

Pharmacy Services Business Continuity Planning

The purpose of business continuity/resumption planning is to assure continuity of computing, telecommunications, and pharmacy operations needed to support critical CareKinesis pharmacy and PACE organization functions during and after business interruption.

CareKinesis' systems have been designed and engineered with redundancies to assure high availability. However, in the case of a natural disaster or unforeseeable event that may affect operations at CareKinesis locations, strategies for PACE pharmacy service continuity have been developed and will be implemented. These strategies prioritize (1) client access to medications, expert pharmacist consultation, and medication records, and (2) a systematic and orderly restoration/resumption of all computing, telecommunications, and dispensing services as soon as possible.

CareKinesis actively monitors weather and other events that could affect operations in our region and in our clients' regions. We encourage clients to alert us to any events or situations that may potentially affect PACE operations as soon as possible so that we may assist in preparations and assure service continuity.

1. Access to Medications

Onsite Medication Cabinet

In the event of an emergency, the PACE clinician who holds the license to the on-site medication cabinet may manually access the contents of the cabinet. CareKinesis will collaborate with the clinician to assist in accessing medications and in providing oversight. The CareKinesis pharmacist will assist PACE staff with logging in to the local medication cabinet computer using the CareKinesis emergency login and password.

In the event CareKinesis is unable to process prescriptions and pharmacists are unable to assist PACE staff in remotely accessing the medication cabinet, the physician responsible for the medication cabinet, or his/her designee, may access medications directly from the cabinet using the double key system (after attempting to contact CareKinesis for medication management review). In this case, the PACE staff must document the following **five** items:

- Date and time the cabinet is opened
- Authorized person(s) accessing the machine
- Medication name, dose, strength, SIG, and quantity
- Participant's first and last name
- Prescriber's name

If a label cannot be printed from the medication cabinet printer upon dispense, the medication should be labeled with a hand-written label that includes the participant name,



date, medication, strength, quantity, instructions for use, and prescriber.

Community Pharmacy Network

CareKinesis establishes and maintains a network of local pharmacies within each client's geographic region. This Community Pharmacy Network (CPN) provides access to medications needed same-day, using either the CareKinesis prescription card or the PACE organization's contracted prescription card provider. CareKinesis staff coordinates this type of access to medications.

In the event CareKinesis staff is unavailable to coordinate medication access, clients can use the CareKinesis prescription card to obtain medications for participants through any CPN pharmacy. Please see the Process for CPN Emergency Activation below.

**Clients who use a non-CareKinesis contracted prescription card provider should contact that provider to obtain their disaster recovery plan. However, in the event a comprehensive plan is not in place, CareKinesis will work with all contracting PACE organizations and the community pharmacies to assure access to medications for participants is uninterrupted.

2. Access to Pharmacist Consultation Services

CareKinesis systems are cloud-based, redundant, and non-location dependent. Should CareKinesis' physical buildings be inaccessible or unavailable, pharmacy staff with power and internet access will be able to work remotely. These virtual capabilities are used for weekend and on-client support during normal operations.

If EireneRx® or general internet access is disrupted, CareKinesis pharmacy staff can be reached at the following numbers, which will be redirected in the case of a network or power outage:

Toll-Free Phone: 888-9-PharmD (888-974-2763)
Fax: 856-273-0135

3. Access to Participant Medication Records

EireneRx (www.EireneRx.com) is used by PACE clinical and administrative staff and CareKinesis clinical staff to maintain medication profiles, e-prescribe, process prescriptions, and identify and help mitigate medication risk. In the unlikely event that EireneRx is inaccessible, alternatives for accessing participant medication records include:

- **Redirection to another website**



CareKinesis may request that you use an alternate URL should our servers or hosting providers experience localized difficulties. E-prescribing is the preferred method of submitting a medication request and should be attempted prior to fax, telephone, or email communication.

- **Fax or telephone communication**
CareKinesis pharmacy staff can receive prescription information via fax at 856-273-0135 (using any documentation) or phone at 888-974-2763. In an emergency, controlled substances can be provided upon a fax/verbal order. CareKinesis will require receipt of the hard copy, on the State-required prescription (if applicable), within seven days.
- **Secure email or fax of participant profiles**
CareKinesis saves a back-up PDF file of the contents of the “Medication Batch Report” by Center for each client on a daily basis. Clients can download this file via EireneRx Reports. In an emergency, CareKinesis can provide this report or excerpts from it by fax, secure e-mail, or FTP site.

4. Process for CPN Emergency Activation

This process is used for same-day or emergency access and is coordinated by CareKinesis. However, in the case that CareKinesis is unavailable, the client may choose to execute this process:

1. Choose a pharmacy from the list of preferred pharmacies provided by CareKinesis if delivery is needed and CareKinesis is unavailable to coordinate this process.
2. Provide the pharmacy with at least the following prescription information:
 - a. Participant first name, last name, and DOB
 - b. Participant allergies
 - c. Name of the medication, directions for use, and quantity
 - d. Prescriber information requested by pharmacy
 - e. Prescription card information
 - i. Refer to the CareKinesis Info document to determine the appropriate prescription plan. If using the CareKinesis prescription card, provide the following information:
 1. **RXBIN:** 016110
 2. **RXGRP:** 99991412
 3. **RXPCN:** PACE
 4. **ID:** (EireneRx ID)
 5. **PDMI Pharmacy Helpdesk Phone Number:** 1-800-767-4226