

As part of an effort to ensure Ongwanada Pharmacy is complying with all drug plan, College of Pharmacists and Pharmacy best practice requirements, and in an effort to control drug plan costs, the following Pharmacy-related changes will come into effect July 1 2023.

- **Generic Medications:** Generic medication will be dispensed in all cases unless there is a physician documented reason for brand name products. If brand name products are preferred by the patient (patient choice) it will be provided at cost to the patient.
- **Pre Approval of Medication:** Most specialty medications require pre-approval from the drug plan in order for coverage. These medications are commonly used after traditional therapies have been tried and failed. This authorization is coordinated between the plan, the prescriber and the patient. A copy of this authorization is required by pharmacy once it is approved. Anyone currently on medication that requires Pre Approval will be contacted by pharmacy for appropriate documentation. For any new medications pharmacy will advise of the requirement to contact SSQ. If you have questions whether or not your medication requires this authorization, SSQ can be contacted.
- **Day supply of medications:** Any new medications or medications that have multiple dose changes will only be provided at **30 day intervals**. A larger quantity will only be provided if stable dosing can be shown based on pharmacy records.
- **Filling medications early:** Medications will only be filled 7 days prior to medication renewal due day (ie at day 23 if 30 day renewal or day 83 if 90 day renewal). If medications are required by the patient earlier than 7 days prior to medication renewal due date they will need to be paid for at time of pick up. Exceptions may be made where there are valid documented reasons for early prescription renewal.
- **SSQ Benefit Cards:** All staff are asked to ensure they have their or their family member's SSQ benefit card when picking up medications. It may be required at the time of pick up and if not provided, pharmacy may be unable to process through the benefits plan.
- **Medication Pickup:** If a third party is picking up medication, pharmacy requires either verbal OR written consent from the patient; this includes medications for family members over the age of 16. Consent need only be provided once unless there are changes to whom is picking up the medication. Without this consent Pharmacy cannot provide the medication. This is to ensure patient confidentiality.
- **Any products that do not have a valid DIN (Drug Information Number),** for example aerochambers or glucose test meters, will not be processed by the pharmacy. Staff will be required to pay for the item and submit to the plan for reimbursement.