

# Safe Prescribing Guidelines for Emergency Departments and Urgent Care Centers

## Implementation Checklist

Each emergency department and urgent care center may take a slightly different approach towards implementation of the Safe Prescribing Guidelines. However, in general, implementation may involve the following core activities:

### Obtaining Buy-in and Formal Endorsement

While it may vary, the following are the key steps towards getting the guidelines adopted within a hospital environment:

- Departmental meeting(s) to review the Safe Prescribing Guidelines, obtain buy-in from frontline clinical staff, and address any potential clinical concerns
- Upon departmental endorsement, formal endorsement of the Safe Prescribing Guidelines by the medical staff (usually through the Medical Executive Committee)
- Upon endorsement by the MEC, formal approval by the hospital CEO or designee

Clinics, medical groups, and other types of organizations may have a similar, albeit less formal, process. Whichever process is used to endorse the guidelines, it is important to ensure the process promotes buy-in from clinical staff.

### Educating Patients at the Point of Care

We ask that every emergency department and urgent care center provide a copy of the guidelines to patients at discharge. This can be part of the general discharge instructions given to patients. You may also use the handout after doing a medical screening evaluation (MSE) on selected patients as needed. It is important that the guidelines be uniform and consistent across EDs and urgent care centers, but the format and medium in which the guidelines are distributed is up to the discretion of each facility. It is also important that the guidelines be widely disseminated to patients, but whether this includes all ED/urgent care patients or a subset of patients is also up to the discretion of each facility.

- Incorporate guidelines into your EMR to be included on discharge instructions
  - ❖ Electronic copies of the flyer can be downloaded from [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org)
- Have printed flyers available at the point of care to provide to patients upon discharge or after doing an MSE
  - ❖ Electronic copies of the flyer can be downloaded from [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org)
  - ❖ Follow these guidelines when printing handouts:
    - Final printed size of handouts is 5½" x 8½", with English on one side Spanish on the other
    - If you print on 8½" x 11", place two copies of the guidelines on each side and cut in half for two copies
    - Paper type should be 80# gloss coated book
- Educate physicians and clinical staff about how to appropriately distribute the Safe Prescribing Guidelines
  - ❖ Physicians and clinical staff can use the following script: "Here is a flyer/information about the rules that our emergency department follows about pain medicine."
  - ❖ Emergency Departments should not risk an EMTALA violation – only provide guidelines after an MSE is completed
    - All patients who present to the ED should have a medical screening examination to determine if an emergency medical condition exists, if one is found stabilizing treatment must be provided. Any information regarding an ED's policy about controlled substances, such as brochures should

only be given to the patient after the medical screening examination has been completed. Since posters, even if located in patient treatment rooms, may be seen prior to the MSE being completed, posters may risk EMTALA noncompliance. For more information about EMTALA concerns, visit: <http://californiaacep.org/wp-content/uploads/Safe-Prescribing-FAQ.pdf> .

- ❖ Share CalACEP's script on "How to Talk to Your Patients about Safe Prescribing" (available at [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org))

### **Engaging the Broader Medical Staff and Clinical Staff**

To ensure there is broad awareness of the guidelines among the physicians and clinical staff, each hospital and urgent care center is asked to engage in educational activities with physicians and clinical staff to help build awareness and knowledge of the guidelines beyond emergency departments and urgent care centers. Activities may include:

- Arrange presentations at medical staff meetings, grand rounds and departmental meetings
  - ❖ Presentations from November 2015 kickoff meeting can be downloaded from [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org)
  - ❖ If you would like to arrange for someone to make a presentation to your hospital or medical group, please call the ACCMA at 510-654-5383 or email [jgreaves@accma.org](mailto:jgreaves@accma.org).
- Publish an article and a copy of the guidelines in newsletters
  - ❖ Sample article and electronic copies of the guidelines can be downloaded from [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org)
- Promote greater awareness about best practices in pain management and opioid prescribing, including topics such as: managing chronic pain patients on extended release/long acting opioids; updated Medical Board of California guidelines for pain management; etc.
  - ❖ Clinical resources for physicians and clinicians can be accessed from [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org)
- Promote utilization of the CURES Prescription Drug Monitoring Program whenever prescribing opioids
  - ❖ NOTE: All California licensed physicians who prescribe controlled substances are required to enroll in CURES by July 1<sup>st</sup>, 2016
  - ❖ Instructions and information on registering for CURES can be accessed from [www.EastBaySafeRx.org](http://www.EastBaySafeRx.org)
  - ❖ Consider conducting a survey to track the number of physicians on your medical staff who are enrolled in CURES and the frequency of utilization when prescribing opioids.

### **Educating the Public**

To promote awareness of the guidelines community-wide, hospitals and urgent care centers are asked to utilize their patient communications channels to inform the public about the guidelines. Activities may include:

- Place an announcement in your patient newsletter announcing your participation in the East Bay Safe Prescribing Coalition and your endorsement of the guidelines
- Publish a press release announcing the guidelines
- Educate patients through other mediums as appropriate (hosting educational programs, publicizing the guidelines in public spaces outside of the ED, etc.)

### **Track Your Efforts**

Please use this checklist to keep help track of your efforts to implement the Safe Prescribing Guideline. The East Bay Safe Prescribing Coalition will be surveying participating emergency departments and urgent care centers periodically to gauge implementation activities and solicit feedback on how we can better support your efforts.