

Each Nonresident Pharmacy shall develop and provide to the Board, with its application, a policy and procedures manual as defined in 16 NMAC 19.6.24.4.2. This manual will have the following policies:

- A.** Normal delivery protocols and times;
- B.** The procedures to be followed if the patient's medication is not available at the Nonresident Pharmacy, or if the delivery will be delayed beyond the normal delivery time;
- C.** The procedure to be followed upon receipt of a prescription for an acute illness, which policy shall include a procedure for delivery of the medication to the patient from the Nonresident Pharmacy at the earliest possible time (i.e. courier delivery), or an alternative that assures the patient the opportunity to obtain the medication at the earliest possible time;
- D.** The procedure to be followed when the Nonresident Pharmacy is advised that the patient's medication has not been received within the normal delivery time and that the patient requires interim dosage until mailed prescription drugs become available.

Incomplete applications will not be processed and will delay issuance of license. If you have any questions regarding the manual or application, contact our office.