



# Patient Welcome Packet

Telephone Numbers

NY: (888) 407-8015

OH: (888) 761-2077

<https://propelpharmacy.com/>

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

Welcome to Propel Pharmacy!

Propel Pharmacy operates licensed pharmacies in New York and Ohio. We are 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.

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

If you have questions regarding any changes to your medical condition or 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,

Propel Pharmacy Team

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## ABOUT OUR SERVICES

Propel Pharmacy is committed to providing quality health 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 including medication recalls, drug distributors, and State and Federal agencies. 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 based on clinical reasons. Our pharmacists may consult with 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 New York pharmacy location is open Monday-Friday 7 AM – 4 PM EST. A licensed pharmacist is available 24 hours a day, 7 days a week by calling (888) 407-8015

Our Ohio pharmacy location is open Monday-Friday 7 AM – 3:30 PM. A licensed pharmacist is available 24 hours a day, 7 days a week by calling (888) 761-2077

### **Holidays**

We are closed on the following holidays:

- New Year's Day (January 1<sup>st</sup>)
- Martin Luther King Jr Day (3<sup>rd</sup> Monday in January)
- Presidents' Day (3<sup>rd</sup> Monday in February)
- Memorial Day (Last Monday in May)
- Juneteenth (June 19<sup>th</sup>)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (First Monday in September)

Election Day (when applicable)  
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, Cove 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 Pharmacies ship to the following states, and Washington DC:

AL	AZ	CA	CO	CT	DE	FL	GA	HI	ID
IL	IN	KS	KY	LA	ME	MD	MA	MI	MN
MS	MO	MT	NE	NH	NJ	NM	NY	NC	ND
OH	OR	PA	RI	SC	SD	TN	TX	UT	VT
VA	WA	WI	WY						

\*All service lines may not be available in all states

**PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

We believe all patients receiving services from Propel Pharmacy should be informed of their rights and responsibilities.

**RIGHTS**

1. To have property and person treated with dignity and respect regardless of manner of payment, race, sex, age, nationality, religion, disability, or other discriminatory factors.
2. To receive care that is consistent with the current standards of care of the pharmacy profession.
3. To have access to the Patient Bill of Rights and Responsibilities and Counseling Information in a language they can understand.
4. To know the identity and job title of the pharmacist consulting with the patient.
5. To be able to freely choose who they receive pharmacy services from without coercion.

6. To voice grievances/complaints regarding care, service or treatment without restraint, interference, coercion, discrimination, or reprisal and to have grievances/complaints investigated.
7. To have their medical records maintained accurately and Private Health Information protected and kept confidential. To be advised of any disclosures and policies of disclosure.
8. To be able to review their medical record upon request in a reasonable amount of time.
9. To receive effective counseling regarding their prescription from a pharmacist.
10. To have a pharmacist monitor their drug therapy and act as an advocate in their healthcare in cooperation with their healthcare provider.
11. To receive safe and effective medicine.
12. To know the scope of services that are available to them from Propel Pharmacy.
13. To receive information, understand and be involved in their treatment plan.
14. To have their treatment plan made in their best interest.
15. To be informed of their financial responsibility in advance of their treatment plan.
16. To be informed of any financial benefits when referred to an organization.
17. To refuse their treatment plan.
18. To receive appropriate services without discrimination in accordance with physician's orders, if applicable.
19. To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of their property.

## RESPONSIBILITIES

1. To provide accurate and complete clinical and contact information and to notify Propel Pharmacy of any change in this information as soon as possible.
2. To treat Propel Pharmacy staff with respect and courtesy without discrimination.
3. To participate in, ask questions and raise concerns about their care plan and services when they arise.
4. To meet financial obligations for services provided by Propel Pharmacy.

## HIPAA PRIVACY POLICY

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

<https://www.propelpharmacy.com/privacy-policy/>

## NOTICE OF PRIVACY PRACTICES

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

<https://www.propelpharmacy.com/privacy-practices/>

## 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 the best, most consistent service 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 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:

Having a plan in advance of an emergency can help prevent additional problems. Knowing where you can obtain medication in the event normal delivery is interrupted is very useful. Informing us of the address of your evacuation site as soon as possible may allow us to service your medication needs through that address or by sending your prescription to a pharmacy nearby..

#### 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, obtain 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 from FEMA at:

[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.

Under normal use, most health related equipment (e.g., blood pressure cuff, stethoscopes, thermometers, and other medical accessories) rarely, if ever, transmit disease. These items should 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

To minimize contamination during use, products must be handled properly. 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 or Cove portals. If you need a new prescription or a change to your prescription, please send a message to your healthcare provider through your Nurx or Cove 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.

**NURX patients:** 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 Customer Care toll free at (800) 321-6879. In addition, we will gladly assist you with any coordination issues with your medication such as early refill due to change in therapy.

**Cove patients:** A message will be sent to you via the Cove 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 message in via the Cove portal, or call Customer Care toll free at (877) 456-2683. 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 in the area of Propel Pharmacy. Propel Pharmacy will instruct the prescribers to route prescriptions to one of our partner pharmacies or to a local pharmacy close to the patient's delivery address. Additionally, 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, Cove portal or Customer Care toll free at (800) 321-6879 at any time to check on a prescription order.

## INFORMATION ON GENERIC DRUG SUBSTITUTION

Propel Pharmacy, as all licensed pharmacies are obligated to do, will substitute an approved generic drug according to generic drug substitution regulations. Approved generic drugs can be found in the FDA Orange Book. As defined by the FDA, a generic drug is a medication created to be the same as an already marketed brand-name drug in dosage form, safety, strength, route of administration, quality, performance characteristics and intended use.

FDA approved generic drugs that require a prescription contain the same active ingredients as the brand name product. They are manufactured under the same requirements as brand name drugs. Whether you have prescription drug insurance or pay for prescription drugs out of pocket, approved generic drugs often provide substantial savings as their cost may be considerably less than the brand name counterpart.

If you prefer to receive a specific brand of a prescription medication, please make that request to your healthcare provider. They will write the prescription instructing us which brand you would like to receive.

## 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 or Cove 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 if required:

1. Review inventory and records for the disposition of the recalled item.
2. Contact the patient/caregiver to arrange for exchange of products only if required.
3. Remove the items(s) from service and placed in a quarantine area for specific handling. 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. Contact your city or county government's household trash and recycling service (local website) 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, discard the drugs in the household trash according to EPA drug disposal recommendations:

- 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 or Cove portals, or call us toll free. Our clinical staff member will complete a clinical assessment and based on findings 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 report a grievance/complaint without concern for reprisal, discrimination, or unreasonable interruption of service. To report a concern/complaint, you may contact us via: a message on your Nurx or Cove portal; the form at [thirtymadison.ethicspoint.com](http://thirtymadison.ethicspoint.com) ; or call our Compliance Hotline toll free at (1-844-990-0267). We will follow up on all grievances/complaints within 14 days. You may also contact the Accreditation Commission for Health Care (ACHC) at 919-785-1214 or your respective state board of pharmacy.

Thank you for choosing Propel Pharmacy!

### **Telephone Contact Numbers for your home state Board of Pharmacy:**

Alabama Board of Pharmacy - 205-981-2280  
Alaska Board of Pharmacy - 907-465-2250  
Arizona Board of Pharmacy - 602-771-2727  
Arkansas Board of Pharmacy - 501-682-0190  
California Board of Pharmacy - 916-518-3100  
Colorado Board of Pharmacy - 303-894-7800  
Connecticut Board of Pharmacy - 860-713-6070  
Delaware Board of Pharmacy - 302-744-4500  
District of Columbia Board of Pharmacy - 202-724-8800  
Florida Board of Pharmacy - 850-245-4474  
Georgia Board of Pharmacy - 404-651-8000  
Hawaii Board of Pharmacy - 808-586-2695  
Idaho Board of Pharmacy - 208-334-2356  
Illinois Board of Pharmacy - 800-560-6420  
Indiana Board of Pharmacy - 317-234-2067  
Iowa Board of Pharmacy - 515-281-5944  
Kansas Board of Pharmacy - 785-296-4056  
Kentucky Board of Pharmacy - 502-564-7910  
Louisiana Board of Pharmacy - 225-925-6496  
Maine Board of Pharmacy - 207-624-8686  
Maryland Board of Pharmacy - 410-764-4755  
Massachusetts Board of Pharmacy - 617-973-0800  
Michigan Board of Pharmacy - 517-241-0199  
Minnesota Board of Pharmacy - 651-201-2825  
Mississippi Board of Pharmacy - 601-899-8880  
Missouri Board of Pharmacy - 573-751-0091  
Montana Board of Pharmacy - 406-841-2371  
Nebraska Board of Pharmacy - 402-471-2118  
Nevada Board of Pharmacy - 775-850-1440  
New Hampshire Board of Pharmacy - 603-271-2152

New Jersey Board of Pharmacy - 973-504-6450  
New Mexico Board of Pharmacy - 505-222-9830  
New York Board of Pharmacy - 518-474-3817 x130  
North Carolina Board of Pharmacy - 919-246-1050  
North Dakota Board of Pharmacy - 701-877-2404  
Ohio Board of Pharmacy - 614-466-4143  
Oklahoma Board of Pharmacy - 405-521-3815  
Oregon Board of Pharmacy - 971-673-0001  
Pennsylvania Board of Pharmacy - 717-783-7156  
Rhode Island Board of Pharmacy - 401-222-2840  
South Carolina Board of Pharmacy - 803-896-4700  
South Dakota Board of Pharmacy - 605-362-2737  
Tennessee Board of Pharmacy - 615-253-1299  
Texas Board of Pharmacy - 512-305-8000  
Utah Board of Pharmacy - 801-530-6628  
Vermont Board of Pharmacy - 802-828-2373  
Virginia Board of Pharmacy - 804-367-4456  
Washington Board of Pharmacy - 360-236-4946  
West Virginia Board of Pharmacy - 304-558-0558  
Wisconsin Board of Pharmacy - 608-266-2112  
Wyoming Board of Pharmacy - 307-634-9636

