

*Scripts* **RX**

PHARMACY REIMAGINED

NEW PATIENT PACKET

**Dear Patient:**

Welcome to Scripts Rx Pharmacy; we are pleased to have been selected as your specialty pharmacy provider. Enclosed is your patient welcome packet containing information on Scripts Rx Pharmacy, our operations and services, patient safety, and other important patient information. Please take a few minutes to read through this information, and keep this packet in a safe place for future reference. As a specialty pharmacy patient, you will have access to Scripts Rx Pharmacy's experienced clinicians.

Here are few things you should know about Scripts Rx Pharmacy:

- Scripts Rx Pharmacy is a specialty pharmacy offering you 24/7/365 support.
- We treat you as an individual and work with your care providers to create a program tailored to your specific condition.
- Our dedicated team of patient care coordinators will ensure the delivery of your monthly refills. Because we want to be sure you understand and follow your prescription guidelines, you will be provided with educational materials on your medications.
- We will handle the details for shipping and delivering your specialty medications.

If you have any questions, please call us at 1-800-266-4907 or visit us online at [www.scriptsrxpharmacy.com](http://www.scriptsrxpharmacy.com).

Sincerely,



Matt Cunningham  
CEO, Scripts Rx Pharmacy

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## About Scripts Rx Pharmacy

### Mission Statement

To become the pharmacy healthcare destination for all patients and inspire everybody in our community to live better, healthier and happier lives.

### Vision Statement

Better health for all through innovation and outstanding customer service.

### Our Story

Scripts Rx Pharmacy is the product of a belief that the best pharmacy is one that is focused on the patient. To achieve this mission, we are modernizing the pharmacy experience and challenging traditional norms that have rendered pharmacies inefficient and impersonal. We are rethinking the way patients and doctors interact with their pharmacy and are motivated to become the healthcare epicenter for our local community.

## Contact Us

**Address:** 1333 W Belmont Ave, Suite 320, Chicago, IL, 60657

**Phone:** 800-266-4907

**Fax:** 877-992-3831

**Email:** [info@scriptsrxpharmacy.com](mailto:info@scriptsrxpharmacy.com)

**Website:** [www.scriptsrxpharmacy.com](http://www.scriptsrxpharmacy.com) (chat services available)

### Hours of Operation

Our Pharmacy is open Monday through Friday, 8 am to 7pm and Saturday 10 am to 4pm (Central Time)

A licensed pharmacist is available: 24 hours a day, 7 days a week, for emergency pharmacy services at 1-800-266-4907

### Holidays

Scripts Rx Pharmacy is closed on the following holidays:

- New Year's Day (January 1)
- President's Day (the third Monday of February)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (the first Monday in September)
- Thanksgiving (the fourth Thursday in November)
- Christmas (December 25)

**Scripts Rx Pharmacy Emergency Disaster Information**

If there is a disaster in your area, please call 1-800-266-4907 to instruct us where to deliver your medication. This will ensure that your therapy is not interrupted. Be sure to also let us know when you have returned to your residence.

## Patient Rights and Responsibilities

### **Your Information. Your Rights. Our Responsibilities.**

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

### **Your Rights**

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

### **Your Choices**

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

## Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

## Your Rights

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

**Request confidential communications**

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

### **Ask us to limit what we use or share**

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

### **Get a list of those with whom we’ve shared information**

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### **Get a copy of this privacy notice**

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### **Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.



### **File a complaint if you feel your rights are violated**

- You can complain if you feel we have violated your rights by contacting us using the information on page 4.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

### **Your Choices**

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

## **Our Uses and Disclosures**

### **How do we typically use or share your health information?**

We typically use or share your health information in the following ways.

#### **Treat you**

We can use your health information and share it with other professionals who are treating you.

*Example: A doctor treating you for an injury asks another doctor about your overall health condition.*

#### **Run our organization**

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

*Example: We use health information about you to manage your treatment and services.*

#### **Bill for your services**

We can use and share your health information to bill and get payment from health plans or other entities.

*Example: We give information about you to your health insurance plan so it will pay for your services.*

### **How else can we use or share your health information?**

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

#### **Help with public health and safety issues**

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls

- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

### **Do research**

We can use or share your information for health research.

### **Comply with the law**

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

### **Respond to organ and tissue donation requests**

We can share health information about you with organ procurement organizations.

### **Work with a medical examiner or funeral director**

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

### **Address workers' compensation, law enforcement, and other government requests**

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

### **Respond to lawsuits and legal actions**

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

### **Our Responsibilities**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### **Changes to the Terms of this Notice**

**We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.**

### **Other Instructions for Notice**

- Effective Date of this Notice: 8/27/2019
- Joseph Moore – Privacy Officer – Email address: [jmoore@scriptsrxpharmacy.com](mailto:jmoore@scriptsrxpharmacy.com)

## **Obtaining Medications and Services**

### **Delivery of Your Specialty Medications**

We coordinate delivery of your specialty medications to your home, your prescriber's office or an approved alternate location. We will also include any necessary supplies, such as needles, syringes and alcohol swabs. If your medications require special handling or refrigeration, they will be packaged and shipped accordingly. If you cannot be there to accept the package, we can arrange for it to be left at your home or an approved alternate location.

### **How to Fill a New Prescription**

Scripts Rx Pharmacy will work with your prescriber when you need a new prescription drug. In many cases, your prescriber will fax Scripts Rx Pharmacy a new copy of your prescription. However, you may also call Scripts Rx Pharmacy and request that we contact your prescriber to obtain a new specialty prescription.

### **Ordering Refills**

A patient care coordinator will call you before your medication is scheduled to run out to check your progress and determine the shipment of your next refill. Please call 1-800-266-4907 during our normal office hours if you have any questions or need help. During the intake process, we will verify your benefit coverage. In the event that your health plans notifies us that your order should be sent to another facility of Pharmacy Benefit Management organization, we will contact you directly to assist you in the transferring of the order.

### **Medications Not Available at Scripts Rx Pharmacy**

If you cannot obtain a medication at Scripts Rx Pharmacy, your patient care coordinator will work with you and another pharmacy to ensure you receive your drug.

### **Transferring Medications**

It is always the patient's decision where to fill a prescription. If for any reason you want your prescription transferred to another pharmacy, please contact your patient care coordinator and we will transfer your prescription on your behalf.

### **Generic Medication Substitution**

Whenever possible, Scripts Rx Pharmacy will transfer your prescription to a pharmacy of your choice if a lower-cost generic medication can be substituted for a brand-name medication unless you or your prescriber has asked for a specific brand-name drug. This may occur for new prescriptions, refills, therapeutic changes and prescription transfers.

### **Health information for Common Conditions**

Scripts Rx Pharmacy will attach manufacturer information to your prescription regarding your medication, treatment options, diagnosis and common treatment options.

**Pharmacist Assistance**

Scripts Rx Pharmacy's pharmacists are specially trained on the medication you are taking, and they are here to answer your questions about your care plan. Please call a Scripts Rx Pharmacy pharmacist if you have any questions regarding your treatment. In the case of an emergency, call 911. A licensed pharmacist is available 24 hours a day, 7 days a week, for any urgent needs relating to your medication. After normal business hours, please leave your contact information with our after-hours inbox, and the pharmacist on-call will promptly return your call.

## **Payment Policy**

### **Drug Claims**

Scripts Rx Pharmacy will work with you to get the most cost-effective price for your prescribed medication. We will work with your prescriber and your pharmacy benefits manager to provide prior authorization support and with patient assistance programs provided by manufacturers, charities, and foundations for copay support. However, you may still have to pay a portion of the cost, which is called a copayment. You will be responsible for paying your copayment when you order your medication or refills. We will tell you the exact amount you need to pay Scripts Rx Pharmacy.

### **Medication Claims**

Scripts Rx Pharmacy will bill the appropriate party for all claims. However, you may be responsible for paying a coinsurance and/or deductible amount.

### **Out of Network Plans**

If based on your eligible health benefits, Scripts Rx Pharmacy is an out of network pharmacy, the cost charged for the medication will be provided in writing to you via an emailed invoice or your prescription may be transferred to a pharmacy of your choice upon request.

### **Outstanding Balances**

If for any reason you owe a balance, the balance will need to be paid prior to your next refill. We accept Visa, MasterCard, American Express and Discover credit cards.

### **Payment Plan**

If you need help in arranging a payment plan for the money you owe, please call and speak with one of our customer service specialists at 1-800-266-4907.

If you get a check from the insurance company, you should send it to Scripts Rx Pharmacy with a copy of the Explanation of Benefits (also known as the EOB) statement you received.

## **Patient Information**

### **Patient Issues and Concerns**

If you suspect an error has occurred or you have any concerns about your medications, services received, delivery or other issues, please call our customer service representatives at 1-800-266-4907. We would be glad to assist you.

### **Consumer Advocacy Support**

To learn more about consumer protection and advocacy services, please visit the National Association of Consumer Advocates (202-452-1989) at <http://www.consumeradvocates.org/for-consumers> and the Illinois Attorney General Consumer Protection Division (800-386-5438) at <http://www.illinoisattorneygeneral.gov/consumers/>

### **Appeals**

If your health plan denies coverage for your medications, or if you disagree with the benefits or coverage of your medications, you may have the right to file an appeal with your health plan. Contact your health plan for more information.

### **Returned Goods Policy**

Your State Board of Pharmacy Regulations forbids the resale or reuse of a prescription item that was previously dispensed. As a result, no credit can be issued for any unused or excess products. Scripts Rx Pharmacy's patient care coordinator will arrange a return and reship of medication if your medication or supplies are defective. Returning supplies and equipment is prohibited.

### **Supplies**

Once supplies have been delivered to your home, Scripts Rx Pharmacy cannot reuse them. Keep the supplies you may be able to use in the home and dispose of the rest. If you have questions about disposal, please call 1-800-266-4907. We will be happy to assist you.

### **Patient equipment**

Please call 1-800-266-4907 as soon as your therapy has been discontinued, so we can make arrangements for the return of your equipment. Please note:

- It is helpful for us to know the exact date your therapy was discontinued.
- When returning a pump, make sure you return all of the pump accessories. For example: if your therapy used the Curlin pump, you will need to return not only the pump, but also the AC adapter (which should be placed in the black case), the black carrying case and the pouch.



- All equipment must be returned to Scripts Rx Pharmacy as soon as possible upon completion of therapy.

**Medication Delays**

If your medication is delayed, a Scripts Rx Pharmacy patient care coordinator will call you to provide assistance.

**Drug Recalls**

Scripts Rx Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. Scripts Rx Pharmacy will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, Scripts Rx Pharmacy will contact your prescriber or your health plan.

**Delays and Order Status**

Information on the status of your order can be obtained by calling one of our customer support specialists during our normal business hours at 1-800-266-4907.

## Patient Safety

### Adverse Drug Reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their primary care provider (PCP), local emergency room or 911.

### How to Throw Away Home-Generated Biomedical Waste\*

Home-generated biomedical waste is any type of syringe, lancet or needle (“sharps”) used in the home to either inject medication or draw blood. Special care must be taken with the disposal of these items to protect you and others from injury, and to keep the environment clean and safe. If your therapy involves the use of needles, an appropriately sized sharps container will be provided. Please follow these simple rules to ensure your safety during your therapy.

### Sharps

After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid (for example, an empty hard can or liquid detergent container) could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than  $\frac{3}{4}$  full.

### Disposal

Check with your local waste collection service to verify the disposal procedures for sharps containers in your area. You can ask your prescriber’s office about the possibility of disposing of items in the prescriber’s office during your next office visit. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at <http://www.cdc.gov/needledisposal/>

### **Needle-Stick Safety**

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle stick or sharps-related injuries promptly to your physician.

If your therapy does not involve the use of needles or sharp items you do not need a sharps container. You should place all used supplies (e.g., syringes or tubing) in a bag you can’t see through. Put this bag inside a second bag, and put this in your garbage with your other trash.

### **Emergency Preparedness**

Each year nearly 21 million family members suffer injuries in the home. We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

**Falling:** (This is the way people are most often injured in their homes.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lit and use night lights as needed.
7. Have a flashlight that works.

**Poisoning:**

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 1-800-222-1222

**Fire and Burn Prevention:**

1. Have smoke detectors in the home, and replace batteries at least once per year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there's a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120° F.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

**Fire:**

1. Rescue anyone from immediate danger:
  - a. If bedridden, tie a knot in the head and foot of the sheet.
  - b. Using the sheet, pull the person to safety. If two people are available, make a chair from the rescuers' arms and carry the patient to safety.
2. If safe, alert the fire department. Otherwise evacuate area.
3. Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.

4. Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department when you are safe.

**Natural Disasters** (earthquake, hurricane and tornado):

1. In disaster-prone areas, store food and extra bottled water. Have a transistor radio, flashlights and extra batteries. Report any special needs for a backup generator to electric and gas companies.
2. Check for injuries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes at all times.
5. Evacuate area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.

**Power Outage:**

1. Notify your gas and electric companies if there is a loss of power. Report any special needs for a backup generator to the electric and gas companies.
2. Have a transistor radio, flashlights, batteries and/or candles available. (If on oxygen, turn it off before lighting candles.)

**Flood:**

1. In flood-prone areas, store extra food and extra bottled water. Have a transistor radio, flashlights and batteries available. Get a pipe wrench to shut off valves for gas and water. Report any special needs for a backup generator to the electric and gas companies.
2. Unplug your infusion pump unless the IV pole is touching water.
3. Evacuate the area.
4. Contact the local law enforcement, civil defense and/or emergency preparedness.

\*Reference: Biomedical Waste Program in the Home State of Florida. Department of Health, 1-31-01. Handle with Care: How to Throw Out Used Insulin Syringes and Lancets at Home. United States Environmental Protection Agency, September 1999.

## Frequently Asked Questions

### **What is a specialty pharmacy?**

A specialty pharmacy provides injectable, oral and infused medications. These complex and costly medications usually require special storage and handling and may not be readily available at your local pharmacy. Sometimes, these medications have side effects that require monitoring by a trained pharmacist or nurse. Scripts Rx Pharmacy focuses on providing these medications while offering excellent customer service and clinical support to you and your caregivers.

### **What is the Patient Management Program?**

The Patient Management Program is included at no cost to you and you are automatically enrolled as a patient of Scripts Rx Pharmacy. **You may opt out at any time.** Pharmacists will work with you on any problems, concerns or questions you may have regarding your medication therapy. Issues discussed include disease overview, medication, dose, dose frequency, interactions, side effects, physical assessments and coordination of care with your physician when appropriate, etc.

The potential health benefits of this program include managing side effects, improved overall health, increased disease and medication education and awareness, increased medication compliance and when coordination of care with your physician is necessary, your pharmacist will have all the information needed to help make informed decisions regarding what is best for you as the patient.

The potential limitations of this program are dependent on you as the patient. You must be willing to follow the directions of your physician and pharmacist, be compliant with taking your medication and willing to discuss the details of your disease, medical history and current practices with your pharmacist so he can have a full understanding of the situation. Please let your physician know you are a patient of Scripts Rx Pharmacy and are enrolled in their Patient Management Program. A good relationship between your physician and your pharmacist will benefit everyone involved in your care.

### **How do I opt out of the Patient Management Program?**

You may opt out of the patient management program at any time by calling our pharmacy and requesting to speak to a pharmacist. The pharmacist will confirm your request to end your enrollment and update your patient profile with your preference.

### **How important is it to take all of my medication?**

Following your prescriber's instructions for both the amount of the medication you should take (for example, 20ml once a day) and the length of time you should take it

(for example, every day for 3 months) is the best thing you can do to ensure a successful course of treatment. We understand that some medications may have unpleasant side effects or may be difficult to administer. Therefore, our pharmacists and nurses are available to offer practical advice about dealing with these issues or to contact your prescriber about the medical management of these side effects.

**How do I order a refill?**

A Scripts Rx Pharmacy representative will call you to schedule your delivery at least a week before your next refill. During this call, he or she will confirm that you are still taking the medication, that your prescriber has not changed the dose, and that you are not having any unmanageable side effects.

**How long does it take to receive my medication?**

Medications are usually shipped with expedited delivery within 24 to 48 hours after we receive your complete prescription. Scripts Rx Pharmacy will provide any additional supplies you need for administering your medication, such as needles, syringes and alcohol swabs.

**What if I have questions about my medications?**

At Scripts Rx pharmacy, we have a team of pharmacists to answer your questions through the toll-free number 1-800-266-4907. A licensed pharmacist is available 24 hours a day, 7 days a week. He or she can help you if you have an urgent need relating to your medication. Please leave your contact information with our after-hours answering service, and the pharmacist on-call will promptly return your call.