay information to/from Health Services.
- Health Services staff are available to answer questions Monday-Friday between 8am and 5pm. Questions and concerns regarding a person's health and/or medications on evenings and weekends should be directed to the person On-Call.
- Client Services Managers
 - Client Services Managers (CSM's) will ensure on-the-job, person specific medication training is provided to all staff and that staff are deemed competent prior to assisting with medications independently.
 - CSM's are responsible for ensuring that physicians orders in regard to medications are explained to the person served and the staff members responsible for assisting them. CSMs are also responsible for obtaining guardian consent, if applicable, for any new or changing medications prescribed for the person served.
- Direct Support Professionals
 - Staff must be certified in the Wyoming Department of Health's Medication Assistance Training and demonstrate competence, knowledge and skills to their supervisor before being able to assist with medications. These skills include:
 - Following the **Five Rights** of medication assistance
 - Using the **Medication Assistance Record (MAR)** when assisting with medications
 - Ensuring the person participates in the process to the extent they are able
 - Ensuring the medication is swallowed and/or used as prescribed
 - Documenting the **MAR** at the point of service
 - Asking questions any time something is unclear or confusing
 - Reporting any concerning conditions immediately

Medication in General

Medications are prescribed to treat medical, psychiatric or behavioral conditions in an attempt to increase or maintain the quality of life for the people we support. These medications may be Scheduled, Temporary, or As Needed (PRN).

- **Scheduled - Ongoing**
 - These are medications that a person takes on a regularly scheduled basis.
 - All scheduled medications are listed on the MAR in alphabetical order.
- **Scheduled - Temporary**
 - Temporary medications, such as an antibiotic, have a start and end date and time.
- **As Needed or PRN**
 - These are medications that are used to either treat a condition that does not routinely occur, or to help reduce anxiety/agitation a person may experience from time to time.
 - **A One Hour Follow-Up** must be completed after each PRN is assisted with to evaluate the effectiveness of that medication.
 - All PRN medications are listed on the **MAR**
 - PRN medications may be prescribed, or Over the Counter (OTC).
- **Behavior Modifying PRN Medications**
 - Some people are prescribed medication intended to decrease sustained agitation, aggression, anxiety, etc. The use of these medications are guided by a **Positive Behavior Support Plan**.
 - The Positive Behavior Support Plan provides guidelines for staff as to when and how to assist with the Behavior Modifying PRN, including:
 - Description of the Emerging and Targeted Behaviors
 - Proactive Measures
 - Name and Dose of Medication
 - Information on when to assist, how to follow up and document
 - The prescribing professional is responsible for assessment and evaluation of the necessity and effectiveness of any behavior modifying medication. The person's team will work closely with the prescribing professional to ensure that they have accurate and complete information on which to base their treatment.
 - A **face-to-face follow-up** will occur one hour after the medication is assisted with.
 - Documentation of Behavior Modifying PRN's should occur on the MAR and as a Behavior Tracking TLog, and include
 - **Antecedent**
 - **Positive Interventions**
 - **Behavior that Occurred**
 - **Duration**
 - **Name and Dose of the PRN**
 - A monthly report of all Behavior Modifying PRN medication usage will be compiled and reviewed by the Human Rights Committee and Case Managers. This information will also be shared with the prescribing professional at the next scheduled visit, unless it is determined that contact needs to be made sooner. The report will be reviewed for patterns of use including:
 - Staff
 - Location

- Time of Day
 - Environmental Factors
 - Type of Support Provided
 - Health and Safety Concerns
- **Over the Counter Medications (OTC)**
 - Over the Counter Medications do not require a prescription and are typically designed to be used As Needed. They should be purchased following the **OTC Shopping Guide**.
 - Over the Counter Medication use must be approved by the person's guardian, if applicable, and their physician. An **Over the Counter Approved Medication Protocol** will list which OTC medications are approved and will be signed by the person or their guardian. This list will be updated at the persons Annual Plan of Care meeting and included in the IPC Paperwork on Therap.
 - Only approved OTC medications will be listed on the **MAR**. People may not be assisted with any OTC medication that is not specifically listed and approved.
 - All non-prescription OTC medications will be stored in the original container.
 - Document each use of OTC medication on the MAR and a TLog, as well as the one hour follow-up.
 - If the staff that assisted with the medication is not going to be available for the **one hour follow-up**, they should designate another staff member to do the follow-up.

ALL medications a person takes must be approved by the person, or their guardian, if applicable, and their physician, prior to starting the medication.

People will see their physician(s) at least annually for a thorough medication review. A physician signed copy of the person's medication list is stored in Therap with the appointment documentation.

A person's **Plan of Care** describes the type and amount of assistance a person needs to take their medication.

Assisting People with Medications

The Five Rights of Medication Assistance

The **FIVE RIGHTS** is our system used to assist people with their medications, prevent medication errors, and ensure people's health and safety. Staff must be familiar with the person's baseline health status, existing health conditions, medications they are taking, possible side effects of those medications, any allergies they may have, and the level of support the person needs as outlined in their Plan of Care.

The **FIVE RIGHTS** of Medication Assistance are:

➤ The Right Person

- Compare the prescription label to the **Medication Assistance Record (MAR)** to ensure you have the right person's medications.
- Only the medications for that person should be out of the locked storage area.
- Medications prescribed to one individual may not, under any circumstances, be taken by another person.

➤ The Right Medication

- Compare the prescription label to the **MAR** to ensure you have the right medications for the person.
- Involve the person in identifying each medication and learning the purpose/benefit of the medication.

➤ The Right Dose

- Compare the prescription label to the **MAR** to ensure that you are assisting with the correct dose.
- Pay close attention to how many pills a person is to receive. Some doses requiring more than one pill may be packaged in more than one bubble.
 - Health Services will outline each complete dose on the bubble pack when a dose is packaged in more than one bubble.
 - The **MAR** will also include a note reminding staff of how many pills are in each dose.
 - The prescription label will also state how many pills are to be taken.

➤ The Right Time

- Compare the prescription label to the **MAR** to ensure you have the right time the medications are to be taken.
- Health Services will label each bubble pack with the appropriate time the medication is to be assisted with (ie 8am, Noon, 2pm, 6pm, 8pm, etc.).

- Medications can be assisted with an HOUR BEFORE and an HOUR AFTER the scheduled time.
- If medications are not assisted with during the 2 hour window of time, please reference the **Medication Incident/Error Protocol** to see if you can still safely assist with the medication.

➤ **The Right Route**

- Oral
 - Do not crush, cut in half or have the person chew their medication unless instructed to do so by their doctor. If allowed, this information will be put in the person's **Plan of Care** and added to the **MAR**.
 - Make sure the person swallows the medication.
 - If assisting with a liquid medication, double check your measurement at eye level to ensure that the proper dose is being assisted with.
- Topicals
 - Teach the person how and where to apply topical medications and assist as needed to ensure proper application.
 - Wear gloves when assisting with topical medications.
- Eye/Nose/Ear
 - Eye drops and Ear drops have similar looking applicators. Double check you have the right medication and the right route before assisting.
 - Teach the person how and where to use eye, nose and ear medications and assist as needed to ensure proper application.
- Rectal/Vaginal, or Injections
 - Only staff who have received additional training will assist with these medications.

Instructions for Using a Bubble Pack

The pharmacy will package all ongoing and temporary medications in a uni-dose bubble pack for those people who do not use pillboxes.

- The **FIVE RIGHTS** must always be followed
 - Always check the prescription label and compare it to the **MAR** to ensure all information is consistent. If there are discrepancies, DO NOT assist with the medication until resolved.
- The time of day each medication is to be used will be written on the upper left hand corner of the bubble pack. Keep the medications sorted and stored by times to ensure accuracy when assisting.
- Start with the highest numbered pill(s) in the bubble pack. For ongoing medications, it will usually be #30, but a 10 day dose of and antibiotic would start at #10 in the bubble pack.
- Sometimes a dose may require more than one pill. They may be packaged in the same bubble or have

to be split into 2 or more bubbles. It is extremely important that the person receives the entire dose.

A bubble pack with remaining medication should be returned to Health Services when:

- The medication dose changes
- The medication is discontinued
- The bubble pack needs to be relabeled
- The medication expires
- The bubble pack is damaged or falling apart.

Sending Medications with non-Ark Staff

There may be times that a person will need to take medications while they are away from home without staff (ie they are with their family). The Client Services Manager will work with Health Services staff to ensure the person has an adequate supply of medications for the time they will be gone. Whenever a person is away, information will be provided to the person responsible (family, friend, guardian, etc) to ensure they have the necessary information for the individual to continue to safely take their medications.

When the person leaves:

- Send the person's bubble packs, pill boxes or other medication containers with the person responsible.
- If needed, instruct the person responsible as to what each medication is, what it is used for, and, how and when it should be taken.
- Provide the person responsible with a list of medications (printed from Therap).
- Complete a **Receipt of Medications** form that the person responsible will sign, verifying that they received the medication and understand how to assist with it. The staff person will also sign the form.
- The Client Services Manager should keep the Receipt of Medications form on file for one year.
- Document **LOA (Leave of Absence) on the MAR** for the time that the person is away.
- When the person returns, staff should check to see that all medications are returned as well.

Refusal of Medications

People have the right to refuse their medications. Staff should help the person understand the potential adverse outcomes that could occur from not taking their medications and try to find out why the person is refusing to take their medication.

- Some reasons people may refuse to take their medications are:
 - They don't like the side effects of their medication
 - They don't believe it works effectively for them
 - Refusing is a way to assert control over their life
 - They dislike the taste or size of the medication
- Encourage the person to take their medications

- Offer choices such as “Do you want to take your medication now or after your shower?”
- Provide an explanation of how the medication will help the person.
- Avoid over prompting or power struggles. It is best practice to wait 15 minutes between prompts
- If possible, have another staff attempt to assist the person.
- Staff should not force, use coercion, bribery or use aversive methods to make the person take the medication.
- Staff should not put medications in food or drinks unless it is written into their Plan of Care to do so, and medication should never be hidden in food or drinks to avoid a refusal.
- Document the refusal on the **MAR** and complete a **TLog** if the person ultimately refuses to take their medication.

Documentation on the Medication Assistance Record

A **Medication Assistance Record (MAR)** is the form on which all medication assistance is documented. A **MAR** must be utilized each time medications are assisted with. This allows you to easily document at **Point of Service**. Documenting the **MAR** at point of service is a **State requirement** and ensures information about a person receiving, missing or refusing their medication is communicated efficiently and quickly to ensure continuity of care.

The **MAR** will contain the following information:

- The Name of the Person for whom the medication is prescribed
- The Name, Dose, Time(s), Route and purpose of a medication
- The Start Date of a medication
- The Prescribing Physician
- Instructions for How to Assist with the medication
- Pharmacy contact information
- Drug Details including possible Side Effects
- Known Allergies the person may have

Health Services staff are responsible for keeping MARs updated. Health Services needs to be notified immediately of any changes/additions that need to be made to the MAR so staff always have the correct information they need to assist with medications. If a medication is changed or added After Hours or on the Weekend, please contact On-Call, who will notify the Health Services Manager or the Director of Health and Wellness that the MAR needs to be updated. Updates that may need to be made include:

- A New Medication is Added
- A Medication Dose is Changed
- A Medication is Discontinued
- Any other information regarding a medication is Updated

All Scheduled and PRN (As Needed) Medications must be documented at Point of Service. The types of documentation are:

- Assisted
- Refused - also write a T-Log
- Missed - also write a T-Log
- On Hold
- If a person is not receiving services, document Leave of Absence

When assisting a person who uses a pillbox, staff verify that the person received or took their medications as outlined in their Plan of Care.

- If people need staff support to take the pills in their pillbox, staff should visually verify the current pillbox day and time to ensure the correct medications are taken from the pillbox
 - Staff should remain with the person to visually verify that the medication was taken and document accordingly on the **MAR**.
 - If a person who needs staff support to take their medications misses their medications, it should be documented as Missed and reported as a Medication Error.
- If people who use a pill box or bubble packs take their medication independently, staff should either visually or verbally verify, depending on the person's Plan of Care, that the person took their medication. Once verified, staff will document that the medication was taken on the **MAR**.
 - If a person who takes their medication independently misses their medications, it should be documented as Missed, but this does not constitute a Medication Error.

Power Outage

In the event that there is a power outage, staff may access Therap on their smartphones or write down the medications that were assisted with along with the time they were assisted with. If it is a planned outage, staff may use their smartphones or print out a MAR for each person and document any medication assistance that occurred. When the power comes back on, staff should transfer the documentation to the MAR.

Medication Supply and Storage

Ordering Medications

Prescription medications are prescribed by a licensed medical professional and dispensed by a licensed pharmacist. Unless otherwise requested by a person or guardian, Ark will use Walgreens to fill prescriptions. The pharmacy will package medications in unidose bubble packs. Bubble packs will bear the original label specifying the person's name, medication name, dose, frequency and route of administration for that medication, as well as the name of the prescriber. If a person uses a pillbox, their medication will come in a labeled prescription bottle.

Health Services staff orders all ongoing medications from the pharmacy on a weekly schedule and keeps them locked in the medications room in Health Services in individual files until they receive notice on the Ark's electronic medication ordering platform that the medication is needed, at which time, they will retrieve the medication and send it to the person's home or day program.

To avoid running out of a medication, it is imperative that when a staff member assists with pill #10 in the bubble pack, they must:

- Complete the Ark's electronic medication order form when pill #10 is reached. If the bubble pack has doses split between 2 bubbles, reorder the medication when pill #20 is reached. This will allow time for Health Services to contact the pharmacy for refills, or for the person to see their doctor for a new prescription if needed, before they run out of that medication.
- Place their initials next to pill #10 on the bubble pack to indicate to other staff that it has been ordered.

Medications such as topicals, eye drops, ear drops, powders, etc., staff should submit an order when there is approximately one quarter of the contents left.

➤ Medication Order Form Instructions

- Ark has an Electronic Medication Order Form that staff use to request medication from Health Services. The form will prompt you to:
 - Select the Suite and Location
 - Select the Name of the Person
 - List the name of the Medication
 - Select the Time the Medication is Taken

- Select the Day of the Week that corresponds to the last pill in the bubble pack
- List the Date that corresponds with the last pill in the bubble pack
- List the Name of the Staff submitting the order
- List any notes or other information for Health Services
- Medication orders will be sent home via the courier. If there are pills left in the current bubble pack, rubberband the full bubble pack behind the current bubble pack until those pills are gone.
 - Once the “old” bubble packs are empty, all personal information on the label should be blacked out with a permanent marker and then disposed of.

➤ **Packaging and Labeling**

- Health Services staff will label each bubble pack (in the upper left hand corner) with the time of day the medication to be assisted with. Each bubble on the bubble pack will be labeled with the day of the week each dose is to be assisted with. The day of the first dose in the bubble pack (#30) is determined by the day of the last dose of the current bubble pack as indicated on the electronic Medication Order Form.
- The State requires a prescription label to accompany all medications. For the people who use pillboxes, a prescription label for each medication in their pillbox will be provided to the person and/or their staff.

➤ **Delivery**

- Each Suite has a designated drawer in a file cabinet in Health Services. Medications, along with other important documents and supplies will be stored in the appropriate drawers. Staff may pick up contents from their designated drawers M-F between 3pm and 4:30pm. .

➤ **Medication Shortages**

- If the above procedure is followed, there should always be an adequate supply of medication on hand. In the event that there is not enough medication located in the service area, contact Health Services staff or the person On-Call who will attempt to locate the medication and make arrangements for it to be delivered to the service area.

Storage of Medications

Medications should be kept in a locked and secured location at all times. Keys shall not be kept in, on, or near the medication storage site and should be inaccessible to the person served.

Medications should be kept in a cool dark place or a refrigerator. With few exceptions, medications should be locked in a file cabinet, refrigerator, or other predetermined and approved locked location.

- Medications must be packaged in bubble packs, pillboxes, or the original labeled container
- Bubble packs for each person will be stored together according to the time the medication is to be

taken (ie all 8:00am medications for Joe Smith will be stored together in a large zip lock bag).

- Topical creams, eye drops, nasal sprays or other non-bubble pack medications will remain in their original labeled containers and be stored with the rest of the person's medications.
- Location specific arrangements will be made for medications requiring refrigeration or special handling. Client Services Managers are responsible for determining the best location to store these medications based on the instructions that accompany the medication, and ensure that all staff have been trained on proper storage procedures.
- People who take their medications independently are responsible for storing their own medications. Staff will work with them to determine the safest location to keep their medications.

Controlled Substance Policy

All medications, including Controlled Substances, will be kept in a locked cabinet at all times, unless otherwise stated in a person's Plan of Care (ie the person has access to their medications and takes them independently). Medications are dispensed from the pharmacy for up to 30 days at a time. Staff ensure that each dose is accounted for everyday by comparing the Bubble Pack to the MAR and documenting that medications were either assisted with, refused, missed, or on hold at the point of service. If a person uses a Pill Box, they receive 7 days worth of medication at a time, or more if they will be on vacation or with their family. The remainder of their medication will be locked in Health Services. Staff will verbally and/or visually verify that the person took their medications and then document that the medications were taken, refused, missed or on hold.

When a person is prescribed a narcotic medication, staff will also note in a T-Log how many remaining pills are left after each dose is taken.

If staff notice a discrepancy in the amount of medication that should be available, they will immediately notify their supervisor, and if necessary, complete a GER.

Medication Disposal and Donations

Disposal of Medications

Through our commitment to our community, any medications that are not currently being used by the people we support will be properly and safely disposed of. It is the responsibility of all staff members to return missed, found, expired, discontinued, or changed medications to Health Services. Health Services will store the medications in the medication room, which is locked at all times, until they are taken to the City Detention Center and deposited in the green medication disposal bin. The City will safely dispose of the medications according to their policies.

Sharps Container Disposal

Sharps containers are available through Health Services if needed. Any in-use sharps containers must be brought back to Health Services when they are $\frac{3}{4}$ full. They will ensure that the sharps container lid is on securely before placing it into a biohazard bag to be disposed of in an outside dumpster.

Medication Donations

Medications that are unused and still safely contained in their original bubble packaging should be sent back to Health Services so that they can be donated to the state pharmacy in Cheyenne. These medications will be kept locked in the medication room in Health Services until they can be mailed to Cheyenne.

Medication Error/Incident Reporting Protocol

People's health and safety is dependent upon conscientious and well trained staff. Each staff person that assists with medication has the responsibility to ensure that people receive their medications in accordance with Ark's Medication Protocol (The Five Rights) and the Individual Plan of Care in order to eliminate the risk of medication errors and/or incidents

Medication Errors Defined

Medication Errors include:

- Missed Dose
- Wrong Dose
- Wrong Time
- Wrong Medication
- Wrong Route
- A person taking medication prescribed for someone else

In the event that a medication error occurs:

- A **General Event Record (GER)** and a **T-Log** must be completed as soon as the error is discovered.
- A medication error is a **Critical Incident** as defined by the Department of Health and must be reported via the Department's Provider Portal within **72 hours** of the error being discovered.
- The Supervisor will also notify the person's **Guardian and Case Manager** of the medication error within **72 hours** of the error being discovered. This notification will be documented on the **GER**.
- The supervisor of the person who made or discovered the error will review the situation with the staff person and provide retraining as needed to ensure the health and safety of the people we support.
- Some medication errors may require medical advice or attention. Call On-Call or your supervisor for further support.

Medication Incidents Defined

Medication Incidents include, but are not limited to:

- Refusal of medications
- Broken pills (i.e. crushed pill or broken capsule)
- A problem with the Bubble Pack
- A random pill found outside of the proper container
- Missing or Insufficient amount of medication available
- Missing documentation for a particular time a medication was to be taken

- The person vomits after taking their medication

In the event that a medication incident occurs:

- Refer to Ark's **Medication Incident/Error Protocol** for guidance on what to do if any of the above incidents occur. It contains information on how to handle the situation and what type of documentation or reporting is required.

Medication Error Review Process

A summary of all medication errors will be compiled into a report at the end of each month. The Human Rights Committee will review the summary for trends:

- By Person Served
- By Suite
- By Staff person
- Time of Day/Day of Week
- Type of Med Error

The Report will also contain a follow up from the previous month and any actions that need to be taken to further address the medication errors contained in the current report.

The President and CEO will receive a copy and sign off on the report.

Medication Related Emergencies

Medication Side Effects

Many medications commonly used by the people we support have side effects that are potentially **life threatening** if not noticed, reported and treated in a timely manner. People may not be able to report how they are feeling, or recognize that they may be experiencing a side effect, so it is important that staff remain vigilant in observing changes in a person's physical or behavioral condition.

Side effects may come on quickly after starting a medication, or may appear gradually over time. They may be obvious (i.e. vomiting, diarrhea, tremors, drowsiness, etc.), or may be less noticeable and hard to discern. Staff are counted on by health care professionals to notice and report any concerning changes in a person's health or behavior immediately, as these changes may be the result of a medication being taken. It is not our responsibility to interpret the change in health or behavior, but to report the change to the proper person. (Supervisor, Health Services, On-Call, etc.)

If staff believe that a change in a person's health or behavior is life threatening, they should call **911** immediately and then notify their supervisor or **On-Call**

Serious and Life Threatening Side Effects

Serious and life threatening side effects may include, but are not limited to:

- **Anaphylaxis/Allergic Reactions**
 - A person may develop a rash, hives, runny nose, difficulty breathing, and/or swelling of the face, lips, tongue, or throat. When a person is having difficulty breathing or loses consciousness, **call 911 immediately**
- **Neuroleptic Malignant Syndrome (NMS)**
 - NMS is a rare but life threatening condition that occurs in response to neuroleptic or antipsychotic medications.
 - Symptoms of NMS include sudden onset of a high fever, muscular rigidity, and altered mental status. **Call 911 immediately if you observe any of these symptoms to be occurring**

Contact Information

- **Ark On-Call - 307-760-0822 - 24/7**
 - On-Call is available for emergencies and when a supervisor or Health Services is not available
 - Contact On-Call for questions regarding:
 - A new medication is ordered outside the hours Health Services is available
 - Trouble locating a medication in a service area
 - Concerning health or behavioral conditions are occurring
 - Medications errors

- **Emergency Medical Services - 911**
 - If there are any life threatening side effects or a health related emergency taking place, the primary and initial response is to immediately contact 911.

- **Poison Control - 1-800-222-1222**
 - The Poison Control Hotline is available for over-the-phone support and guidance during a possible poisoning.
 - Medication related reasons to call Poison Control
 - Overdoses
 - Wrong medication was given
 - Wrong medication was given to the wrong person

- **Pharmacy and Physician**
 - The pharmacy or physician may be called when staff have questions regarding a person's medications:
 - Dosage
 - Instructions for use
 - Side effects
 - Refills
 - With few exceptions, **Walgreens** is the pharmacy used to provide medications to the people we support. Their number is: **307-745-1557**

APPENDIX

Medication Consent Form

Over-The-Counter (OTC) Medication Shopping Guide

Over-The Counter (OTC) Approved Medications Protocol

Medication Error/Incident Protocol

Positive Behavior Support Plan

Receipt of Medications Form