

# Supporting your pharmacy's compliance needs

The practice and quality standards for handling hazardous drugs in healthcare settings is complex and includes the receiving, storing, compounding and administration of hazardous drugs. Updates to the United States Pharmacopeia (USP) <800> standards become effective December 1, 2019.

To support your efforts to comply with these standards in your pharmacy, Cardinal Health is introducing enhancements to our packing and labeling protocols, as well as an expanded selection of personal protective equipment for your pharmacy's needs.

## Enhanced shipping, handling and distribution protocols

Cardinal Health ensures the highest quality of compliance and quality with our distribution processes, and will continue our special handling and shipping protocols for the National Institute for Occupational Safety and Health (NIOSH) Table 1 medications with the same attention to detail for safety and quality, using separate totes that are clearly labeled and items that are bagged separately.

Though the new USP <800> standards do not require additional shipping and handling procedures for pharmaceutical distributors, Cardinal Health is committed to taking additional measures when they better assist our clients with their safety and quality processes for receiving and stocking hazardous medications. Therefore, effective December 1, 2019, **all NIOSH Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form** will be bagged and placed in totes with identifying labels.

This proactive, value-added enhancement to our packing and labeling procedures for those NIOSH Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form goes the extra mile to help ensure that all of our clients' pharmacy employees are protected should there ever be an instance in which these items' packaging is damaged after it leaves our distribution centers. Initially, while pharmacies complete their risk assessments and planning processes for the new standards, we will provide this additional service for all clients so that you benefit from heightened levels of support that go beyond the requirements of the standards. In the next several months, we will reassess our packing and labeling procedures to ensure they continue to meet our clients' individual needs.

Included in this document is a list of items that will be included in these new procedures, as well as frequently asked questions. Orders containing NIOSH medications will be shipped as follows:

- **NIOSH Table 1 (chemotherapy items):** these items will continue to ship as they do today. No other items will comeingle with Table 1 items. *Note: if an item is shipped in a bag and needs to be returned, then it must also be returned in a bag.*
- **NIOSH Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form:** these items will be bagged and may be comeingled with non-NIOSH items. The labels will note the highest level of risk; for example, the label would note NIOSH 2 if both Tables 2 and 3 items are present within the tote.

- **NIOSH Tables 2 and 3 medications that are not in gel, powder, liquid, cream or ointment form** (e.g. oral solids): these items will continue to ship as they do today and will be labeled with the highest level of risk; for example, NIOSH 2 if both Tables 2 and 3 items are present.

For questions about shipping and handling of NIOSH medications, please contact your Cardinal Health sales representative. You may also call the Cardinal Health Customer Service Centers toll-free:

- Distribution Center customers: 1.800.926.3161
- Kinray Customer Service: 1.718.767.1234, press 5

### **Ensure your pharmacy has the right protective equipment, when you need it**

You now have access to an expanded catalog of personal protective equipment (PPE) items, such as gowns, gloves and masks, available for order for Pharmaceutical Distribution clients. Moreover, we will continue to add new PPE items to this catalog to meet all of your pharmacy's PPE needs. Ordering the equipment your pharmacy needs is simple and easy, and we've also included product literature and information to assist you with product selection. In addition, we have included links to additional resources designed to help make compliance uncomplicated.

- For questions about ordering products, and for suggestions on additional PPE that you would like to have available for ordering, contact your Cardinal Health sales representative.

### **Have other compliance questions? Additional educational resources**

Compliance with the new USP standards is a key initiative for pharmacies today. There are a number of Cardinal Health and industry resources to assist you:

#### Cardinal Health resources:

- Included in this document are Frequently Asked Questions
- *Compliance uncomplicated* resources ([webinar](#), articles and more) are available [here](#).
- *Essential Insights* article is available [here](#).
- Links to Order Express (login using your account credentials):
  - Retail Pharmacies link is [here](#).
  - Hospital Pharmacies link is [here](#).
- Link to Kinray Weblink [here](#) (login using your account credentials and navigate to Information Center).

#### Industry resources:

- Visit the NIOSH website for a list of hazardous medications via this [link](#).
- Visit the USP website and access its FAQs for USP <800>, "Hazardous Drugs—Handling in Healthcare Settings," via this [link](#).
- Additional industry resources for retail pharmacies:
  - [NCPA USP <800> risk assessment templates](#)
  - [USP <800>: Considerations for Community Pharmacy presentation](#)

## **Items included in the NIOSH Tables 2 and 3 new packing and labeling procedures include:**

*Effective December 1, 2019*

### **1) Powders:**

- a. Crystals (CY)
- b. Powder vials (PR)
- c. Powders for reconstitution (PT)
- d. Powders (PW)
- e. Sprinkle caps (SK)
- f. Powder Packets (PK)

### **2) Liquids:**

- a. Injectable ampules (AM)
- b. Injectable bottles (BT)
- c. Drops (DR)
- d. IV Piggyback (IP)
- e. Lotion (LT)
- f. Multidose vial (MD)
- g. Single dose vial (SD)
- h. Single dose preservative free vial (SF)
- i. Solution (SL)
- j. Sprays (SN/SX)
- k. Syrup (SR)
- l. Suspensions (SS)
- m. Syringes (SY)

### **3) Other non-oral solid dosage forms like gels, ointments and creams**

- a. Cream (CR)
- b. Gel (GL)
- c. Ointments (OI)
- d. Ointment Packets (PK)

## Frequently asked questions

Supporting your pharmacy's compliance needs with USP <800> standards

### Q. Why is Cardinal Health enhancing its shipping process for NIOSH products if USP <800> does not impact pharmaceutical wholesalers?

A. Though the new USP <800> standards do not require additional shipping and handling procedures for pharmaceutical distributors, Cardinal Health is committed to taking additional measures when they better assist our clients with their safety and quality processes for receiving and stocking hazardous medications.

### Q. How will I know that a tote contains NIOSH products?

A. All totes will be clearly labeled with the highest NIOSH hazard level indicated as described below:

- **Table 1 (chemotherapy items):** these items will continue to ship as they do today. No other items will comeingle with Table 1 items. *Note: if an item is shipped in a bag and needs to be returned, then it must also be returned in a bag.*
- **Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form:** these items will be bagged and may be comeingled with non-NIOSH items. The labels will note the highest level of risk; for example, the label would note NIOSH 2 if both tables 2 and 3 items are present within the tote.
- **Table 2 and 3 medications that are not in gel, powder, liquid, cream or ointment form** (e.g. oral solids): these items will continue to ship as they do today and will be labeled with the highest level of risk; for example, NIOSH 2 if both Tables 2 and 3 items are present.

### Q. Will NIOSH products be placed in totes with other products?

A. NIOSH Table 1 products will ship as they do today in separate totes. NIOSH Tables 2 and 3 products may be comeingled with non-NIOSH products.

### Q. Why are only NIOSH Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form being included in this enhanced shipping process? What about the other products on the NIOSH list?

A. We are taking additional packing and labeling measures for those NIOSH Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form to help ensure that all of our clients' pharmacy employees are protected should there ever be an instance in which these items' packaging is damaged after it leaves our distribution centers.

NIOSH Tables 2 and 3 medications that are not in gel, powder, liquid, cream or ointment form (e.g. oral solids) will continue to ship as they do today and will be labeled with the highest level of risk; for example, NIOSH 2 if both Tables 2 and 3 items are present.

**Q. Can I still order case quantities of NIOSH medications? Will I receive the case or individually bagged products?**

A. Yes, case quantities are still available. Cases of NIOSH Tables 2 and 3 products will be labeled with NIOSH2 or NIOSH3. NIOSH Table 1 cases will ship as they do today.

**Q. Can I still return NIOSH products?**

A. Yes. All NIOSH items in resaleable condition that meet Cardinal Health's returns policy(ies) are eligible for return. Note: any NIOSH Table 1 items that are shipped in a bag and need to be returned must also be returned in a bag.

**Q. If I receive a damaged NIOSH product how do I return it? What should I do with the tote?**

A. In the event of breakage or leaks, contact customer service to request a return and follow your internal process for the disposing and destruction of the affected product(s) and totes.

**Q. Are these changes applicable to all Cardinal Health Pharmaceutical Distribution and Kinray clients?**

A. The new packing and labeling procedures for NIOSH Tables 2 and 3 medications that are in gel, powder, liquid, cream or ointment form will go into effect on December 1, 2019 for all domestic U.S. Pharmaceutical Distribution clients. The new procedures will not apply to Specialty Pharmaceutical Distribution, ParMed and Puerto Rico clients.

**Q. Where can a pharmacy check its readiness to meet the USP <800> requirements?**

- A. There are a number of educational resources available:
- Visit the NIOSH website for a list of hazardous medications via this [link](#).
  - Visit the USP website and access its FAQs for USP <800>, "Hazardous Drugs—Handling in Healthcare Settings," via this [link](#).
  - Additional industry resources for retail pharmacies:
    - [NCPA USP <800> risk assessment templates](#)
    - [USP <800>: Considerations for Community Pharmacy presentation](#)