

Salinas Valley HEALTH

RETAIL PHARMACY

Salinas Valley Health Retail Pharmacy

Specialty Pharmacy Services Welcome Packet



Eric Fabian
Retail Pharmacist

Welcome to Salinas Valley Health Retail Pharmacy!

We are happy to be your specialty pharmacy! Our friendly team will work hard to give you excellent care and service.

We understand that living with a chronic disease or serious illness can be hard and confusing at times – our goal is to provide you with the knowledge, support and peace of mind you need to get the most out of your specialty medicine. We will work closely with you, your doctor, and your insurance provider to deliver the highest quality care.

As a specialty pharmacy patient, you can expect:

- Customized services for your specific health condition(s)
- Pharmacist assistance 24 hours a day, 7 days a week (including weekends and holidays)
- Ongoing training and education in person or over the phone
- Help with insurance and financial assistance programs
- Regular refill reminders and follow-ups
- Fast and easy medicine delivery

We are here to help you, and we thank you for choosing Salinas Valley Health Retail Pharmacy – Specialty Pharmacy Services!

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Pharmacy Contact Information and Hours of Service

Location:

Salinas Valley Health Retail Pharmacy (next to Starbucks)
446 East Romie Lane, Suite B, Salinas, CA 93901

Contact us:

Retail Pharmacy Phone: **831-759-3277**
Specialty Pharmacy Phone: **831-257-4909**
Fax: **831-208-6244**
Website: **SalinasValleyHealth.com/services/retail-pharmacy**
Email: **retailpharmacy@SalinasValleyHealth.com**
To protect your privacy, do not send any medical information through email.

After-Hours Assistance
Specialty Pharmacy Questions: **831-257-4909**
Refill Questions: **831-759-3277**
Medical Emergencies: **Call 9-1-1**
Poison Control Center: **1-800-222-1222**

Business hours:

Salinas Valley Health Retail Pharmacy:
Monday through Sunday: 8:30am-9:30pm
Meds-to-Beds service: 24 hours a day, 7 days a week, 365 days a year
Specialty Pharmacy Service:
Monday through Friday: 8:30am–5:00pm
A licensed pharmacist is available 24 hours a day, 7 days a week, 365 days a year.





Services Offered

Our expert team of pharmacists and technicians are here to help you get the best results from your specialty medicine.

Getting started

When your doctor sends your prescription to Salinas Valley Health Retail Pharmacy, you are automatically enrolled in our specialty pharmacy program. These services are offered to you at no cost and your participation is completely voluntary. You can stop at any time by letting a pharmacy staff member know.

Insurance navigation

Our team will work with your doctor and insurance company to help get your medicine covered. This process is called prior authorization. Prior authorizations may take a few days to complete, but we will let you and your doctor know what is going on along the way.

Appeals: If your insurance will not pay for your medicine, you may be able to file an appeal with your insurance company. Our specialty pharmacy team can help you with the appeals process.

Financial assistance

Specialty drugs can be expensive, even after insurance pays most of the cost. If you cannot afford your medicine, we can help find available financial assistance programs to lower your out-of-pocket expense.

Our pharmacy works with many drug manufacturers, foundations and charities to help reduce drug costs. You may be asked to fill out forms in order to get these benefits.



Refill reminders

We call you about a week before your medicine runs out. At that time, we make sure you are still taking the medicine and connect you with a clinical pharmacist if you have any questions or concerns. If you need to order your own refills, you can:

- Call us at: **831-759-3277**
- Email us at: **retailpharmacy@SalinasValleyHealth.com**
- Stop by the retail pharmacy at Salinas Valley Health Medical Center

For refills, contact us at least five days in advance to ensure you receive your medicine on time.

If you need to refill your prescription early (lost medicine, vacation supply), please call the pharmacy to learn what options are available.

Services Offered (Cont.)

Patient Management Program

Our expert pharmacists provide many clinical services to help you stay as healthy as possible. Through our patient management program, pharmacists:

- **Work with your doctor:** We coordinate with your doctor to receive and prepare your medication
- **Help with insurance:** Our team works with your insurance company to obtain approval for your medication
- **Find ways to lower costs:** We help identify copay programs or financial assistance that may reduce what you pay
- **Teach you about your medication:** Our pharmacists explain how to take your medication and what to expect
- **Provide refill reminders:** We contact you when it is time to refill your medication so you do not run out
- **Check in on your treatment:** Our team may reach out to see how your medication is working and answer any questions
- **Offer support when you need it:** Our pharmacy team is available to help if you have questions or concerns about your medication

Our clinical pharmacists counsel you about your medicine during your pharmacy visit or over the telephone. We offer 24/7 pharmacist support for urgent questions or needs.

Help us serve you better

You have a better chance for treatment success when you actively participate in our program.

- You must take your medicine on time and as directed for best results
- Please answer our calls and give us updates about your health
- Let us know if your address, phone number, or insurance change
- Keep your doctor's appointments. Talking to a pharmacist does not replace appointments with your doctor



Billing and Payment

Our pharmacy will bill your insurance company to lower the price of your medicine. When your insurance company does not pay the full amount, the remaining cost is called a copayment or copay. You need to pay your copay each time your medicine is filled.

If you owe any money, it will need to be paid before your next refill. We accept Visa, MasterCard, American Express, and Discover credit cards. We also accept cash, flexible spending accounts (FSA), and health savings accounts (HSA).



Frequently Asked Questions

What is a specialty medicine?
Specialty medicines treat rare, complex, or long-term health problems. They can be taken by mouth, injected, inhaled, or infused. They can be given at home or in a health care setting. These medicines may have special directions or may need to be stored in a certain way.

Why do I need a specialty pharmacy?
Specialty medicines are usually expensive and hard to get from your local pharmacy. When you're taking a specialty medicine, you may need extra training and education. You may need help with your insurance and financial assistance. We go above and beyond the typical pharmacy to make sure your medicines work for you.

When should I contact the specialty pharmacy team?

- When you have any questions about your specialty medicine
- When you are admitted to the hospital
- When you have a bad reaction to your medicine
- When you need to start or stop a medicine or if your dose changes
- When your insurance changes
- When your address or telephone number changes
- When you think any error has happened
- When you need help getting your medicine during an emergency or disaster

Frequently Asked Questions (Cont.)

What If I need an interpreter?
We can provide a professional interpreter if you are deaf, hearing impaired, or if English is not your primary language.

Will my insurance let Salinas Valley Health Retail Pharmacy fill my medicine?
We can fill prescriptions for Medi-Cal, most Medicare plans, and many commercial/private insurance companies. If your insurance requires you to use another pharmacy, you can contact your provider's office and ask them to send your prescription to the preferred pharmacy. You can also contact the preferred pharmacy and ask them to transfer your prescription from us.

How much will my medicine cost?
The price for specialty medicines will vary. We will let you know the cost once your insurance approves your prescription.

What if I can't afford my medicine?
We want your medicine to be affordable to you. If you are having trouble paying for your medicine, we can help you find other options. You may be able to get financial assistance through drug companies, foundations, or charities. We will do a full review of available options, talk to you about those options, and help you sign up if you qualify.

Can Salinas Valley Health Retail Pharmacy get all specialty drugs?
We can get many specialty medicines, but if our pharmacy does not have your specific medicine, we will send your prescription to a pharmacy that does.

Will you ever substitute my medicine with another?
Our pharmacy may switch from an expensive brand name medicine to a lower-cost generic medicine. You or your doctor may tell us not to switch. We will ask you before making any substitutions.

What if my medicine is recalled?
Our pharmacy has a process to respond to Food and Drug Administration (FDA) and drug manufacturer recalls. If a medicine you are taking has been recalled, we will contact you and your doctor. We will give you instructions on what to do.

- If you notice that your drug has been recalled, call us right away

Can I return my medicine to the pharmacy?
No. The California State Board of Pharmacy does not allow us to reuse or resell any item that has been given to a patient. As a result, we cannot take back any medicine once it leaves the pharmacy and no credit will be given for any unused or extra product.

How will I know if my prescription will be delayed?
If your prescription is delayed due to limited drug availability or changes in insurance coverage, we will notify you. We will do everything we can to make sure your treatment is not interrupted.



Tips for Success

The Salinas Valley Health Retail Pharmacy team wants you to be successful on your specialty medicine. We are available 24 hours a day, 7 days a week to answer your questions and provide you with the support you need. Follow these tips to help you get the best results:

1) Follow your doctor's directions

It is very important that you follow the medicine instructions your doctor gave to you. For example, taking the right amount of drug at the right time for the right length of time.

2) Take an active role in your care

It is very important that you learn about the medicines you are taking and the health conditions you are being treated for. Ask your doctor or pharmacist about other learning resources that are available for you.

3) Call us!

If you have any questions or need more information, contact our pharmacy any time, day or night. The entire Salinas Valley Health Retail Pharmacy team is here to help you!

Good questions to ask your doctor or pharmacist before starting treatment:

- What is this medicine supposed to do?
- How and when do I take it?
- For how long should I take it?
- Does this medicine have anything in it that might cause an allergic reaction?
- Should I stay away from any foods, alcohol or sunlight?
- Will this medicine be okay with other medicines I take?
- What are common side effects?
- Is there anything I can do to prevent side effects?
- What should I do if I forget to take my medicine?
- Is it safe to become pregnant or breast-feed while taking this medicine?
- How should I store my medicine?

Patient Safety

Adverse medicine reactions

If you have a bad reaction to your medicine contact your doctor, local emergency room, or call 9-1-1. Be sure to let a specialty pharmacy team member know about your reaction as soon as it is safe to do so.

Hand washing

Germs are all around us and the best way to prevent infection is to wash your hands often. Always wash your hands before and after you handle any medicines. Follow these simple steps for proper hand washing:

- Wet hands with warm water
- Place a small amount of soap on hands
- Rub hands together for at least 30 seconds. Don't forget to clean under the nails and between the fingers
- Rinse hands with warm running water
- Dry hands with a paper towel or a clean cloth
- Turn off your faucet with the towel
- If you don't have soap and water, use an alcohol-based hand sanitizer

Handling hazardous drugs at home

We will let you know if the medicine you are taking is hazardous and requires special handing. Here are some tips to keep you and your loved ones safe:

- Wash your hands before and after handling hazardous drugs and wear intact, disposable nitrile gloves when touching these medicines
- Swallow pills whole; do not crush, chew, or break them
- Do not let pregnant women touch hazardous drugs
- Store hazardous medicines in their original container and use a plastic medicine cup to transfer the pills from the medicine bottle
- Do not put hazardous tablets or capsules in a pill box with other daily medicines
- Discard any used gloves, medicine bottles, medicine cups and oral syringes in a plastic bag, tie and seal the bag then place in household trash
- Keep all drugs away from children and pets and store hazardous drugs in a separate location away from other family members' medicines
- If the hazardous drug requires refrigeration, keep it away from foods either in a crisper bin or medicine container

Getting rid of unused or expired medicines

Getting rid of old, unused, or expired medicine the right way helps keep everyone safe.

- It protects you so that you do not take the wrong medicine
- It protects others from taking medicine not prescribed to them
- It protects children and pets who might mistake medicines for food or treats
- It protects the environment, soil, and water supply

Flushing medicines

Flushing or pouring medicines down the drain can pollute our water supply. Do not flush or pour old medicines down the drain unless you know it is safe. For more information, please visit **fda.gov** and search for "Disposal of Unused Medicines: What You Should Know".

Patient Safety (Cont.)

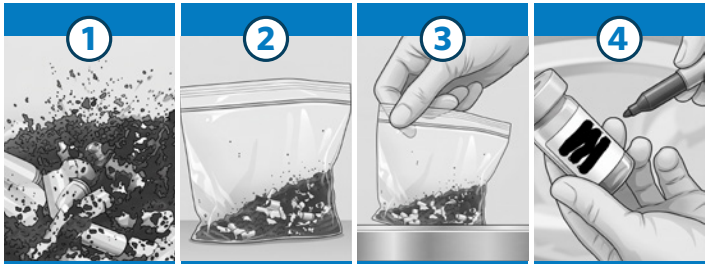
Drug take-back locations

The best way to safely get rid of unwanted medicines is to drop them off at a drug take back site. All medicines dropped off at a take back location will be destroyed. Before getting rid of prescription medicines, be sure to remove all personal information on pill bottle labels and medicine packaging.

To find a take back location near you, visit: **takebackday.dea.gov**.

Home disposal

If no drug take back sites are available, you can throw away unused medicine following these easy steps:



Source: **www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines**

Sharps and sharps disposal

After using an injectable medicine (shot), put all needles, syringes, lancets, and other sharp objects into a sharps container.
Our pharmacy provides a sharps container to all patients who use needles and syringes.

- Do not throw sharps in the trash unless they are inside a sharps container
- Do not flush sharps down the toilet
- If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid can be used
- Before you throw away your used sharps container, tape up the top with heavy-duty tape
- Do not use clear plastic or glass containers
- Containers should be no more than 3/4 full

Check with your local trash service or public health department for disposal options in your area. You can also visit: **Safe Needle Disposal for Households | US EPA** disposal for more information.

Needle stick safety

- Never replace the cap on needles
- Throw used needles into a sharps container right away
- Plan for the safe handling and disposal of needles before using them
- Report all needle sticks or sharps-related injuries right away to your doctor

Emergency Preparedness

Poisoning

Keep all medications, hazardous materials, and liquids away from children and pets. The Poison Control Center number is **800-222-1222**.

Disaster

It is important to be prepared in case of a natural disaster (hurricane, earthquake, tornado, flood). For information on making a family emergency plan, building a disaster kit, and getting ready for different disasters, visit **Make A Plan | Ready.gov**.

When preparing for a natural disaster or emergency situation, think about any medicines you and your family are taking. Because disasters may interrupt the pharmacy's ability to get your medicine to you, try to have at least a week's supply on hand if possible.

If you use a refrigerated specialty medicine, be sure to save a cooler, packing material, zip-top plastic bags, and ice packs from one of your shipments. Make sure to keep the ice packs frozen. Put the cooler and other supplies in an easy to get to location.

If there is a disaster in our area, we will call you to plan the delivery of your medicine. If there is a disaster in your area, please call us right away to set up delivery. If we are not able to provide your medicine, we will help you get your medicine from another pharmacy. Be sure to let us know when you get back home.

Patient Advocacy and Support

We want you to be safe and healthy. Listed below are just a few resources that provide education and support to people dealing with difficult situations and healthcare needs:

Accreditation Commission for Health Care (ACHC)	**855-937-2242**
California Board of Pharmacy	**916-518-3100**
Cancer	American Cancer Society **www.cancer.org** **800-227-2345**
	American Childhood Cancer Organization **www.acco.org** **855-858-2226**
Child Abuse Hotline	**800-4-A-CHILD** **800-422-4453**
Domestic Violence Hotline	**800-799-SAFE** **800-799-7233**
Rape, Abuse, Incest National Network (RAINN)	**800-656-HOPE** **800-656-4673**
Runaway Hotline	**800-621-4000**
Suicide & Crisis Hotline	**800-999-9999**
Utilization Review Accreditation Commission (URAC)	**202-216-9010**

Patient Concerns and Complaints

Service excellence

Our pharmacy team is dedicated to giving you great care and customer service. Our top priority is helping you reach your goals to improve your quality of life. If we ever fail to meet your expectations, please share your experiences. There will be no retaliation for filing a complaint. Your feedback helps us improve!

How to file a complaint

Talk to us in person, call us at **831-759-3277** or email us at **retailpharmacy@SalinasValleyHealth.com**.

- If staff cannot resolve your complaint right away, you will be referred to the pharmacy manager or director.

Patient rights and responsibilities

Please read the Salinas Valley Health's Patient and Parent Rights and Responsibilities you received with this welcome packet. You may also read a copy online at: **SalinasValleyHealth.com/patients-visitors/for-patients/your-medical-center-stay/patient-rights**

Medicare DMEPOS supplier standards

The products and/or services provided to you by Salinas Valley Health Retail Pharmacy are subject to the supplier standards contained in the federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at **www.ecfr.gov**. Upon request, we will furnish you a written copy of the standards. Scan the QR Code to view the abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges.



Patricia Veliz
Retail Pharmacy Tech

Honoring your Privacy

Please read the Notice of Privacy Practices that you received with this welcome packet, and let our staff know if you have questions or concerns related to the security of your personal health information.

Salinas Valley HEALTH

Salinas Valley Health Retail Pharmacy
446 East Romie Lane, Suite B Salinas, CA 93901

Retail Pharmacy Phone: **831-759-3277**
Specialty Pharmacy Phone: **831-257-4909**
Fax: **831-208-6244**
SalinasValleyHealth.com/services/retail-pharmacy

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