

SPECIALTY PHARMACY
Welcome Packet





Table of Contents

Welcome.....	4
Hours of Operation.....	4
Urgent Questions.....	4
Specialty Pharmacy Services Offered.....	5
Patient Management Program.....	5
Filling Prescriptions.....	5
Medication Delivery and Pick-up.....	5
If We Are Unable to Fill Your Prescription.....	5
Financial Assistance.....	5
General Safety Information.....	6
Proper Disposal of Unused Medications.....	6
Drug Recalls.....	6
Emergency Disaster Information.....	6
Medication Concerns.....	6
Handwashing.....	6
Pharmacy Patient Rights and Responsibilities.....	8
Patient Bill of Rights.....	8
Patient Rights.....	8
Patient Responsibilities.....	11
Kettering Health's Responsibility to You.....	12
Patient Survey.....	13

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 medication 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 medication or health. Our pharmacists are active participants of your care team and work directly with your physician 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 addressed before the next business day, please call **1-855-500-2873** and ask for the specialty pharmacist to be paged.

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.

Specialty Pharmacy Services

Patient Management Program

At Kettering Health Specialty Pharmacy, we monitor your medications through our patient management program. These services include helping you know how and when to take your medication, how to manage potential side effects, and where to find ongoing support. This is provided at no additional cost, and participation is voluntary. If you do not wish to participate in our patient management program, you may contact the pharmacy team by phone to opt out.

Benefits of the program

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

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.

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**. Refills can also be requested through our pharmacy website:

ketteringhealth.org/specialtypharmacy

Medication 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 medication deliveries.

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

If We Are Unable to Fill Your Prescription

Some medications may not be available at our pharmacy and some insurance plans may have requirements on where a medication 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 medication 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).

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

Proper Disposal of Unused Medications

Visit awarex.org and click "Drug Disposal" to find a drop-off location near you or visit the FDA's "Where and How to Dispose of Unused Medications" website at fda.gov/forconsumers/consumerupdates/ucm101653.htm.

If you have excess medication 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, seven days a week to provide support for your medication needs. During non-business hours, if you have an urgent medication matter, please call **1-855-500-2873** and ask for the specialty pharmacist to be paged.

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

In the unlikely event that your medication 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 medication.

Medication Concerns or Suspected Errors

If you have issues with your medication, the pharmacy services, or any other issue related to you 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.

Hand Washing

Handwashing is important to protecting yourself and your family from getting sick. Learn when and how you should wash your hands to stay healthy.

Washing your hands keeps you healthy and prevents the spread of respiratory and diarrheal 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 from 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.



Pharmacy Patient Rights and Responsibilities

Patient Bill of Rights

We recognize and respect every patient as an individual with unique healthcare needs. And we want to give our best to every patient to help them achieve their best. The patient, or their legal representative as appropriate, has the right to make decisions regarding their medical care, including the decision to discontinue treatment, to the extent permitted by law. Assistance is given to the patient and family in the exercise of their right to make informed decisions regarding medical care.

Mutual understanding between patients and healthcare personnel is vital in the care and recovery process.

Patient Rights

You have the right to be treated with respect, compassion, and consideration. We will endeavor to respond to your requests for service, aid, and comfort as promptly and effectively as possible, and pharmacy personnel will attempt to answer any questions you may have regarding the specialty pharmacy or its services. We do not discriminate in providing treatment to our patients on the basis of race, sex, age, religion, sexual orientation, education, national origin, or source of payment.

You have the right to information about your illness and method of treatment. You have the right to understand your health problems and be fully informed in advance about care/services to be provided. Including the disciplines that furnish care and frequency of visits, as well as any modifications to the plan of care.

You have the right to 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 which the patient will be responsible.

You have the right to receive information about the scope of services that the organization will provide and specific limitations on those services.

The Health Insurance Portability and Accountability Act (HIPAA) enacted by the Federal government, provides protection for the privacy of your records. You will receive a Notice of Privacy Practices from us which outlines ways we may use information you provide us and procedures you may take to limit our use of it.

The Health Insurance Portability and Accountability Act (HIPAA), enacted by the Federal government, defines your right to see your records. This law provides steps you will need to take to see the records. You will receive a Notice of Privacy Practices from us which outlines the process to access your records.

You have the right to expect quality care. You have the right to expect high standards of patient care. Since this is a teaching hospital, your physician's care may be augmented by the services of resident physicians, medical students, nursing students, and other student health workers. You have the right to know the professional status of any person providing your care.

You have the right to request a consultation. Should you desire, you have the right to express concerns and grievances or recommend modifications to your pharmacy in regard to services or care, without fear of discrimination or reprisal.

You have the right to expect a reasonable response to your request for service. Every effort will be made to determine if your request can be filled. When possible, your request will be filled in a timely manner consistent with the priority of your needs.

You have the right to receive financial information.

You have the right to inquire concerning the possibility of financial aid in the payment of your hospital costs. You may direct questions to your financial advisor. You are entitled, upon request, to an explanation of your hospital charges after you have been billed. You also have the right to know the relationship(s) of the facility to other persons or organizations participating in your care.

You have the right to obtain an Advance Directive.

The medical center and its professional staff have a duty to comply with such advance directives. Ohio law authorizes Living Wills and Durable Powers of Attorney for Health Care. Ohio law also provides for the DNR (Do Not Resuscitate) Order. This law discusses the use of two specific doctor orders, the DNR Comfort Care Order and the DNR Comfort Care Arrest Order. Both of these laws enable patients to specify whether – under certain circumstances – they want their lives prolonged and to give patients the ability to choose the extent of the treatment they wish to receive at the end of life. Other advance directives patients can draft regard organ donation and hospice care. Advance Directives are available to patients in both the inpatient and outpatient areas of the hospital. Patients receive appropriate assessment in both the inpatient and outpatient settings and any Advance Directives a patient may have are equally honored in both settings. Assistance will be provided to a patient in formulating their wishes, if applicable under Ohio law.

You have the right to get information concerning and participate in ethical issues that may arise in the course of your care. Kettering Health has a formal process that is used to consider ethical issues arising in the care of patients and to provide education to caregivers and patients on ethical issues in healthcare.

You may contact the Ethics Committee by dialing (937) 395-8220 or by asking any nurse or any chaplain.

You have the right to be informed about the outcomes of care, including any unanticipated outcomes or an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Patients and, when appropriate, their families, will be advised of the outcomes of the patient's care that the patient must be knowledgeable about in order to participate in current and future decisions about their care. Additionally, you, or your family as is appropriate, may expect to be informed by a licensed independent practitioner (LIP) or his/her designee of any unanticipated outcomes of care. Furthermore, the LIP or his/her designee will share with you, or your family as is appropriate, any information regarding the unanticipated outcome/event that will assist you, and/or your family, in making appropriate decisions regarding your current care and treatment as well as any necessary continuing or future care and treatment. Contained within our medical staff rules and regulations and within our Ethics policy (AM-06) are the specific processes hospital staff use should such an event occur.

Patient safety processes are in place to evaluate, educate, and improve patient safety on a daily basis. Kettering Health has a responsibility to promote patient safety and error reduction. This is accomplished through the identification and prevention of medical errors through the prospective analysis and redesign of vulnerable patient systems, the promotion of a culture of non-punitive reporting, and the responsibility to tell a patient if he or she has been harmed by the care provided. Each Kettering Health staff member is expected to participate in the patient safety program at Kettering Health by actively supporting and following the Kettering Health patient safety/performance improvement initiatives, following the recognized accreditation patient safety goals and recommendations. Safety measures are in place to prevent major adverse outcomes to the patient.

You have the right to know the reasons for any proposed change in the professional staff responsible for your care. Every effort will be made to keep you informed of any proposed or requested changes in the professional staff that is responsible for your care.

You have the right to be free from all forms of abuse and harassment, and to receive care in a safe setting. Kettering Health staff will continue to serve the community with quality care and will provide your care within the acceptable standards. You have the right to receive care in a setting that is safe and an environment that is free from hazards. If you find something unsafe or hazardous, please make us aware. You may contact the Patient Relations Department in person or at extension 58613 at Kettering Health Main Campus and Kettering Health Miamisburg or extension 3213 at Kettering Health Dayton and Kettering Health Washington Township. We appreciate your assistance in making us aware of such situations.

You have the right to be free from any form of restraints that are not medically/behaviorally necessary, seclusion included, in any form imposed as means of coercion, discipline, convenience, or retaliation by staff. Patient safety is of utmost importance and a primary goal. Restraints or seclusion can only be used if needed to ensure a patient's physical safety and less restrictive interventions have been determined ineffective. Kettering Health follows the guidelines of the State of Ohio and other governmental agencies concerning restraints and seclusion.

You have the right to appropriate assessment and management of pain. We will endeavor to help manage your pain as effectively as possible. Your care and recovery are important to us.

You have the right to be involved in all aspects of your care. Kettering Health encourages our patients and families to be involved in all aspects of their care. We attempt to promote this by obtaining a patient's informed consent, managing pain appropriately and effectively, and encouraging patients to complete Advanced Directives regarding their care.

You have the right to have end-of-life care addressed. Patients and their families may be involved in making end-of-life care decisions. Such decisions might include resolving dilemmas that arise concerning that care. Decisions regarding the opportunity to forego or withdraw life-sustaining treatment or to withhold resuscitative services are some examples of the types of decisions you might be asked to make. You have the right to be treated with comfort and dignity. Our staff will respect a patient's needs by providing the appropriate treatment according to the wishes of the patient or surrogate decision-maker. This may include the appropriate and effective management of pain and sensitivity addressing issues concerning autopsy and organ donation. Respecting the patient's values, religion, and philosophy, we involve the patient and family in the care of the patient. We endeavor to respond to the psychological, social, emotional, spiritual, and cultural concerns of the patient and family.

Patient Responsibilities

You are responsible for giving complete and honest information. You are responsible for providing accurate and complete information about your present complaints, past illnesses, allergies, hospitalizations, medications (including over-the-counter), vitamins and herbal supplements, and other matters relating to your health. Additionally, you and your family are responsible for reporting perceived risks in your care as well as any unexpected changes in your condition.

It is also your responsibility to provide feedback about your service needs and expectations. You are responsible for asking questions if you do not understand what you have been told about your care or about what you are expected to do. This is necessary as you, and your family, are responsible for following the care, service, or treatment plan developed. You or your family should express any concerns you may have about your ability to follow and comply with the proposed care plan or course of treatment. This is important as you, and your family, are responsible for accepting the consequences and outcomes of the care, services, or treatment plan if not followed.

Your responsibility is to be reasonable in making requests for care and assistance. You, and your family, are responsible for following hospital rules and regulations concerning patient care and conduct. You have the responsibility to cooperate to the best of your ability and to do so in a considerate and courteous manner with the hospital personnel during your hospital stay.

You have the responsibility to be considerate of others. You have the responsibility to be considerate of other patients and to see that your visitors are considerate as well, particularly in regard to noise, use of the television, the number of visitors, and the adherence to the no smoking policy (smoking is permitted only in pavilions located outside hospital entrances).

You are responsible for keeping appointments. In order to assure continuity of your care, it is important for you to keep your scheduled appointments for treatments and tests and to cooperate with all personnel who are assisting you in carrying out your healthcare plan.

You have the responsibility to settle hospital bills promptly. You and your family are responsible for promptly meeting any financial obligation agreed to with the hospital. You have the responsibility to provide the information necessary for insurance processing and to be prompt about asking questions concerning your bills.



Kettering Health's Responsibility to You
Our responsibility is to provide for you, the patient, quality healthcare in an atmosphere where physical, emotional, and spiritual recovery and growth can take place.

Because your comfort, as well as your recovery, are of importance to us we provide a 24-hour-a-day on-call patient relations service. Let us know if you have any questions or suggestions.

Kettering Health is committed to the resolution of any concerns that you may have. If a satisfactory resolution has not been met by contacting your direct caregiver or the Patient Relations Department, you have the right to file a formal grievance. For more information concerning the grievance process, please contact the Patient Relations Department at **(937) 395-8613**.



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 Boulevard, Suite 105

Kettering, OH 45429



