



# **COMMUNITY HEALTH REPRESENTATIVES**

## **MEDICATION DELIVERY POLICY**



1. Our policy allows medication to be delivered from P.I.H.C. Monday through Friday from 9:00am to 6:00pm. There is no set delivery time. The CHR Staff will deliver medication throughout the day when they have available time.
2. Incoming telephone calls for medications will be taken throughout the day and scheduled for delivery. Requests received before 2:00 pm will be scheduled for same day delivery that afternoon between 2:00pm-6:00pm. Requests received after 2:00 pm will be delivered the following morning between 9:00am-1:00pm. Calls taken Friday afternoon after 2:00pm, will be scheduled for delivery the following Monday morning.
3. Due to the CRIT CHR Policies and Procedures, it is required that all medication must be signed for by an adult (18 years and older). The adult signing must come to the door to sign in person upon receiving the medications.
4. Prescriptions cannot be returned to PIHC pharmacy after pick up. Three attempts will be made to deliver the medications. After those attempts, the medications will be stored in a lock box until the client makes contact with CHR.
5. If CHR staff transports a client to the Parker Indian Health Center, clients are encouraged stay to wait for their medication. If client is unable to wait, the CHR Program will deliver the medications the following day.
6. If there are any questions or concerns the CHR contact information will be provided on a door hanger or other notice provided at the time of delivery.

**This policy is subject to change. If you have any questions, contact the CHR office at (928) 575-4431**

Updated January 2, 2025