



Retail
Management
Solutions

P R E S E N T S

CLIMB

An orange silhouette of a person is shown climbing the vertical stroke of the letter 'L' in the word 'CLIMB'. The person is in a dynamic, upward-reaching pose, with one hand on the top of the 'L' and the other reaching higher. The background features a large, light blue arrow pointing right and a dashed line of small squares forming a circular path around the central text.

CARE | LEAD | INNOVATE | MOTIVATE | BALANCE



Compliance, Contingencies, and COVID

Presented by Becky Templeton

Compliance in the Know



Did you know PECOS & Applications fees have been waived?

Save \$595



Did you know USP <800> went into full effect March 12th?

USP <795> & USP <797> appeals

Compliance in the Know



Did you know there is a new Draft NIOSH list pending?

Drugs will be moving tables, new notes, and guidance



Did you know DMEPOS products had a paperwork reduction?

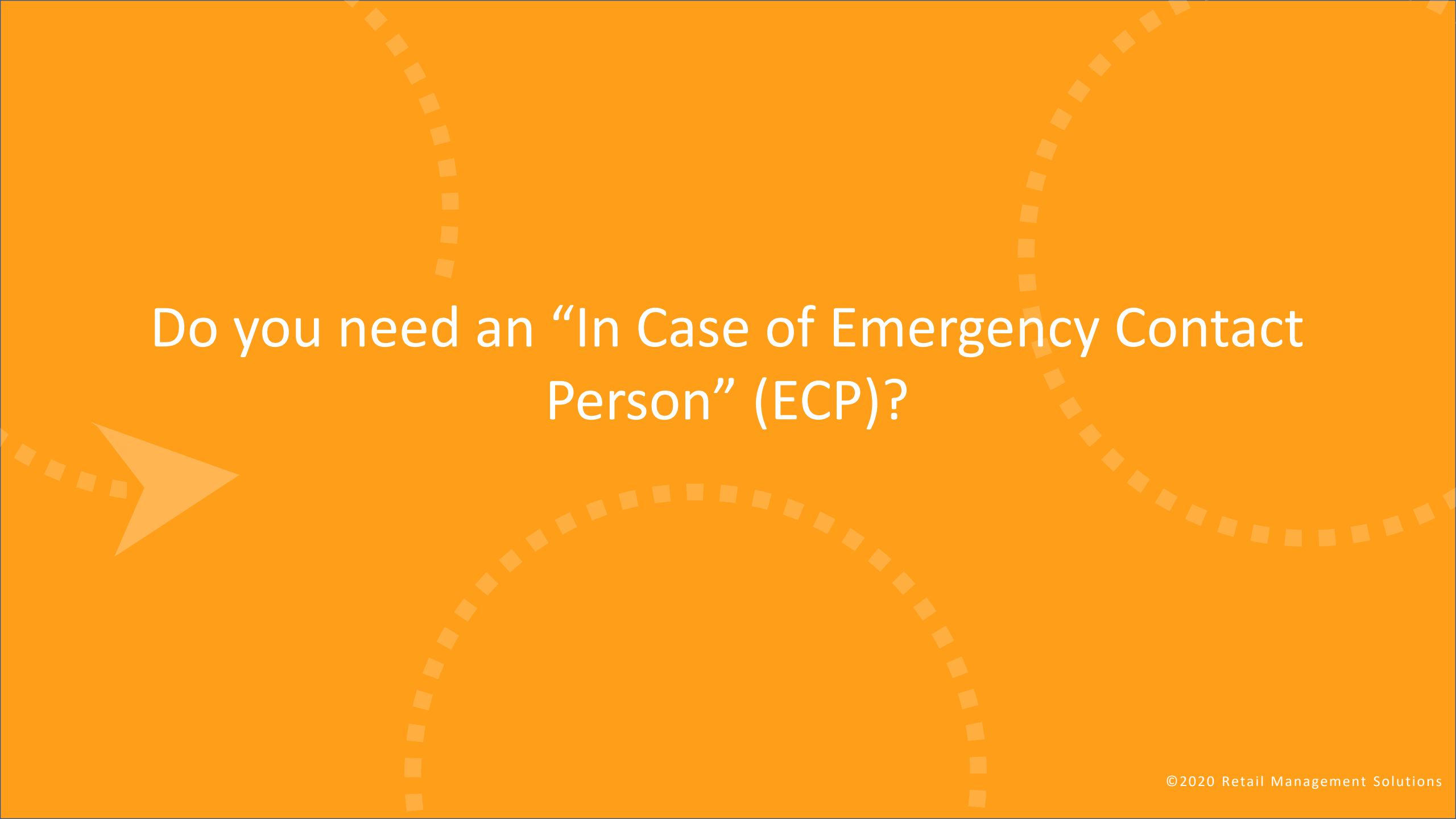
Medical provider signatures, Detailed Written Descriptions, a Prescription, and Receipt of Goods & Services

Compliance in the Know



Did you know you can get a temporarily enrollment CLIA waiver for COVID-19 testing as independent clinical diagnostic laboratories ?


Refer to CMS supplement enroll now, but complete Medicare App to fully enroll so you can start serving patients now



Do you need an “In Case of Emergency Contact Person” (ECP)?

In Case of Emergency Contact Person (ECP)

Staff Notifications	Keys	Access Points & Authorizations
<ul style="list-style-type: none">Do you have an updated staff list with contact info?	<ul style="list-style-type: none">Who has keys for the building, locked drawers, files, and drug supply cabinets?	<ul style="list-style-type: none">Does your ECP know who your personal attorney is and if they should contact them?
<ul style="list-style-type: none">Do you have a phone chain or POC to make these calls?	<ul style="list-style-type: none">Are there additional keys staff will need in the event you are unable to be in facility for extended time?	<ul style="list-style-type: none">Have you consulted your personal attorney to make arrangements
<ul style="list-style-type: none">Do you know what information your ECP is permitted to share with staff and patients?		<ul style="list-style-type: none">Do you have a POA in place in case something happens to you and decisions need made while you are unable to?



Opening the Doors:
Can your staff open and run the
pharmacy without you?

Opening the Doors

Staffing	Operations	Additional Responsibilities
<ul style="list-style-type: none">Do you have enough staff to operate in your absence?	<ul style="list-style-type: none">Who has the authority to run the business in your absence? Have they been trained what to do?	<ul style="list-style-type: none">What functions do you perform that only you can do?
<ul style="list-style-type: none">Do you have a relief pharmacist available?	<ul style="list-style-type: none">Are there multiple people that can run the business or do the responsibilities fall to one person?	<ul style="list-style-type: none">Have you consulted your personal attorney for the POA to grant access to Accounting and Banking?
<ul style="list-style-type: none">Do you have contact info for a staffing agency available for your staff to use?		<ul style="list-style-type: none">Do you have a plan for ordering, staffing, HR, Scheduling, etc?

Documentation & Training

“Documentation is a love letter that you write to your future self.”

-Damian Conway-

Documentation & Training

Training	Documentation	Business Partners
<ul style="list-style-type: none">• Have you ever discussed a contingency plan with staff?	<ul style="list-style-type: none">• Do you have processes in written form that others can replicate?	<ul style="list-style-type: none">• Have you ever listed a second contact name on accounts such as software, ordering system, bank?
<ul style="list-style-type: none">• Do you hold regular trainings or can you schedule special training?	<ul style="list-style-type: none">• Do you have recourse lists with contact numbers or email addresses?	<ul style="list-style-type: none">• Have you consulted your personal attorney for the POA to grant access to Accounting and Banking?
	<ul style="list-style-type: none">• Do you have reminders established to revisit these items annually?	<ul style="list-style-type: none">• Don't forget the mail!

Contingency Plans

“Plan A doesn’t work, remember the alphabet has 25 more letters.”

-Claire Cook-

Contingency Plans

Sort Term

- What are short term incidents that may cause you to be out of the building for a few days?

Long Term

- What are long term incidents that may cause you to be out of the building for a few weeks or months?



For additional resources please refer to:



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Thank you.