



HEALTH RESEARCH ASSOCIATION

1640 Marengo Street – 7th Floor
Los Angeles, CA 90033

POLICY & PROCEDURE

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|------------------------------------|----------------------------|---|---------------------------------------|
| Subject: ON-CALL SERVICE | | Issued By: IDS PHARMACY | |
| | | Approved By: Kathleen R. Hurtado R.Ph. HRA’s President & CEO | |
| Policy #: 2023 | Issue Date: May 2, 2007 | Revised Date: August 20, 2007 | Effective Date: September 30, 2007 |

Reference: Original On-Call Service policy dated 4-12-2006 and updated as of 3-15-2007 and 5-2-2007.

PURPOSE

To ensure that the IDS Pharmacy provides continuous pharmaceutical care to the LAC+USC Medical Center research community using after-hours, On-Call Pharmacists.

DEFINITION

Unless otherwise noted, On-Call service is provided from 17:00 to 08:30 Monday through Friday and from 17:00 Friday evenings until 08:30 Monday mornings. On-Call service also is provided during holidays and whenever the Pharmacist-in-Charge is unavailable due to illness, vacation or due to continuing education requirements.

POLICY

1. **YOU MUST READ AND SIGN THE ON-CALL AGREEMENT:** The On-Call agreement is contained on the last page of this document and must be signed and returned to the IDS Pharmacy by all On-Call Pharmacists working for HRA’s IDS Pharmacy. It is the responsibility of the Pharmacist-in-Charge to ensure that HRA’s Human Resources Department receives copies of all active On-Call Pharmacist Agreements;
2. **YOU MUST COMPLY WITH ALL STATE LAWS AND IDS POLICIES & PROCEDURES:** Every On-Call Pharmacist will comply with all California State Pharmacy Laws (see: http://www.pharmacy.ca.gov/laws_regs/lawbook.pdf) and all IDS Pharmacy Policies & Procedures which are located here: <http://www.health-research.org/pp.htm> under the heading “Pharmacy – Investigational Drug Service (IDS)”;
3. **ACCURATE REPORTING OF HOURS:** On-Call Pharmacists will submit accurate time card reports on a semi-monthly basis. Failure to be accurate will result in disciplinary action, including the possibility of immediate termination of employment.



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PROCEDURE

1. **FORWARDING OF CALLS:** Before the close of regular business hours, pharmacy calls must be forwarded to the designated On-Call Pharmacist;
2. **ON-CALL PHARMACIST TRAINING:** Training on standard operating procedures for pharmacy operations and clinical research protocols will be provided to On-Call Pharmacists by the Pharmacist-in-Charge or their supervised designee;
3. **REPORT DISPENSING TO THE PHARMACIST-IN-CHARGE:** Any dispensing activities and related issues which occur during off-hours will be documented and communicated to the Pharmacist-in-Charge via e-mail (to: vludan@health-research.org) on the day that the dispensing activities occurred.

RESPONSIBILITY

Pharmacist-in-Charge
On-Call Pharmacist
HRA Human Resources Department



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ON-CALL AGREEMENT

By signing this On-Call Pharmacist Agreement, you represent that you are a licensed pharmacist in the State of California, have a current CA Pharmacist license and you agree to furnish pharmacy services to our clients as a part-time Health Research Association (HRA) employee on an “On-Call” basis.

On-Call services are typically provided from 17:00 to 08:30 Monday through Friday; and from 17:00 Friday evenings until 08:30 Monday mornings. On-Call service also is provided during holidays and whenever the Pharmacist-in-Charge is unavailable due to illness, vacation or due to continuing education requirements. Each assignment that you accept will then be performed by you to its completion, INCLUDING cleaning up after yourself, making precise entries into the Panacea Rx pharmacy software detailing your activities and maintaining an accurate, real-time inventory count along with any other duties that may arise in the course of your service.

In providing these services, you agree to comply with all applicable California State Laws, as well as to comply with all HRA Investigational Drug Service (IDS) Pharmacy policies and procedures located here: <http://www.health-research.org/pp.htm>. While it is important that you adhere to all HRA IDS policies and procedures, it is also critical that you complete the USC Office of Compliance HIPAA training program. For more information about this program, please call Jennifer Fisher at the [USC CAPS Office of Professional Development](#), at (213) 821-6319 as well as the USC CITI Human Subjects Education Program located here: <http://www.usc.edu/admin/provost/oprs/citi>. You also acknowledge that you have received, read and agree to comply with ALL Panacea Rx IDS Pharmacy Software procedures.

If any disciplinary action is taken against your CA Pharmacist license, you must immediately inform HRA’s IDS Pharmacy by telephone and in writing. Any disciplinary action against you by the State Board of Pharmacy may affect your employment with HRA as an On-Call Pharmacist.

After you provide pharmacy services to our clients, you will provide HRA with accurate and complete time cards for the work completed by you on a semi-monthly basis. On-Call Pharmacists shall make no schedules, or schedule changes, without written permission from the Pharmacist-in-Charge. We will pay you at the rate of \$14.00 per hour for being on-call and \$52.00 per hour for any time that you are in the HRA IDS Pharmacy performing direct Pharmacist services.

By signing below, you indicate that you have read and understood all HRA IDS policies and procedures, and will abide by them. Failure to do so may result in disciplinary action, up to and including the possibility of immediate employment termination.

Registered On-Call Pharmacist

Print Name

Signature

Date