

Note that E.P.I.C. utilizes an automatic fax receiving system which timestamps all incoming reviews and forwards them to the E.P.I.C. consultant pharmacists.

To avoid charges for duplicate E.P.I.C reviews of the same resident, it is important to track which New Admissions, Re-Admissions or Change of Status has been sent. Your facility should designate an E.P.I.C. Coordinator to maintain an ongoing log of sent and received E.P.I.C. reviews. We have included a suggested copy with this notification. To make additional copies, go to the Pharma-Care/Creative Care website and the E.P.I.C. Department's page to download a PDF of the "Review Control Form".

It is important that all the information sent to the E.P.I.C. is organized as a single transmission for each resident. If more than one review request is received for a resident within a 72 hour period, it will be treated as a New Admission and a new review will be created, returned, and invoiced for review services.

It is very important to use the E.P.I.C – "Medication Review Request (EPIC-MRQ) – Cover Sheet" or to develop a facility standard process for E.P.I.C. reviews to avoid any extra charges.

How you can help us serve you better

To ensure prompt evaluation of your, remember the following pieces of important information.

1. Clearly **PRINT** the resident's first name, last name, room # on the Physician's Order Sheets. If possible, be sure the facility name is readable on the first transmittal page. *Using an E.P.I.C. Cover Sheet helps this process.*
2. Send only one patient's information as a single transmission to E.P.I.C. **DO NOT GROUP RESIDENT'S TOGETHER.**
3. Send resident information on the **DAY OF ADMISSION** or **DAY OF CHANGE IN STATUS.** Do Not Wait for a Later Date!
4. Be sure to include the **Physician Order Sheet!** **DO NOT send complete Medical Records or Charts.** Additional information may delay a review.
5. Include the fax number to be used for the return of the **EPIC Review.** In some instances, it may be different than the sending machine's CSID #.
6. **IMPORTANT:** To maintain quality assurance within your facility, E.P.I.C. advises that you request two transmissions: one to the sending floor and one to a designated E.P.I.C. Coordinator within your facility. This procedure allows your facility to maintain an ongoing, daily log of received EPIC transmitted reviews daily rather than waiting for the monthly report. An E.P.I.C. review may also be sent as an emailed PDF. (Sample Review Control Form is available on the E.P.I.C. page of the Pharma-Care, Inc. website).
7. The E.P.I.C. review is an extension of the consultant's pharmacist's visit to the facility. The E.P.I.C. review should be maintained in the resident's chart.

* Pads of EPIC's Medication Review Request (EPIC-MRQ) are available from your local representative, or by calling E.P.I.C. or download a PDF from the Pharma-Care, Inc./Creative Care Consulting, LLC website.