

Regional Health

Home+

Specialty Pharmacy

New Patient Information



ACCREDITED

Specialty Pharmacy
Expires 04/01/2022

Thank you for selecting Regional Health Home+ Specialty Pharmacy

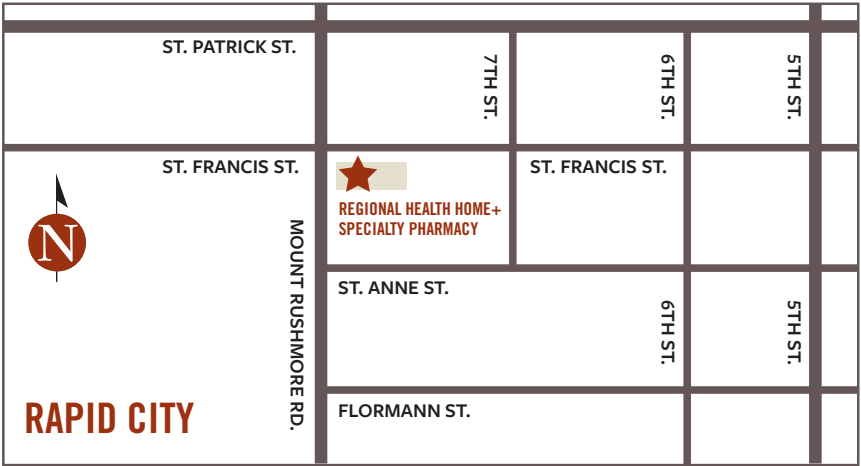
We are looking forward to providing you with the specialty medicine(s) ordered by your doctor.

Specialty medicines usually need special handling to be managed and monitored beyond what a retail pharmacy can provide. Our highly-trained staff will work closely with you, your doctor and your insurance company to make sure your needs are met. It is important to us that you get personalized care, clinical expertise, quality products and the best customer service.

Please take a few moments to review the important information in this booklet that explains our services and may answer some questions you may have about your therapy. If you have any questions or need more information, please call us toll free at 855-215-5296. We value your trust in our Pharmacy and look forward to serving you.

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HOW TO CONTACT US:

2006 Mount Rushmore Rd., Suite 2
 605-755-3065
Toll Free: 855-215-5296
Fax: 605-755-3066
Email: RCRHspecialtypharmacy@regionalhealth.org

HOURS OF OPERATION:

Monday through Friday
 from 8:30 a.m. to 5 p.m.
 We are closed on holidays
 and weekends.

About Regional Health

Home+ Specialty Pharmacy

Clinical expertise

Our pharmacists and staff will work closely with other members of your care team to make sure you get the most out of your prescribed therapy. We will watch for drug interactions, help manage side effects, provide counseling and answer any questions you may have.

Reimbursement assistance

We will review your insurance to pre-authorize as needed and make sure you get the most out of your insurance benefits. Our friendly staff will also research and help you enroll in manufacturer co-payment and discount programs for which you may be eligible.

Financial assistance

Our staff will work with foundations and available drug manufacturer programs to help lessen the financial burden for all eligible patients.

Education

We will make sure that you have the information and tools necessary to get the most from your prescribed therapy. Regional Health Home+ Specialty Pharmacy's website (regionalhealth.org/specialtypharmacy) offers links for up-to-date information on your condition, your medication, and available disease support groups. If you do not have access to the internet, please ask one of our pharmacy employees for assistance.

Hours of operation

Business hours are Monday-Friday, 8:30 a.m.-5 p.m., except for holidays. Toll free phone: 855-215-5296. An on-call pharmacist is available 24 hours a day, 7 days a week for any urgent needs. Call the number above and follow the prompts.

Orders and refills

It is important to us that you get your medicines in a timely manner. Staff from the Pharmacy will call you when you are down to about a 7-day supply of medicine to schedule delivery, check supply needs and answer any questions you may have. Referrals or hard copy prescriptions are accepted.

Deliveries/pick-up

Your medicines will ship to you free of charge via UPS or FedEx. Refrigerated medicines ordered by 3:30 p.m. (MST) are shipped overnight with scheduled next-day deliveries from Tuesday through Friday. Non-refrigerated medicines are shipped via ground delivery (next-day service to most of our coverage area). Local pick-up is also available at our Pharmacy, Regional Health Rapid City Hospital, and Regional Health Medical Clinic - North 10th Street in Spearfish. We are currently licensed and able to ship medications to the following states: SD, ND, WY, CO, MT, NE and AZ.

FREQUENTLY ASKED QUESTIONS

Q: What are the benefits of using specialty pharmacy?

A: Regional Health Home+ Specialty Pharmacy is local and gives expert care that is unmatched in our region. You'll get the benefits of our clinical expertise, refill reminder calls and the medicine supplies that you need (e.g., sharps containers) at no extra cost to you. Staff will work with you, your doctor, and your insurance to get your costs as low as possible. We have free overnight shipping of your medicine or you can pick it up in person at our Pharmacy at 2006 Mount Rushmore Road, Suite 2 in Rapid City. Other pick-up locations include the pharmacy at the Regional Health Cancer Care Institute and Home+ retail pharmacies at Rapid City Hospital or in Spearfish at 1420 North 10th Street.

Q: Will there be a copayment for my medicine?

A: The copay amount is decided by your insurance plan.

Q: Can I get financial assistance to pay for my specialty medicine?

A: Financial assistance programs may be available through the drug manufacturer or foundations related to your condition. Our staff will work to help find patient assistance programs that may be available to you.

Q: Does Regional Health Home+ Specialty Pharmacy fill just specialty medications, or can I have other medications filled here as well?

A: Regional Health Home+ Specialty Pharmacy fills mainly specialty medications, but we are able to also fill other medications that may be a part of your therapy. If you would like more information about which medications can be filled here, please call Regional Health Home+ Specialty Pharmacy at 855-215-5296 and ask to speak to a pharmacist.

Q: How do I know that I am getting the best form of treatment at the best cost?

A: Regional Health Home+ Specialty Pharmacy clinicians work to provide you with the most cost effective and therapeutically appropriate treatment available. This means that with all new prescriptions and refills, our pharmacists will explore available options such as generic medications and therapeutic substitutions. We will work with you and your provider to offer you the best option at the best cost.

Q: How long does it take to get my medicine?

A: Once your prescription for a specialty medicine has been approved by your insurance, we will deliver your medicine, free of charge, within 24-48 hours. Because you must sign when we deliver the medicines, we will call you before the medicine is shipped to schedule a time that works for you. You may pick up your medicine in person at our location. Other pick-up locations include the pharmacy at the Regional Health Cancer Care Institute and Home+ retail pharmacies at Rapid City Hospital or in Spearfish at 1420 North 10th Street.

Q: How should I store my medicine?

A: As soon as you get your medicine, please check the condition and quantities. If you have any questions, please call the Pharmacy. Items marked “refrigerate” must be kept cold in a clean refrigerator. Other items should be stored away from direct sunlight or moisture. Keep all medicines out of the reach of children.

Q: Can I return any unused medicine?

A: It’s important that you follow your doctor’s directions for taking your medicine. If you have any side effects that keep you from taking your medicine, please let our staff or your doctor know. If your prescription is for an injectable medicine, you will be given a sharps container at no extra cost to collect your used needles. Due to state and federal laws, our pharmacy cannot accept returns of unused medicine. Laws about safe disposal of medicines and used needles vary by state, and sometimes by county. On the next page you’ll find resources to help you understand the laws for your area and instructions on how you can properly dispose of your medicine or used needles.

Q: What do I do if I have a reaction to my medicine?

A: If you feel that the reaction is emergent or life-threatening, dial 911 and seek medical attention immediately. Otherwise contact your prescribing physician or Regional Health Home+ Specialty Pharmacy as soon as possible for further instruction.



MEDICINE AND SHARPS DISPOSAL RESOURCES

For Medicine Disposal

Visit awarerx.org and click on Drug Disposal Sites to find a drop-off location near you. You can also call your local waste department. Your local trash company may also be able to assist.

For Used Needle Disposal

Visit safeneedledisposal.org and click on your state for disposal locations. You can also call your county's health department for disposal tips.



INFECTION PREVENTION



Wash your hands often.

Wash your hands well after using the bathroom, before meals and handling food, and after touching items you use often, such as shopping carts or door handles. Keep alcohol-based hand sanitizer close to you.

Cover your mouth.

If you need to cough or sneeze, use a tissue or the bend of your elbow. Wash your hands as soon as possible.

Keep your skin healthy.

Prevent infection from bacteria by using lotion on your skin to avoid cracking. Cover cuts and scratches with a clean bandage.

Avoid those who are sick.

If your medicine raises your chance of infections, avoid big crowds and others who are sick. Ask your doctor or a pharmacist about whether your medicine increases your risk of infection. Contact your doctor right away if your temperature is greater than 100.50F (380C).

FALL PREVENTION



Some medicines can increase your chances of falling. With your health care provider's help, use these tips to reduce your risk of falling:

Medicines

Some prescribed and over-the-counter medicines can cause side effects such as dizziness and drowsiness, which can cause falling. Also, as you age, your body may respond to medicines in a different way than before. Bring your medicines to each appointment to discuss any possible side effects that could cause falls.

Check ears and eyes

Visit a doctor each year to check your eyes, and every other year to check your hearing. A problem with your inner ear may increase your chance of falling.

Eat well

Eating regular, healthy meals and drinking plenty of water can prevent dizziness and falls. Taking supplements can strengthen bones, but ask your health care provider first.

Stay active

Exercise can improve balance, flexibility, strength and endurance, which all help in preventing falls. Talk to your doctor to set up an exercise program that's right for you.

MORE INFORMATION



- **Emergencies:** call your local emergency medical services (EMS) or 911.
- **Environmental disaster, emergency, or inclement weather** such as snow, ice or flood: we have an emergency preparedness plan to ensure you are still cared for and medicine is delivered on time.
- **Confidentiality** of your health care information is very important to us. Our staff will keep your records and information confidential according to all state and federal rules and regulations. Your information will only be given to those that have a legal right to your information or others that you designate in writing.
- **Treatment success** is important to us. If you are not able to follow directions and/or comply with your therapy this could limit your success in our Therapy Management Program. Please contact us if you have any concerns.
- **Your satisfaction** is very important to us. Please ask questions if something is unclear about our service or your treatment. You may get a satisfaction survey. Please complete and return this survey to us along with any comments or suggestions. If a concern is not resolved to your satisfaction, please contact the Pharmacy and ask for the Lead Clinical Pharmacist.

PATIENT RIGHTS

As a patient of Regional Health Home+ Specialty Pharmacy, you have the right:

- To be treated with dignity, compassion and respect.
- To get correct and professional pharmacy services without discrimination against race, creed, color, national origin, religion, gender, sexual preference, physical or mental handicap, or age.
- To get care that takes into account the social, spiritual, and cultural matters which have an effect on your feelings about illness.
- To be assisted and have language barriers considered, to make sure you are understood, and that you understand the services you are getting, i.e., non-English speaking clients have the right to an interpreter or interpreter service and deaf, blind or illiterate clients have the right to materials and interpretation for effective communication.
- To ask for the identity and job title of any pharmacy staff member, and to speak with a supervisor of the staff member if requested.
- To call Regional Health Home+ Specialty Pharmacy at 605-755-3065 to voice grievances or file a complaint without fear of discrimination or reprisal. If at any time you would like to speak with a representative from Regional Health's Customer Service/Patient Relations regarding your concern, please notify a Patient Relations representative as soon as possible by calling 605-755-8734.
- To have all personal health information, communications and records about your care treated as confidential while following state and federal law.
- To ask for and get complete and current information about your care and be told of any changes in your care, to include services being stopped before the change is made.
- To ask for and get information about the current diagnosis, treatment, risks and foreseen outcomes in order to give informed consent or refusal before the start of any treatment.
- To speak with a health professional at any time about any questions or concerns about your medicine.
- To review the records about your medical care and to have the information explained or interpreted as needed, except when restricted by law. You have the right to access your information within a reasonable time frame. You have the right to ask for amendments or corrections to your medical record.
- To be told within a reasonable amount of time of possible termination of service or plans for transfer to another pharmacy.
- To accept or refuse any treatment or services, revoke consent or withdraw at any time, and to be told of the consequences of refusing treatment.
- The right to know about Regional Health Home+ Specialty Pharmacy Therapy Management Program's characteristics and philosophy, including the right to receive information about the Therapy Management Program.
- The right to receive administrative information regarding changes in or termination of the Therapy Management Program.
- The right to decline participation, revoke consent or opt out of the Therapy Management Program at any point in time.

PATIENT RESPONSIBILITIES

As a patient of Regional Health Home+ Specialty Pharmacy, you have the responsibility:

- To provide, to the best of your ability, correct and complete information about symptoms, past illnesses, hospitalizations, medicines, allergies and other matters related to your health and to notify our Pharmacy of any changes in this information.
- To participate in decisions regarding your care.
- To ask for more information and ask questions when you do not understand your care or what you are expected to do.
- To tell our pharmacy of any schedule changes that may need to be made before a scheduled delivery.
- To tell our pharmacy about any problems, concerns, or if you are not happy with your service.
- To submit any forms that are needed to participate with our pharmacy and/or Therapy Management Program, to the extent required by law.
- To tell your treating provider of your participation with our pharmacy and/or Therapy Management Program, if applicable.

NOTES:

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2006 Mount Rushmore Rd., Suite 2
Rapid City, SD 57701

605-755-3065

Toll Free: 855-215-5296

Fax: 605-755-3066

Email: RCRHspecialtypharmacy@regionalhealth.org

regionalhealth.org/specialtypharmacy