BayCare Specialty Pharmacy Information



BayCare HomeCare

Dear Patient,

Welcome to the BayCare Specialty Pharmacy. Our team will work with you and your providers to help you be successful with your therapy. This booklet reviews many of the services we offer, including:

- **Personalized care:** You have access to a team of specially trained pharmacists, pharmacy technicians and nurses.
- **Insurance and financial support:** We work with your insurance company to get your medication(s) approved and we research assistance programs that may lower your out-of-pocket costs.
- **Free delivery that's safe and on time:** The pharmacy schedules and delivers all your medications.
- **Support seven days a week, 24 hours a day:** BayCare HomeCare pharmacists and nurses are available to answer questions 24/7, including holidays and weekends.
- **Refill reminders:** The pharmacy will contact you to schedule your next refill and see how you're doing with your therapy.



Our goal is to meet your needs so that you're completely satisfied. You may be asked to fill out a patient satisfaction survey. This booklet has a link to the survey, or it may be sent to you by phone, mail, text or email. We value and appreciate your feedback.

Sincerely,

BayCare Specialty Pharmacy

Pharmacy Information

Located in Largo, Florida, BayCare Specialty Pharmacy is a closed-door pharmacy, which means we deliver to you. We serve patients in Tampa Bay and surrounding areas and are licensed to dispense and deliver medications in Florida.

Monday-Friday, 8am-5pm
Closed Saturday and Sunday

Toll-free number: (833) 562-6814
Phone: (727) 395-2051 (including after-hours calls)
Fax: (727) 333-6385
BayCare.org/Services/HomeCare

The pharmacy will be closed on these holidays:

- New Year's Day
- Memorial Day
- July 4
- Labor Day
- Thanksgiving Day
- Christmas Day



Contact BayCare Specialty Pharmacy when:

- You have questions or concerns about your medication
- You have a reaction or allergy to your medication
- There's a change in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment method has changed
- You want to check the status of your order, discuss an order delay or reschedule your delivery
- You need to receive prescription-related information

Patient Management Program

Our Patient Management program helps you get the best results from your medication. This patient-focused approach is under the direction of a pharmacist and a trained team. All patients are automatically enrolled in this program. Before you begin the Patient Management program, a pharmacy team member will talk to you about your out-of-pocket costs, such as deductibles, copays and coinsurance. If you want to leave the program at any time, let us know. You can still receive refill reminder calls

If you have any questions about your medication, diagnosis or plan of care, call (727) 395-2051 to speak to a pharmacist or nurse. You can talk with a pharmacist who will:

- Teach you how to take your medication
- Teach you about side effects
- Check for any interactions
- Check for drug allergies

Program benefits include:

- Better understanding of medications and medical conditions
- Improved medication usage by creating a plan specific to you
- Advice on side effects

You'll have limitations on your program benefits:

- If you aren't returning our calls
- When you don't call us with health updates
- If you're not taking your medication on time or as instructed

The pharmacy team works with your health insurance company:

- If your claim is denied, we'll let you know so that we can work together to fix the issue.
- Before your care begins, a pharmacy team member will inform you of your out-of-pocket costs, such as deductibles, copays and coinsurance.
- We'll provide the cash price of your medication upon request.
- Our team has access to financial aid programs and will help you enroll:
  - Discount coupons for your medication, when available
  - Help from various disease management foundations, when available

Filling a Prescription

- Your provider will email or fax your prescriptions to us.
- We'll call you before your fill date.

Getting Your Prescriptions Delivered

- Your medication will be delivered for free to a place of your choice.
- The medication will only be released to you or someone you've authorized to receive it.
- Open your order as soon as you get it and store your medication properly.
- To report missing or damaged contents, call us at (727) 395-2051 within one business day.

Getting Your Prescriptions Refilled

- You can call us to request a refill.
- A pharmacy team member will contact you before your refill due date to:
  - Set up refills
  - Discuss any side effects from the medication or changes in your medical condition
  - Collect any copayments
  - Set up a pick-up or delivery date and confirm a delivery address, if needed
- If we can't reach you, we'll attempt to leave you a message and you'll be responsible for calling us back.
- We won't process or ship any refills without checking with you first.

Prescription Transfers

If we can't supply your medication, your prescription will be transferred to another pharmacy. If you need to transfer your prescriptions to another pharmacy, call us.

Drug Substitutions/Equivalents

We use generic medications when possible, to save you money. If generic medications are used instead of a brand-name medication, we'll contact you so that you're aware. In some cases, brand-name medications may be used by request.

Unused Medications

- It's important to throw away any unused medications properly. Don't flush medications down the toilet or put down a sink drain.
- For instructions on how to properly throw away unused medications, check with your local waste collection service or these websites:
  - FDA: FDA.gov/Consumers/Consumer-Updates/Where-And-How-Dispose-Unused-Medicines
  - Prescription drop box: RXDrugDropBox.org

Drug Recalls

- If your medication is recalled, we'll contact you with instructions.
- If a different medication is needed, we'll work together with your provider.

Sharps

- Place all needles, syringes and other sharp objects into the sharps container.
- Once the container is full, seal the container and throw it away properly by following your county or city policy. (See "Unused Medications.")
- Don't send a used sharps containers back to the BayCare Specialty Pharmacy.

Accessing Medications During an Emergency or Disaster

If there's an emergency or disaster in your area, contact us to talk about how to deliver your medication. If the pharmacy is affected by an emergency or disaster, someone will reach out to discuss transferring your medication.

Adverse Reactions

- An adverse reaction is a sign or symptom caused by using the medication.
- If it's a medical emergency, call 911.
- If you think you're having an adverse reaction, call the pharmacy and your physician.

Medication Issues and Concerns

- Our pharmacists review all prescriptions for safety and accuracy.
- If you notice any errors (wrong drug, wrong dose, wrong frequency), contact us and we'll correct the mistake.
- If you or your caregiver have concerns, contact us.

If you want to report concerns to the Florida Board of Pharmacy:

- FloridasPharmacy.gov
- (850) 488-0595

To contact the Utilization Review Accreditation Commission (URAC):

- URAC.org/Contact/File-A-Grievance
- grievances@urac.org

To file a grievance with the Accreditation Commission for Health Care (ACHC):

- (855) 937-2242
- Contact Us - ACHC

Patient Satisfaction Survey

Your satisfaction is important to us. Please complete the survey to share your experiences. You can complete the survey annually if you'd like.

To complete the survey, scan this code:

Or

Use this link: https://forms.office.com/r/d2KKS9CSjK

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 team 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, team members or care/service without restraint, interference, coercion, discrimination or reprisal
- Have grievances/complaints investigated regarding treatment or care that is, or fails to be, furnished, or lack of respect of property
- 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 health care 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 Patient Management program only in accordance with state and federal law
- Obtain the team member's name and job title, and to speak with a supervisor, if requested.
- Speak to a health professional
- Receive information about the Patient Management program
- Decline participation or disenroll at any point in time

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

Additional information regarding your medication(s), condition/diagnosis and community and financial resources can be found on these websites.

Allergy and Immunology	AAAAIFoundation.org
Crohn's Disease	CCFA.org/Science-And-Professionals/Programs-Materials/Patient-Brochures CrohnsOnline.com CrohnsForum.com
Cystic Fibrosis	CFF.org
Growth Hormone Deficiency	HGFound.org
Hemophilia	Hemophilia.org WFH.org/En/Home
Hepatitis	LiverFoundation.org Hepatitis-Central.com HepB.org/Resources/Printable_Information.htm
HIV	HIV.gov CDC.gov/HIV/Basics/LivingWithHIV/Resources
IBD	CrohnsColitisFoundation.org
Infertility	Resolve.org
Lipid Disorders	Lipid.org/Foundations

Multiple Myeloma	TheMMRF.org/Multiple-Myeloma/What-Is-Multiple-Myeloma
Multiple Sclerosis	MyMSAA.org MSFocus.org NationalMSSociety.org
Neuro-Oncology	Soc-Neuro-Onc.org/SNO/Resources/Patient_Resources/SNO/Resources/Patient_Resources.aspx
Oncology/Hematology	Cancer.org LiveStrong.org/We-Can-Help
Psoriasis	Psoriasis.org
Pulmonary Hypertension	PHAssociation.org/Patients/AboutPH
Rheumatoid Arthritis	Rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis RheumatoidArthritis.com Arthritis.org
Solid Organ Transplant	TransplantLiving.org
Stem Cell Transplant	ASBMT.org/Patient-Education/External-Resources



Financial Assistance Programs

- PAN Foundation: PANFoundation.org
- HealthWell Foundation: HealthWellFoundation.org
- Patient Services, Inc.: PatientServicesInc.org
- Patient Advocate Foundation Co-Pay Relief: Copays.org
- Partnership for Prescription Assistance: PPARX.org
- Safety Net Foundation: SafetyNetFoundation.com
- The Assistance Fund: TheAssistanceFund.org

Emergency/Disaster Preparedness Plan

We have an emergency plan to help continue treatment during emergencies or disasters, including:

- Severe storms
- Hurricanes
- Tornadoes
- Earthquakes
- Fire
- Flooding

Preparedness Plan

- We'll call you three to five days before an expected local weather emergency.
  - If you live in an area that isn't near your pharmacy, you'll need to call us three to five days before the emergency to review your medication needs.
- We'll send your medication via courier with next-day delivery.
- If we can't get your medication to you before the weather emergency, the pharmacy may transfer your medication to another pharmacy.

- If there's a local weather emergency and we can't reach you or you can't reach the pharmacy, listen to your local news for advice on getting medications or visit your local hospital as soon as possible. If you might run out of your medication and you're unable to reach the pharmacy, call 911 or go to the nearest emergency room.

Infection Control

According to the Centers for Disease Control and Prevention (CDC), the most important way to prevent the spread of germs is hand washing. You can help yourself and your loved ones stay healthy by washing your hands often:

- **Before, during** and **after** making food
- **Before** eating food
- **Before** and **after** taking care of someone who's sick
- **Before** and **after** touching a cut or wound
- **After** using the bathroom
- **After** changing diapers or cleaning up a child who has used the bathroom
- **After** blowing your nose, coughing or sneezing
- **After** touching an animal or their food or waste
- **After** touching garbage

Wash your hands for 20 seconds using these steps:

- Turn on the water and wet your hands.
- Add soap.
- Rub your hands together, rub in between your fingers and the back of your hands.
- Scrub your fingertips on the palm of the opposite hand.
- Rinse off the soap.
- Use a paper towel and dry your hands.
- Turn off the faucet using a paper towel.
- Throw the paper towel away.

How to use hand sanitizer:

- Apply the sanitizer to the palm of one hand.
- Rub your hands together.
- Rub the sanitizer over all the surfaces of your hands and fingers until your hands are dry (this should take approximately 20 seconds).

Nondiscrimination and Patient-Centered Care

The BayCare Specialty Pharmacy makes sure that all patients have fair access to quality care, regardless of their background or characteristics. We're committed to fair patient-centered care. Key aspects of patient-centered care include:

- **Access to care:** Making sure that all patients, regardless of their socioeconomic status, race, ethnicity or other characteristics, have access to quality health care
- **Cultural competence:** Understanding and respecting the beliefs, values and cultural practices of diverse patient populations
- **Language access:** Providing language services, such as interpreters and translated materials, to make sure that all patients can talk with their health care providers
- **Health disparities:** Lowering health-related gaps among different patient populations, including those based on race, ethnicity and socioeconomic status
- **Inclusive environment:** Creating a welcoming environment that respects and values the diversity of all patients

BayCare
HomeCare

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