

**1.4.21 Pharmacy Responsibilities, Scope of Service, and Supervision**

**(a) Procedure Overview**

- (1) California Correctional Health Care Services (CCHCS) Pharmacy Services shall provide medically necessary medications to patients within California Department of Corrections and Rehabilitation (CDCR).
- (2) Pharmacy staff shall perform duties consistent with CCHCS policies and procedures and federal and state laws and regulations. All aspects of pharmacy services shall comply with federal and state requirements.
- (3) Pharmacy Services shall provide medication information for patients and health care staff.
- (4) Each institution shall have an institution Medication Management Subcommittee to provide professional, multidisciplinary oversight of the clinical aspects of pharmacy services and to implement policies and procedures as well as other therapeutic initiatives approved by the CCHCS Systemwide Pharmacy and Therapeutics (P&T) Committee.

**(b) Purpose**

To define the scope of services, supervision, and clinical oversight of pharmacy services, to ensure access to medication information for patients and health care staff, and to ensure that pharmacy services comply with federal and state requirements governing pharmacy practice and applicable standards of care.

**(c) Procedure**

**(1) Scope of Pharmacy Services**

- (A) Pharmacies operating within CDCR institutions provide services to:
  1. Patients who are housed within the institution;
  2. Patients transferring to another institution or upon release;
  3. Patients in community correctional facilities for which the institution is the hub facility; and
  4. Licensed correctional clinics (LCCs).
- (B) Pharmacies shall:
  1. Manage the automated drug delivery system (ADDS) licensure and pharmaceutical inventory.
  2. Procure, compound (if applicable), dispense, distribute, furnish, and store pharmaceuticals pursuant to federal and state requirements and applicable standards of care.
  3. Manage medication reverse distribution and disposal of pharmaceutical waste generated by pharmacy staff.
  4. Provide cost-effective pharmacotherapy management, medication information, and surveillance programs as appropriate.
  5. Promote evidence-based use of medications.
- (C) A pharmacist on the premises shall be directly responsible for ensuring that all activities of ancillary staff are performed completely, safely, and without risk of harm to patients at all times. Ancillary staff may perform their duties as outlined in Sections (c)(4) and (c)(5) during the temporary absence of a pharmacist; however, a pharmacist must check all completed work before it leaves the pharmacy.

**(2) Pharmacy Services**

Pharmacy services include, but are not limited to, the following:

- (A) Procuring, compounding (if applicable), dispensing, distributing, furnishing, and storing of pharmaceuticals pursuant to federal and state requirements and applicable standards of practice;
- (B) Conducting routine inspections of all medication storage areas;
- (C) Overseeing all medication storage areas for the Department of Public Health licensed facilities in collaboration with Nursing Services;
- (D) Consulting with the institution's Chief Executive Officer (CEO), nursing staff, and other health care staff as applicable to ensure compliance with LCC medication management policies and procedures and federal and state requirements;
- (E) Establishing and maintaining appropriate pharmaceutical inventory to meet patient and clinic needs;
- (F) Maintaining pharmacy records pursuant to federal and state requirements;
- (G) Obtaining and maintaining pharmacy-related registrations and licensure;
- (H) Furnishing medication information to:
  1. Medical, dental, mental health, and nursing staff as applicable;
  2. Patients pursuant to federal and state requirements and upon request by the patient.
- (I) Implementing the Systemwide P&T Committee and institution Medication Management Subcommittee decisions in collaboration with the CEO and health care leadership;

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

- (J) Maintaining a system for after-hours access to medication;
- (K) Managing pharmaceutical reverse distribution; and
- (L) Managing disposal of pharmaceutical waste generated by pharmacy staff.

**(3) Supervision**

(A) A Pharmacist-in-Charge (PIC) shall:

1. Be a licensed pharmacist in the State of California.
2. Ensure that any person employed as a pharmacist or pharmacy technician possesses a valid license, which is in good standing at all times, issued by the California State Board of Pharmacy.
3. Oversee all functions of the pharmacy staff at the institution to ensure compliance with applicable policies and procedures and federal and state laws.
4. Have the sole responsibility for local administration of pharmacy services.
5. Report to the CEO with professional guidance from Pharmacy Services leadership.
6. Serve as a co-chairperson of the institution Medication Management Subcommittee and be responsible for:
  - a. The professional direction of pharmacy-related clinical functions and decisions.
  - b. Implementation of CCHCS Systemwide P&T Committee policies and procedures, the CCHCS Systemwide Formulary, and other programs approved by the Systemwide P&T Committee. Refer to the Health Care Department Operations Manual (HCDOM), Section 1.2.11, CCHCS Systemwide Pharmacy and Therapeutics Committee, for more details.
7. Provide ADDS training to pharmacy staff and all users on an annual basis.
8. Ensure staff fulfill training requirements upon hire and annually in accordance with the HCDOM, Section 1.4.1.4, Pharmacy Staff Onboarding, and training is documented on the CDCR 844, Training Participation Sign-in Sheet, or through the electronic Learning Management System.

(B) The PIC participates in:

1. The development of health care policies and procedures relevant to pharmacy services such as the prescribing and administering of medication.
2. Appropriate in-service and continuing education activities.
3. Committees as necessary or as requested.

**(4) Pharmacy Technicians**

(A) Pharmacy technicians may perform non-discretionary duties including, but not limited to, the following:

1. Packaging and repackaging medications.
2. Tracking and managing inventory in the pharmacy, ADDS, and LCCs.
3. Stocking and removing medications in the pharmacy, ADDS, and LCCs.
4. Counting or pouring pharmaceuticals.
5. Labeling prescription containers.
6. Mixing pharmaceuticals in a pharmacy licensed for compounding.
7. Preparing parenteral products in a pharmacy licensed for sterile compounding.
8. Entering prescriptions into the Electronic Health Record System (EHRS).
9. Requesting and receiving refill authorizations.
10. Maintaining appropriate records.
11. Other non-discretionary tasks as assigned.

(B) Pharmacy technicians:

1. May perform relevant duties as stated above when assisting a pharmacist dispensing controlled substances.
2. Are responsible to ensure that their duties are performed under the direct control and supervision of a pharmacist at all times.
3. Shall not perform any act requiring the exercise of professional judgment by a pharmacist.
4. Shall wear a name badge clearly identifying them as pharmacy technicians per the California State Board of Pharmacy regulations.

**(5) Other Ancillary Staff**

Other ancillary staff working in a CCHCS pharmacy may perform duties consistent with their EHRS or ADDS access which do not involve the dispensing of prescriptions. These include, but are not limited to:

(A) Entering medication orders.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

- (B) Entering patient information into the EHRS.
- (C) Requesting and receiving refill authorizations at the direction of a pharmacist.
- (D) Picking up prescription orders.
- (E) Delivering medications to nursing units.
- (F) Printing patient profiles and other reports.
- (G) Ordering pharmacy stock.
- (H) Stocking pharmacy shelves.
- (I) Other non-discretionary tasks not requiring a pharmacist or a technician license as allowed by federal or state law.

**(6) Medication Information Services**

- (A) The pharmacy shall have access to electronic medication information resources. These resources can be accessed from the California Correctional Health Care Services intranet site at [Pharmacy Services](#) under External Links.
- (B) Under the direction of the PIC, or designee, pharmacists provide medication information and when necessary in-service training related to the safety, proper use, and handling of medications by health care staff.
- (C) Pharmacists provide consultation, counseling, or medication information to medical, dental, and mental health staff and patients when requested and as required by federal and state laws.
- (D) Patient requests submitted to the Central Fill Pharmacy shall be redirected to the PIC, or designee, at the patient's endorsed institution for review and response.
- (E) The pharmacist shall document pharmacy interventions in the health record.

**(7) Hours of Operation and Staff Scheduling**

- (A) The pharmacy shall be open a minimum of five days per week (Monday through Friday, except for holidays) for at least eight hours per day.
- (B) The PIC, in collaboration with the Statewide Chief of Pharmacy Services and the CEO, shall determine the hours of pharmacy operation based on pharmacy service needs. Approved pharmacy hours shall be submitted in writing by each institution to the Statewide Chief of Pharmacy Services.
- (C) The PIC, or designee, shall be expected to work a schedule during the primary operating hours of the pharmacy. This schedule is subject to approval by the CEO.

**(8) Reporting**

The PIC shall be responsible for reporting information related to operational and clinical aspects of pharmacy services to the institution CEO; institutional medical, dental, mental health, and nursing leadership; and statewide pharmacy leadership as appropriate.

**(9) Maintenance of Records**

The PIC shall ensure that:

- (A) Pharmacy-related records are maintained pursuant to federal and state requirements;
- (B) All records are shredded after the applicable federal and state required retention periods have lapsed.

**References**

- California Code of Regulations, Title 16, Division 17, Article 2, Sections 1707.2, 1707.3 and 1714.1
- California Business and Professions Code, Division 2, Chapter 9, Pharmacy
- California Civil Code, Division 1, Part 2.6, Confidentiality of Medical Information
- California Health and Safety Code, Division 10, Uniform Controlled Substances Act
- Health Care Department Operations Manual, Chapter 1, Article 2, Section 1.2.11, CCHCS Systemwide Pharmacy and Therapeutics Committee
- Health Care Department Operations Manual, Chapter 1, Article 2, Section 1.2.12, Disposal of Regulated Waste Generated by Health Care Staff
- Health Care Department Operations Manual, Chapter 1, Article 4, Section 1.4.1.4, Pharmacy Staff Onboarding
- Health Care Department Operations Manual, Chapter 3, Article 5, Section 3.5.33, Temporary Absence of the Pharmacist

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

**Revision History**

Effective: 04/2008

Revised: 12/2021