

# Navy Pharmacy SOP: Outpatient Pharmacy Operations

## Verify Patient Identification

If the patient does not leave the window and a second verification is not required, go to 3.5.2 Patient Medication Verification.

Once the prescription is filled and ready for dispensing, the patient shall be called to the window. All patients shall be called to the window either through the appropriate queuing system or verbally. Patients must be provided sufficient time to arrive at the window for pick-up.

## Patient Self Pick-Up

In accordance with Joint Commission National Patient Safety Goals, each patient shall provide the following two identifiers when picking up a personal prescription:

1. **First Patient Identifier:** Patient's name, as displayed on a valid, government-issued picture ID. Accepted forms of identification include a valid U.S. Uniformed Services ID card OR valid CAC.

Note: Pharmacy personnel are empowered to use professional judgment to make exceptions for a patient who forgets to bring his or her valid, government-issued picture ID. If the patient is able to provide other identifying information, pharmacy personnel can use good judgment to authorize an exception. Pharmacy personnel can use this opportunity to educate about the patient about bringing his or her valid, government-issued picture ID to future visits.

2. **Second Patient Identifier:** Patient's date of birth, as recorded in his or her CHCS profile (preferred) OR SSN OR U.S. Department of Defense (DoD) identification number.

Note: As part of the patient identification process, pharmacy staff must confirm that the patient is of an appropriate age to pick-up a personal prescription, in accordance with state law. For Outside the Contiguous United States (OCONUS) Military Treatment Facilities (MTFs), refer to the [Informed Consent for Medical and Dental Treatment Instruction \(BUMEDINST 6320.16\)](#).

If applicable, refer to 3.1.2 Verify Patient Identification to reference your Command's policy on appropriate age to pick up a personal prescription.

Foreign nationals who fall within the Command's scope of services, and who present to pick up a personal prescription without appropriate identification, should be directed to the facility's patient administration office to obtain a valid form of ID prior to returning to the pharmacy.

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## Patient Pick-Up for Other Beneficiary

In accordance with HIPAA regulations, agents of the patient (e.g., relatives, friends) may pick up prescriptions on the patient's behalf when the patient's agent can demonstrate BOTH:

1. Accurate identification of the patient using a minimum of 2 identifiers. The person presenting to collect the medication must prove the identity of the patient by providing one of the following in addition to the second identifier as noted above:
  - Patient's valid U.S. Uniformed Services ID or CAC OR
  - Front and back copy of valid U.S. Uniformed Services ID or CAC OR
  - Power of attorney
2. Accurate identification of the following:
  - Specific medication(s) OR
  - Type(s) of medication (e.g., pain medication, antibiotic, cold meds, birth control pills)

Note: Pharmacies may implement additional measures to facilitate pick-up by a patient's agent (i.e., a locally developed form, signed by the patient to authorize another person to pick up prescriptions). However, additional measures should not result in barriers to care when the patient's agent can satisfy both above HIPAA related requirements.

Foreign nationals who fall within the Command's scope of services, and who present to pick up a prescription for another beneficiary without appropriate identification, should be directed to the Patient Administration Office to obtain a valid form of ID prior to returning to the pharmacy.