



Marshall Pharmacy

Dear Patient,

Welcome to Marshall Pharmacy and our Specialty Pharmacy Program. We are excited about the opportunity to serve you for all of your pharmacy needs. We specialize in caring for patients in the tristate area (West Virginia, Ohio, and Kentucky) with cancer, Hepatitis, HIV, chronic inflammatory conditions, multiple sclerosis, pulmonary hypertension, transplant, and many other complex medical conditions.

The pharmacy staff at Marshall Pharmacy understands that your medical condition is complicated. You may need help with your medical provider and/or insurance company. We are dedicated to giving you the personal service you need to help you achieve the most benefit from your therapy. This help includes:

- Access to trained pharmacy staff 24 hours a day, 7 days a week
- Coordination of prior authorization with your insurance company
- Help following medical advice for your medication
- Free delivery
- Training, education and counseling
- Refill reminders
- Care planning
- Enrollment in our free Specialty Pharmacy Program; this program is designed to provide benefits such as managing side effects, understanding your medications and overall assistance to you regarding your medications every step of the way. This program is provided to you at no cost, and your participation is voluntary. You may opt out of our program at any time by contacting one of our pharmacy staff members.

We look forward to providing you with the best service possible. We thank you for choosing Marshall Pharmacy.

Sincerely,

The Marshall Pharmacy Team



Pharmacy Information

Location	Location
Marshall University Medical Center	Byrd Clinical Center
1600 Medical Center Dr.	1249 15 th St.
Huntington, WV 25701	Huntington, WV 25701
Contact	Contact
Website: https://www.marshallhealth.org/services/pharmacy-services/specialty-pharmacy/	Website: https://www.marshallhealth.org/services/pharmacy-services/specialty-pharmacy/
Email: marshallspecialtypharmacy@mhnetwork.org	Email: marshallspecialtypharmacy@mhnetwork.org
Phone: 304-691-6879, opt 6	304-696-5000, opt 6

Education & 24/7 Support

It is important to understand your medical condition and the medication used to treat it. We provide the following educational resources:

- If you experience a medical emergency, please call 911 immediately.
- Educational material (e.g. drug monograph) for the dispensed medication received.
- Pharmacists are available to answer your questions in person Monday through Friday, 8:30 am to 5:30 pm
- Clinical on-call staff are available 24 hours per day, 7 days a week. Services are available by calling (304) 691-6879.

When to Contact Us

- You have questions or concerns about your medication therapy
- You suspect a reaction or allergy to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- To check the status of your order, discuss an order delay or reschedule your delivery
- To receive claims related information

Important Forms

Marshall Pharmacy wants to make sure that you have everything you need to get the most out of your medication therapy. Please review this entire document and complete the form on the last page (13).

A signature is required to acknowledge that you have received and read the Welcome Packet, the HIPAA privacy policy, patient bill of rights, hours of operation, how to log a complaint, pharmacy contact information, understand that educational material (e.g. drug monograph) will be provided for dispensed medications, and agree to participate in your plan of care. Please sign the form on Page 13 and return it in the provided self-address stamped envelope to Marshall Pharmacy.

You can also visit <https://www.marshallhealth.org/> for access to our privacy policy, as well as many other services.

Important Information

Specialty Pharmacy Program

- Pharmacy patients are enrolled in our therapy-specific Patient Management Program. Our team of trained clinicians will provide you with continuous clinical evaluation, ongoing health monitoring, assessment of educational needs and management of your medication use.
- The patient management program provides benefits such as managing side effects, increasing compliance with drug therapies and overall improvement of health when you are willing to follow your treatment plan determined by you, your doctor and pharmacist.
- We encourage your participation. The success of the program depends on your willingness to report issues and answer the pharmacist questions honestly and accurately. Without your active participation, the benefits of this program are limited.
- The program is provided to you at no additional cost, and your participation is completely voluntary. If you wish to opt out of the program, please call and speak to pharmacy staff member.

Financial Information

- Before your care begins, a pharmacy staff member will inform you of your out-of-pocket costs such as deductibles, copays and coinsurance.
- We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will notify you so that we can work together to resolve the issue.
- We can notify you if we are an out of network pharmacy and will provide you with the cash price of the medication upon request.
- Our team has access to financial assistance programs to address financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs, when available.

Filling a Prescription

- Your provider can send us your prescription, or you can provide it to us in person or through the mail.
- You will be contacted by our pharmacy staff 5-7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to pharmacy staff member to process your refill request.

Drug Substitution

- To save on your copay, our pharmacy will substitute generic medication when available for brand name if approved by you and your provider.

Proper Disposal of Sharps

- Place all needles, syringes, and other sharp objects into a red sharps container. Upon request, we can provide you a sharps container if you are prescribed an injectable medication.
- Check with your local waste collection service for instructions on how to properly dispose of sharps containers.
- You can also visit the following website for more information:
 - <https://safeneedledisposal.org/>

Proper Disposal of Unused Medications

- Do not flush unused medications or pour them down a sink or drain.
- Marshall Pharmacy also has an on-site drug take back bin that can be used. You may call and speak to a representative at the pharmacy if you have any questions regarding this process.
- For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:
 - <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
 - <https://www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines>
 - <https://www.rxdrugdropbox.org/>

Drug Recalls

- If your medication is recalled, the pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.

Accessing Medications During an Emergency or Disaster

- In the event of an emergency or disaster in your area, please contact the pharmacy to inform us where to deliver your medication.
- If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medications to ensure your therapy is not interrupted.
- What else you can do to be ready for an emergency or disaster:
 - o Get a Kit of emergency supplies.
 - Be prepared to improvise and use what you have on hand to make it on your own for at least three days.
 - o Make a Plan for what you will do in an emergency.
 - Develop a Family Emergency Plan.
 - Consider a plan where each family member calls, or e-mails, the same friend or relative in the event of an emergency.
 - Order free preparedness materials from FEMA or the American Red Cross
 - o Create a Plan to Shelter-in-Place
 - o Create a Plan to Get Away
 - o Be Informed about what might happen.
 - Know the risks where you live, work, learn and play.
 - o Get Involved in preparing your community.

Medication Issues and Concerns

- Please contact the pharmacy as soon as possible to report medication issues such as adverse effects to your medication or suspected errors.
- Please notify pharmacy within 72 hours if an order is received without a drug monograph or other written information.
- You may contact the pharmacy by phone, writing, and/or via website if you have questions, concerns, or complaints that require assistance. Complaints will be forwarded to management and you will receive a response within 5 business days.
- We want you to be completely satisfied with the care we provide. If you or your caregiver have concerns, please contact the pharmacy by phone, online or in writing to discuss your concerns.
 - o Marshall Pharmacy
Phone: 304-691-6879
Address: 1600 Medical Center Dr.
Huntington, WV 25701
 - o Byrd Clinical Center
Phone: 304-696-5000
1249 15th St.
Huntington, WV 25701

- If you wish to seek further review of your concern, you may contact:
 - ACHC
 - Website: <https://www.achc.org/complaint-policy-process.html>
 - Telephone: (855) 937-2242 or 919-785-1214 (request Complaints Dept.)
 - URAC
 - Website: <https://www.urac.org/file-a-grievance>
 - Email Address: grievances@urac.org
 - WV State Board of Pharmacy
 - Website: www.wvbop.com
 - Telephone: 304-558-0558
 - Anyone may file a complaint against a pharmacy, but complaints must be received in writing. A consumer may fill out the online complaint form or call the phone number above to have one mailed to you

Prescription Transfers

- If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
- Please call us if you would like to receive your medications from another pharmacy. We will assist you in transferring your prescription to the appropriate pharmacy of your choice.

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 personnel 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, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is [or fails to be] furnished, or lack of respect of property investigated
- 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 healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with provider'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
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Decline participation 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

Website information regarding medication, condition/diagnosis and community and financial resources

Allergy and Immunology	https://www.aaaafoundation.org
Crohn's Disease	http://www.crohnsonline.com http://www.crohnsforum.com
Cystic Fibrosis	https://www.cff.org/
Growth Hormone Deficiency	http://www.hgfound.org
Hepatitis	http://www.liverfoundation.org http://www.hepatitis-central.com http://www.hepb.org/resources/printable_information.htm
HIV	https://www.hiv.gov https://www.cdc.gov/hiv/basics/livingwithhiv/resources
IBD	https://www.crohnscolitisfoundation.org
Infertility	https://resolve.org
Lipid Disorders	https://www.lipid.org/foundations
Multiple Myeloma	https://themmrf.org/multiple-myeloma/what-is-multiple-myeloma
Multiple Sclerosis	http://www.mymsaa.org http://www.msfocus.org http://www.nationalmssociety.org
Neuro Oncology	https://www.soc-neuro- https://www.nccn.org/patients/guidelines/cancers.aspx
Oncology/Hematology	https://www.nccn.org/patients/guidelines/cancers.aspx https://www.cancer.org https://www.livestrong.org/we-can-help
Psoriasis	http://www.psoriasis.org
Pulmonary Hypertension	https://phassociation.org/patients/aboutph
Rheumatoid Arthritis	https://www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis http://www.rheumatoidarthritis.com http://www.arthritis.org
Solid Organ Transplant	https://transplantliving.org
Stem Cell Transplant	https://www.asbmt.org/patient-education/external-resources

Emergency/Disaster Preparedness Plan

Marshall Pharmacy has a comprehensive emergency preparedness plan to help ensure continued treatment during an emergency or disaster such as severe storms, hurricanes, tornadoes, earthquakes, fire and flooding. Our primary goal is to continue to service your prescription needs. When there is a threat of disaster, we will ensure you have enough medication to sustain you.

1. The pharmacy will call you 3-5 days before an anticipated local weather emergency utilizing the weather updates as point of reference.
 - a. If you are not in the pharmacy local area but reside in a location that will experience a weather disaster you are responsible for calling the pharmacy 3-5 days before the occurrence to discuss your medication needs.
2. The pharmacy will send your medication via courier or UPS next day delivery during any suspected weather emergencies.
3. If the pharmacy cannot get your medication to you before a weather emergency occurrence the pharmacy will transfer your medication to a local pharmacy, so you do not go without medication.
4. If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication or visit your local hospital immediately. Go to the nearest emergency room if you are unable to reach the pharmacy and may run out of your medication. Do not return to the disaster area until local officials have deemed it safe.

Infection Control

According to the Centers for Disease Control (CDC), the most important step to prevent the spread of germs and infections is hand washing. 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 get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before** and **after** caring for someone at home who is sick with vomiting or diarrhea
- **Before** and **after** treating a cut or wound
- **After** using the toilet
- **After** changing diapers or cleaning up a child who has used 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

Proper Hand Washing

Follow these five steps every time you wash your hands:

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together 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 beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

How to use hand sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Home Safety Information

Here are some helpful guidelines to help you keep a careful eye on your home and maintain safe habits. The safe way is always the best way to do things. Shortcuts may hurt. Correct unsafe conditions before they cause an accident. Take responsibility. Keep your home safe. Keep emergency phone numbers handy.

Medication

- If children are in the home, store medications and poisons in childproof containers and out of reach
- All medication should be labeled clearly and left in original containers
- Do not give or take medication that were prescribed for other people
- When taking or giving medication, read the label and measure doses carefully and know the side effects of the medication you are taking
- Before administering an injectable medication for yourself or others wash your hands thoroughly and prepare a clean area to give the injection.

Mobility Items

When using mobility items to get around such as canes, walkers, wheelchairs or crutches you should use extra care to prevent slips and falls.

- Use extreme care to avoid using walkers, canes or crutches on slippery or wet surfaces
- Always put the wheelchairs or seated walkers in the lock position when standing up or before sitting down
- Wear shoes when using these items and try to avoid obstacles in your path as well as soft and uneven surfaces

Slips and Falls

Slips and falls are the most common and often the most serious accidents in the home. Here are some things you can do to prevent them in your home.

- Arrange furniture to avoid an obstacle course
- Secure throw rugs or remove them all together
- Install handrails on all stairs, showers, bathtubs and toilets
- Keep stairs clear and well lit
- Place rubber mats or grids in showers and bathtubs
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath or dizziness
- Wipe up all spilled water, oil or grease immediately
- Pick up and keep surprises out from under foot including electrical cords
- Keep drawers and cabinets closed
- Install good lighting to avoid searching in the dark

Lifting

If it is too big, too heavy or too awkward to move alone -GET HELP. Here are some things you can do to prevent low back pain or injury.

- Stand close to the load with your feet apart for good balance
- Bend your knees and straddle the load
- Keep your back as straight as possible while you lift and carry the load
- Avoid twisting your body when carrying a load
- Plan ahead - clear your way

Poisoning

- Keep all hazardous materials and liquids in locked cabinets or out of the reach of children.
- Keep medications out of the reach of children.
- Have a working carbon monoxide detector in your home. The best places for a CO detector are near bedrooms and close to furnaces.
- Remember, if you suspect that you or someone you know has been poisoned, immediately call the toll-free Poison Help line (1-800-222-1222), which connects you to your local poison center.

Electrical Accidents

Watch for early warning signs, overheating, a burning smell, sparks. Unplug the appliance and get it checked right away. Here are some things you can do to prevent electrical accidents.

- Keep cords and electrical appliances away from water
- Do not plug cords under rugs, through doorways or near heaters. Check cords for damage before use
- Extension cords must have a big enough wire for larger appliances
- If you have a broken plug outlet or wire, get it fixed right away
- Use a ground on 3-wire plugs to prevent shock in case of electrical fault
- Do not overload outlets with too many plugs
- Use three-prong adapters when necessary

Smell of Gas

- Open windows and doors
- Shut off appliance involved (You may be able to refer to the front of your telephone book for instructions regarding turning off the gas to your home)
- Don't use matches or turn on electrical switches
- Don't use telephone - dialing may create electrical sparks
- Don't light candles
- Call gas company from a neighbor's home
- If your gas company offers free annual inspections, take advantage of them

Fire

Pre-plan and practice your fire escape. Plan for at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some steps to prevent fires:

- Install smoke detectors as they are your best early warning, test frequently and change the battery every year
- If there is oxygen in use, place a "No Smoking" sign in plain view of all persons entering the home
- Throw away old newspapers, magazines and boxes
- Empty wastebaskets and trashcans regularly
- Do not allow ashtrays or toss matches into wastebaskets unless you know they are out and have been wetted down first or dump into toilet.
- Have your chimney and fireplace checked frequently:
- Look for and repair cracks and loose mortar
- Keep paper, wood and rugs away from area where sparks could hit them
- Be careful when using space heaters.
- Follow instructions when using heating pad to avoid serious burns.
- Check your furnace and pipes regularly
- If nearby walls or ceilings feel hot, add insulation
- Keep a fire extinguisher in your home and know how to use it

If you have a fire or suspect fire

1. Take immediate action per plan - Escape is your top priority
2. Get help on the way - with no delay - **CALL 9-1-1**
3. If your fire escape is cut off, close the door and seal the cracks to hold back smoke and signal help from the window

For more information about the CDC and their mission to protect America from health, safety and security threats, both foreign and in the U.S., please visit: <https://www.cdc.gov/>

Acknowledgement of Receipt

PLEASE COMPLETE FORM AND RETURN ENVELOPE PROVIDED.

ACKNOWLEDGMENT OF RECEIPT OF Marshall Pharmacy's WELCOME PACKET.

Please confirm that you have received and read the attached Marshall Pharmacy Welcome Packet by signing and returning the enclosed postage paid envelope. Completed forms may be mailed, emailed, or faxed to:

Marshall University Medical Center	Byrd Clinical Center
1600 Medical Center Dr.	1249 15 th St.
Huntington, WV 25701	Huntington, WV 25701
Website: https://www.marshallhealth.org/services/pharmacy-services/specialty-pharmacy/	Website: https://www.marshallhealth.org/services/pharmacy-services/specialty-pharmacy/
Email: marshallspecialtypharmacy@mhnetwork.org	Email: marshallspecialtypharmacy@mhnetwork.org
Phone: 304-691-6879 opt 6 Fax: 304-733-7760	Phone: 304-696-5000 opt 6 Fax: 304-733-7760

I acknowledge I have received and read the Welcome Packet which includes the HIPAA privacy policy, patient bill of rights, patient enrollment form (for blister packs), CMS supplier standards, hours of operation, how to log a complaint, pharmacy contact information, understand that educational material (e.g. drug monograph) will be provided for dispensed medications, and agree to participate in my plan of care. I have read it carefully and sent it back as requested.

X _____

Signature of Patient or Personal Representative

X _____

Patient Name (Print)

X _____

Personal Representative Name (Print) If Applicable

Patient phone & email

Today's Date

Who would you like to designate as your emergency contact (name & phone)?

Who would you like to designate as your HIPAA contact (name & phone)?

Please note that information sent through **email** may not be secure. Although it is unlikely, there is a possibility that information you include in an unsecured email can be captured and read by other parties other than the intended recipient. When emailing this form, do not include any personal identifying information such as your birth date, financial information like credit card number or insurance information, or any personal medical information.

Thank you for choosing Marshall Pharmacy to service all of your pharmacy needs.