

Lacey's Long Term Care Pharmacy

4469 Lemon Street

Acworth, Georgia 30101

Phone: 678-236-0400 Fax: 678-236-0404

Frequently Asked Questions

We hope the following Questions and Answers will help us explain many of the differences in procedures, laws and regulations which affect pharmacy services rendered to residents of licensed assisted-living facilities. If you have any other questions or would like to discuss the answers presented here feel free to contact us at **678-236-0400**.

Q. WHAT KIND OF SYSTEM IS USED TO PROVIDE MEDICATIONS IN THE FACILITY?

A. We utilize several nationally recognized medication packaging systems. These are designed to meet the special needs of residents and staff of assisted living facilities. Generally, assisted living facilities use certain types of medication packaging. The systems incorporate a number of safeguards to help residents receive the proper medication at the correct time each day.

Q. WHY HAS THE FACILITY CHOSEN LACEY'S AS THE PHARMACY PROVIDER?

A. Lacey's began operation in Cobb County in 1895 and has earned a reputation throughout the community as a pharmacy uniquely committed to meeting virtually all needs of patients. In addition to the medication packaging systems for persons living in long term care facilities, Lacey's provides specialty compounding of preparations not commercially available and one of the broadest inventories of medications of any pharmacy in the nation. We are deeply committed to meeting the needs of patients and their families.

Q. DO YOU BILL INSURANCE COMPANIES?

A. We direct-bill most prescription drug insurance plans. Our staff will work with you and your insurance company to process prescription drugs through your insurance plan. If you are insured by a plan that we are not presently affiliated with, we will work to make arrangements to participate in that plan, if possible.

Q. MY INSURANCE PLAN HAS A MAIL ORDER DRUG DISTRIBUTOR LOCATED IN ANOTHER STATE. WILL YOU REPACKAGE THOSE DRUGS INTO THE FACILITY'S PREFERRED PACKAGE FOR ME?

A. If your insurance plan **REQUIRES** you to get your drugs from a mail order distributor, such as the Veterans Administration, and does not offer a "local Pharmacy" option, we will repackage those for you. We charge \$5.00 per medication for each repackaging. We will need evidence indicating your insurance plan does not cover medications when filled by our pharmacy.

Q. IF I HAVE TO USE MAIL ORDER DRUGS, WHAT ARE MY RESPONSIBILITIES?

A. You are responsible for having the medication delivered to our pharmacy located at 4469 Lemon Street, Acworth, Georgia no less than seven days prior to the next medication delivery cycle. We cannot assume responsibility for monitoring the quantity of mail order drugs and we cannot assume responsibility for contacting you in advance. Whenever possible, as a matter of courtesy, we will try to let you know if a given medication is running low, but the responsibility of seeing that we have medications in our pharmacy at the proper time is yours.

Additionally, you assume all liability for the quality, integrity, and safety of the medications that you bring to us. We accept no liability for any medications which we have not acquired through our normal channels of distribution.

SPECIAL NOTE: Many insurance plans urge beneficiaries to use mail order distributors largely because of rebates paid to the insurance company by many drug companies. However, under various state and federal laws it is possible that your insurance also covers medications obtained from a community pharmacy such as Lacey's. We will be happy to review your insurance program if you are currently under the impression that you are required to use mail order.

Q. WHAT ABOUT PRESCRIPTIONS FROM LOCAL PHARMACIES; WILL YOU REPACKAGE THOSE?

A. With the exception of medications, you moved in with, Lacey's does not repackage those filled at other local pharmacies unless they were filled when Lacey's was closed.

Q. WHAT ABOUT DRUG SAMPLES? MY DOCTOR OCCASIONALLY PROVIDES MY MEDICINE.

A. It is a violation of federal and state laws with a fine of \$100,000.00 per occurrence for any pharmacy to have physician's samples on our premises. We cannot accept

physician's samples for repackaging. That practice is considered drug diversion. If a doctor provides samples to a resident, he must provide a written doctor's order to the facility for entry on their MAR and the home can then administer the samples as directed by the doctor.

Q. WHAT ABOUT NON-PRESCRIPTION MEDICINES LIKE VITAMINS, LAXATIVES, ETC?

A. Lacey's carries a wide range of vitamins, nutritional supplements, and other over-the-counter (OTC) medications. We will not repackage another pharmacy's or retailer's OTC drugs unless Lacey's is unable to order the drugs from our usual supply channels.

Q. WHAT HAPPENS WHEN THE DOCTOR STOPS MEDICATION, OR MAKES A CHANGE IN THE DOSAGE OR SCHEDULE?

A. The change in medication therapy is communicated between the physician, the facility, and Lacey's. If the doses can no longer be used, the home will offer the medication to the family or destroy it. If the dosage or times of administration are changed, we pick the medication up, bring it back to the pharmacy, and repackage it in compliance with the new instructions and then return it to the facility (There is a \$5.00 fee for medications being changed in this manner mid-cycle.)

Q. DO I GET CREDIT ON MY BILL FOR MEDICATIONS RETURNED TO YOU?

A. It is a violation of both federal and state laws, as well as Board of Pharmacy regulations, for any pharmacy to accept returned medications to be reintroduced into the pharmacy's inventory. These laws were adopted in response to drug-tampering problems such as the tragedy of cyanide being placed in Tylenol capsules several years ago. The laws are strictly enforced and are intended to assure everyone of the greatest possible safety within the nation's medication distribution channels. Since we cannot return the medications to inventory, we cannot issue credit for those returned to us for destruction.

Q. WHAT DO I DO IF I HAVE AN URGENT PRESCRIPTION THAT NEEDS TO BE FILLED AFTER HOURS?

A. Lacey's has a pharmacist on call 24/7, but we recommend that after-hours prescriptions are filled at a pharmacy local to you, if possible, for fastest medication administration and to avoid after-hours fees. The community can then send the medications to Lacey's for repacking during normal business hours. If you prefer, our on-call or after-hours pharmacy can fill the prescriptions and have them delivered to the community.