



# WELCOME GUIDE



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[www.medfordchemists.com](http://www.medfordchemists.com)

Dear Patient,

Welcome to Medford Chemists. Thank you for choosing our pharmacy to fulfill your medication needs. Your care is important to us, and we have developed this welcome booklet to introduce you to our services. Please visit our website for a complete overview of our services at [www.medfordchemists.com](http://www.medfordchemists.com).

Medford Chemists' focus is to meet our patients' unique needs. We recognize that managing a chronic condition or serious illness can feel overwhelming at times. We are here for you. At Medford Chemists, our staff is dedicated to working with you, your family, and your healthcare team.

We are dedicated to providing you with the personal service necessary to ensure that you achieve the most benefit from your medication therapy including:

- Access to a clinical pharmacist 24 hours a day, 7 days a week
- Education and counseling
- Coordination of benefits with your insurance company
- Access to manufacturer copay assistance programs
- Refill reminders
- Free delivery of specialty medication

Medford Chemists is committed to providing the highest level of services through collaborative relationships with patients, caregivers, healthcare providers, and pharmaceutical manufacturers. We look forward to providing you with quality service. We know you have many options, and we thank you for choosing Medford Chemists.

Sincerely,

*The Medford Chemists Team*

# WHAT TO EXPECT FROM MEDFORD CHEMISTS

## PERSONALIZED CARE AND 24/7 SUPPORT

Our clinical pharmacists and trained staff members will address any questions or concerns you may have. Our hours of operation are **Monday to Friday 9am – 7pm, Saturday 9am-5pm & Sunday 9am-3pm Eastern Time**. For after- hours support and urgent services, call us, at **(631) 605-5684** we are available **24 hours a day, 7 days a week**.

For medical emergencies, please call 911.

## COLLABORATION WITH YOUR HEALTHCARE TEAM

We are here to make sure any difficulties you may be having with your medication therapy are addressed immediately with your physician.

## INITIAL CONSULTATION AND NEW MEDICATION COUNSELING

We will go over your current medication list and your history to get you started on your medication therapy. We will review with you what your medication is for, the best time to take your medication, potential side effects, and answer any questions that you might have. We will gather information to ensure your medication is appropriate for you.

## EVIDENCE BASED HEALTH INFORMATION AND TREATMENT PLANS

Medford Chemists creates treatment plans, provides medication information and medication related advice based on current guidelines and the most up to date information available. Upon request, we will provide you with additional information about your condition or therapy.

## REGULAR FOLLOW UP AND OUTREACH

Getting your medications and medical supplies quickly and efficiently is imperative. We will be in close contact with you during your medication therapy for any and all of your needs.

## ADHERENCE TOOLS

Our team offers compliance tools such as multi-dose packaging to help you adhere to your medication regimen.

## DELIVERY

We provide fast and convenient home delivery, ensuring timely access to your medications. Upon request, we can automatically ship your prescriptions when they are due, helping you maintain compliance and ensuring you never miss a dose.

## Financial Obligations and Assistance

Treatment can be costly, and we will help you navigate through the complexities of the healthcare system to explore every option available to you.

Before your care begins, a staff member will inform you of the financial obligations you incur that are not covered by your insurance or other third-party sources. These obligations include but are not limited to out-of-pocket costs such as deductibles; co-pays; co-insurance; annual and lifetime co-insurance limits; and changes that occur during your enrollment period.

**Payments terms per the pharmacy's policy.**

### INSURANCE CLAIMS

Our staff will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you so that we can work together to resolve the issue.

### CO-PAYMENTS

We are required to collect all co-payments prior to the shipment of your medication. Co-payments can be paid by credit or debit card and by check or money order through the mail.

### FINANCIAL ASSISTANCE PROGRAMS

We have access to financial assistance programs to help with co-payments to ensure no interruptions in your therapy for those that qualify. These programs include discount coupons from drug manufacturers, co-payment vouchers, and assistance from various disease management foundations and pharmaceutical companies.

### IF THE PHARMACY IS OUT OF NETWORK OR CANNOT PROVIDE THE SERVICES THAT YOU NEED

If Medford Chemists is considered out of network, you will be notified of the cost of your medication. Medford Chemists will assist in transferring your prescription to an in-network pharmacy at your request.

Medford Chemists will assist you in obtaining medications or services not provided by our pharmacy. We may transfer your prescription to another pharmacy in network, either of your choosing or within close proximity to you that can provide your medication. We will contact the pharmacy on your behalf and provide the necessary information for that pharmacy to fill your prescription. We will also notify your prescriber of this transfer.

## Important Information on Medication

### HOW TO PLACE A PRESCRIPTION ORDER, CHECK ORDER STATUS OR OBTAIN CLAIMS RELATED INFORMATION

To place a prescription order, please call us to contact your prescriber. You may also have your prescriber contact us by phone call, fax, or sending us an electronic prescription.

To check on a prescription order or receive claims related information, please contact us.

### HOW TO OBTAIN A REFILL

We will call you to set up delivery of your medication when you **have 7 days' worth left of medication**. If you have not heard from us when you have 5 days of medication remaining, please contact us. **Medford Chemists will also assist you with early prescription fills due to a change in therapy and vacation supplies as needed.**

### MEDICATION SUBSTITUTIONS

From time to time, it is necessary to substitute generic medication for brand name medications. This could be due to your insurance company preferring the generic be dispensed to reduce your co-pay. If a substitution needs to be made, a staff member will notify you prior to shipping your medication to inform you of the substitution.

### LATE/MISSED DELIVERIES OR DAMAGED PACKAGES

If your order is delayed, we will notify you. Should the delay cause a potential lapse in therapy, we will coordinate with your prescriber to find a solution including transferring your prescription. Please notify us if your medication is not delivered on the date it was expected or if the package is not intact upon receipt.

### EXPERIENCE OF ADVERSE EFFECTS TO MEDICATION

If you are experiencing adverse effects to the medication, please contact your physician or the pharmacist. You may report side effects to the Food and Drug Administration (FDA) at 800-FDA-1088. Prior to using your medication, be sure to let us know if:

- **You have ever had an allergic reaction to any medication, food, or substance**
- **You are pregnant or breast feeding**

### CONCERNS OR SUSPECTED ERRORS

To report concerns or suspected errors, immediately call us to speak with a pharmacist. Our clinical pharmacist will advise you on the appropriate course of action.

*(continued on next page)*

## Important Information on Medication (*continued*)

### ENCLOSED MEDICATION INFORMATION

Make sure to read the enclosed information about your prescriptions before you take your medicine. If you have questions, you may contact one of our clinical pharmacists.

### UPDATE OF ALLERGIES, HEALTH CONDITIONS, OR MEDICATIONS

Please call the pharmacy to notify us of any changes in your allergies or health condition. This helps us protect you against potentially harmful drug interactions and allergies. Please inform us of all medications, herbal products or supplements you take so that we may check for appropriateness. If you experience any of the listed side effects or believe you may be having an adverse reaction to a medication, either call 911 (if an emergency), your prescriber, or call us immediately to speak with a pharmacist.

### MEDICATION RECALLS

In the event you have been given a medication that is being recalled, a staff member will call you and provide you with the recall specific directions for the medication. We will also notify your prescriber as needed.

### MEDICATION RETURN POLICY

State law prohibits the return of prescription medications for resale or reuse. Medford Chemists cannot accept the return of properly dispensed prescription medications for credit or refund.

### PROPER DISPOSAL OF UNUSED MEDICATIONS

For instructions on how to properly dispose of unused or unwanted medications, please contact us or refer to the FDA and DEA websites below:

- <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
- <https://apps.deadiversion.usdoj.gov/pubdispsearch/spring/main.jsessionid=53yXb9MiEEBwlfxNmy09kO2zNPAzaLrmoEcUuPA1.web2?execution=e1s1>

### CONTROLLED SUBSTANCE MONITORING

This pharmacy reports prescriptions for controlled substances to prescription monitoring programs as required by state law. This information may be requested by specific individuals from state Prescription Drug Monitoring Programs for a limited number of purposes as authorized by state law.

### TEMPERATURE GUIDELINES

Under certain circumstances, a medication's effectiveness may be affected by extremes of heat, cold, or humidity. Medford Chemists follows FDA and manufacturer recommendations for the shipment of prescription medications so that the medication products delivered to you are protected.

## Important Information on Medication (*continued*)

### TRANSLATION SERVICES

For patients who are non-English speaking, translation services are provided. For more information, please call us.

### SHARE YOUR SATISFACTION WITH OUR SERVICES OR REPORT COMPLAINTS

Please take a few minutes to fill out our satisfaction survey online at <https://www.medfordchemists.com/patient-satisfaction-survey> (click on Patient Care Survey link). Your feedback is important to us. Your individual responses are confidential.

Patients and caregivers have the right to voice complaints and/or recommendations on services to the Medford Chemists team. This may be done by phone, in writing, or by email to [info@medfordchemists.com](mailto:info@medfordchemists.com). Complaints will be forwarded to management, and **you will receive a response within 5 business days.**

### EMERGENCY PREPAREDNESS

In the event of an emergency, Medford Chemists has developed an emergency business continuity plan and tests it regularly. We will be prepared to keep the pharmacy running and continue to serve you, should any emergency occur at or near the pharmacy.

In the event of an emergency where you live, we would like to offer this guidance:

- Please be sure to call us at the pharmacy if you must evacuate your home. This is important as we need to make sure you have adequate medication and have your correct location for shipment. If delivery to you is not possible, we will reach out to local pharmacies for interim refills.
- Remember to take your medication and medication supplies with you if you need to evacuate your home. For refrigerated products, be sure to use a cooler and ice packs.
- Dry ice should **never** be used with refrigerated medication.

### RESTRICTIONS FOR GOVERNMENT HEALTH PLAN BENEFICIARIES

If you are currently insured by a drug plan issued as a part of a government health plan, including but not limited to Medicare Part D, Medicare Advantage, Medicaid, Tricare or the Department of Veterans Affairs, the amount of money that you (the Patient) pay to purchase the product under this program may not be submitted or caused to be submitted to your government health plan in satisfaction of your True Out of Pocket ("TROOP") limits not to be applied against any plan deductible. Further, you (the Patient) agree not to make any claim for reimbursement of any part of the cost of the product under this program to your government health plan for the balance of the current coverage year. Notice to Patients: By redeeming this offer, you (the Patient) are certifying that you agree to abide by the Restrictions described above.



## Patient Rights and Responsibilities

### As a patient, you have the right to:

- Be given appropriate and professional quality pharmacy services without discrimination against your race, creed, color, national origin, religion, gender, sexual preference, handicap or age.
- Have one's property and person treated with respect, consideration, and recognition of your dignity and individuality
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient/resident property
- Receive appropriate product, professional, honest and ethical care without discrimination in accordance with physician orders
- Participate in the development of your medication plan of care and be advised of any change in the medication plan of care or services provided prior to the change being made
- Be given complete and current information concerning your condition, treatment, risks and anticipated outcomes in order to give informed consent prior to the start of your medication treatment, including your right to accept or refuse service.
- Refuse treatment within the confines of the law and to be informed of the consequences of refusing treatment.
- Choose a health care provider.
- Speak with a pharmacist about any questions or concerns about your medication.
- Speak with a clinical staff member for emergency situations 24 hours a day, 7 days per week including holidays.
- Receive services from personnel who are qualified including a Registered Pharmacist or Pharmacy Technician.
- Receive information about the products that the pharmacy will provide and specific benefits and limitations on those services
- Be assisted and receive special consideration for language barriers to achieve proper understanding of services provided. You have the right to appropriate materials and interpretation for effective communication.
- Be able to identify delivery personnel through proper identification
- Be advised of the organization's policies and procedures regarding the disclosure of clinical records
- Confidentiality and privacy of all information contained in the client / patient record and of Protected Health Information; PHI will only be shared in accordance with state and federal law.
- Be informed, both orally and in writing, in advance of the product being provided, of the charges, including payment expected from third parties and any charges for which you will be responsible
- Be informed of any financial benefits when referred to an organization



## Patient Rights and Responsibilities (*continued*)

- Receive a copy of the "Medicare Prescription Drug Coverage and your Rights" for Medicare recipients of services
- Be informed of what to do and resources available in the event of an emergency or a natural disaster that prevents us from filling your prescription(s) in a timely manner.
  - We will post a notice on our website and on our toll-free telephone line, and also notify our prescriber partners. We will advise you to contact your prescriber and/or another pharmacy to get your prescription(s) filled. Once we are back to full operational capacity, we will again post notices in the same manner.
- Be informed within a reasonable amount of time if we cannot fill your prescription.
  - We will provide you with instructions on your options to get the prescription filled from another source.
  - If there is a shortage of the drug, the pharmacy will make every effort to find another source from the wholesaler, manufacturer, or other pharmacy. If none can be found, we will contact your prescriber regarding an alternative substitution.
  - If another pharmacy will be filling the prescription, we will send your prescription electronically, by fax, or phone to the appropriate pharmacy and notify you where it has been sent. If we cannot fill your prescription because your insurance has changed, we will also contact you and transfer your prescription to the new pharmacy.
- Be informed of any product recalls.
  - We follow FDA regulations regarding drug recalls. In the event of a recall, all affected products are removed from inventory. If a product was sent to patients, those patients will be notified, and your provider may be notified as well. Please note the FDA does not require pharmacies to contact patients for all recalls, as a drug is sometimes recalled before it reaches patients. You may be notified by your prescriber, press release from either the manufacturer or the FDA. If you are concerned about drug recalls, you may contact the FDA at 1-800-INFO-FDA, or [www.fda.gov](http://www.fda.gov), where you may sign up to receive recall notifications via email.
- Voice complaints/grievances regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or service without restraint, interference, coercion, discrimination, or reprisal
- Have complaints/grievances regarding products that are (or fail to be) furnished, or lack of respect of property investigated
- Receive pharmacy health and safety information,
- Be given information by the pharmacy so you are fully informed of all your rights and responsibilities.

## Patient Rights and Responsibilities (*continued*)

As a patient, you have the responsibility to:

- Pay for any portion of your medication, not covered by your insurance
- Follow pharmacist directions to stay compliant to your drug therapy and to accept responsibility for the neglect or refusal of any medication.
- Notify Medford Chemists of any schedule or address changes that may need to be made prior to a scheduled delivery.
- Notify Medford Chemists of any problems, concerns or dissatisfaction with services rendered.
- Participate in mutually agreed responsibilities.
- Follow included instructions regarding storage of your medications.
- Notify Medford Chemists immediately if your medication supply is five (5) days or less and you have not spoken with one of our Patient Care Representatives.
- Notify your doctor and the pharmacist of any potential side effects and/or complications.
- Provide accurate and complete information regarding your past and present medical history.
- Submit any forms that are necessary to participate in the program to the extent required by law.
- If you have any questions, concerns or issues that require assistance, please call us. Complaints will be forwarded to management, and **you will receive a response within 5 business days.**