



# DELAY NOTIFICATION

We are in receipt of your recent request to conduct a review on the following resident. However, there were areas that were hard to define, please see notes.

Facility \_\_\_\_\_ Notification Date \_\_\_\_\_

Attention \_\_\_\_\_ Received Date \_\_\_\_\_

FAX NUMBER RECEIVED FROM (CSID INDICATED) \_\_\_\_\_

RESIDENT \_\_\_\_\_ Floor/Unit/Room \_\_\_\_\_

Additional Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### How you can help us to serve you better!

To ensure prompt evaluation of your residents when using E.P.I.C., please remember the following pieces of important information.

- 1. E.P.I.C. utilizes an automated receiving system. Make sure that the fax machine/system being used to send has a correct CSID\* fax number and name for properly identifying your facility. If the fax device is provided by your pharmacy provider, they may need to explain how to change this.
- 2. Clearly PRINT the resident's last name, first name, and room # on the Physician's Order Sheets. If possible be sure the facility name is readable and within 3/8" margin of the first page. Using an E.P.I.C. Cover Sheet\*\* helps this process. Please indicate how many pages you are sending.
- 3. Send only one resident's bundle of information during a single transmission to E.P.I.C. DO NOT GROUP RESIDENT'S TOGETHER.
- 4. Send resident information on the DAY OF ADMISSION or DAY OF CHANGE IN STATUS. Do Not Wait for a later date!
- 5. Be sure to include the Physician Order Sheet. DO NOT send complete medical records. Additional information may delay a review.
- 6. Include the fax number to be used for the return of the E.P.I.C. Review. In some instances, it may be different than the sending machines CSID\* fax number.
- 7. 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 E.P.I.C. reviews rather than waiting for the monthly report. A sample Review Control Form may be downloaded from the E.P.I.C. page of the Pharma-Care Website indicated above.
- 8. 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.

**If you have any questions in regards to the status of a review or the E.P.I.C. process, please contact E.P.I.C. directly at 732-943-3573**

\* CSID = Called Subscriber IDentification / Called Station Identification-Machine Telephone Number  
\*\* Pads of EPIC Cover Sheets (Form MRQ201501) are available from your local representative or calling E.P.I.C.