

Mill Run Community Pharmacy Patient Welcome Packet

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General Information

Mill Run Community Pharmacy provides specialty medication and services to patients in the state of Pennsylvania.

Our team:

- Works with your doctor and insurance to get your medication covered
- Finds financial assistance to reduce your copay amount, if available
- Teaches you how to take your medication and address any concerns
- Coordinates timely pick-up or delivery of your medication

Contact Information

Location: 404 North Street Meadville, PA 16335

Phone: 814-337-6600

Email: MillRunPharmacy-Mail@mmchs.org - Please do not send medical information through email.

Website: <https://www.mmchs.org/pharmacy/>

Hours of Operation

Hours:

- Monday – Friday: 8:00 – 8:00pm
- Saturday 8:00 am– 3:00 pm
- Closed: Sunday, major holidays, modified hours may exist on Good Friday and Christmas Eve

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters by calling 814-547-6321.

Filling a Prescription

Your provider will send the prescription to Mill Run Community Pharmacy. We will process the prescription and enroll you in our patient management program service, which includes education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluation and support. The patient management program is provided to you at no additional cost and your participation is completely voluntary. If you do not wish to participate in the patient management program, please call us at 814-337-6600.

If you would like to use another specialty pharmacy, please call us and we will help transfer of your prescription.

Refilling a Prescription

You may order refills by:

1. Visiting the pharmacy at **404 North Street Meadville, PA 16335**
2. Calling **814-337-6600**. Please allow two (2) business days for processing.
3. Request a refill through the RX Local App

If you have lost your medication or supplies, or if you need your prescription(s) in advance of travel, please call Mill Run Community Pharmacy. Our staff will work with you and your insurance company to get your medications covered and prevent a lapse in therapy.

Services Offered

Insurance, Billing and Financial Assistance

Our team works with your insurance company to help get your specialty medication covered. You may have to pay a copay each time you fill your prescription. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high after your insurance pays a majority of the cost. Our team will help find financial assistance programs to help lower the cost. We may ask you to fill out a patient medication assistance program authorization form to provide these services.

Some medications need paperwork to be completed for the insurance to cover the cost called a prior authorization. Our team has the expertise to process this paperwork, which may take a few business days to complete. We will keep you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage, we can help your doctor file an appeal.

If your insurance plan considers Mill Run Community Pharmacy an "out of network" pharmacy, we will inform you of the cost to fill your medication with us. Our staff will transfer your prescription to an "in network" pharmacy if there is a cost savings to you.

Payments

You must pay your balance prior to your next refill. We accept credit/debit cards, cash, personal checks, money orders and most flexible spending accounts.

If you get a check from your insurance company, send it to our pharmacy with the Explanation of Benefits (also known as the EOB). If you have any questions regarding this, please call us.

If you need a payment plan for the money you owe, please let us know.

Pharmacist Assistance

Our trained pharmacists will answer your questions about your therapy and care plan. They have direct access to your doctors, nurses, and other providers, and will reach out to them if needed.

Pharmacists will:

- Teach you how to take your medication correctly and consistently and share why it is important.
- Ensure that you know how to use injectable medications.
- Help you understand and manage side effects and drug interactions.
- Discuss any problems you may have, such as difficulties taking your medication or cost concerns.
- Work with your health care team to ensure your therapy is safe, effective, and appropriate.

Please call and speak to our pharmacists if you have any questions about your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs relating to your medication. After normal business hours, if you must leave a message, a pharmacist will promptly return your call within 60 minutes. In case of an emergency, **call 911**.

Our patient management program will help you get the most out of your specialty medication.

Benefits of being in our program include:

- Improved knowledge of medication uses and administration
- Improved medication adherence by creating a plan to help patients not miss doses
- Improved ability to manage potential or difficult side effects

- Greater self-management of medications and medical condition
- Improved coordination of healthcare services through the collaboration of your pharmacist and doctor

While our team can help you get the most out of your therapy, only your doctor can diagnose your condition and prescribe medication. You should keep your appointments with your doctor and take your medication as prescribed to avoid complications and get the best results from your therapy. It is also important that you share correct and up to date information about other medications you are taking, allergies, and any changes to your health with our team.

Prescription Delivery

You can pick up your medication(s) from Mill Run Community Pharmacy or have them delivered to you, free of charge. Our team will schedule delivery of your specialty medication(s) to your home or an approved alternate location when needed. Mill Run Community Pharmacy offers free hand delivery of your medications if you or a representative is home and able to sign for your medication delivery or we can ship directly to your home. We also can work with your local specialty provider to have your prescription delivered to your doctor if your doctor prefers to help you get started on your specialty medication.

We are not able to ship to a P.O. Box. We prefer signature upon receipt; however, if you cannot accept the package, the carrier can leave it at your home or another approved location. We will also include any necessary supplies, such as needles, syringes, sharps containers and alcohol swabs, at no cost to you. If your medication(s) require special handling or refrigeration, we will package them appropriately.

We will make every effort to deliver your medication and supplies early if a weather warning is in place. We will attempt to call our patients, in order of disaster priority, with any special instructions. Please make sure we have your current phone number and a secondary contact number on file to ensure we can reach you in case of an emergency or a delivery delay so there is no lapse in therapy.

Refill Reminders

A team member will call you one (1) week before your medication is due for refill

- To check your progress,
- To determine the delivery of your next refill, and
- To verify your therapy and get a new prescription if you do not have any refills left

Interpreter Services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. There are special services available if you are visually impaired as well.

Medications not available at Pharmacy

Mill Run Community Pharmacy has access to most specialty medicines, but if our specialty pharmacy is unable to provide your medication, our team will work with both you and another pharmacy to ensure that you receive your medicine. Let us know if you want to get your medication from another pharmacy and we will transfer your prescription.

Frequently Asked Questions

What is a specialty pharmacy?

A specialty pharmacy provides complex and costly medications, usually requiring special storage and handling that may not be available at your local pharmacy. The medications are injected, taken by mouth, or infused. Sometimes, these medications have side effects that require monitoring by a trained pharmacist. Mill Run Community Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

Will my insurance company let Mill Run Community Pharmacy dispense my medication?

Mill Run Community Pharmacy can dispense for most insurance companies. Sometimes your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.

Will you ever substitute my medication with another?

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution is required, we will contact you prior to shipping the medication to inform you.

When should I contact Mill Run Community Pharmacy?

You should call us if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns regarding how you take your medication.
- You need to reschedule or check the status of your delivery.
- You need to start or stop a medication or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like more information about your plan for therapy.
- If you need to report a suspected medication issue or if you believe an error in shipping or dispensing has occurred.
- If you notice your medication has been recalled by the FDA.

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including education materials and consumer advocacy support.

Is it important to take all my medication?

Yes. Follow your doctor's instructions for how to take your medication and the length of time you should take it. We know some medications may have unpleasant side effects or be difficult to administer. Our pharmacists are available to offer advice on dealing with these issues and can help you to contact your doctor.

What do I do if I have an adverse reaction to the medication?

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Make sure to tell us and your doctor who prescribed the medication about it.

Can I return my medication?

Once your medication leaves the pharmacy it cannot be returned to the pharmacy. If you suspect your medication is defective or recalled, please call us and we will assist you.

How do I dispose of unused medications?

Contact us or go to the below FDA websites for information:

- www.fda.gov/forconsumers/consumerupdates/ucm101653.htm
- <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

Patient Information

Community Resources and Support

We will ensure that you have access to and information from community resources to help you optimize your medication therapy and better manage your disease state. Visit our website at <insert website> for more information.

Drug Recalls

Mill Run Community Pharmacy follows the drug recall guidelines by the FDA, the drug manufacturers, and/or state and federal regulatory agencies. We will contact you and your provider if a drug recall affects you.

Accessing Medications in Event of Emergency or Disaster

We make every effort to deliver your medications and supplies early if there is a weather event. If we are unable to deliver your medications or supplies, we transfer your prescription to another pharmacy. If there is a disaster in your area, call 814-337-6600 to tell us where to deliver your medication. Be sure to let us know when you return to your home. Make sure your contact information on file is up to date to avoid delay or disruption in your therapy.

Patient Safety

Adverse drug reactions

Call 911 for emergencies. Contact us or your doctor for non-urgent drug reactions.

Hand-washing instructions

Wash your hands for 30 seconds with soap and warm water before and after you handle any medication. If water is not available, use hand sanitizer.

1. Collect the supplies:
 - Soap
 - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands together for at least 30 seconds, including in between your fingers.

5. Rinse your hands with warm water.
6. Dry your hands with a paper towel or clean cloth towel.
7. Turn off your faucet with the towel.

Sharps and sharps disposal

After using your injectable medication, place all needles, syringes and lancets and other sharp objects into a sharps container. You can also use a durable plastic or metal container with a screw-on top or secure lid. Do not throw sharps in the trash unless they are in a sharps container. Do not flush them down the toilet. Once the container is three-quarters full, use heavy-duty tape and tape the top to the container before throwing the container away. Do not use clear plastic or glass containers.

Check with your local waste collection service or public health department on how to throw away sharps containers in your area. You can also visit SafeNeedleDisposal.org.

Needle-stick safety

- Never put the cap back on the needles.
- Throw away needles right after using them into a sharps disposal container.
- Report all needle sticks or sharps-related injuries promptly to your physician.

Patient Information on Emergency Preparedness

Falling

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs.
3. Use a non-slip mat or place adhesive strip in your tub or shower.
4. Tuck away telephone, computer, and electrical cords out of walkways.
5. All stairs and steps need handrails.
6. Have all walkways well lighted and use night lights as needed.

Poisoning

1. Keep all dangerous items and medications out of the reach of children.
2. For emergencies, call Poison Control at 800-222-1222.

Fire and burn prevention

1. Have smoke detectors in the home and replace the batteries at least once a year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there is a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120 degrees Fahrenheit.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

Fire

1. Rescue anyone from immediate danger.
2. If you are safe, alert the fire department. Otherwise evacuate the area.
3. Turn off oxygen (if applicable) and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small area, otherwise evacuate the building and notify the fire department once you are safe.
5. If you must relocate, please let us know of your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

Natural disasters (flood, earthquake, or tornado)

1. Store extra food, bottled water, and supplies.
2. Have a battery-operated radio, flashlights, and extra batteries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Always wear shoes.
5. Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
 - a. Extra blankets, sleeping bags or warm winter coats, gloves, and hats.
 - b. A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
6. Evacuate the area if necessary.
7. Notify us of address changes during evacuation.

Power outage

1. Notify your gas and electric companies if there is a loss of power or any special medical needs.
2. Have a battery-operated radio and extra batteries.
3. Use flashlights instead of candles for safety.

Concerns and Complaints

You have a right to voice concerns and recommend changes in care or services without fear. Contact us by:

- Meadville Medical Center Guest Services
- Phone: 814-333-5580
- In Person: 751 Liberty Street, Meadville PA 16335

We review and investigate all complaints and concerns within five (5) business days of receipt. We will notify you, either by phone or in writing, of our resolution.

If Mill Run Community Pharmacy cannot resolve your concern, you may contact:

- State Board of Pharmacy 1-833-DOS-BPOA
- State Health and Human Services 1-800-537-8862 option 1
- Medicare beneficiaries may also submit complaints regarding concerns of quality of care, coverage decisions and premature discharge by calling 1-800-MEDICARE.
- Accreditation Commission for Healthcare (ACHC) 139 Weston Oaks Ct., Cary, NC 27513
customerservice@achc.org Toll-free: (855) 937-2242

Rights and Responsibilities

As a patient of this pharmacy, or as a family member or guardian of a patient at this pharmacy, we want you to know the rights you have under federal and Pennsylvania state law. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

COMMUNICATION

You have the right to:

- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time
- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Speak to a health professional.
- 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
- Be fully informed of one's responsibilities

INFORMED DECISIONS

You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed in advance about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. When it is not medically advisable to give such information to you, it will be given on your behalf to your next of kin or other appropriate person.
- Participate in the revision of the care options as they change.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Be informed, in advance of care/service being provided and their financial responsibility as well as any limitations on those services.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.

- Expect the pharmacy to get your permission before taking photos, recording, or filming you if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Identify the program's staff members, including their job titles, and to speak with a staff member's supervisor if requested.
- Be informed of any financial benefits when referred to an organization

ADVANCE DIRECTIVES

You have the right to:

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care.
- You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as, deciding against, withholding, or withdrawing life-sustaining care.

CARE PLANNING

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive
- Receive instructions on follow-up care and participate in decisions about your plan of care
- Receive a prompt and safe transfer to the care of others when not able to meet your request or need for care or services. You have the right to know why a transfer to another health care facility might be required as well as learning about other options for care. The health care facility or pharmacy cannot transfer you unless that health care facility or pharmacy has agreed to accept you.

CARE DELIVERY

You have the right to:

- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
- Receive care in a safe setting free from any form of abuse, harassment, discrimination, and/or neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Choose a healthcare provider, including an attending physician, if applicable
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Receive assistance in obtaining a consultation by another health care provider at your request and expense.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical or behavioral health care.
- Receive efficient and quality health care with high professional standards that are continually maintained and reviewed.

- Expect good management techniques to be implemented within this pharmacy considering effective use of your time and to avoid your personal discomfort.

PRIVACY AND CONFIDENTIALITY

You have the right to:

- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- Limit who knows about you being in the health care facility or pharmacy
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Review and request copies of your medical record unless restricted for medical or legal reasons.

Patients have the responsibility to:

PROVIDE INFORMATION:

- Give accurate medical and contact information and to notify the patient management program of changes in this information.
- Notify the treating provider of participation in the services provided by the organization, including participation in the patient management program.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for Health Care, and any organ/tissue donation permissions to the health care professionals taking care of you.
- Submit forms that are necessary to receive services.
- Maintain any equipment provided.
- Notify the organization of any concerns about the care or services provided.

RESPECT AND CONSIDERATION:

As a patient, family member or guardian, we ask that you:

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the pharmacy and health care facilities' no smoking policy.
- Refrain from conducting any illegal activity on pharmacy and health care facility property. If such activity occurs, it may be reported to the police.

SAFETY:

As a patient, family member, or guardian, we ask that you:

- Promote your own safety by becoming an active, involved, and informed member of the health care team.
- Ask questions if you are concerned about your health or safety.
- Be informed about which medications you are taking and why you are taking them.
- Ask staff to identify themselves.

REFUSING CARE:

As a patient:

- You are responsible for your actions if you refuse care or do not follow care instructions.

CHARGES:

As a patient:

- You are responsible for paying for the health care that you received as promptly as possible.

COOPERATION:

As a patient:

- You are expected to follow the care plans suggested by the health care professionals caring for you. You should work with your health care professionals to develop a plan that you will be able to follow.