



Fulcrum Pharmacy Emergency Order Procedure

Fulcrum Pharmacy has an emergency ordering procedure for prescriptions that need to be filled after hours, or on weekends. This procedure should be used only in true emergencies. Emergency orders are defined as prescriptions for a new antibiotic, a new pain management medication, or other medications that, in the opinion of the prescriber, can't wait until normal hours of operation to be filled. The emergency order procedure is as follows:

1. The prescriber, or authorized designee of the prescriber, would call our emergency order phone number at 1-866-220-8692.
2. A voice prompt will say, "Hello, I am the assistant for Fulcrum on-call pharmacist. Please tell me what you want to do." The caller must then say "find her" and the system will dial the number of the on-call pharmacist automatically.
3. If the pharmacist doesn't answer, leave a message with a call back number. The on-call pharmacist will call you back within fifteen minutes.
4. Once our pharmacist has spoken to the prescriber, or the prescriber's authorized designee, she will then call the order in to the back-up Walgreen's pharmacy that is most convenient to you.
5. You will then have to pick the order up from that Walgreen's store.

Important Billing Instructions:

If the client has Medicaid, tell our pharmacist and we will have Walgreen's bill the prescription to Medicaid. The person picking up the prescription will have to pay the usual co-pay (\$0 - \$3.00 per script). This will save the facility the \$26.00 fill fee (service charge) that Walgreen's charges.

If the patient is covered by Medicare D, has private insurance, or is uninsured, then the person picking up the medication will not have to pay anything at the time of pick-up. Walgreen's will send the bill for the medication, plus their service charge, to Fulcrum pharmacy. Once Fulcrum receives the bill for the medication, we will then bill the facility the cost of the medication, plus the \$26.00 Walgreen's charges service. There are no charges from Fulcrum in the completion of this service.

Please note that if the facility does not follow these steps, Walgreen's will not cooperate in filling the medication under Fulcrum. The initial call to Walgreen's has to come from Fulcrum's pharmacist.

The back-up pharmacy will give the quantity of pills needed to get the client through until we can send the rest of the order to you. If you need an emergency order filled, and it is during our normal business hours, but after your cut-off time, call the pharmacy and tell them it is an emergency order. We will fill the order immediately, but it must be picked-up.

If you have any questions regarding this procedure, please feel free to call us at 302-658-8020. Thank you.

Our normal business hours are Monday-Friday 8:30a.m. – 5:00p.m.