

SPECIALTY PHARMACY
Welcome Packet



Table of Contents

Welcome.....3

Hours of Operation3

Urgent Questions/Concerns.....3

Medical Emergency.....3

Adverse Drug Reactions4

Drug Substitution.....4

Proper Disposal of Sharps4

Specialty Pharmacy Services.....5

Patient Management Program.....5

How to Fill a New Prescription.....6

Ordering Refills.....6

Medication Delivery and Pick-up.....6

If We Are Unable to Fill Your Prescription.....7

Financial Assistance and Benefit Investigation7

Satisfaction Surveys7

General Safety Information8

Disposing of Unused Medications.....8

Drug Recalls8

Emergency Disaster Information8

Medicine Concerns or Suspected Errors.....8

Handwashing.....9

Pharmacy Patient Rights and Responsibilities 11

Patient Diversity, Equity, and Inclusion (DEI)..... 13

Patient Survey..... 14

Welcome to
Kettering Health Specialty Pharmacy

Thank you for choosing Kettering Health Specialty Pharmacy. Our highest priority is your health. To ensure the best outcomes and medicine management, we’ve created a team of pharmacists, technicians, and counselors just for you.

We’re here to answer questions you may have about your medicine or health. Our pharmacists are active participants of your care team and work directly with your doctor to provide the best care possible.

The information in this booklet explains our services. Please contact us if you have questions.

Hours of Operation

Monday–Friday, 9 a.m.–5 p.m.

*Closed on weekends and major holidays

For refill requests, questions, comments, or concerns, please contact us at

Phone: (937) 281-3883

Toll Free Phone: 855-500-2873

Fax: (937) 281-3879

Urgent Questions/Concerns

If you have an urgent question or concern, please call the pharmacy at **(937) 281-3883** during regular hours of operation. For urgent questions that need to be addressed before the next business day, please call **(937) 281-3883** and follow the prompts to reach the on-call pharmacist.

Medical Emergency

In the case of a medical emergency, please call 911 or your local emergency department.

Kettering Health Specialty Pharmacy does not replace your local emergency services or Poison Control.

Adverse Drug Reactions

An adverse reaction is defined as “any unfavorable or unintended sign, symptom, or disease temporarily associated with the use of a drug.”

- Our pharmacists check your medications for interactions and provide counseling to help prevent and treat side effects.
- If you’re experiencing adverse effects from any medication, please contact your doctor or our pharmacy as soon as possible.
- In a medical emergency, please dial 911.

Drug Substitution

It may be necessary for our pharmacy to substitute generic drugs for brand-name drugs on occasion. This could occur due to your insurance company preferring the generic form or to reduce your co-pay. If a substitution is needed, we will consult your prescriber as necessary, and a team member will contact you prior to shipping the medication to inform you of the substitution.

Proper Disposal of Sharps

- Place all needles, syringes, and other sharp objects into a sharps container. This can be provided by the pharmacy if you are prescribed injectable medication(s).
- Once the container is full, seal the container and properly dispose of it by following your county or city regulations.
- Please do not send used sharps containers back to the pharmacy.

Specialty Pharmacy Services

Patient Management Program

At Kettering Health Specialty Pharmacy, we monitor your medicines through our Patient Management Program. These services include helping you know:

- How and when to take your medicine
- How to manage potential side effects
- Where to find ongoing support

There is no additional cost to you for this service. Your participation is voluntary. If you do not wish to participate in our patient management program, you may contact the pharmacy team by calling (937) 281-3883 to opt out.

Helpful Resources:

<https://www.cancer.org>
<https://www.livestrong.org/we-can-help>
<https://themmr.org/multiple-myeloma/what-is-multiple-myeloma>
<https://www.hiv.gov>

Benefits of the program

- Information about safe and effective use and handling of your medicine to maximize therapeutic outcomes
- Assistance in how to take your medicines to limit the risk for adverse events
- Advice to help prevent and manage side effects
- Refill reminder calls to ensure you always have enough medicine on hand and improve your compliance to treatment
- A team of dedicated staff available to answer questions and help improve your quality of life

Limitations of the program

To make sure you get the most from our services, we depend on staying in touch and having updated information.

Our ability to help may be limited if:

- We’re unable to reach you after several attempts
- We don’t have your current health or insurance information
- Medications aren’t taken as prescribed or scheduled

How to Fill a New Prescription

Kettering Health Specialty Pharmacy will work with your prescriber when you need a new prescription. Usually, your prescriber will electronically send your prescription to Kettering Health Specialty Pharmacy. However, you may also call us and request we contact your prescriber to obtain a new specialty prescription. We can also transfer your prescription from another pharmacy to fill with us.

If our pharmacy can no longer service your prescription, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer in care when necessary.

Ordering Refills

To contact us for a refill, you can call and speak to a pharmacy team member. You can also enter the prescription number on the automated refill line at **(937) 281-3883**. To check the status of your order, discuss an order delay, or reschedule your delivery, just call the pharmacy. Refills can also be requested through our pharmacy website: ketteringhealth.org/specialtypharmacy

Medicine Delivery and Pick-up

Kettering Health Specialty Pharmacy staff will coordinate delivery to your home or alternative location at no cost.

Please note: we require a signature for all medicine deliveries.

Completed prescriptions can also be picked up from the pharmacy during normal business hours.



If We Are Unable to Fill Your Prescription

Some medicines may not be available at our pharmacy and some insurance plans may have requirements on where a medicine must be filled. If Kettering Health Specialty Pharmacy cannot fill a prescription, we will transfer the prescription to another pharmacy of your choice.

Financial Assistance and Benefit Investigation

Kettering Health Specialty Pharmacy has a team of medicine assistance counselors (MAC) who help with insurance prior authorization and co-pay assistance. Our MACs pursue assistance programs including manufacturer programs, foundation support, grants, and co-payment cards (varies by insurance).

Before your care begins, a pharmacy staff member will inform you of your out-of-pocket costs such as deductibles, co-pays, and coinsurance. We will notify you if we are an out-of-network pharmacy and will provide you with the cash price of the medicine upon request.

Satisfaction Surveys

A patient survey is available on our website and also at the end of this booklet. We would appreciate hearing any comments or suggestions on the services we offer.
ketteringhealth.org/specialtypharmacy



General Safety Information

Disposing of Unused Medicines

Visit [safe.pharmacy](#) and click "Drug Disposal" to find a drop-off location near you or visit the FDA's "Where and How to Dispose of Unused Medicines" website at [fda.gov/consumers](#)

If you have excess medicine you no longer need, you may be able to donate it to the Kettering Health Specialty Pharmacy Drug Repository Program.

Contact the Specialty Pharmacy to inquire.

Drug Recalls

If your drug is recalled, the Specialty Pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.

Emergency Disaster Information

If a natural disaster occurs, pharmacy personnel will be available 24 hours a day, 7 days a week to provide support for your medicine needs. During non-business hours, if you have an urgent need, please call **(937) 281-3883** and follow the prompts to reach the on-call pharmacist.

Certain types of disasters (environmental, emergency, or inclement weather) may cause delays in your Kettering Health Specialty Pharmacy services. We have an emergency plan to continue your care if our staff cannot maintain our regularly scheduled visits and deliveries.

In the unlikely event that your medicine is not available from Kettering Health Specialty Pharmacy, it may be necessary for us to transfer your prescription to another pharmacy, in which case we will notify you.

Call 911 or go to the nearest emergency room if you cannot reach the pharmacy and may run out of your medicine.

Medicine Concerns or Suspected Errors

If you have issues with your medicine, the pharmacy services, or any other issue related to your visit, please contact us and speak to a pharmacy team member.

Patients and caregivers have the right to voice complaints and suggestions to the pharmacy. You can do so by calling the pharmacy at **(937) 281-3883** or contacting Kettering Health Patient Relations.

Kettering Health Specialty Pharmacy follows national standards and is accredited by the Utilization Review Accreditation Commission (URAC) and Accreditation Commission for Health Care, Inc. (ACHC).

If you have any concerns about the service you receive from Kettering Health Specialty Pharmacy, you can contact ACHC at 1-855-937-2242 or URAC at (202) 216-9010.



Handwashing

Handwashing is important to protecting yourself and your family from getting sick.

Washing your hands keeps you healthy and prevents the spread of infections from one person to the next.

Germs can spread from other people or surfaces when you

- Touch your eyes, nose, and mouth with unwashed hands.
- Prepare or eat food and drinks with unwashed hands.
- Touch a contaminated surface or objects.
- Blow your nose, cough, or sneeze into hands and then touch common objects or other people's hands.

Key times to wash your hands

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to spread germs:

- Before, during, and after preparing food
- Before and after eating food
- Before and after caring for someone who is vomiting or has diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How you should wash your hands:

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and then apply soap.
2. Lather your hands by rubbing them with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song twice.
4. Rinse your hands well under clean running water.
5. Dry your hands using a clean towel or air dry them.

Source: CDC Handwashing in Community Settings
For more information on handwashing, visit CDC’s handwashing website or call 1-800-CDC-INFO.

As a patient, you have many rights and responsibilities. If you have any questions about these rights and responsibilities, please call Kettering Health Specialty Pharmacy at **(937) 281-3883**.

If you are unable to ask about your rights, your guardian or other legally responsible person may do so on your behalf.

Pharmacy Patient Rights and Responsibilities

We support your right to

- Select those who provide you with pharmacy services and choose a healthcare provider, including choosing an attending physician, if applicable, and to speak to a health professional.
- Be informed, in advance both verbally and in writing, of care being provided, of the charges, including payment for care/ services expected from third parties and any charges for which the patient will be responsible.
- Receive the appropriate care or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual orientation, or physical or mental handicap in accordance with physician orders, if applicable.
- Be treated with friendliness, courtesy and respect by each and every individual representing our pharmacy, who provided treatment or services for you and be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source and misappropriation of client/patient property.
- Receive information about the scope of services that the organization will provide and specific limitations of those services.
- Assist in the development, preparation, and periodic revision of your plan of care that is designed to best satisfy your current needs.
- Express concerns, grievances, or recommend modifications to your pharmacy in regard to services or care, without fear of discrimination or reprisal.
- Maintain confidentiality and privacy of all information contained in the client/ patient record and of Protected Health Information (PHI); PHI will only be shared with the Patient Management Program in accordance with state and federal law.
- Identify the program’s staff members, including their job title, and speak with a staff member’s supervisor if requested.
- Receive information about the patient management program.
- Decline participation, or disenroll at any point in time.
- Be fully informed in advance about care/service to be provided in the Patient Management Program, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.

- Be informed of client/patient rights under state law to formulate an Advance Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Be able to identify visiting personnel members through proper identification.
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal and request an appeal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated and request an appeal.
- Be advised on Kettering Health Specialty Pharmacy policies and procedures regarding the disclosure of clinical records.
- Be informed of any financial benefits when referred to Kettering Health Specialty Pharmacy.
- Provide payment at the time of service.
- Submit any Patient Management Program forms that are necessary to participate in the program to the extent required by law.
- Participate in the development and updating of a plan of care.
- Communicate whether you clearly comprehend the course of treatment and plan of care.
- Comply with the plan of care and clinical instructions.
- Maintain any equipment provided.
- Accept responsibility for your actions, refusing treatment, or not complying with the prescribed treatment and services.
- Respect the rights of Kettering Health Specialty Pharmacy employees.
- Notify the Kettering Health Specialty Pharmacy employees via telephone when medicine supply is running low so refill maybe shipped to you promptly.
- Give accurate clinical and contact information and notify Kettering Health Specialty Pharmacy employees to update the Patient Management Program of changes in this information.
- Notify your treating provider of your participation in the Patient Management Program.
- Notify the organization of any concerns about the care or services provided.

Patients have the responsibility to:

- Provide accurate and complete information regarding your past and present medical history, insurance information, and contact information and notify the specialty pharmacy team with any changes, including delivery address and payment information.

For additional rights and responsibilities, visit ketteringhealth.org/services/pharmacy/

Patient Diversity, Equity, and Inclusion (DEI)

Kettering Health Specialty Pharmacy ensures that all patients have equitable access to quality care, regardless of their background or characteristics. We recognize and respect diversity among patients, addressing any barriers that may limit access to care, and creating an inclusive environment where all patients feel welcomed and valued.

Key aspects of patient DEI in healthcare include:

Access to Care: Ensuring that all patients, regardless of their socioeconomic status, race, ethnicity, or other characteristics, have access to quality healthcare.

Cultural Competence: Understanding and respecting the beliefs, values, and cultural practices of diverse patient populations.

Language Access: Providing language access services, such as interpreters and translated materials, to ensure that all patients can communicate effectively with their healthcare providers.

Health Disparities: Addressing and reducing health disparities among different patient populations, including those based on race, ethnicity, and socioeconomic status.

Inclusive Environment: Creating a welcoming and inclusive healthcare environment that respects and values the diversity of all patients.

Kettering Health Specialty Pharmacy is committed to prioritizing patient DEI in healthcare, to improve patient outcomes, reduce healthcare disparities, and promote a more equitable and inclusive healthcare system.

Kettering Health Specialty Pharmacy Patient Survey

We invite you to take a few moments and give us your feedback about the Kettering Health Specialty Pharmacy. We appreciate your business and look forward to hearing from you.

1. I am pleased with the helpfulness of the person who answered the phone or greeted me at the door.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
2. The pharmacist is easy to contact when I have a question or concern.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
3. The pharmacist met my needs when answering questions about my drug therapy.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
4. I am pleased with the friendliness of the pharmacy staff.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
5. My billing and cost questions were handled well.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
6. The Kettering Health Specialty Pharmacy makes filling my prescription(s) easy and convenient.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
7. I am pleased with the timeliness of the deliveries of my medication(s).

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
8. The Kettering Health Specialty Pharmacy met my expectations in resolving specific issues and concerns.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
9. I would recommend the Kettering Health Specialty Pharmacy to others.

☐ Agree ☐ Strongly agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
10. Our goal is to please our patients. How can we improve? Please use the space below to share your questions, comments, or concerns. If you would like a call, please include your name and the best telephone number to reach you.
- Please return completed survey to: Kettering Health Specialty Pharmacy**
3700 Southern Blvd., Suite 105
Kettering, OH 45429
- Tear at perforation
- The logo for KetteringHEALTH, featuring the word "Kettering" in a dark blue sans-serif font, followed by "HEALTH" in a lighter blue sans-serif font. To the right of the text is a stylized blue icon consisting of two overlapping shapes that resemble a heart or a pair of hands.
- 14

