Prescription Process
(How we prepare your medications)
UF Health Jacksonville Ambulatory Pharmacy
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You have probably wondered what we do behind the scenes and why it takes so long to get your medications ready.

There are multiple steps we take to process your prescriptions in a safe and accurate manner.

1. Prescription Data Entry
2. Pre-verification (Clinical Review)
3. Triage Station
4. Filling
5. Verification (checking)
6. Bin Management
7. Release to Patient (Pick Up)
1. **Prescription Data Entry**: Your prescription is entered into the pharmacy system
   - **Front prescription data entry**: technician enters in your prescription when you present them at the window
   - **Back prescription data entry**: When your provider sends in a prescription electronically, it sits in a queue until a technician reviews it and enters it into your profile.
Photo 1. Front intake technicians enter prescriptions for same day pick up.

Photo 2. Pharmacy technicians in the back work the electronic prescription queue as well as answer the phones.
2. **Pre-verification** (Clinical Review)

- Every new prescription is reviewed by a pharmacist for drug interactions, duplication of therapy, and appropriate dose.

*Photo 3. Pharmacists performing Pre-Verification and Verification tasks.*
3. Triage Station

- If there is an issue with your prescription and we need to get clarification from your provider, it will be sent to the Triage Pharmacist to resolve the issue. How quickly we resolve the issue depends on how quickly the provider returns our messages.
4. **Filling:**

- Common medications are filled by our dispensing robot
- Other medications are counted by hand

**Photo 5.** Front view of the robot.

**Photo 6.** Technician filling the robot from the back.
5. Verification (checking):

• After the medication is filled, the pharmacist verifies that it was filled with the right medication and again checks to make sure the dose, directions, and day supply are appropriate.

• At this point, any drug information is printed out with the receipt.

Photo 7. Pharmacist verifying prescriptions
6. Bin Management
   • The finished medication orders are bagged and scanned into bins at the pick up area.

7. Release to Patient (Pick Up):
   • When the patient comes to pick up, our technician retrieves the medications and verifies 2 patient identifiers to ensure we provide the right medication to the right patient.
Bin Management & Release to Patient (Pick Up)

Photo 8. Technician retrieving a medication bag from the pick up shelf.
Clinical Pharmacy Services

• Our pharmacists are highly trained clinicians. You may have participated in a medication review face to face or via phone with a pharmacist. In addition, many of our pharmacists work in the clinic setting to see patients referred by physicians. Those pharmacists provide a variety of services including medication review and management of chronic disease states (diabetes, anticoagulation, pain, etc).
Photo 9. Pharmacist consultation in the clinic setting.