



Good Faith Practices

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The pharmacist **must** use the elements of Good Faith dispensing in conjunction with state and federal controlled substances when filling **all** prescriptions. The pharmacist must determine if a prescription for a controlled substance is dispensed for a legitimate medical purpose.

Elements

The elements of Good Faith dispensing that should alert a pharmacist to questionable circumstances are:

- Numerous controlled substance prescriptions written by the same prescriber or numerous prescribers
- Numerous prescriptions submitted by the same person
- Increased frequency of prescriptions for the same controlled drug:
 - by one prescriber
 - for large numbers of patients
 - for quantities beyond those normally prescribed
- Unusual dosages or instructions in conflict with approved labeling
- Unusual geographical distances between patient, pharmacist, and prescriber
- Consistent prescription of habit-forming drugs
- Lack of consistency of prescriber/patient relationship

If a pharmacist becomes aware of circumstances including one or more elements of Good Faith dispensing, the pharmacist should:

- Contact the prescriber to confirm the prescription
 - If you cannot reach the prescriber do not dispense the drug
 - If the prescriber does not confirm the prescription and
 - wants law enforcement assistance:
 - Inform the prescriber that we will return the hardcopy prescription to the prescriber via mail for the prescriber's handling with appropriate law enforcement agencies and
 - Inform the patient the prescription has been returned to the prescriber
 - does **not** request law enforcement assistance:
 - Inform the patient that we are unable to fill the prescription at this time
- Notify the Pharmacy Supervisor and Loss Prevention Supervisor

Verbal Prescriptions

Do not accept verbal prescriptions for new patients and/or new prescribers unless:

- You verify the identity of the prescriber.
- You verify that the prescriber has authority to prescribe controlled substances.

Note: The telephone number received via verbal prescription must match the number in



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the telephone directory.

Regular dispensing of verbal controlled drug prescriptions to the same patient from the same or different prescribers **must not** continue until the pharmacist establishes existence of a patient-prescriber relationship and/or a legitimate medical purpose for the medication.

The pharmacist **must** exercise professional judgement regarding the patient's continued need for controlled substances. The pharmacist must contact the prescriber when all elements of Good Faith dispensing cannot be met.

Notify your Pharmacy Supervisor if a prescriber fails to provide hard copy for a Schedule II telephone prescription. The Pharmacy Supervisor will evaluate the situation and contact the appropriate regulatory agencies, if necessary.

Related Topics:

- [Policy: Accepting and Filling New Prescriptions](#)
- [Procedure: Accepting and Filling New Prescriptions](#)
- [Policy: Partial Fills](#)