

Volume

1.1

MIDWEST VETERINARY SUPPLY

JAT Pharmacy, LLC

This is a sample of a now retired Policy & Procedure-For
informational purposes only!

Policy and Procedure Manual

JAT PHARMACY, LLC POLICY AND PROCEDURE MANUAL-VOLUME 1.1

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Necessity of Policies and Procedures

Control Number: 1-1

Effective Date: July 1, 2011

Location: JAT Pharmacy, LLC
5374 Maly Rd.
Sun Prairie, WI 53590

Revision Dates:

Scope

All staff of JAT Pharmacy, LLC

Definitions

MVS: Midwest Veterinary Supply, Inc-The parent company of JAT Pharmacy, LLC.

PIC: Pharmacist in Charge.

Policy and Procedure Manual: The document that contains all of the policies and procedures that govern activities of JAT Pharmacy, LLC.

Policies and procedures: The narrative description of activities pertaining to a specific aspect of the pharmacy that govern said operations.

Policy Statement

Policies and procedures must be created in order to provide documented rules and guidelines that govern the operations of JAT Pharmacy, LLC. The policies and procedures provide staff with concrete directions that dictate safe, legal, and effective operations within JAT Pharmacy, LLC.

Procedures

All policies and procedures are created and compiled in the Policy and Procedure Manual by the PIC. They are reviewed and signed by the owner, Guy Flickinger and the PIC. Upon signature, the policies and procedures documented within the Policy and Procedure Manual are considered in full effect. It is the responsibility of the PIC to know and enforce all of the rules and guidelines established in the Policy and Procedure Manual.

Training

As all policies and procedures are created and regulated by the PIC, no specific training is required.

JAT PHARMACY, LLC POLICY AND PROCEDURE MANUAL-VOLUME 1.1

Maintenance of Policy and Procedure Manual	
<u>Control Number:</u> 1-2	<u>Effective Date:</u> July 1, 2011
<u>Location:</u> JAT Pharmacy, LLC 5374 Maly Rd. Sun Prairie, WI 53590	<u>Revision Dates:</u>

Scope

Pharmacist in Charge

Definitions

MVS: Midwest Veterinary Supply, Inc-The parent company of JAT Pharmacy, LLC.

PIC: Pharmacist in Charge.

Policy and Procedure Manual: The document that contains all of the policies and procedures that govern activities of JAT Pharmacy, LLC.

Policies and procedures: The narrative description of activities pertaining to a specific aspect of the pharmacy that govern said operations.

Policy Statement

The Policy and Procedure manual must be maintained properly to ensure safe and effective operations within the pharmacy. This involves reviewing the manual on a regular basis and making emergency revisions when necessary. Ultimately, it is the duty of the PIC to ensure the manual is properly maintained.

Procedures

The Policy and Procedure manual is organized by volume starting with the number one and proceeding by one upon each revision. The policies and procedures within are organized in a logical order with a clear table of contents. Each policy and procedure applies to a different aspect of the pharmacy and is in bold type in the table of contents. Each policy and procedure contains a control number for referencing as well as the scope, definitions, policy statement, procedures, training, and references.

The Policy and Procedure manual was originally drafted by the first PIC, Bradley A. Shaw, PharmD. The original was authorized by the PIC and the owner, Guy Flickinger. Upon authorization, it is the duty of the PIC to know and enforce the policies and procedures contained within the Policy and Procedure Manual.

It is the duty of the PIC to be aware of when revisions are due and to revise the Policy and Procedure manual for authorization by the owner Guy Flickinger. Revisions shall be completed annually by June 1. In the case of a sudden change in policy and procedure, it is the duty of the PIC to complete an emergency revision of the current Policy and Procedure Manual within 60 days and note such

HOW
ORGANIZED

HOW
AUTHORIZED

HOW REVISED

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in the new volume. The new volume will be labeled as a decimal of the current volume (ex. If revision of Volume 1 is necessary prior to June 2012, the first emergency volume would be titled Volume 1.1 and noted as an emergency revision. A second emergency revision would be noted as Volume 1.2 and so on until the next scheduled revision at which time the regular designation of a whole number will resume...Volume 2).

HOW RETIRED AND ARCHIVED

Only the latest volume of the Policy and Procedure Manual shall be in effect for pharmacy staff to follow. The previous volumes will automatically become retired and will be archived by the current PIC in a separate filing system labeled “Policies and Procedures” within the physical confines of JAT Pharmacy, LLC. They will be filed from oldest to newest.

The current Policy and Procedure manual shall be readily accessible by any JAT Pharmacy, LLC staff in the indexed filing system labeled “Policies and Procedures”. Also, each new employee will be given a hardcopy of and e-mailed the current manual. When revisions are done, a copy of the revised manual will be given (hardcopy) and e-mailed to every employee.

Training

No specific training is necessary as the PIC is responsible for maintaining the Policy and Procedure Manual.

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Introduction to JAT Pharmacy, LLC-Overview of Operations

Control Number: 1-3

Effective Date: July 1, 2011

Location: JAT Pharmacy, LLC
5374 Maly Rd.
Sun Prairie, WI 53590

Revision Dates: November 1, 2011

Scope

All employees of JAT Pharmacy, LLC.

Definitions

Customer: The owner of the animal.

MVS: Midwest Veterinary Supply, Inc.-The parent company of JAT Pharmacy, LLC

Patient: The animal.

VCPR: Veterinarian-Client-Patient Relationship

Policy Statement

JAT Pharmacy aims to serve the veterinary community by extending a veterinarian's practice into the mail order sector with the use of a fully licensed pharmacy while maintaining the integrity of the VCPR. JAT Pharmacy, LLC is a wholly owned subsidiary of MVS. Every employee of JAT Pharmacy, LLC is required to review this Policy and Procedure Manual and is expected to adhere to the policies and procedures contained within.

Procedures

The following is the basic workflow that the Veterinarian, Customer, and Pharmacist utilize for prescription processing:

1. Customer brings Patient to Veterinarian to establish a VCPR.
2. If customer prefers online or mail order pharmacies, veterinarian may recommend JAT Pharmacy, LLC to obtain prescribed medication(s).
3. Veterinarian logs into www.midwestvet.net and places an online order which electronically creates and securely transmits a prescription to JAT Pharmacy, LLC.
4. Pharmacist verifies medication performing a drug use review (DUR) for safety, dispenses medication, and ships medication directly to customer. Alternatively, the medication may be shipped to the clinic for subsequent dispensing.

W O R K F L O W

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HOURS OF OPERATION AND ANSWERING SERVICE

JAT Pharmacy, LLC shall provide to customers access to a licensed pharmacist 6 days a week and no less than 40 hours per week. The hours that a pharmacist is on staff for immediate service are 0800-1700 M-F (closed for lunch 1200-1300) and 0800-1200 Sat. The pharmacy is closed on Sundays. However, an answering service is available 24/7 to cover the hours the pharmacy is closed. The same toll-free number is used to reach this service during off-hours. The answering service has specific training to assist pharmacy customers so that in an emergency, a pharmacist can be reached promptly to provide professional assistance. Currently, the Pharmacist in Charge, Bradley A. Shaw is the pharmacist that will receive emergency calls in this capacity.

If the customer is from a state which requires that the pharmacist be licensed in that state in order to operate as a pharmacy, then the pharmacist whom assists the customer must be licensed in said state, if state law dictates such. Currently, the pharmacist licensed in other states other than Wisconsin is the Pharmacist in Charge, Bradley A. Shaw, and he is the only pharmacist allowed to consult customers from states requiring that the pharmacist be licensed in that state for dispensing purposes.

Training

Every employee is given the current Policy and Procedure manual for review. Upon review, the PIC discusses any questions or concerns with the employee. This is also done when a revised manual is distributed. Employees are encouraged to discuss policies and procedures with supervisors so as to avoid inconsistent and possibly illegal activities.