Key:

Patient involved in decision/action

**Technician Action**

**Pharmacist Action**

Patient presents new opioid Rx

**Technician** reviews patient profile in Connexus for “NALOXONE ELIGIBLE” or “NALOXONE COMPLETE”

If “NALOXONE ELIGIBLE” noted-**Tech** makes notation on teal card

If “NALOXONE COMPLETE” noted- **Tech** determines if 6 months or more since fill

If no notation is present- **Tech** reviews patient Rx record for 2 or more consecutive monthly opioid fills

**Pharmacist** completes opioid Rx fill placing teal card inside bag

**Tech** alerts pharmacist when patient presents at pickup

**Pharmacist** releases opioid Rx to patient. Counsel on naloxone use.

**Pharmacist** releases naloxone Rx to patient. Counsel on naloxone use.

Is patient physically present at drop-off?

**Pharmacist** uses N.C. Naloxone Prescription Issued per Standing Order to process claim for naloxone (try Narcan first, price permitting, then other products second)

**Pharmacist** documents “Naloxone refused-revisit in one month” in Connexus

Yes

No

Is Naloxone recommendation accepted by patient or representative?

**Pharmacist** meets patient at consultation window with teal card to discuss opioid risk and recommend naloxone

Yes

No

Fill Opioid Rx as usual

No

No

Yes

Yes

**Pharmacist** asks if new naloxone Rx needed

Yes

No