



Specialty Pharmacy Welcome Packet

Welcome to CHAS Health Specialty Pharmacy!

At CHAS Health, our motto is “Everyone Welcome.” We work every day to make sure each patient gets the best care.

Thank you for choosing us as your specialty pharmacy provider. Our pharmacy team is excited to work with you, your healthcare team, and your insurance company to make sure all your needs are met.

As a specialty pharmacy patient, you will have one-on-one contact with our pharmacists. Our program is made just for you to help make sure you are comfortable taking your medication.

Our services are here to help you get the most benefit from your medications including:

- Training, Education and Counseling
- Full Medication Review
- Plan of Care
- Copay, Patient Assistance, and other Financial Assistance Programs
- Free Medication Delivery
- Refill Reminders
- 24/7 Access to Clinically Trained Staff

We look forward to giving you the best service possible. We know you have many choices. Thank you for choosing CHAS Health Specialty Pharmacy.

Sincerely,

The CHAS Health Specialty Pharmacy Team



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CONTACT INFORMATION

Hours of Operation:

- Monday – Friday, 7:30am to 6pm
- Saturday and Sunday, closed
- CHAS Health Specialty Pharmacy will be closed on the following holidays:
 - New Year's Day
 - Martin Luther King Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving
 - Day After Thanksgiving
 - Christmas Day

Contact Information:

- Local: (509) 503-1444
- Fax: (509) 434-1995
- Email: SpecialtyPharmacy@chas.org

24/7 Support:

- Clinically trained staff are available 24 hours a day, 7 days a week including holidays and weekends.
- Our after-hours clinicians can help you with urgent clinical questions.

Call 509-503-1444 and you will be transferred to our after-hours team

When to Contact Us:

- You have questions or have any changes to your medications
- You think you are having a reaction or allergy to your medications
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- To check the status of your order, discuss an order delay, or reschedule your delivery
- To receive claims related information



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IMPORTANT INFORMATION

Patient Management Program

- Specialty pharmacy patients are enrolled in our patient management program. Our team will provide you with ongoing clinical evaluation, health monitoring, educational needs, and management of your medication use. This program is free, and your participation is your choice. If you want to opt out of the program, please call and talk to a specialty pharmacy team member.
- The patient management program can help with managing side effects, remembering to take your medications, and better your health if you follow your treatment plan.
- Limitations of the program can be self-reporting, and participation.

Financial Information

- Before your care begins, a staff member will tell you about any out-of-pocket costs like deductibles, copays and coinsurance.
- We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will tell you so that we can work together to fix any issues.
- We will tell you if we are an out-of-network pharmacy and will give you our cash price for the medication.
- Our team can help with paying for your medication. This includes discount coupons and help from foundations. We will help you sign up with these programs, if available.
- The mission of CHAS Health is to provide quality care regardless of your ability to pay. CHAS Health offers a sliding fee discount program to patients that can reduce the cost of your care. If your household income qualifies you may receive reduced fees based on your application and proof of income. Household size is the number of people inside or outside of the household, including the applicant, who are at least 50% dependent upon the family income being reported on the application

Filling a Prescription

- Your doctor can send us your prescription electronically, verbally or through the mail.
- You will be contacted by a team member 5-7 days before your refill date, unless you are set up for our automatic mailing or our MedSync Program. If you would like to contact us for a refill, you can call us and speak to a pharmacy team member to submit your request.

Prescription Transfers

- If our pharmacy can no longer provide your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
- Please call us if you would like to receive your medications from another pharmacy. We will assist you in transferring your prescription to the pharmacy of your choice.
- For your convenience, CHAS Health can fill all of your monthly medications and assist with transferring them from another pharmacy. Please call if you would like your other maintenance medications transferred from another pharmacy to CHAS Health to have everything easily in one place.



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Drug Substitution

- Our pharmacy works to find the most cost-efficient option for you. From time to time it may be necessary to fill a brand name drug with a generic drug. This could be because of insurance carrier preference or to reduce your copay. If a medication is used to fill your prescription, a member of the specialty pharmacy staff will contact you before shipping the medication to let you know. When we can, our pharmacy will fill generic to save you money. We will use a brand name medication at you or your provider's request.
- Required Notice: Under Washington law, a less expensive interchangeable biological product or equivalent drug may in some cases be substituted for the drug prescribed by your doctor. Such substitution, however, may only be made with the consent of your doctor. Please consult your pharmacist or physician for more information.

Proper Disposal of Sharps

- For needles, syringes and lancets: place into puncture-resistant containers (coffee cans, liquid detergent, or bleach bottles – no milk jugs or soda bottles) with a label that says the container holds sharps.
- Once secure into the container, it can be disposed of for no charge at any Household Hazardous Waste locations:
 - Waste to Energy Facility at 2900 S Geiger Blvd, 7 days a week from 7:30am to 5pm
 - Valley Transfer Station at 3941 N. Sullivan Road, weekends only from 8:30am to 4pm
 - North County Transfer Station at 22123 Elk-Chattaroy Road, weekends only from 8:30am to 4pm

Proper Disposal of Unused Medications

- Medications should never be flushed down toilets or drains.
- The best way to dispose of medications is through a local medication take back program. Visit www.TakeBackYourMeds.org to find one.
- To throw away your unused medications in Spokane County:
 - Remove medications and personal information from the container
 - For pills, add liquid to dissolve the contents or mix with coffee grounds.
 - For liquids, mix them with something inedible like cat litter, dirt, or cayenne pepper.
 - Place in another container that can be sealed with packing tape.
 - Hide container in trash bin until your regular collection day.

Drug Recalls

- If your medication is recalled, the specialty pharmacy will contact you with instructions from the FDA or drug manufacturer.
- We will contact you by phone and certified letter on how to return or dispose of the medication.
- We will also work with your provider's team to get you an alternative or replacement prescription.



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Accessing Medications During an Emergency or Disaster

- In the event of an emergency or disaster in your area, please contact our pharmacy to let us know how to deliver your medication at 509-503-1444
- If the pharmacy is impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medications to ensure your care is not interrupted.

Medication Issues and Concerns

- Please contact the pharmacy as soon as possible to report medication issues such as side effects to your medication or if you think there was an error.
- We want you to be completely satisfied with the care we provide. If you or your caregiver have concerns, please contact us by phone, email or in writing. If you want to have further review of a concern, you may contact:
 - URAC
 - Website: www.urac.org/complaint/
 - Email Address: grievances@urac.org
 - ACHC
 - Website: achc.org/contact/complaint-policy-process
 - Telephone: (855) 937-2242 or 919-785-1214 (request Complaints Dept.)
 - Washington State Board of Pharmacy
 - Website: www.doh.wa.gov/LicensesPermitsandCertificates/FileComplaintAboutProviderorFacility/HealthProfessionsComplaintProcess#heading25825
 - Idaho Board of Pharmacy
 - Website: <https://bop.idaho.gov/file-a-complaint/>



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PATIENT RIGHTS AND RESPONSIBILITIES

As our patient, you have the **RIGHT** to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, in advance both orally and in writing, of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI).
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Have personal health information shared with the external organizations only in accordance with state and federal law.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time.

Every patient has the right to receive high quality healthcare in an environment that is respectful, welcoming, and comfortable. Patients are encouraged to provide feedback about their experience, including suggestions for improvement.



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As our patient, you have the RESPONSIBILITY to:

- Give accurate clinical/medical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the services provided by the pharmacy, such as the patient management program.
- Submit forms that are necessary to receive services.
- Maintain any equipment provided.
- Notify the organization of any concerns about the care or services provided.



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Additional information about your medication, condition/diagnosis, as well as community and financial resources can be found on the following websites:

Allergy and Immunology	https://www.aaaaifoundation.org
Crohn's Disease	http://www.ccfa.org/science-and-professionals/programs-materials/patient-brochures http://www.crohnonline.com http://www.crohnsforum.com
Cystic Fibrosis	https://www.cff.org/
Growth Hormone Deficiency	http://www.hgfound.org
Hepatitis	http://www.liverfoundation.org http://www.hepatitis-central.com http://www.hepb.org/resources/printable_information.htm
HIV	https://www.hiv.gov https://www.cdc.gov/hiv/basics/livingwithhiv/resources
IBD	https://www.crohnscolitisfoundation.org
Infertility	https://resolve.org
Lipid Disorders	https://www.lipid.org/foundations
Multiple Myeloma	https://themmr.org/multiple-myeloma/what-is-multiple-myeloma
Multiple Sclerosis	http://www.mymsaa.org http://www.msfocus.org http://www.nationalmssociety.org
Neuro Oncology	https://www.soc-neuro-onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx
Oncology/Hematology	https://www.cancer.org https://www.livestrong.org/we-can-help
Psoriasis	http://www.psoriasis.org
Pulmonary Hypertension	https://phassociation.org/patients/aboutph
Rheumatoid Arthritis	https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis http://www.rheumatoidarthritis.com http://www.arthritis.org
Solid Organ Transplant	https://transplantliving.org
Stem Cell Transplant	https://www.asbmt.org/patient-education/external-resources



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EMERGENCY/DISASTER PREPAREDNESS PLAN

CHAS Health Specialty Pharmacy has a comprehensive emergency preparedness plan to help provide continued treatment during an emergency or disaster such as severe storms, tornadoes, earthquakes, fire, or flooding. Our goal is to keep meeting your prescription needs, even in an emergency. When there is a threat of disaster, we will make sure you have enough medication to get you through the emergency.

- The pharmacy will call you 3-5 days before a possible local weather emergency using weather updates as a guide.
 - If you are not in the pharmacy local area but live in a location that will experience a weather disaster, you are responsible for calling the pharmacy 3-5 days before to discuss your medication needs.
- The pharmacy will send your medication by courier or USPS next day delivery during any weather emergencies.
- If the pharmacy cannot get your medication to you before a weather emergency, the pharmacy will transfer your medication to a local specialty pharmacy, so you do not go without medication.
- If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on getting your medication or visit your local hospital immediately.

Call 911 or go to the nearest emergency room if you are unable to reach the pharmacy and may run out of your medication.



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INFECTION CONTROL

According to the Centers for Disease Control (CDC), the most important step to prevent the spread of germs and infections is hand washing. You can help yourself and your loved ones stay healthy by washing your hands often, especially when you are likely to get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before** and **after** caring for someone at home who is sick with vomiting or diarrhea
- **Before** and **after** treating a cut or wound
- **After** using the toilet
- **After** changing diapers or cleaning up a child who has used 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

Follow these five steps every time you wash your hands:

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together 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 from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

How to use hand sanitizer:

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.