

# LTC Industry Insights

*Problem-Solving Solutions for Industry Challenges*

## **Top 6 Challenges** **LTC Agencies have** **with their Pharmacies** **& How to Resolve Them**



## Top 6 Challenges LTC Agencies have with their Pharmacies & How to Resolve Them

### Problem-Solving Solutions for Industry Challenges

Pharmacy problems can be a pain. House Managers, Nurses and Direct Support Professionals (DSPs) are already stretched thin. If you are facing any of these problems with your current long-term care pharmacy provider, it might be time to make a switch. Here are solutions for common problems that community and group homes face when working with the wrong pharmacy provider.

### 1 Medication Ran Out for a Variety of Reasons

What do you do when you have no meds? Is the pharmacist willing to leave their home on a Sunday because somebody forgot to re-order medication?

**SOLUTION:** You should have a 24-hour accessibility emergency plan with your LTC Pharmacy provider who has staff to deliver in the middle of the night. At HRLTCP, you would call our main number then press 1 to be routed to our On-Call Pharmacy who is available in the middle of the night, 24 hours a day / 7 days a week. Also check your portal for medication inventory.

**House Manager Pro Tip:** Add the LTC Pharmacy phone number to speed dial on appropriate phones.

### 2 Medication Errors

One of the potential problems that can arise from working with the wrong LTC pharmacy is medication errors. This can occur when a pharmacy dispenses the wrong medication or dosage or gives incorrect medication instructions. These errors can be extremely harmful and even fatal for patients.

**SOLUTION:** We ensure the highest degree of accuracy by utilizing barcode technology. This state-of-the-art technology provides outstanding attention to detail when processing customer orders.

### 3 Lack of Communication

Pharmacists must keep open lines of communication with group home nurses and staff members to ensure everyone is on the same page regarding medications. However, some pharmacies may offer a lower level of communication, which could lead to confusion and potentially dangerous mistakes.

**SOLUTION:** Expect over-communication, timely responses, and any arising issues to be immediately handled. We take a proactive approach with the agencies we serve, starting with an open and active line of communication.

### 4 Late Deliveries Waking Up Residents

Late prescription deliveries can be a significant disturbance to nightly routines. Individuals can miss a prescription they need, be awakened by the delivery, or be disturbed by the interruption.

**SOLUTION:** All deliveries are completed before bedtime to ensure no interruption to nightly routines or disturbance to your residents. We understand the importance of keeping your residents comfortable and well-rested and not creating more work or worry for group home staff.

### 5 State Shows Up Looking for Copy of Prescriptions

**SOLUTION:** Look for prescriptions and "how to" information in your portal. The State accepts prescriptions and information found in your online portal.

### 6 Agency Staff Doesn't Have Access to Materials They Need

When staff members don't have the resources to manage their residents' prescriptions and pharmacy needs effectively, they cannot give the proper time and attention to caring for the individuals in the home.

**SOLUTION:** Our customers use an online web portal that assists staff members with knowing when medications will run out. This system can also provide detailed lists of current medication records in case residents need to bring them to doctor appointments or on trips. There is also a resource section so staff can access guides on administering ear or eye drops and so much more!



To discuss the challenges with your LTC Pharmacy providers and how to resolve them, we're here to help. Please reach out at (845) 341-2714.

 **Hudson Regional**  
LONG-TERM CARE PHARMACY

## Expect More. Worry Less.



# Hudson Regional

## LONG-TERM CARE PHARMACY

### Here's What **People** **Are Saying** About Our Pharmacy!

“One of the most **caring, attentive, and reliable pharmacies** I've ever worked for. A **welcoming and professional** environment where you're treated as family from day one. Highly recommended.”  
– Heather D.

“**Best customer service** ever!!”  
– Trish S.

“Never worry. **Always a solution.**”  
– Kevin L.

**Rx** Date \_\_\_\_\_

Patient **Dir of Nursing &**

Address **Exec. Director**

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Prescription: **Hudson Regional  
Long Term Care Pharmacy**

- **Service That Means A Smile**
- **All Deliveries Before Resident Bedtimes**
- **We Take Care Of You, So You Can Take Care of Patients**

*Because... It's the Right Thing to Do*

Refil 0 1 2 3 4 5 Permission \_\_\_\_\_



**Hudson Regional**  
LONG-TERM CARE PHARMACY

280 Rte 211 E, Suite 112, Middletown, NY 10940  
www.hrltcp.org • info@hrltcp.org • P: 845-341-2700 • Fax: 845 341-2715