

Welcome

Valley Medical Center Specialty Pharmacy

Dear Patient,

Welcome to Valley Medical Center (VMC) Specialty Pharmacy. At VMC our mission is **caring for our community like family** and we are honored to be able to assist you with all your specialty pharmacy needs.

Specialty pharmacies differ from traditional retail pharmacies in multiple aspects ranging from patient care and disease management to monitoring and adherence management.

Our team understands that your medical needs may be complex and possess the special knowledge required, so you can get the personalized care you need at no additional cost. Our partnership with your medical provider and many insurance companies allow us to optimize your care and get the most benefit from your medication therapy including:

- Enrollment in the Patient Management Program, a program designed to help you manage side effects, increase your ability to stay on your drug therapy, and improve your overall health
- Training, education, and counseling
- Free delivery of your medication
- Access to a pharmacist 24 hours a day, 7 days a week (including weekends and holidays)
- Enrollment in programs to help with the cost of your medication

We look forward to providing you with the best service possible. We know you have many health care options and we thank you for choosing the VMC Specialty Pharmacy.

Sincerely,

The VMC Specialty Pharmacy Team



The VMC Specialty Pharmacy is located in the Valley Professional Center Building at the Prescription Pad Pharmacy North

**3915 Talbot Road South, Suite 110
Renton, WA 98055**

Hours of Operation:

Monday to Friday, 8 AM – 5 PM

Closed: Saturday and Sunday, and all major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Eve and Christmas Day.

A licensed pharmacist available 24 hours a day, 7 days a week to discuss urgent matters by calling:

Phone: 425.690.3553 (Toll-Free: 877.690.3553)

Fax: 425.690.9553

Website: valleymed.org/specialty-pharmacy/

Email: SpecialtyRx@valleymed.org

Introduction to Services

A specialty pharmacy manages medications that may require special monitoring or handling, have specific storage requirements, or that may be very costly. Depending on the medication or your insurer, you may not be able to buy these specialty medications at your local pharmacy.

VMC Specialty Pharmacy serves patients within the State of Washington. Our team will work with you and your doctor to help you get the best results from your drug therapy.

- Coordination with your insurance company for medication coverage
- Free medication delivery directly to your home, dependent on insurance provider
- Medication refills
- Side effect management
- Financial assistance
- 24/7 clinical support

What you can expect:

Personalized Patient Care	Our staff members will work with you to talk about your treatment plan and will answer any questions or concerns you may have.
We Work Together with Your Doctor	We will work with your doctors and caregivers. We will make sure any problems you may have with your treatment are taken care of right away.
Regular Follow-up	We will follow-up with you on a regular basis. Getting your medications and medical supplies in a quick and easy way is important. We will be in close contact with you during your treatment, and we will be your health care advocate.
Benefits	We know treatment can be expensive. We will help you find your way around the complex health care system to know every option you have. Our relationship with insurance providers will get you the information you need and help explain your prescription and medical insurance benefits.
Delivery	We offer fast and easy delivery to your home. A staff member will call you to schedule a delivery.
24/7 Support	A pharmacist is available 24 hours a day, 7 days a week. We are always here to answer any questions or deal with any concerns you may have.

When to Contact Us?

If you wish to speak to a VMC Specialty Pharmacy pharmacist or staff member please call:

425.690.3553 or toll-free at 877.690.3553

- Questions or concerns about your medication or your insurance-related claims
- You have a side effect or allergic reaction to your medication
- There is a change in your medication use
- Your address, phone number, insurance information, or payment source has changed
- Check the status of your medication order or delivery
- Change your delivery date or time
- There is a delay in receiving your medication
- Questions or concerns about the service we offer

Obtaining Medications & Services

New Prescriptions, Medication Refills, or Check Order Status

- If you would like to fill your medications with us, have your doctor call or send your prescription to VMC Specialty Pharmacy.
 - You can order refills and check the status of your order by calling and speaking to our staff.
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Delivery and Storage of Your Medication

- If you would like your specialty medication delivered to your home, we will set up the delivery.
 - We manage all medication refills to make sure that you, or an adult family member, are available to get the shipment. A signature is required for all medication deliveries.
 - Medication that must be refrigerated is sent in special packaging to keep the right temperature during the shipping process. When you get the package, take the medication out of the box and place it in the refrigerator.
 - If the package is damaged or is not the correct temperature, please call us.
 - In the event of an order delay, we will contact you and will assist you in obtaining the medication elsewhere if necessary.
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Prescription Transfers

- If you feel that VMC Specialty Pharmacy is not able to meet your needs, we can transfer your prescription to the pharmacy of your choice.
 - If for any reason we are no longer able to service your medication, we will transfer your prescription to another specialty pharmacy that can. We will inform you of this transfer of care.
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Patient Management Program

- As a patient of our specialty pharmacy program, we will keep watch over your medications and your overall progress through our disease specific Patient Management Program.
- This program will help you manage side effects, increase your ability to stay on your drug therapy, and improve your overall health. A limitation of the program is that you must be willing to follow the treatment plan your care team created with your input.
- On a regular basis, we will review:
 - Current medications you are on and if they are still right for you
 - Any side effects you are having
 - Your response to therapy
 - Your ability to stay on therapy

This service is free and taking part in the program is voluntary. If you no longer wish to take part in the program, contact our team by phone to opt-out.

Drug Changes

- Sometimes generic drugs need to take the place of brand name drugs. This can happen if your insurance company wants you to use the generic, or it may be done to lower your co-pay.
 - If this change needs to be made, a team member will contact you before shipping your medication to let you know of the change.
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If We Are Unable to Service Your Prescription

- Some medications cannot be filled at all pharmacies due to insurance plan requirements or medication availability.
 - If VMC Specialty Pharmacy is unable to fill a prescription we will transfer the prescription to another pharmacy of your choice.
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Important Patient Information

Problems or Side Effects from Your Medication

- If you have a reaction or side effect to your medication, contact your healthcare provider or the VMC Specialty Pharmacy as soon as possible.
 - If you have a medical emergency, please call 911 or visit your local emergency department.
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Proper Throwing Away of Sharps

- Place all needles, syringes, and other sharp objects into a sharps container. This will be provided by the VMC Specialty Pharmacy if you are prescribed a medication taken with a needle.
 - Each city has different laws on how to throw away sharps containers.
 - Check with your city or town garbage pick-up service and health department.
 - Visit the website safeneedledisposal.org
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Proper Throwing Away of Unused Medications

- There is a MED-Project drop box located in waiting area of the Prescription Pad Pharmacy North as well as the main lobby of the medical center. The drop box allows you to dispose of medications you are no longer using.
 - You can also check with your city or town garbage pick-up service, or check the following websites for more information:
 - [FDA Drug Disposal: Drug Take Back Locations](#)
 - [FDA Disposal of Unused Medicines: What You Should Know](#)
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Drug Recalls (Medication that needs to be sent back)

If your medication must be sent back for any reason, the specialty pharmacy will contact you with instructions that have been given by the FDA or drug manufacturer.

Emergency Disaster Information

In the event of a disaster in your area, please contact VMC Specialty Pharmacy at 425.690.3553 to instruct us on how to deliver your medication. This will ensure your therapy is not interrupted.

Concerns or Possible Problems

- We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services we provide, or any other issues about your order, contact us directly and speak to one of our staff members.
 - Patients and caregivers have the right to make complaints and give feedback about the services of the VMC Specialty Pharmacy. Patients and caregivers can do this by phone, fax, writing, or email. After a complaint is made we will contact you about your concern within 1 business day.
- You may also submit concerns to the following:

Accreditation Commission on Health Care
139 Weston Oaks Ct
Cary, NC, 27513
Phone: 855.937.2242
Fax: 919.785.3011

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 606181
Phone: 800.994.6610
Email: complaint@jcaho.org

Washington State Department of Health
PO Box 47857
Olympia WA, 98504-7857
Phone: 800.633.6828
Email: HSQAComplaintIntake@doh.wa.gov

Hand-Washing Instructions

The best way to prevent infection is to wash your hands. Always wash your hands before and after you prepare or handle any medication(s).

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. Make sure to clean under the nails and between fingers.
- Rinse hands with warm running water
- Dry with a paper towel or a clean cloth.

Hand Sanitizers

Alcohol-based hand sanitizers can quickly clean your hands when soap and water are not available.

To use:

- Apply a small amount of hand sanitizer to the palm of one hand.
- Rub your hands together until they are dry. Be sure to cover all the surfaces of your hands.

NOTE: Hand sanitizers are not effective when hands are visibly dirty.

Payment Policy

Before your care begins, a staff member will let you know your part of the cost that is not covered by your insurance or other third-party sources. This cost is called a co-pay. Your part of the cost may include but is not limited to: out-of-pocket costs such as deductibles, co-pays, co-insurance, and annual out of pocket limits. We will also provide this information if there is a change in your insurance plan.

Insurance Claims

VMC Specialty Pharmacy will send claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will let you know so that we can work together to solve the problem.

Financial Assistance

You may have to pay a part of your medication cost, called a co-payment. If you have a co-payment, it must be paid at the time of shipping or pick-up. We accept Visa and MasterCard.

Co-Payments

We will help enroll you in financial assistance programs to help with co-payments, and make sure there are no financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations.

Patient Bill of Rights & Responsibilities

VMC Specialty Pharmacy recognizes that patients have inherent rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk with the Supervisor for Specialty Pharmacy Services.

Patients and their families also have responsibilities while under the care of VMC Specialty Pharmacy to facilitate the provision of safe, high-quality health care for themselves and others. The following patient rights and responsibilities shall be provided to, and expected from, patients or legally authorized individuals.

As a patient, or the patient's representative, you have the right to:

COMMUNICATION

- Be notified of your rights and exercise your rights in regard to your care.
- Be provided an interpreter if you are deaf or have limited English proficiency.
- Be informed of aspects of your condition necessary to make decisions regarding your care.
- Know the name of your physician and others who care for you and request a family member and your own physician be notified of your admission.
- Receive detailed information in terms you can understand about your care, your illness, your treatment or other services that you may be receiving.
- Speak with a health professional.
- Receive information about the patient management program.
- Be informed of unanticipated outcomes.
- 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 able to identify visiting personnel members through proper identification.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Decline participation, or disenroll at any point in time.

INFORMED DECISIONS

- Refuse treatments or services to the extent permitted by law and be informed of the potential consequences of such an action.
- Seek a second opinion or choose another caregiver.
- Refuse to participate in experimental research.
- Expect the hospital to get your permission before taking photos, recording or filming you, if the purpose is for something other than patient identification, care, diagnosis or therapy.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Be fully informed of one's responsibilities.

VISITATION

- Choose who may and may not visit you.
- Designate a support person or representative.

CARE PLANNING

- Actively participate in decisions involving your plan of care including ethical issues, refusal of care and be informed of, and participate in any change in plan of care.
- Be informed of the reason for impending discharge, transfer to another agency and/or level of care; ongoing care requirements and other available services and options if needed.

CARE DELIVERY

- Receive safe, private, high quality, indiscriminate and respectful care.
- Be provided impartial access to care, regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
- Access religious or other spiritual services.
- Receive medical services in a life-threatening emergency.
- Have your comfort and pain needs addressed.
- Receive care from personnel that are properly trained to perform assigned tasks and to coordinate services.
- Be protected from abuse, neglect and harassment and have access to protective services.
- Freedom from the use of seclusion or restraint of any form, unless to ensure the immediate physical safety of you, staff members or others.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Choose a healthcare provider, including an attending physician*, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.

PRIVACY & CONFIDENTIALITY

- Confidential management of patient records and information (except when law dictates otherwise, you may approve or refuse the release of your records).
- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Access your information in your patient record upon request and within a reasonable time frame.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.

BILLING

- Receive an explanation of your bill and policy concerning billing and payment for service, including inquiring about the possibility of financial aid.
- Be informed, in advance of care/service being provided and their financial responsibility.

COMPLAINTS, CONCERNS & QUESTIONS

- Be informed of the process for submitting and addressing any complaints to the hospital facility, state agency or The Joint Commission.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Timely resolution of complaints or grievances without fear of retribution or denial of care.

ADVANCE DIRECTIVES

- Formulate an advance directive such as a living will and have VMC comply with these directives (unless otherwise notified).
- Donate organs and other tissues (when medically appropriate) and as determined by you or your designee/surrogate.

As a patient, or the patient's representative, you have the responsibility to:

PROVIDE INFORMATION

- Participate in decisions involving your care.
- Provide complete and accurate medical history to the best of your knowledge and to provide information about current medications or treatments.
- Ask questions and seek clarification about your diagnosis, course of treatment or care plan.
- Provide information about complications or health symptoms including allergies.
- Report any changes in condition.
- Notify the treating prescriber of your participation in the patient management program.

RESPECT & CONSIDERATION

- Be considerate of the rights of other patients, care personnel and property.
- Comply with the hospital's no smoking policy.
- Support mutual consideration and respect to all by using civil language and conduct.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

SAFETY

- Promote your own safety by actively participating in your care and treatment.
- Remind staff to wash their hands before taking care of you.
- Remind staff to check your identification before they give you medications, administer blood or blood products, take blood samples or before any procedure.
- Ask questions if you have concerns about your safety, care, treatment, medications or services.

REFUSING CARE

- Make it known whether you understand what is expected of you and whether you are able and willing to comply.
- You are responsible for your actions if you refuse care or do not follow care instructions.

CHARGES

- Provide accurate and timely information about sources of payment and your ability to meet financial obligations.
- You are responsible for paying for the healthcare that you received as promptly as possible.

COOPERATION

- Follow the proposed course of treatment or care, recommendations and advice, upon which you and your provider have agreed.
- Parents, guardians and patient designees may represent or assist a patient or client in fulfilling these rights and responsibilities.



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