

The Custom Rx Times

Simplifying Pharmacy Services, Creating a Superior Level of Trust

Returning & Repackaging Medications: Keeping our patients safe

Many of our customers have had some important questions lately regarding our policy on not accepting returned medications to the pharmacy either for credit or for repackaging. In response to these questions, we have done extensive research and have spoken with representatives from the Board of Pharmacy Investigation and Inspection Office on numerous occasions, and after such, still maintain our no-return policy. We understand that by *not* accepting returned medications to repack, our valued customers and partnered facilities may sometimes feel stuck in a tough spot; however, we are bound by state and federal regulations that are very strictly enforced and by following these rules, we are ensuring that we are providing our patients with the safest medication assistance possible.

WAC 246-869-130: Return or Exchange of Drugs

In brief, this WAC describes that, among other things, drugs shall not be accepted for return or exchange by any pharmacist or pharmacy after such prescriptions have been taken from the premises where sold, distributed or dispensed. This means that returned drugs can not be exchanged for anything, such as money or services (packing, repacking, etc.). According to the Pharmacy Investigator, this means that a pharmacy can not take something that has been dispensed at one pharmacy, whether it is by that pharmacy or a different one, and repack it to be dispensed again.

WAC 246-869-255: Customized Patient Medication Packages

In brief, this WAC describes that the Board of Pharmacy approves the use of med-pack containers (i.e. Medisets, Strip Packaging, etc.) in dispensing prescription medications within that same pharmacy. This means that the drugs used in the med-pack must have originated in the pharmacy dispensing the med-pack and that the drugs and containers must be retained within the pharmacy, meaning they may not be released to the patient/agent and then be brought back in for repacking.

These two WAC's are in place to guarantee the integrity and safety of the medications dispensed by pharmacies in order to protect the patients *and* the pharmacy. We appreciate you understanding our need to stay within compliance of these regulations as we maintain our no-return policy.

For more information or to review your current medication system for safety & efficiency, call Michelle at 360.685.4230

Look for Us at These Upcoming Events:

July

28th-29th—WHCA "New Managers" Workshop (Seattle, WA)

August

7TH—Samish Block Party (Bellingham, WA)

24th-25th—WCHA "Long Term Care Nursing Academy" Workshop (Seattle, WA)



You're Invited!

To the Samish Block Party
August 7th from 11 to 3
Located in front of the Gateway Centre
1313 E. Maple Street, Bellingham
There will be food, fun & games for all
ages! Live broadcast by KISM 92.9 fm!

Contact Us

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Custom Rx Hours

Mon-Fri 8am-6:30pm

Saturday 10am-5pm

Sunday Closed