NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES
POLICY AND PROCEDURE

SUBJECT: MAILROOM PROCEDURES FOR RURAL CLINICS MEDICATION

NUMBER: NN-LD-14

ORIGINAL DATE: 1/14/11

REVIEW/REVISE DATE: 2/24/11

APPROVAL: Rosalyne Reynolds {s}, Agency Director

I. PURPOSE

The purpose of this policy is to ensure that outgoing mail from Northern Nevada Adult Mental Health Services (NNAMHS) pharmacy to Rural Clinics agencies is processed through the NNAMHS mailroom in a timely manner.

II. POLICY

It is the policy of NNAMHS to ensure that prescription medications sent to rural medication clinics are mailed out the day the prescription is filled.

III. PROCEDURES:

1. Outgoing medication to Rural Clinics will be placed in the mailroom in Bldg. 1 or when possible taken to the switchboard in Bldg. 25.
2. There will a minimum of two mail pick-ups and delivery services each day to the Dini-Townsend Hospital; one by 9:30am and one after lunch at approximately 1:00pm. The post office delivers and picks up outgoing mail daily by 11:30 a.m.

3. The NNAMHS outpatient pharmacy will make every attempt to ensure that outgoing medication is placed in boxes that can be processed through the NNAMHS mailroom.
4. Packages that are too large to be processed through the NNAMHS mailroom will be taken to the post office the same day it is picked up by the mail clerk.
5. The mail clerk will notify the AA IV immediately when a parcel needs to be taken to the post office. If the AA IV is not available due to leave, etc., the mail clerk will contact the Business Office who will designate a staff member to take the parcel to the post office.
5. Outgoing medication must not be held for any reason. If outgoing medication cannot be sent the same day, the mail clerk will notify the pharmacy immediately.