

**TITLE 20—DEPARTMENT OF COMMERCE  
AND INSURANCE  
Division 2220—State Board of Pharmacy  
Chapter 2—General Rules**

**PROPOSED AMENDMENT**

**20 CSR 2220-2.013 Prescription Delivery Requirements.** The board is amending the purpose, updating sections (1) - (3), adding a new section (5) and renumbering as necessary.

*PURPOSE: The rule is being amended to incorporate medication orders and add patient safety provisions for prescriptions/medication orders shipped via mail or commercial carrier.*

*PURPOSE: This rule establishes requirements for authorized prescription/medication order delivery sites.*

- (1) Every pharmacy delivering **[prescription drugs], mailing, or shipping a filled prescription or medication order** shall develop and implement written policies and procedures to ensure the safe and appropriate delivery, **mailing, and shipment** of **[prescription drugs] prescriptions/medication orders** within the temperature requirements recommended by the manufacturer or the *United States Pharmacopeia* (USP). Except as otherwise provided herein, prescriptions/**medication orders** filled by a Missouri licensed pharmacy may not be left at, accepted by, or delivered to a location, place of business or entity not licensed as a pharmacy.
- (2) At the request of the patient or the patient's authorized designee, licensees may deliver a filled prescription/**medication order** for an individual patient directly to the patient or the patient's authorized designee or to—
- (3) At the request of a customer, legally filled prescriptions/**medication orders** for veterinary use may be delivered, **mailed, or shipped** to a residence, business, or clinic designated by the customer.
- (5) **All pharmacies delivering prescriptions/medication orders by mail or common commercial carrier must comply with the following:**
  - (A) **A reasonable attempt must be made to notify the patient verbally, electronically, or by other written means that a prescription/medication order will be shipped or mailed to the patient or the patient's authorized delivery location prior to shipment/ mailing. Proof of patient notification, or documentation of the date and method of notification, must be maintained in the pharmacy's records and readily retrievable if requested by the board or the board's authorized designee. Notification is not required for radiopharmaceuticals mailed/shipped to a medical facility for administration to the patient by an authorized healthcare provider or medication mailed/shipped to a long-term care facility for subsequent delivery or administration to resident patients by authorized long-term care staff or personnel.**
  - (B) **Patients must be provided the following instructions/written notifications with each prescription/medication order mailing or shipment in a manner that is clear,**

conspicuous, and easily visible by the patient or the patient's authorized designee

1. Notification that the pharmacy is licensed and regulated by the Missouri Board of Pharmacy along with the board's current address, telephone number, and primary email address;

2. Instructions on how to detect if the integrity of a prescription or medication order has been compromised due to improper storage or temperature variations; and

3. Instructions and a mechanism for notifying the pharmacy verbally or electronically of any suspected or confirmed irregularity in the delivery of their medication, including, but not limited to:

a. Timeliness of delivery;

b. Integrity of the prescription/medication order on delivery; and

c. Failure to receive the proper prescription/medication order.

(C) In addition to the requirements of section (1), pharmacies must maintain current written policies and procedures that include policies/procedures for:

1. Mailing and shipping prescriptions/medication orders, including, but not limited to, notifying patients of shipments/deliveries as required in this rule and using/selecting proper packaging containers and materials to maintain physical integrity and stability of package contents per manufacturer product labeling or manufacturer specifications;

2. Handling reports or complaints that the integrity of a prescription/medication order was or may have been compromised or adulterated during mailing or shipment; and

3. Actions to be taken in the event of a suspected or confirmed temperature excursion, including, but not limited to, policies/procedures for notifying appropriate pharmacy staff. For purposes of the rule, a "temperature excursion," means any deviation from the manufacturer's temperature specifications or allowed excursion range, or, in the absence of manufacturer specifications, applicable USP temperature standards.

(D) For purposes of this rule, a common commercial carrier means any person or entity who undertakes directly or indirectly to transport property for compensation for or on behalf of the pharmacy, including prescription drugs or devices. A common commercial carrier does not include pharmacy staff or employees delivering prescriptions/medication orders as part of their pharmacy job responsibilities.

[(5)](6) Returns of medication delivered pursuant to this section shall be governed by, and handled in accordance with, Chapter 338, RSMo, and the rules of the board.

*AUTHORITY: sections 338.280, 338.095, 338.100, and 338.240, RSMo [2000] 2016, and section 338.140, RSMo Supp.[2011] 2023.\* Original rule filed May 14, 2012, effective Nov. 30, 2012. Amended: Filed June 11, 2024.*

*PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.*

*PRIVATE COST: This proposed rule will cost private entities approximately nine thousand fifty-one dollar and eighty cents (\$9,051.80) during the first year of implementation, as reflected in the attached Private Fiscal Note.*

*NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed rule with the Missouri Board of Pharmacy, PO Box 625, 3605 Missouri Boulevard, Jefferson City, MO 65102, by facsimile at (573) 526-3464, or via email at [pharmacy@pr.mo.gov](mailto:pharmacy@pr.mo.gov). To be considered, comments must be received within thirty (30) days after publication of this rule in the Missouri Register. No public hearing is scheduled.*



costs. No additional costs are estimated for pharmacies licensed after promulgation of the amendment given costs for policy/procedure development for newly licensed pharmacies were estimated in the initial promulgation of 20 CSR 2220-2.010.

5. Total estimated costs may vary with inflation and increase at the rate projected by the Legislative Oversight Committee.