

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11970583	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 08/25/2025
NAME OF PROVIDER OR SUPPLIER CERTUS PREMIER MEMORY CARE LIVING AT DR PH			STREET ADDRESS, CITY, STATE, ZIP CODE 7753 CONROY WIINDERMERE RD ORLANDO, FL 32835		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETE DATE
{A 000}	Initial Comments A revisit to a complaint investigation (2025006820) was conducted at Certus Premier Memory Care Living at Dr Phillips on . The facility had an uncorrected deficiency at the time of the visit.	{A 000}			
{A 056} SS=D	59A-36.008(7) FAC Medication - Labeling and Orders (7) MEDICATION LABELING AND ORDERS. (a) The facility may not store prescription drugs for self-administration, assistance with self-administration, or administration unless they are properly labeled and dispensed in accordance with Chapters 465 and 499, F.S., and Rule 64B16-28.108, F.A.C. If a customized patient medication package is prepared for a resident, and separated into individual medicinal drug containers, then the following information must be recorded on each individual container: 1. The resident's name; and, 2. The identification of each medicinal drug in the container. (b) Except with respect to the use of pill organizers as described in subsection (2), no individual other than a pharmacist may transfer medications from one storage container to another. (c) If the directions for use are "as needed" or "as directed," the health care provider must be contacted and requested to provide revised instructions. For an "as needed" prescription, the circumstances under which it would be appropriate for the resident to request the medication and any limitations must be specified; for example, "as needed for, , not to exceed 4 tablets per day." The revised instructions, including the date they were obtained from the health care provider and the signature of the staff	{A 056}			

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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{A 056}	Continued From page 1 who obtained them, must be noted in the medication record, or a revised label must be obtained from the pharmacist. (d) Any change in directions for use of a medication that the facility is administering or providing assistance with self-administration must be accompanied by a written, faxes, or electronic copy of a medication order issued and signed by the resident's health care provider. The new directions must promptly be recorded in the resident's medication observation record. The facility may then obtain a revised label from the pharmacist or place an "alert" label on the medication container that directs staff to examine the revised directions for use in the medication observation record. (e) A nurse may take a medication order by telephone. Such order must be promptly documented in the resident's medication observation record. The facility must obtain a written medication order from the health care provider within 10 working days. A faxed or electronic copy of a signed order is acceptable. (f) The facility must make every reasonable effort to ensure that prescriptions for residents who receive assistance with self-administration of medication or medication administration are filled or refilled in a timely manner. (g) Pursuant to Section 465.0276(5), F.S., and Rule 61N-1.006, F.A.C., sample or complimentary prescription drugs that are dispensed by a health care provider, must be kept in their original manufacturer's packaging, which must include the practitioner's name, the resident's name for whom they were dispensed, and the date they were dispensed. If the sample or complimentary prescription drugs are not dispensed in the manufacturer's labeled package, they must be kept in a container that bears a	{A 056}			

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{A 056}	Continued From page 2 label containing the following: 1. Practitioner's name, 2. Resident's name, 3. Date dispensed, 4. Name and strength of the drug, 5. Directions for use; and, 6. Expiration date. (h) Pursuant to Section 465.0276(2)(c), F.S., before dispensing any sample or complimentary prescription drug, the resident's health care provider must provide the resident with a written prescription, or a faxed or electronic copy of such order. This Statute or Rule is not met as evidenced by: DEFICIENCY REMAINED UNCORRECTED Based on observation, record review and interview, the facility failed to make every reasonable effort to ensure that prescriptions for 2 of 5 sampled residents (#7 & #8) who received assistance with self-administration of medications were refilled in a timely manner. Findings: Review of resident #7's record revealed a medical history of . An health assessment form (1823) indicated she needed assistance with self-administration of medications. A review of resident #7's medication administration record (MAR) revealed () had "11" charted, which meant "medication not available" on and . On at 11:57 AM the findings were discussed with the wellness director.	{A 056}		

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{A 056}	Continued From page 3 On at 12:05 PM review of the resident's medications in the cart revealed was not available. The wellness director was present and confirmed the findings. On at 12:13 PM the wellness director said resident #7 obtained the through a hospice provider, who was usually informed of the need for a refill during their weekly visit. There was no documentation to indicate hospice was notified prior to the medication running out. 2. Review of resident #8's record revealed a medical history of and unspecified . An 1823 revealed she needed assistance with self-administration of medications. A review of resident #8's MOR revealed (unspecified) had "11" charted, which meant "medication not available", on and for the bedtime dose. On at 11:57 AM the findings were discussed with the wellness director, who said the resident's family obtained the from a pharmacy then brought it in. On at 11:58 AM review of the resident's medications in the cart revealed was not available. The wellness director was present and confirmed the findings. On at 12:12 PM the wellness director said there was no documentation to indicate the resident's family was informed of the medication needing to be refilled prior to the medication running out. The expectation was staff should request refills in 5 days prior to the medication	{A 056}			

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{A 056}	Continued From page 4 running out. On at 11:55 AM the wellness director said there was no company medication refill policy. The facility just makes sure medications are refilled by the staff, some medications are on automatic cycle refill, and some medications need to be ordered by the staff. Class III	{A 056}			