


Chapter	Chapter XI: Prescription Processing	
SOP	XI.A.1 — General Prescription Guidelines	
Date Updated	April 2003	
Previous Update		
Purpose	<i>To establish guidelines for dispensing prescriptions.</i>	

- I. A prescription is confidential information between the patient, the prescriber and the pharmacist. It is unethical and a **violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA)** for a pharmacist or any associate working in the pharmacy to discuss any aspect of the prescription outside of Treatment, Payment or healthcare Operations (TPO) with any person other than the patient, a legally authorized representative of the patient (i.e., parent when allowed by state law, legal guardian, individual with power of attorney for healthcare), or the prescriber of the prescription unless it is necessary to protect the patient's health and well-being.
 - A. For additional information, refer to Store Operating Procedure [VIII.C.1](#), Request for Patient Records.
 - B. Refer to Store Operating Procedure [VIII.F.3](#), Confidential Conversations.
 - C. Protected Health Information (PHI) may only be released or discussed with verification of the individual's identity. Refer to Store Operating Procedure [VIII.C.2](#), Verification of Identity.
 - D. The pharmacy may only release the minimum necessary of Protected Health Information (PHI) to handle and complete the current situation.
 - E. Activities outside of Treatment, Payment, and healthcare Operations (TPO) will require a Medical Authorization signed by the patient or other legal authority (such as a subpoena). Refer to Store Operating Procedures [VIII.F.4](#), Medical Authorization and [VIII.E.1](#), Subpoena or Demand For Protected Health Information (PHI).
- II. State board of pharmacy regulations will dictate procedures for handling an out-of-state or out-of-country prescription. Each pharmacist should be familiar with these regulations and should make all efforts to meet the healthcare needs of any patient.
- III. Follow all rules and regulations concerning the practice of pharmacy.

POSITION STATEMENT

We support a pharmacist's refusal to fill a prescription for a patient when, in the exercise of the pharmacist's professional judgment, he/she determines that the prescription is not medically or pharmaceutically appropriate, or is not bona fide based on State and Federal law. We do not support a pharmacist refusing to fill a prescription based on religion, political or moral convictions.