



**BLUE RIDGE
CANCER CARE**

SPECIALTY PHARMACY

WELCOME PACKET

Blue Ridge Cancer Care (BRCC) Specialty Pharmacy

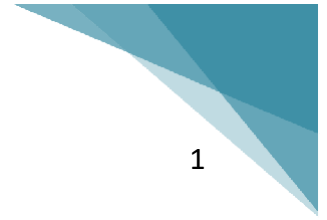
1948 Franklin Rd SW Ste 207 Roanoke, VA 24014

Phone: 540-491-2258

Thank you for choosing BRCC Specialty Pharmacy. We know you have many options for your hematology/oncology pharmacy care, and we value your choice to partner with us. We pride ourselves on excellent customer service, timely and accurate information about your medication(s) and efficient processing of your order.

If you have any questions about this packet, please call us at 540-491-2258





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Dear Patient,

Welcome to the Specialty Pharmacy at Blue Ridge Cancer Care (BRCC). Thank you for choosing us! We provide specialty medications, including oral chemotherapy and supportive medications, exclusively for the patients of BRCC.

Our mission is to provide you with professional care, service, knowledge, and help you achieve the best possible outcomes.

Starting a new treatment can be overwhelming. We have a team and resources in place to support you. This welcome packet contains important information to make using our pharmacy as easy as possible.

This welcome packet will describe the services we offer, including:

- Coordination of care and services personalized to *you*
- Access to clinical staff 24 hours a day, 7 days a week
- Assistance with verifying insurance benefits and understanding your copay responsibilities
- Preparation and pick-up coordination of medication
- Help with managing side effects and increasing adherence to therapy

We look forward to partnering with you to ensure you achieve the most benefit from your therapy.

Sincerely,

The Blue Ridge Cancer Care Specialty Pharmacy Team

Patient Information

Pharmacy Hours of Operation

- Monday – Friday, 9:00 am to 4:00 pm. (Closed Saturday & Sunday)

We will also be closed for the following holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

When the pharmacy is closed, you will have access to an after-hours voicemail. You can choose to leave a message for our pharmacy staff if your question is not an emergency. We will follow up on the following business day. If you have an emergency, the message will give instructions on how to reach the Blue Ridge Cancer Care on-call staff. Clinical staff is available 24 hours a day, 7 days a week, for emergency services.

HOW TO FILL A NEW PRESCRIPTION

Your physician will first e-scribe a prescription to our pharmacy. We will contact your physician to obtain all the necessary information, and then we will call you to arrange for pickup or delivery during regular business hours.

You are welcome to fill your prescription at any specialty pharmacy that accepts your prescription insurance. We offer our specialized services as a convenience for BRCC patients.

A pharmacy staff member will let you know if there are any issues that may delay your order, such as supply issues or insurance authorizations. We will work with your physician to complete prior authorizations as quickly as possible. Please be aware that this process may take a few business days to complete. We will be sure to keep you and your doctor informed at each step of the process.

Prescriptions may be sent to your home via FedEx. Prescriptions are shipped Monday through Friday for next day delivery, including Saturday. Medication delivery is a complimentary service at no additional charge to you (insurance restrictions do apply). All medications will require your signature upon delivery. A pharmacy staff member will work with you to schedule the most convenient delivery time to ensure your availability to sign for the prescription.

HOW TO OBTAIN A REFILL

You should receive a courtesy call about a week before your next refill is due. At this time, we will confirm that you are still taking the medication, verify your desired office location/pickup day or FedEx delivery day, and connect you with a pharmacist if you have any questions or concerns about your treatment.

To ensure no unnecessary delays in your treatment, please contact us at least 5 days before you run out if you have not already been contacted by our staff for refill.

Contact the pharmacy at 540-491-2258 to request your refill. Messages left after 4:00pm will be responded to before the close of business the following day. For refill requests, please provide the following information:

- Your full name
- Date of Birth
- Phone Number
- Name of Medication
- Prescription Number

We kindly request at least 24-hour notice on all refills. BRCC Specialty Pharmacy does not offer auto-refill.

FINANCIAL RESPONSIBILITY

BRCC Specialty Pharmacy will bill your insurance company for you. However, you may still have to pay a portion of the cost. This is called a copayment or copay. You will be responsible for paying your copay each time your medication is filled. We will tell you the exact amount you need to pay.

Prescription cost will vary depending on your insurance. Because drug pricing can change daily, a final determination of your co-pay cost cannot be made until your claim is processed. You may also call the Member Services phone number on your prescription insurance card to get the most current information.

If you have Medicare Part D drug coverage, the cost of your prescription will change significantly as you meet your deductible and initial co-pay, progress through the “donut hole” and reach total out-of-pocket expense. We can assist you in determining and understanding your options.

Specialty drugs can be expensive, even after insurance pays most of the cost. If you cannot afford your copay, BRCC staff will research available financial assistance programs to help reduce your out-of-pocket expense. We work with several foundations and manufacturer programs to provide financial assistance for specialty medications.

PRESCRIPTION PICK UP

We will contact you to determine how you would like to receive your specialty medication. We can coordinate prescription pick up at any of our BRCC office locations or ship to your home (insurance restrictions do apply).

We include any necessary supplies and educational materials at no additional cost. If your medication requires special handling or refrigeration, it will be packaged accordingly. If you feel your medication has not been maintained at the manufacturer’s recommended temperature, please contact us immediately for further instructions.

MEDICATION ORDER STATUS AND DELAYS

We will keep you informed on the status of your prescription, including expected delays. However, you may call us at any time during normal business hours regarding the status of your prescription.

Incident Weather Policy

We will make every effort to prepare your medications early if a weather warning is in place. We will attempt to contact our patients with any special instructions. Please make sure your contact information is up to date and on file to avoid disruption in your therapy.

HOW TO OBTAIN MEDICATIONS NOT AVAILABLE AT THE BRCC SPECIALTY PHARMACY

If the BRCC Specialty Pharmacy is unable to provide your specialty medication, we will work with you and an appropriate pharmacy to ensure you receive your medicine. If you would like your prescription sent to another pharmacy, please contact us to facilitate this process.

HOW TO ACCESS MEDICATIONS IN CASE OF AN EMERGENCY OR DISASTER

If there is a disaster in your area, please let us know which office location you would prefer to pick up at or if you will need your medication sent to a mail-order specialty pharmacy instead. This will ensure that your therapy is not interrupted. Be sure to also let us know when you have returned to your residence.

INFORMATION ON PRESCRIPTION DRUG SUBSTITUTIONS

We may substitute a lower-cost generic medication for a brand name medication unless you or your prescriber have asked for a specific brand name drug. This may occur for new prescriptions, refills, therapeutic changes, and prescription transfers. If a substitution is made, we will contact you to inform you of the change before filling the medication.

HOW TO HANDLE ADVERSE REACTIONS

Patients experiencing adverse drug reactions, acute medical symptoms, or other problems should contact their BRCC provider, local emergency room, or call 911.

PATIENT ADVOCACY

Pharmacist Assistance

The pharmacists at BRCC are specially trained on the medications you are taking, and they are here to answer questions about your care plan. Please call us if you have any questions about your treatment.

In the case of an emergency, call 911.

Patient Advocacy Support

The Specialty Pharmacy is here to serve you and assist in any way that we can. We can help you manage your condition and comply with your medication. Any time you have questions or concerns, please contact us immediately to address the situation.

Listed below are just a few resources dedicated to helping patients learn more and connect with support groups and organizations dedicated to educating patients about their condition. In addition to education, these organizations can provide valuable support to patients dealing with complex and difficult healthcare needs.

- National Cancer Institute, 1-800-4CANCER: www.cancer.gov/resources-for/patients
- American Cancer Society: www.cancer.org/
- Cancer Care, Inc., 1-800-813-HOPE (4673) or www.cancercare.org

To learn more about consumer protection and advocacy services, you may visit the following websites:

- National Association of Consumer Advocates: www.consumeradvocates.org

Patient Care Management Program

Our exclusive Patient Care Management Program provides one-on-one counseling from our knowledgeable and experienced pharmacists to address your questions and concerns about medications, their side effects, and any other matters that may arise throughout treatment.

We offer:

- Personalized services specific to your condition
- Expertise to help you save time and money on your specialty medications
- Educational materials to help you better understand and manage your condition
- Monthly refill reminder calls to help you refill your medications on time
- 24/7 access to BRCC clinical staff

As a patient of BRCC Specialty Pharmacy, you are automatically enrolled in our Patient Care Management program, and these services are included at no cost. You may contact us at any time to be removed from this program. If you have questions about your medications or would like more information about our program, please contact us at 540-491-2258.

Patient Bill of Rights and Responsibilities

BRCC Specialty Pharmacy provides you and your designated advocate with high quality services that exceed your expectations. We encourage you to review this information. By understanding your rights and responsibilities as a patient, you are better equipped to benefit from your “partnership” with the Specialty Pharmacy at Blue Ridge Cancer Care.

We would love to hear from you! We encourage you to let us know how we’re doing and how we can improve the patient experience for you. You can call us at 540-491-2258; or email us at BRCCpharmacy@usoncology.com.

You Have the Right To:

1. Be fully informed in advance about services/care to be provided and have the right to know about philosophy and characteristics of the patient management program.
2. The right to have personal information shared with the patient management program only in accordance with state and federal law.
3. The right to identify the program’s staff members, including job title, and to speak with a staff member’s supervisor if requested.
4. The right to speak to a health professional.
5. The right to receive information about the patient management program.
6. The right to receive administrative information regarding changes in, or termination of, the patient management program.
7. The right to decline participation, revoke consent, or disenroll at any point in time.
8. Be treated with dignity, courtesy, and respect as a unique individual.
9. Choose a healthcare provider.
10. Receive information about the scope of care/services that are provided by the Specialty Pharmacy as well as any limitations to the company’s care/service capabilities.
11. Receive, upon request, evidence-based practice information for clinical decisions (manufacturer package insert, published practice guidelines, peer-reviewed journals, monograph, etc.) including the level of evidence or consensus describing the process for intervention in instances where there is no evidence-based research, conflicting evidence, or no level of evidence.
12. Coordination, continuity of services and timely response from the Specialty Pharmacy when care, treatment, services and/or equipment is needed or requested and to be informed of future discharge.
13. In advance of service, receive complete verbal or written explanations of expected payments from Medicare or any other third-party payer, charges for which you may be responsible, and explanation of all forms you are requested to sign.

14. Receive quality medications and services that meet or exceed professional and industry standards regardless of race, religion, political belief, sex, social or economic status, age, disease process, DNR status, or disability in accordance with physician orders.
15. Receive medications, services, instruction, and education on safe handling and taking medications from qualified personnel.
16. Receive information regarding your order status. Patients or caregivers can call 540-491-2258 and speak with Specialty Pharmacy staff.
17. Participate in decisions concerning the nature and purpose of any technical procedure that will be performed and who will perform it, the possible alternatives and/or risks involved and your right to refuse all or part of the services and to be informed of expected consequences of any such action based on the current body of knowledge.
18. Understand confidentiality and privacy of all the information contained in your records and of Protected Health Information (except as otherwise provided for by law or third-party payer contracts).
19. If desired, to be referred to other health care providers within an external health care system (ex. Dietician, pain specialist, mental health services, etc.). Patients may also be referred to their own prescriber for follow up.
20. Receive information about disclosure of your personal health information as permitted under applicable laws and as specified in the company's policies and procedures.
21. Express dissatisfaction/concerns/complaints related to treatment or service or suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion, or unreasonable interruption of services. Patients or caregivers can call 540-491-2258 and ask to speak with a pharmacist or manager.
22. Voice concerns/complaints/dissatisfaction about services that are (or fail to be) furnished in a timely manner.
23. Be informed of any financial relationships of the pharmacy.
24. Be offered assistance with any eligible internal programs that help with patient management services, manufacturer copay and patient assistance programs, health plan programs (tobacco cessation programs, disease management, pain management, suicide prevention/behavioral health programs).
25. Be advised of pharmacy number, 540-491-2258 for after-hours as well as normal business hours of Monday through Friday from 9:00 am to 4:00 pm.
26. Be advised of any change in the plan of service before the change is made and to receive administrative information regarding changes in or termination of the patient management program.
27. Participate in the development and periodic revision of the plan of care/service.
28. Receive information in a manner, format, and/or language that you understand.
29. Have family members, as appropriate and as allowed by law, with your permission or the permission of your surrogate decision maker, involved in care, treatment, and/or service decisions.

30. Be fully informed of your responsibilities.
31. To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.

You Have the Responsibility to:

1. Adhere to the plan of treatment or service established by your physician and to notify him/her of your participation in Specialty Pharmacy's Patient Management Program
2. Adhere to Specialty Pharmacy's policies and procedures.
3. Submit any forms necessary to participate in the program, to the extent required by law.
4. Participate in the development of an effective plan of care/treatment/services.
5. Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services and to notify the patient management program of any changes in this information.
6. Ask questions about your care, treatment, and/or services.
7. Have clarified any instructions provided by company representatives.
8. Communicate any information, concerns and/or questions related to perceived risks in your services, and unexpected changes in your condition.
9. Be available to pick up medication and coordinate with Specialty Pharmacy during times you will be unavailable.
10. Treat Specialty Pharmacy personnel with respect and dignity without discrimination as to color, religion, sex, sexual orientation, or national or ethnic origin.
11. Provide a safe environment for the organization's representatives to provide services.
12. Use medications according to instructions provided, for the purpose it was prescribed, and only for the individual to whom it was prescribed.
13. Communicate any concerns on ability to follow instructions provided.
14. Promptly settle unpaid balances, except where contrary to federal or state law.
15. Notify Specialty Pharmacy of change in prescription or insurance coverage.
16. Notify Specialty Pharmacy immediately of address or telephone changes, temporary or permanent.

Complaint and Grievance Procedure

If you have any concerns about your medication, services received, or other issues, please contact us and we will be happy to assist you. Please call 540-491-2258 and ask to speak with the pharmacist in-charge or staff pharmacist on duty.

The Blue Ridge Cancer Care Specialty Pharmacy has a complaint protocol that ensures your concerns/complaints will be reviewed, investigated, and responded to within 14 working days of receipt. Please use the provided Patient Complaint Log or submit a formal grievance in writing and send it to Blue Ridge Cancer Care.

You may also make inquiries or complaints about the BRCC Specialty Pharmacy by contacting any of the following:

- the Virginia Board of Pharmacy (804) 367-4400
- Medicare at 1-800-MEDICARE

Notice of Health Information Practices

Included on the next page.

Should you believe your privacy rights have been violated, and you wish to file a complaint, you may refer your complaint to us or to the Secretary of Health and Human Services.

To file a Complaint with us, you may contact our Privacy Officer. Protecting your private health information is essential to us, and we will not retaliate against you should you file a complaint.

Compliance Lead & Privacy Lead: Rachel Hale

Executive Director: Gregory Cain

Phone Number: 540) 982-0237 x9099

Complaints filed with the Secretary of Health and Human Services should be directed to your regional office. A directory of regional offices can be found by visiting the following website:

www.hhs.gov/about/agencies/regional-offices/index.html

Emergency Preparedness Information

BRCC Specialty Pharmacy has a plan if a disaster occurs. Disasters include a fire to our facility, chemical spills, major weather events, and evacuations. Our goal is to continue to service your needs. If there is a threat of disaster or severe weather, contact us for any medications you need to ensure you have enough.

Follow directions from the authorities in your area. BRCC Specialty Pharmacy will use every resource available to continue to make sure we can serve you. While unlikely, there may be times when we cannot meet your needs because of an emergency. In these situations, you must use your local rescue or medical facility. Please read the guide below to help you in case of an emergency or disaster:

- If you live nearby and usually pick up your medications from us at one of our office locations and we cannot get your medication to you, we will transfer your medication to a specialty pharmacy.
- If we cannot reach you or you cannot us, please listen to your local news for help.
- Make sure we have an emergency contact number on file, so we can reach you.

Notice of Health Information Practices

The notice describes how this practice may use and disclose your medical information and your rights to access this information. Please review it carefully

UNDERSTANDING YOUR HEALTH RECORD AND INFORMATION: Each time you visit a hospital, physician, or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnosis, treatment and a plan for future care or treatment. This information often referred to as your health or medical record, serves as a basis for planning your care and treatment services as a means of communication among the many health professionals who contribute to your care. Understanding what is in your record and how your health information is used helps you to ensure its accuracy, better understand who, what, when, where and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

YOUR HEALTH INFORMATION RIGHTS: Unless otherwise required by law your health record is the physical property of the healthcare practitioner or facility that compiled it; the information belongs to you. You have the right to request a restriction on certain uses and disclosures of your information and request amendments to your health record. This includes the right to obtain a paper copy of the notice of information practices upon request, inspect and obtain a copy of your health record. You may obtain an accounting of disclosures of your health information, request communications of your health information by alternative means or at alternative locations, revoke your authorization to use or disclose health information except to the extent that action has already been taken.

OUR RESPONSIBILITIES: This organization is required to maintain the privacy of your health information, and in addition, provide you with notice as to our legal duties and privacy practices with respect to information we collect and maintain about you. This organization must abide by the terms of this notice, notify you if we are unable to agree to a requested restriction, and accommodate reasonable requests you may have to communicate health information by alternative means or by alternative locations. We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you have provided. If we maintain a Web site that provides information about our customer services or benefits, we will post our new notice on the Web site. We will not use or disclose your health information without your authorization, except as described in this notice.

EXAMPLES OF DISCLOSURES FOR TREATMENT, PAYMENT, AND HEALTH OPERATIONS

- Treatment
- Billing & Payment
- Health Care Operations
- Notification
- Communication with family
- Funeral Directors
- Organ Procurement Organizations
- Food and Drug Administration (FDA)
- Public Health Risks.
- Workers Compensation
- Correctional Institution
- Law Enforcement
- CRISP
- Other Uses and Disclosures

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU: Although your health record is the property of BRCC, the information belongs to you. You have the following rights regarding your health information:

- Right to Inspect and Copy
- Right to Amend
- Right to an Accounting of Disclosures
- Right to Request Restrictions
- Right to Request Alternate Communications
- Right to a Paper Copy of This Notice
- Right to Breach Notification

CHANGES TO THIS NOTICE: We reserve the right to change this Notice. We reserve the right to make the revised or changed Notice effective for health information we already have about you as well as any information we receive in the future. We will post a copy of the current Notice in the Facility and on the website. The Notice will specify the effective date on the first page, in the top right-hand corner. In addition, if material changes are made to this Notice, the Notice will contain an effective date for the revisions and copies can be obtained by contacting the Privacy Officer.

COMPLAINTS: If you believe your privacy rights have been violated, you may file a complaint with Blue Ridge Cancer Care or with the Secretary of the Department of Health and Human Services. To file a complaint, contact Associates in Oncology/Hematology, attention Privacy Officer. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

ACKNOWLEDGEMENT OF NOTIFICATION: Information about how Blue Ridge Cancer Care may use and disclose protected health information about you and is compliant with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Our Notice of Privacy Practices states that we reserve the right to change the terms described. Should this happen, you will be notified on your next visit to our office. You have the right to request restrictions on how your protected health information may be used or disclosed for treatment, payment or healthcare operations. We are not required to agree with your restrictions, but if we do, we are bound by our agreement.

How to Dispose of Medicines Properly

DON'T: Flush expired or unwanted prescription and over-the-counter drugs down the toilet or drain unless the label or accompanying patient information specifically instructs you to do so.

DO: Return unwanted or expired prescription and over-the-counter drugs to a drug take-back program or follow the steps for household disposal below.

1ST CHOICE: DRUG TAKE-BACK EVENTS

To dispose of prescription and over-the-counter drugs, call your city or county government's household trash and recycling service and ask if a drug take-back program is available in your community. Some counties hold household hazardous waste collection days, where prescription and over-the-counter drugs are accepted at a central location for proper disposal.



Drug Take-Back Event

Courtesy: Upper Watauga Riverkeeper
and Appalachian Voices

2ND CHOICE: HOUSEHOLD DISPOSAL STEPS*



1. Take your prescription drugs out of their original containers.



2. Mix drugs with an undesirable substance, such as cat litter or used coffee grounds.



3. Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag.



4. Conceal or remove any personal information, including Rx number, on the empty container by covering it with permanent marker or duct tape, or by scratching it off.



5. The sealed container with the drug mixture, and the empty drug containers, can now be placed in the trash.

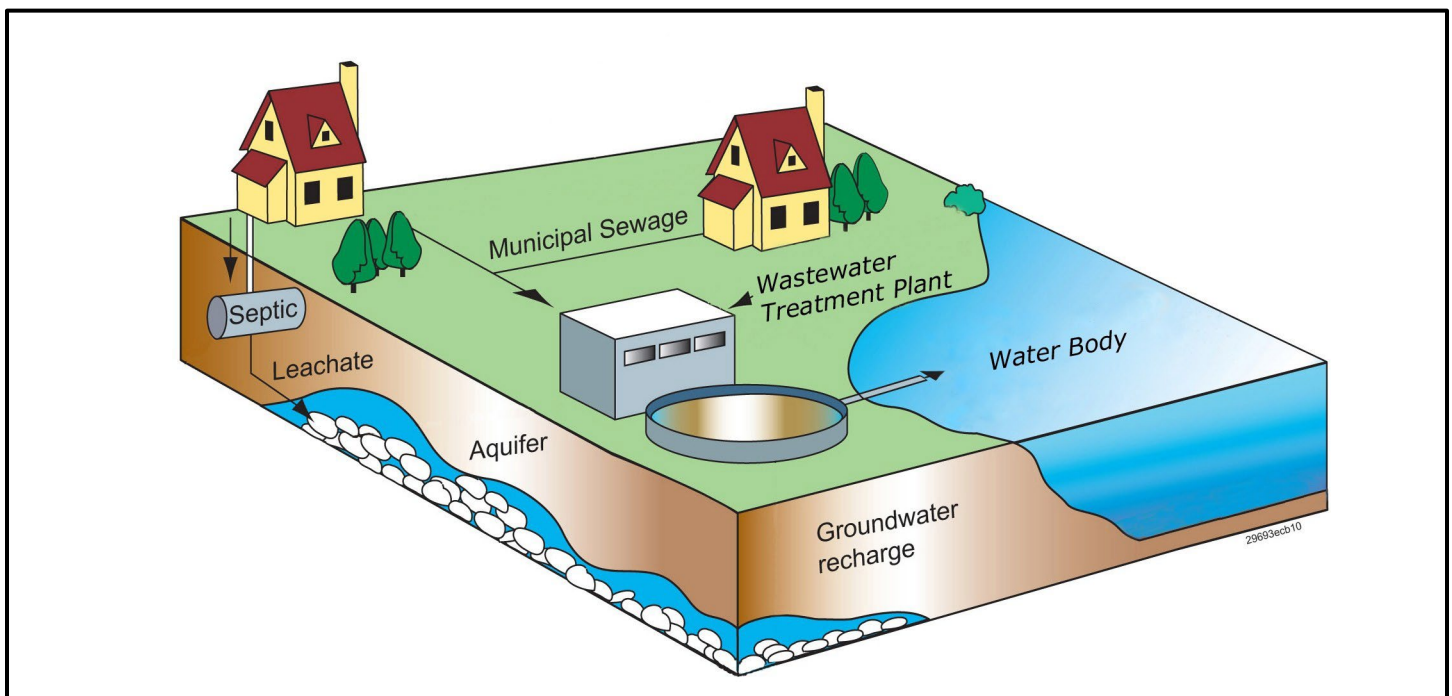
How Proper Disposal of Medicines Protects You and the Earth:

- Prevents poisoning of children and pets
- Deters misuse by teenagers and adults
- Avoids health problems from accidentally taking the wrong medicine, too much of the same medicine, or a medicine that is too old to work well
- Keeps medicines from entering streams and rivers when poured down the drain or flushed down the toilet

How Improper Disposal of Medicines May End Up in Our Drinking Water Sources

In homes that use septic tanks, prescription and over-the-counter drugs flushed down the toilet can leach into the ground and seep into ground water.

In cities and towns where residences are connected to wastewater treatment plants, prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the treatment system and enter rivers and lakes. They may flow downstream to serve as sources for community drinking water supplies. Water treatment plants are generally not equipped to routinely remove medicines.



For more information, go to www.epa.gov/ppcp/
Or call the Safe Drinking Water Hotline at 800-426-4791

Plan for Emergencies

Collect these items to prepare for responding in event of an emergency.

Store in a covered bucket or tote in an easily accessible place.



Water



Clothes



Flashlight



Food



Hygiene



Can Opener



Radio



First



Medications

Make a list of your medications (prescribing physician, filling pharmacy, dosage)

- Store all medications in one location that is easy to grab if needed
- Know the phone number & address for your pharmacies

Frequently Asked Questions

What is a specialty pharmacy?

A specialty pharmacy dispenses specialty medications. Specialty medications are expensive drugs used to treat complex, chronic conditions. They often require special handling and/or administration and may not be available at your local pharmacy. Sometimes these medications require special teaching and monitoring by a trained pharmacist. We focus on providing these medications while offering the knowledge, support, service, and care needed to get the most of your specialty drug therapy.

How do I contact you?

Pharmacy Phone: 540-491-2258

Please call us if you have any questions or concerns concerning prescription status, copay amount, or benefit coverage. If you have any adverse effects to the medication you were prescribed, please contact your physician or pharmacist. When the pharmacy is closed, you will have access to an after-hours voicemail. You can choose to leave a message for our pharmacy staff if your question is not an emergency. We will follow up with you on the following business day. If there is an emergency, the message will give instructions on how to reach the Blue Ridge Cancer Care on-call staff. An on-call provider is available 24 hours a day, 7 days a week, for emergency services.

When is BRCC Specialty Pharmacy open?

We are open Monday through Friday from 9:00 am to 4:00 pm. We are closed on Saturday and Sunday.

We will also be closed for the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

How long does it take to receive my prescription?

Our typical processing time at Blue Ridge Cancer Care is within 24 hours. This does not include obtaining the required authorizations from your insurance company or obtaining prescription clarifications. If processing time is delayed longer than 72 hours, we will contact you to notify you of your options, so you don't go without medication. A BRCC Specialty Pharmacy employee will immediately let you know if there are any issues that may delay fulfillment such as prior authorizations or quantity limits imposed by your insurance company. We will work with you and your physician to complete any required prior authorizations as quickly as possible. If your insurance company will not allow a quantity override due to unforeseen circumstances, we will help determine the best way to get the medication you require. If you need your prescription immediately, please let us know so your order can be expedited.

How can I pay for my prescription order?

We accept cash, check, most major credit/debit cards, and most flexible spending accounts and health savings accounts.

What if BRCC Specialty Pharmacy is out-of-network with my insurance?

If your insurance company considers BRCC Specialty Pharmacy an out of network pharmacy, an explanation of the medication cost will be provided in writing at the time of dispensing or if requested by patient.

Can I return my medication?

Virginia regulations forbid the resale or reuse of a prescription item that was previously dispensed. As a result, we cannot take back any medication once it leaves the pharmacy, and no credit can be issued for any unused or excess product. We will arrange a return or replenishment of medication if your drug or supplies are defective.

What should I do if I have a bad reaction to the medication?

- Call 911 or have someone drive you to a local emergency room if the reaction is serious or life-threatening
- Contact your physician and the pharmacy staff to report the reaction

How can I safely dispose of my medications?

Visit the website below to view a list of medications that can safely be flushed down the toilet or see the handouts given in this welcome packet: <https://www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-fdas-flush-list-certain-medicines>

If your medication is not on this list, please see the handout included in this Welcome Packet with instructions on how to properly dispose of your unwanted or expired medications.

When should I contact the pharmacy?

- Your address, telephone number or insurance information has changed
- You have questions regarding the status of your prescription or copays
- You have concerns regarding how to take your medication
- You would like additional information regarding your plan for therapy
- If you suspect an error in shipping or dispensing has occurred
- If you suspect the medication has been recalled by the FDA.

Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered
- Helping you get access to medications during an emergency or disaster
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support

What do I do if there is a drug recall on my medication?

BRCC Specialty Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. We will contact you and your prescriber in the event you are affected by a drug recall.