

DEFENSE HEALTH AGENCY
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FALLS CHURCH, VIRGINIA 22042-5101



Healthcare Operations

DHA-Policy Memorandum 20-001

FEB 14 2020

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Interim Guidance for Return-to-Stock Prescriptions

The privacy of our patients is of vital importance and must be conveyed through our policies, procedures, and practices. To ensure personally identifiable information (PII) is properly protected, the DHA is implementing the following policy. The procedures below must be followed by all Military Treatment Facilities (MTF) and Direct Care Pharmacies immediately.

Pharmacies shall ensure, when dispensing prescriptions, there is no PII except that of the recipient. All PII shall be physically removed from the label of prescriptions not picked up by patients prior to dispensing to a new patient. Use of a permanent marker, pen, or other writing device alone over a patient's name is NOT acceptable. Additionally, use of privacy labels are not acceptable because they can be removed to reveal PII. Alteration of labels shall be done in a way such that identification of the original fill dates and product information is maintained. These procedures will not interfere with the pharmacist's ability to safely verify the prescription. This policy does not dictate how medication is stored prior to dispensing.

Please ensure the widest dissemination of this interim guidance to all appropriate personnel. Markets and Direct Support Organizations should provide acknowledgement of receipt by close of business February 14, 2020, and compliance for each MTF by February 19, 2020. The point of contact for additional information and questions is CDR Janel Rossetto, DHA Market Pharmacy Consultant. CDR Rossetto may be reached at (703) 681-2890.

A handwritten signature in blue ink, appearing to read "C. Priest".

Christopher D. Priest
Deputy Assistant Director,
Healthcare Operations

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