

Memo

To: Directors, Managers, and Nurses

From: Chris Faa, Pharmacy Operations Manager

Date: June 8, 2026

Re: New Process for Resident's Own Medications Effective July 1, 2026

Dear Home Partners,

To enhance resident safety and ensure compliance with Residential Care Bylaws, a new process for resident's own medications will take effect on **July 1, 2026**.

Under the Residential Care Bylaws, when the pharmacy is unable to supply a prescribed over-the-counter product and a resident obtains the medication from another source, the medication must be reviewed, repackaged (if appropriate), and labeled by pharmacy.

Requirements for Resident's Own Medications

Resident's own medications must meet the following criteria:

- The product must be in its **original packaging, sealed, and not expired**.
- Cannabis products and government-supplied medications (e.g., renal and cancer medications) will **not** be repackaged by Medisystem.
- Resident's own prescription medications and over-the-counter products that Medisystem can supply will **not** be repackaged.

New Orders

- The home must confirm repackaging eligibility with the pharmacy before sending a product to pharmacy.
- Pharmacy will notify the nursing staff if unable to procure the medication.

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- The resident's label (including name and PHN or DOB) must be affixed to the product being sent to pharmacy.
- The medication must be sent to the pharmacy in a tamper proof bag (the same bag type pharmacy uses to ship controlled substances) and clearly labeled "**Resident's Own Meds**" on the front. Please request these bags on the re-order sheet when needed.

Refill Process

- The home must document on the reorder sheet when a refill supply of resident's own medication is being sent to pharmacy for repackaging. Documentation must include name of resident and product.
- The reorder sheet must be faxed to the pharmacy when the medication is sent.

Pharmacy Processing

Upon receipt, the pharmacy will:

- Identify and verify the medication.
- Repackage the medication into a monitored dosage system when appropriate. The complete supply will be repackaged. Solid, oral dosage forms will be repackaged into a multi dose blister card(s).
- Label the medication.
- Document the medication on the resident's Medication Administration Record (MAR/eMAR).
- Return the medication with the next scheduled delivery.

Turnaround Time

Please allow **up to 2 business days** for the medication to arrive at the pharmacy from the home and an additional **1 business day** for pharmacy processing, packaging, and return shipment.

To avoid interruptions in therapy, homes are encouraged to send resident's own medications to the pharmacy **at least one week before they are required whenever possible**.

We appreciate your cooperation in implementing this process. These changes will help ensure medication safety and support compliance with Residential Care regulations.

If you have any questions regarding this process, please contact me or your consultant pharmacist.

Sincerely,

Chris Faa

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