

Best Practice Documentation for Delivery of Prescription Drugs Without a Signature

During the Public Health Emergency related to the COVID-19 pandemic, deliveries (including mail, home delivery, curbside and in-store) of prescription medications may be made without a signature from the recipient. To address pharmacy concerns about subsequent audits of these deliveries, PCMA's Board of Directors approved and recommends the following industry best practices for documentation of deliveries.

So long as one of the following is included in the documentation, it should suffice for purposes of audit:

- A. The delivery date, time, and words "COVID delivery" in the signature line.
- B. The delivery date, time, and word "COVID" in the signature line.
- C. The delivery date, time, and word "COVID-19" in the signature line.

To document delivery, some PBMs may require only the date and time.

This assumes that the pharmacy's practice management system would retain a basic record of the prescription that included the prescription number, the drug dispensed, the patient's name, and the address at which the delivery was made. If the pharmacy uses a common courier, the pharmacy should be able to tie the prescription to the delivery information so the delivery can be evidenced.