

Louisiana Administrative Code

Title 46 – Professional and Occupational Standards

Part LIII: Pharmacists

Chapter 11. Pharmacies

§1123. Records

- A. There shall be positive identification of the pharmacist, intern, technician, or technician candidate responsible for performing all activities related to the practice of pharmacy including, but not limited to:
1. Prescription information entered into the pharmacy information system;
 2. Prospective drug utilization review;
 3. Prescription dispensing;
 4. Administration of immunizations.
- B. A pharmacy may use one of the following types of pharmacy information systems:
1. A system that utilizes the original hard copy prescription to document the initial dispensing of a prescription, but utilizes a computerized system to dispense refills that does not document the positive identification of the pharmacist responsible for the practice of pharmacy. In order to document positive identification, this system shall require the manual signature or initials of a pharmacist on a hard copy record as specified in **Paragraph Subsection E** of this Section.
 2. An electronic recordkeeping system that complies with the provisions of [21 CFR 1311](#) and documents the positive identification of the pharmacist responsible for the practice of pharmacy. Such systems shall provide for routine backups at least once per day.
- C. All pharmacy information systems shall be capable of providing immediate retrieval (via display and hard copy printout or other mutually agreeable transfer media) of patient profile information for all prescriptions dispensed within the previous two years. This information shall include the following minimum data:
1. The original prescription number;
 2. Date of issuance of the original prescription order by the prescriber;
 3. Date of dispensing by the pharmacist;
 4. Full name and address of the patient;
 5. Full name and address of the prescriber;
 6. Directions for use;
 7. The name, strength, dosage form, and quantity of the drug prescribed;
 8. The quantity dispensed if different from the quantity prescribed;
 9. The pharmacist responsible for prescription information entered into the computer system, the pharmacist responsible for prospective drug utilization review as defined in Section 515 of **these rules this Part**, and the pharmacist responsible for dispensing;
 10. The total number of refills authorized by the prescriber; and
 11. The refill history of the prescription as defined in **Paragraph Subsection D** of this Section.
- D. The refill history of the prescription record maintained in the pharmacy information system shall include, but is not limited to:
1. The prescription number;
 2. The name and strength of the drug dispensed;
 3. The date of the refill or partial fill;
 4. The quantity dispensed;
 5. The pharmacist responsible for prospective drug utilization review as defined in Section 515 of **these rules this Part**, and the pharmacist responsible for dispensing each refill;
 6. The total number of refills or partial fills dispensed to date for that prescription order,

- 52 E. The hard copy documentation required pursuant to Paragraph (B)(1) of this Section shall be provided
53 by each individual pharmacist who makes use of such system by signing a statement attesting to the
54 fact that the prescription information entered into the computer is correct as displayed.
- 55 F. Backup Support System
- 56 1. The pharmacy information system shall be capable of being reconstructed in the event of an
57 electronic or computer malfunction or unforeseen accident resulting in the destruction of the
58 system or the information contained therein. To prevent the accidental loss of electronic records,
59 an adequate backup system shall be maintained. Backup support systems shall be updated at least
60 once daily.
- 61 2. In the event the pharmacy information system experiences down time, a record of all refills
62 dispensed during such time shall be recorded and then entered into the pharmacy information
63 system as soon as it is available for use. During the time the pharmacy information system is not
64 available, prescriptions may only be refilled if, in the professional judgment of the pharmacist, the
65 number of refills authorized by the prescriber has not been exceeded.
- 66 G. A pharmacy purging a pharmacy information system of prescription records shall develop a method of
67 recordkeeping capable of providing retrieval (via display, hard copy printout, or other mutually
68 agreeable transfer media) of prescription order information for all prescriptions filled or refilled within
69 the previous two years. This information shall include, at a minimum, the following data:
- 70 1. Pharmacy name and address;
- 71 2. Original prescription number;
- 72 3. Date of issuance of the original prescription order by the prescriber;
- 73 4. Date of original dispensing by the pharmacist;
- 74 5. Full name and address of the patient;
- 75 6. Full name and address of the prescriber;
- 76 7. Directions for use;
- 77 8. Name, strength, dosage form, and quantity of the drug prescribed;
- 78 9. Quantity dispensed if different from the quantity prescribed.
- 79 10. Total number of refills authorized by the prescriber;
- 80 11. Total number of refills dispensed to date for that prescription order;
- 81 12. Date of each refill;
- 82 13. Name or initials of each individual dispensing pharmacist.
- 83 H. A log shall be maintained of all changes made to a prescription record after the prescription has been
84 dispensed. Such log may be accessible to the pharmacist for review, but shall be protected from being
85 altered in any way. At a minimum, the log shall contain the following information:
- 86 1. Date and time of change;
- 87 2. Change(s) made;
- 88 3. Pharmacist making the change.
- 89 I. Prescriptions entered into a pharmacy information system but not dispensed shall meet all of the
90 following requirements:
- 91 1. The complete prescription information shall be entered in the computer system;
- 92 2. The information shall appear in the patient's profile; and
- 93 3. There is positive identification, in the pharmacy information system or on the hard copy
94 prescription, of the pharmacist who is responsible for entering the prescription information into
95 the system.
- 96 J. With respect to oral prescriptions received in the pharmacy and then transcribed to written form in the
97 pharmacy, or written prescriptions received by facsimile in the pharmacy, or written prescriptions
98 presented to the pharmacy, a pharmacy may use an electronic imaging system to preserve such
99 prescriptions, but only if:
- 100 1. The system is capable of capturing, storing, and reproducing the exact image of a prescription,
101 including the reverse side of the prescription form;
- 102 2. Any notes of clarification of and alterations to a prescription shall identify the author and shall be
103 directly associated with the electronic image of the prescription form;
- 104 3. The image of the prescription form and any associated notes of clarification to or alterations to a

- 105 prescription are retained for a period of not less than two years from the date the prescription is
106 last dispensed;
- 107 4. Policies and procedures for the use of an electronic imaging system are developed, implemented,
108 reviewed, and available for board inspection; and
- 109 5. The prescription is not for a controlled dangerous substance listed in Schedule II.
- 110 K. Filing and Retention of Prescription Forms
- 111 1. Written prescription forms (including transcriptions of verbal prescriptions received in the
112 pharmacy, prescriptions received by facsimile in the pharmacy, as well as written prescription
113 forms presented to the pharmacy) shall be assembled and stored in prescription number sequence.
114 Prescriptions for controlled substances listed in Schedule II shall be filed separately from all other
115 prescriptions. Where multiple medications are ordered on a single prescription form and includes
116 one or more controlled dangerous substances listed in Schedule II, then such forms shall be filed
117 with other Schedule II prescriptions. These original hard copy prescription forms shall be retained
118 in the prescription department for a minimum of two years following the most recent transaction.
- 119 2. For those pharmacies utilizing an electronic imaging system as described in Paragraph Subsection
120 J of this Section, written prescription forms may be assembled and stored in prescription number
121 sequence, or in the alternative, a date scanned sequence disposed of in a manner which protects the
122 confidentiality of protected health information. Further, these original hard copy prescriptions
123 shall be retained in the prescription department for a minimum of one year following the most
124 recent transaction.
- 125 3. Prescription forms received as an electronic image or electronic facsimile directly within the
126 pharmacy information system shall be retained within the information system for a minimum of
127 two years following the most recent transaction. Further, the pharmacy may produce a hard copy
128 of the prescription form but shall not be required to do so merely for recordkeeping purposes.
- 129 4. Electronic prescriptions – those generated electronically by the prescriber, transmitted
130 electronically to the pharmacy, and then received electronically directly into the pharmacy
131 information system – shall be retained within the information system for a minimum of two years
132 following the most recent transaction. The pharmacy may produce a hard copy of the prescription,
133 but shall not be required to do so for recordkeeping purposes.
- 134 L. Patient Profiles
- 135 All pharmacies shall maintain a patient profile system which shall provide for immediate retrieval of
136 information regarding those patients who have received prescriptions from that pharmacy.
- 137 1. The dispensing pharmacist shall be responsible for ensuring that a reasonable effort has been made
138 to obtain, document, and maintain at least the following records:
- 139 a. The patient's data record, which should consist of, but is not limited to, the following
140 information:
- 141 i. Full name of the patient for whom the drug is intended;
- 142 ii. Residential address and telephone number of the patient;
- 143 iii. Patient's date of birth;
- 144 iv. Patient's gender;
- 145 v. A list of current specific data consisting of at least the following:
- 146 (a) Known drug related allergies;
- 147 (b) Previous drug reactions;
- 148 (c) History of or active chronic conditions or disease states; and
- 149 (d) Other drugs and nutritional supplements, including nonprescription drugs used on a
150 routine basis, or devices.
- 151 vi. The pharmacist's comments relevant to the individual patient's drug therapy, including
152 any other necessary information unique specific patient or drug.
- 153 b. The patient's drug therapy record, which shall contain at least the following information for
154 all the prescriptions that were filled at the pharmacy:
- 155 i. Name and strength of the drug or device;
- 156 ii. Prescription number;
- 157 iii. Quantity dispensed;
- 158 iv. Date dispensed;

- 159 v. Name of the prescriber;
- 160 vi. Directions for use.
- 161 c. Any information that is given to the pharmacist by the patient or caregiver to complete the
- 162 patient data record shall be presumed to be accurate, unless there is reasonable cause to
- 163 believe the information is inaccurate.

164 M. Exceptions

165 The provisions of this Section shall not apply to the following:

- 166 1. Pharmacies permitted as hospital pharmacies by the board shall comply with the provisions of
- 167 Chapter 15 of ~~these rules~~ this Part.
- 168 2. Other pharmacies providing medications and services to patients within facilities other than
- 169 hospitals licensed by the department shall comply with the provisions of Section 1124 of ~~these~~
- 170 rules this Part for those activities.

171 AUTHORITY NOTE: Promulgated in accordance with R.S. 37:1182.

172 HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Board of Pharmacy, LR 23:1312
173 (October 1997), amended LR 29:2090 (October 2003), effective January 1, 2004, amended LR 36:755 (April 2010),
174 amended LR 40:2253 (November 2014), effective January 1, 2015, amended by the Department of Health, Board of
175 Pharmacy, LR
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