



# Patient Welcome Packet

Telephone Number: (888) 407-8015

<https://propelpharmacy.com/>

[info@propelpharmacy.com](mailto:info@propelpharmacy.com)

Welcome to Propel Pharmacy!

Propel Pharmacy, LLC is a licensed pharmacy provider comprised of a team of highly experienced professionals dedicated to providing outstanding services to you or your loved ones. Our goal is to service your pharmaceutical healthcare needs and propel you towards good health.

In this packet, you will find Patient Rights and Responsibilities, how to obtain a refill, the Notice of Privacy Practices, how to file a complaint, and other important information. Please look through it and contact us with any questions. We will be happy to help you.

If you are having problems with your medication or have experienced a change in your condition or have any questions about your medication, call us as soon as possible so we can service you in a timely manner.

We are committed to providing you with quality care. All of our specialists are qualified and trained to serve you well.

Thank you for choosing Propel Pharmacy as your pharmacy services provider.

Sincerely,

Sarah Huber, PharmD  
Pharmacist-in-Charge

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## ABOUT OUR SERVICES

Propel Pharmacy is committed to providing you excellent and quality care. Our highly trained staff will work with you, your prescriber, and your insurance company to provide personalized care and services for healthier outcomes.

- We will contact you before you run out of medication to coordinate your next delivery.
- We will provide you medication delivery status.
- We will deliver your medication to you at no additional charge.
- We follow guidelines and safety recommendations from drug manufacturers, drug distributors, and State and Federal agencies. We follow guidelines regarding medication recalls.
- We will contact your physician's office to obtain prescriptions and we will work with your physician to customize your therapy.
- We will provide educational resources and support to help you better understand and follow your treatment plan. We firmly believe that when patients are educated and involved in their care, they can make better decisions about their health conditions.
- We will work with your insurance company to verify your benefits and to obtain prior authorization and payment for services.
- We will communicate your estimated out of pocket expenses to you.
- We may substitute a generic medication for a brand name medication, unless your prescriber has asked for a specific brand. Our pharmacists may contact your physician to recommend an alternative medication or treatment plan, based on your needs.
- We will help you access community resources as needed.
- If we cannot provide medication for you or if your medication is limited by your insurance benefits, we will work with another pharmacy to ensure you receive what you need.
- We are available 24 hours a day, 7 days a week, 365 days a year for support.

## HOURS OF OPERATION

Our pharmacy is open Monday-Friday 9 AM – 5 PM EST.

A licensed pharmacist is available  
24 hours a day, 7 days a week by calling (888) 407-8015

### Holidays

We are closed on the following holidays:

- New Year's Day (January 1<sup>st</sup>)
- Martin Luther King Day (3<sup>rd</sup> Monday in January)
- Presidents' Day (3<sup>rd</sup> Monday in February)
- Memorial Day (Last Monday in May)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (First Monday in September)
- Thanksgiving Day (Fourth Thursday in November)
- Christmas Day (December 25<sup>th</sup>)

## Emergencies

If you are experiencing a life-threatening emergency, please go to the nearest emergency room or dial 911. If there is a disaster in your area, please contact us via the Nurx portal or call us at (888) 407-8015 to tell us where to send your delivery. This will ensure that your therapy is not interrupted.

## Service areas

Propel Pharmacy is licensed in the following states and Washington DC:

TX	IL	IN	GA	MA	AL	UT	NE	SD
FL	PA	MI	WA	TN	OR	IA	HI	ND
CA	OH	NJ	MO	MN	RI	KY	ME	WV
NY	NC	VA	CO	WI	SC	CT	AK	

## PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

We believe that all patients receiving services from Propel Pharmacy should be informed of their rights. Therefore, you are entitled to:

- Be informed in advance of service being provided and their financial responsibility
- Participate in the development and periodic revision of the plan of service
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- 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, 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
- Be advised on pharmacy's policies and procedures regarding the disclosure of clinical records
- Receive appropriate care without discrimination in accordance with physician orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

## PATIENT RESPONSIBILITIES

- Patient submits forms that are necessary to receive services.
- Patient provides accurate medical and contact information and any changes.
- Patient notifies the pharmacy of any concerns about the care or services provided.

When the patient is unable to make medical or other decisions, the family should be consulted for direction.

## HIPAA PRIVACY POLICY

You may access the Privacy Policy at Propel Pharmacy's website:

[https://www.propelpharmacy.com/privacy\\_policy.html](https://www.propelpharmacy.com/privacy_policy.html)

## NOTICE OF PRIVACY PRACTICES

You may access the Notice of Privacy Practices at Propel Pharmacy's website:

[https://www.propelpharmacy.com/privacy\\_practices.html](https://www.propelpharmacy.com/privacy_practices.html)

## EMERGENCY PLANNING

This pamphlet has been provided by Propel Pharmacy to help you plan your actions in case there is a natural disaster where you live. Many areas of the United States are prone to natural disasters like hurricanes, tornadoes, floods, and earthquakes.

Every patient receiving care or services in the home should think about what they would do in the event of an emergency. Our goal is to help you plan so that we can try to provide you with the best, most consistent service we can during the emergency.

### Know What to Expect

- If you have recently moved to this area, take the time to find out what types of natural emergencies have occurred in the past, and what types might be expected.
- Find out what, if any, time of year these emergencies are more prevalent.
- Find out when you should evacuate, and when you shouldn't.
- Your local Red Cross, local law enforcement agencies, local news and radio stations usually provide excellent information and tips for planning.

### Know Where to Go

- One of the most important pieces of information you should know is the location of the closest emergency shelter.
- These shelters are opened to the public during voluntary and mandatory evaluation times. They are usually the safest place for you to go, other than a friend or relative's home in an unaffected area.

### Know What to Take with You

- If you are going to a shelter, there will be restrictions on what items you can bring with you. Not all shelters have adequate storage facilities for medications that need refrigeration.
- *We recommend that you call ahead and find out which shelter in your area will let you bring your medications and medical supplies, in addition, let them know if you will be using medical equipment that requires an electrical outlet.*

### Reaching Us if There Are No Phones

- How do you reach us during a natural emergency if the phone lines don't work? How would you contact us? (Cellular phones frequently work even when the regular land phone lines do not.)
- If you have no way to call, you can try to reach us by having someone you know call us from his or her cellular phone. (Many times, cellular phone companies set up communication centers during natural disasters. If one is set up in your area, you can ask them to contact us.)

### An Ounce of Prevention...

- We would much rather prepare you for an emergency ahead of time than wait until it has happened and then send you the supplies you need.
- To do this, we need for you to give us as much information as possible before the emergency. We may ask you for the name and phone number of a close family member, or a close friend or neighbor. We may ask you where you will go if an emergency occurs. Will you go to a shelter, or a relative's home? If your doctor has instructed you to go to a hospital, which one is it?
- Having the address of your evacuation site, if it is in another city, may allow us to service your therapy needs through another pharmacy.

### Helpful Tips

- Get a cooler and ice or freezer gel-packs to transport your medication.
- Get all of your medication information and teaching modules together and take them with you if you evacuate.
- Pack one week's worth of supplies in a plastic-lined box or waterproof tote bag or tote box. Make sure the seal is watertight.
- Make sure to put antibacterial soap and paper towels into your supply kit.
- If possible, get waterless hand disinfectant from a local store. It comes in very handy if you don't have running water.

### For More information

There is much more to know about planning for and surviving during a natural emergency or disaster. Review the information form FEMA

[http://www.fema.gov/areyouready/emergency\\_planning.shtm](http://www.fema.gov/areyouready/emergency_planning.shtm). The information includes:

- Get informed about hazards and emergencies that may affect you and your family.
- Develop an emergency plan.
- Collect and assemble a disaster supplies kit, which should include:
  - Three-day supply of non-perishable food.
  - Three-day supply of water - one gallon of water per person, per day.
  - Portable, battery-powered radio or television and extra batteries.
  - Flashlight and extra batteries.
  - First aid kit and manual.
  - Sanitation and hygiene items (moist towelettes and toilet paper).
  - Matches and waterproof container.
  - Whistle.
  - Extra clothing.
  - Kitchen accessories and cooking utensils, including a can opener.
  - Photocopies of credit and identification cards.
  - Cash and coins.
  - Special needs items, such as prescription medications, eyeglasses, contact lens solutions, and hearing aid batteries.
  - Items for infants, such as formula, diapers, bottles, and pacifiers.
  - Other items to meet your unique family needs.
- Learn where to seek shelter from all types of hazards.
- Identify the community warning systems and evacuation routes.
- Include in your plan required information from community and school plans.
- Learn what to do for specific hazards. · Practice and maintain your plan.

## An Important Reminder!!

*During any emergency situation, if you are unable to contact our pharmacy and you are in need of your prescribed medication, equipment or supplies, you must go to the nearest emergency room or other treatment facility for treatment.*

## HOME SAFETY

At Propel Pharmacy, we want to make sure that your home medical treatment is done conveniently and safely. These pages are written to give our patients some easy and helpful tips on how to make the home safe for home care.

### Fire Safety and Prevention

- Smoke detectors should be installed in your home. Make sure you check the batteries at least once a year.
- If appropriate, you may consider carbon monoxide detectors as well. Ask your local fire department if you should have one in your home.
- Have a fire extinguisher in your home, and have it tested regularly to make sure it is still charged and in working order.
- Have a plan for escape in the event of a fire. Discuss this plan with your family.
- If you use oxygen in your home, make sure you understand the hazards of smoking near oxygen. Review the precautions. If you aren't sure, ask your oxygen provider what they are.
- If you are using electrical medical equipment, make sure to review the instruction sheets for that equipment. Read the section on electrical safety.

### Electrical Safety

- Make sure that all medical equipment is plugged into a properly grounded electrical outlet.
- If you have to use a three-prong adapter, make sure it is properly installed by attaching the ground wire to the plug outlet screw.
- Use only good quality outlet "extenders" or "power strips" with internal Circuit breakers. Don't use cheap extension cords.

### Safety in the Bathroom

- Because of the smooth surfaces, the bathroom can be a very dangerous place, especially for persons who are unsteady.
- Use non-slip rugs on the floor to prevent slipping.
- Install a grab-bar on the shower wall, and non-slip footing strips inside the tub or shower.
- Ask your medical equipment provider about a shower bench you can sit on in the shower.
- If you have difficulty sitting and getting up, ask about a raised toilet seat with arm supports to make it easier to get on and off the commode.
- If you have problems sensing hot and cold, you should consider lowering the temperature setting of your water heater, so you don't accidentally scald yourself without realizing it.

### Safety in the Bedroom

- It's important to arrange a safe, well-planned and comfortable bedroom since a lot of your recuperation and home therapy may occur there.
- Ask your home medical provider about a hospital bed. These beds raise and lower so you can sit up, recline, and adjust your knees. A variety of tables and supports are also available so you can eat, exercise, and read in bed.



- Bed rails may be a good idea, especially if you have a tendency to roll in bed at night.
- If you have difficulty walking, inquire about a bedside commode so you don't have to walk to the bathroom to use the toilet.
- Make sure you can easily reach the light switches, and other important things you might need through the day or night.
- Install night-lights to help you find your way in the dark at night.
- If you are using an IV pole for your IV or enteral therapy, make sure that all furniture, loose carpets, and electrical cords are out of the way, so you do not trip and fall while walking with the pole.

#### Safety in the Kitchen

- Your kitchen should be organized so you can easily reach and use the common items, especially during your recuperation while you are still a bit weak:
- Have a friend or health care worker remove all common small appliances and utensils from cabinets and place them on your counters where you can easily use them.
- Have a chair brought into the kitchen to the counter work area if you have difficulty standing.
- Make sure you are careful lifting pots and pans. Not only might they be hot, but they can be heavy as well. Use padded mitts to firmly grasp pans and pots on both sides.
- Ask your kitchen or hardware store about utensils for manually impaired or arthritic persons, including:
  - Basic electric can openers
  - Bottle and jar openers
  - Large-handled utensils
- When working at your stove, be very careful that intravenous, tube feeding tubing, or oxygen tubing do not hang over the heat. They can be flammable.

#### Getting Around Safely

- If you are now using assistive devices for ambulation (walking), here are some key points:
- Install permanent or temporary guardrails on stairs to give you additional support if you are using a cane or are unsteady.
- If you are using a walker, make sure that furniture and walkways are arranged to give you enough room.
- If you are using a walker or wheelchair, you may need a ramp for getting into or out of the house. Ramps can be purchased ready-made or may be constructed for you. Talk to your home medical equipment provider about available options.

If you have any questions about safety that aren't in this booklet, please call us and we will be happy to give you recommendations for your individual needs.

### INFECTION CONTROL

The patient/caregiver should observe all healthcare workers they meet and encourage and remind healthcare workers to wash their hands prior to providing care.

Items that touch only intact skin (e.g., blood pressure cuff, stethoscopes, thermometers, and other medical accessories) rarely, if ever, transmit disease. These items will be cleaned with alcohol after each use. Should any piece of item become contaminated with blood or other potentially infectious material, the item should be cleaned with a chemical germicide.

All excretions, secretions, blood, and drainage should be discarded in the toilet.

To minimize contamination during use, products must be handled in a manner that will protect them from contamination. These procedures include the following:

- Wash hands, making sure to use good hand washing technique.
- Unpack and handle products in a manner consistent with preservation of optimal cleanliness.
- Properly store all products

## HOW TO PLACE A PRESCRIPTION ORDER

It is our policy at Propel Pharmacy to help you place a prescription order. Your prescriber may submit an electronic order via the Nurx portal.

## HOW TO OBTAIN A REFILL

It is our policy at Propel Pharmacy to ensure that you have your medication delivered to you on time. A message will be sent to you via the Nurx portal when you have about 7 days of medication left. If you have not received this refill reminder message when you have 5 days of medication remaining, please contact us via the Nurx portal or call Propel Pharmacy toll free at (888) 407-8015. In addition, we will gladly assist you with any coordination issues with your medication such as early refill due to change in therapy.

## HOW TO ACCESS MEDICATIONS IN CASE OF AN EMERGENCY OR DISASTER

Propel Pharmacy has an emergency plan to provide prescriptions to our customers in case of emergency or disaster. Propel Pharmacy will make reasonable attempts to contact each patient following a disaster to access their needs. Propel Pharmacy will prioritize patients based upon the urgency of the need for service. The following local services may be contacted by the patient if needed:

- Local pharmacies near the patient's address
- The local hospital(s) near the patient's address
- The local EMS office (911 Services)
- FEMA

## HOW TO CHECK ON A PRESCRIPTION ORDER

You may contact us via the Nurx portal or toll free at (888) 407-8015 at any time to check on a prescription order.

## INFORMATION ON PRESCRIPTION DRUG SUBSTITUTIONS

The FDA classifies as therapeutically equivalent products that are approved as safe and effective; are pharmaceutical equivalents (i.e., contain identical amounts of the same active drug ingredient in the same dosage form and route of administration and meet compendial or other applicable standards of strength, quality, purity, and identity); are bioequivalent (i.e., do not present a known or potential bioequivalence problem and meet an acceptable in vitro, or in some cases in vivo, or both, standard--or, if they do present such a known or potential problem, are shown to meet an appropriate bioequivalence standard); are adequately labeled; and are manufactured in compliance with current Good Manufacturing Practice

(GMP) regulations. Products that meet these criteria are considered therapeutically equivalent even though they may differ in certain other characteristics such as shape, scoring configuration, release mechanisms, packaging, excipients (including colorings, flavorings, and preservatives), expiration date/time, minor aspects of labeling (e.g., presence of specific pharmacokinetic information), and storage conditions. The FDA takes the position that when differences of these types are important in the care of a particular patient, it may be appropriate for the prescribing physician to require that a particular brand be dispensed ("dispense as written") as a medical necessity ("brand medically necessary"). With this limitation, however, the FDA believes that products classified as therapeutically equivalent can be substituted with the full expectation that the substituted product will produce the same clinical effect and safety profile as the prescribed product.

Propel Pharmacy may substitute a generic drug for a prescribed drug unless the prescriber writes, "Dispense as written". If questions arise as to a therapeutic equivalent, Propel Pharmacy will contact the drug manufacturer and/or consult the FDA Orange Book.

### HOW TO TRANSFER A PRESCRIPTION TO ANOTHER PHARMACY

Simply request that a prescription for your medication be sent to the pharmacy of your choice via the Nurx portal. In your request, provide the name of the medication along with the name, address and phone number of the pharmacy where you would like your prescription filled.

### HOW TO OBTAIN MEDICATIONS NOT AVAILABLE AT THE PHARMACY

Propel Pharmacy will assist the patient to obtain medications that are not available at our pharmacy. We will instruct your prescriber to send your prescription to another pharmacy that has the medication prescribed and provide the information needed to fill your prescription.

### HOW TO HANDLE MEDICATION RECALLS

Upon receiving notification of a product recall, Propel Pharmacy will take the following steps:

1. Review inventory and records for the disposition of the recalled item.
2. Contact the patient/caregiver to arrange for exchange of products.
3. Remove the items(s) from service.
4. Follow the steps recommended by the manufacturer and document the steps with the date completed and the signature of the person completing the form.

### HOW TO DISPOSE OF MEDICATIONS

Follow any specific disposal instructions on the drug label or patient information that accompanies the medication. Do not flush prescription drugs down the toilet unless this information specifically instructs you to do so.

Take advantage of community drug take-back programs that allow the public to bring unused drugs to a central location for proper disposal. Call your city or county government's household trash and recycling service (see blue pages in phone book) to see if a take-back program is available in your community. The Drug Enforcement Administration, working with state and local law enforcement agencies, is sponsoring National Prescription Drug Take Back Days throughout the United States.

If no instructions are given on the drug label and no take-back program is available in your area, throw the drugs in the household trash, but first:

- Take them out of their original containers and mix them with an undesirable substance, such as used coffee grounds or kitty litter. The medication will be less appealing to children and pets, and unrecognizable to people who may intentionally go through your trash.
- Put them in a sealable bag, empty can, or other container to prevent the medication from leaking or breaking out of a garbage bag.
- <https://www.epa.gov/sites/production/files/2015-06/documents/how-to-dispose-medicines.pdf>

Additional tips:

- Before throwing out a medicine container, scratch out all identifying information on the prescription label to make it unreadable. This will help protect your identity and the privacy of your personal health information.
- Do not give medications to friends. Doctors prescribe drugs based on a person's specific symptoms and medical history. A drug that works for you could be dangerous for someone else.
- When in doubt about proper disposal, talk to your pharmacist.
- The same disposal methods for prescription drugs could apply to over-the-counter drugs as well.

## HOW TO HANDLE ADVERSE REACTIONS

An adverse reaction is defined as any unpredictable, unintended, undesirable, and unexpected biological response that a patient may have to medications. Some common side effects of birth control pills include nausea, weight gain, sore or swollen breasts, small amounts of blood, or spotting, between periods, lighter periods, and mood changes.

If you experienced an adverse drug reaction, please contact us via the Nurx portal or call toll free at (888) 407-8015. Our clinical staff shall do a complete clinical assessment with you and based on his/her clinical judgment will formulate a plan of action. This plan of action could include counseling you on common preventative measures if a known and manageable adverse reaction is reported or discontinuing the medication or modifying the dose.

## GRIEVANCE / COMPLAINT REPORTING

You may lodge a complaint without concern for reprisal, discrimination, or unreasonable interruption of service. To place a grievance, please contact us via the Nurx portal, or call us toll free at (888) 407-8015 and speak to a pharmacy staff member. We will resolve all complaints within 14 days.

You may also make inquiries or complaints about our pharmacy by calling the Accreditation Commission for Health Care (ACHC) at 919-785-1214 and/or the State Board of Pharmacy.

# COMPLAINT FORM

Patient: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date/Time Received: \_\_\_\_\_

Address: \_\_\_\_\_

Patient's Medicare/Medicaid or Health Insurance Claim Number: \_\_\_\_\_

Date/Time of response to patient: \_\_\_\_\_

Date of written notification to patient: \_\_\_\_\_

Employee Receiving Concern: \_\_\_\_\_

Describe Grievance, Complaint or Concern: (Use additional sheets as needed) (Attach documentation of response(s) and copies of written communication to the patient)

\_\_\_\_\_

Administrative Action:

\_\_\_\_\_

Resolved By: \_\_\_\_\_ Date: \_\_\_\_\_

Please email the completed form to [info@propelpharmacy.com](mailto:info@propelpharmacy.com) or mail the completed form to:

Propel Pharmacy  
5962 State Route 31 Ste 4  
Cicero, NY 13039