



To: All Guardian Pharmacy of South Georgia Facilities

From: Guardian Pharmacy of South Georgia

We wanted to reinforce our policies and procedures for orders being processed in order to help us serve you and your residents better

1. **Our cutoff time for the night run is 4:00pm.** If you have a resident that is at the doctor's office or the Emergency Room after 3pm, and you anticipate they are going to receive new orders, please contact Guardian Pharmacy immediately, and we will contact the provider and try to get the orders sent to us so that we can hold a driver and get the medications to your resident as quickly as possible. If we receive a fax for a refill after 4:00pm, we will not process the order until the next business day. Please fax all orders in a timely manner, and communicate with us when you have special circumstances.
2. **New Residents** – Please notify Guardian Pharmacy when you know you have a new patient moving in. Try to get the purchase agreement, insurance, and signed orders before the resident moves in. We will contact their pharmacy or physician and try to have the orders transferred to us and ready to pack when the resident arrives at your facility.
3. **Discharges/Leaves of Absence** – You must notify Guardian Pharmacy immediately when a resident is discharged or leaves the facility for an extended period of time (i.e. hospital stays, vacations, etc.). We have no way of knowing not to send medication unless we are notified. This causes billing issues and unnecessary concerns from family members.
4. **Refills** – Our policy is 24 hour notice on refills; however, we will send them out the same day when possible. Please ask your staff to notify Guardian Pharmacy in advance of your residents running out of medications to give us time to get refills from the physician, if needed, and order the medication if it is an item we do not stock.
5. **Cycle Medications** – Cycle medications are delivered at least one day before the cycle starts, if not more. It is your responsibility to check in your cycle medications either before or while you switch them out and notify Guardian Pharmacy of any discrepancies during normal business hours. Failure to do this and contacting us after hours will result in a non-emergency fee being charged.
6. **Medication Returns:** Georgia is a no return state, which means we legally cannot take back any medication that has been opened/tampered with.
7. **Insurance Records/Printouts** – We require at least 24 hours notice on all report needs.
8. **Special Packing for Trips** – We require 72 hours notice if special packaging is needed for residents while they are traveling. If you have multiple residents traveling at the same time we need a minimum of a week to change their packaging.

Thank you in advance for your cooperation. Following the above guidelines will help us serve you and your residents in a timely manner. If you have any questions or concerns, feel free to contact us at any time.

Thanks,
The Staff of Guardian Pharmacy of South Georgia