



Equitas Health Pharmacy

Short North

1033 N. High St.
Columbus, Ohio 43201

Phone: (614) 340-6776
Toll-Free Phone: (888) 205-1588
Fax: (614) 340-6774

Monday–Friday: 8AM–6:30PM
Saturday: 9AM–1PM
Sunday: Closed

Dayton

1222 S. Patterson Blvd., Ste 110
Dayton, Ohio 45402

Phone: (937) 424-1440
Toll-Free Phone: (855) 774-4737
Fax: (937) 608-9450

Monday–Friday: 8AM–5PM
Saturday: Closed
Sunday: Closed

King-Lincoln

750 E. Long St., Ste 3100
Columbus, OH 43203

Phone: (614) 340-2334
Toll-Free Phone: (866) 517-7725
Fax: (614) 300-3172

Monday–Tuesday: 9AM–5PM
Wednesday: 9AM–7PM
Thursday–Friday: 9AM–5PM
Saturday: Closed
Sunday: Closed

www.equitashealthpharmacy.com

Dear Patient,

Welcome to Equitas Health Pharmacy. Thank you for choosing us as your pharmacy provider.

Our Pharmacy Highlights:

- We train our pharmacists to meet your pharmacy needs. Our team will work with you and your care team to answer your questions.
- You can always reach our pharmacists and other staff during our normal business hours.
- We also offer **after-hours calls** to licensed clinicians, 24 hours per day, 7 days per week, and 365 days per year.
- We can remind you when it's time to refill your prescriptions. We offer **refill reminder calls, text messages, and/or emails**.
- If you are in need of a refill, our team members can assist in **contacting your providers** for a new prescription. Our pharmacy team will work hard to make sure you never miss a dose of medication.
- We offer a different number of **delivery options** in Ohio (some restrictions may apply). We can also **sync your medication** refill dates to reduce your number of pick-ups or deliveries.
- We offer a **smartphone app**, available for both iOS and Android mobile devices. This app can send alerts to your cellphone when it's time to take your medication. You can also request refills on this app.
- You will always feel welcomed at our pharmacy. We've created an open, non-judgmental environment that is sensitive to your cultural and personal diversity.
- We offer translation services for those speaking different languages. We also offer easy-to-read patient materials.

This welcome packet contains the following information about our pharmacy: our locations, how to contact us, services we offer, and other important information. Please review this information and keep it close by for future use.

Again, thank you for choosing Equitas Health Pharmacy. We look forward to being a part of your healthcare team for years to come.

Sincerely,



Aaron Clark, PharmD, RPh, AAHIVP
Director of Pharmacy Services

Table of Contents

About Equitas Health Pharmacy 5

Store Locations and Hours 5

Holidays 6

Contacting Equitas Health Pharmacy..... 6

After-hours Service 6

Filling New Prescriptions 6

Pharmacy Transfers..... 6

Requesting Refills..... 7

Refill Reminders..... 7

Medication Synchronization..... 7

Prior Authorizations and Appeals..... 7

Medication Substitution Procedure 8

Patient Management Program..... 8

Patient Advocacy and Support 9

Financial Help..... 9

Patient Financial Responsibilities 9

Return Policy 9

Drug Recalls 9

Sharps/Needle Disposal 9

Medication Disposal..... 10

Pharmacy Limitations and Potential Delays 10

Patient Bill of Rights and Responsibilities 11

Adverse Events or Side Effects 12

Questions/Comments/Concerns/Complaints 12

The Importance of Handwashing..... 13

Respiratory Hygiene 14

About Equitas Health Pharmacy

Equitas Health founded its pharmacy in 2012. We provide standard community pharmacy services. We also provide many expanded services. Our team includes trained pharmacists, pharmacy interns, and pharmacy technicians. They can address your medication needs. We provide compassionate and understanding care to our patients. We strive to provide quality care to meet each patient's needs.

We know that patients taking specialty medications have unique healthcare needs. Many people have questions that go beyond what a standard retail pharmacy can answer. Our team is trained in specialty care. We are ready to help you with your treatment. Our pharmacy offers programs to help you get and take your medications on time.

Store Locations and Hours

Equitas Health Pharmacy – Columbus: Short North

Address	1033 N. High St. Columbus, Ohio 43201
Phone	(614) 340-6776
Toll-Free Phone	(888) 205-1588
Fax	(614) 340-6774
Email	pharmacy@equitashealth.com
Escribe Name	Equitas Health Pharmacy
Hours	Monday–Friday: 8AM–6:30PM Saturday: 9AM–1PM Sunday: Closed

Equitas Health Pharmacy – Columbus: King-Lincoln

Address	750 E. Long St., Ste 3100
Phone	(614) 300-2334
Toll-Free Phone	(866) 517-7725
Fax	(614) 300-3172
Email	KLpharmacy@equitashealth.com
Escribe Name	Equitas Health Pharmacy #3
Hours	Monday–Tuesday: 9AM–5PM Wednesday: 9AM–7PM Thursday–Friday: 9AM–5PM Saturday: Closed Sunday: Closed

Equitas Health Pharmacy – Dayton: Wright Health building near the University of Dayton

Address	1222 S. Patterson Blvd., Suite 110 Dayton, Ohio 45402
Phone	(937) 424-1440
Toll-Free Phone	(855) 774-4737
Fax	(937) 608-9450
Email	daytonpharmacy@equitashealth.com
Escribe Name	Equitas Health Pharmacy #2
Hours	Monday–Friday: 8AM–5PM Saturday: Closed Sunday: Closed

Holidays

Our pharmacies are closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- The day after Thanksgiving
- Christmas

Contacting Equitas Health Pharmacy

Our team members, including the Patient Management Program team members, can be reached during normal business hours by:

- Telephone
- Fax
- Email
- Visiting a pharmacy location

During normal business hours, our team can answer any clinical, general and specialty medication questions, and disease-related questions. Our pharmacists can also provide you with evidence-based health information on medications or disease states. We can also assist you with refills, billing concerns, and any other questions you may have. Pharmacy team members are also able to discuss our Patient Management Program with you. It's important to provide our team with your full name and date of birth when contacting us. This helps us to ensure we are providing correct and relevant information to the right person.

After-hours Service

We know that questions can come up outside normal business hours. We offer an after-hours service that can answer your urgent, emergent and clinical questions. Call one of our pharmacy locations and follow the prompts to reach our after-hours service. Our after-hours service is provided by TeamHealth®.

Filling New Prescriptions

We will work with you and your prescribers to make filling your prescriptions simple. We accept prescriptions via electronic prescribing, fax, and phone. We also accept original handwritten prescriptions and transfers. Drop off or mail original handwritten prescriptions for processing at one of our pharmacies. You can also have your prescriber ecribe or fax the prescription to our pharmacy. We can then start processing it before you leave your appointment. Our pharmacy team will work with you, your prescriber, and your insurance provider to find a resolution to any issues that may come up.

Pharmacy Transfers

Equitas Health Pharmacy can transfer most prescriptions from other pharmacies. Our team can contact another pharmacy to transfer and fill your medication with us. We can also transfer prescriptions to other pharmacies or Pharmacy Benefit Managers (PBM). Legal limitations may apply.

Our pharmacy team will let you know if your insurance coverage changes. Sometimes you may be required to change medications or pharmacies. We will assist with any required changes so you can continue to get your medication.

Requesting Refills

Contact our pharmacy for a refill 5 to 7 days before running out of your medication. This will allow our pharmacy team to make sure you have refills available and the medication is in-stock.

You can request refills by:

- calling the Equitas Health Pharmacy location that manages your prescriptions
- entering a refill request on our website at equitashealthpharmacy.com, or
- utilizing our Equitas Health Pharmacy mobile app

Call our pharmacy during normal business hours to find out the status of your prescriptions or refill date. Our team can also provide you with options to get your medications on time and all together each month.

Refill Reminders

We understand the challenges of refilling and getting prescriptions from a pharmacy. This is why Equitas Health Pharmacy offers refill reminders. Our pharmacy can call, email, or text you when it is time for your refills. You can speak to any pharmacy team member about picking up your prescriptions, or possible delivery options.

Medication Synchronization

Making more than one trip to the pharmacy or waiting to receive multiple packages can be inconvenient. Our pharmacy can match the refill schedule of all of your medications so they are available at one time. We are also able to contact your prescribers for refills when you are low on medications. This can help ensure your prescriptions are available for you when it is time for a refill.

Prior Authorizations and Appeals

Prior authorization is a process insurance companies use to ensure that you're taking preferred medications. Insurance companies often require either step-therapy or other approval to pay for certain medications. Obtaining approvals can be time consuming and stressful. We will do what we can to keep this process as quick and stress-free as possible. Our pharmacy will quickly submit the necessary information to your prescriber or insurance provider. It is likely that your prescriber will have to contact your insurance. Our pharmacy team will follow-up regularly until a final insurance decision is made. It is possible that your insurance or prescriber may change the prescribed medication instead of pursuing the approval. A pharmacist will discuss any changes in medication with you. At no point will Equitas Health Pharmacy change your prescription without approval from your prescriber.

You may disagree with your insurance's decision to deny coverage of a medication. If allowed by your plan, we can work with you and your prescriber to help start an appeal. For more information about help with your appeal, please contact our team.

Medication Substitution Procedure

Our pharmacy will always use the most cost-efficient option for you. Generic medications are often preferred by insurance companies. When available, our pharmacy will default to using a generic to save you money. We will use the brand name medication at your or your prescriber's request. All generic substitutions are approved by the U.S. Food and Drug Administration (FDA). If you would prefer a brand name medication, please let us know before we fill your prescription.

Patient Management Program

We believe you should have high quality, affordable care that improves your health. You should play an active role in your healthcare plans and decisions. You should also be educated on your conditions and treatments. Our Patient Management Program is designed to help you get the most out of your medications.

We offer a unique Patient Management Program to help you get the best possible results from your specialty medications. This program will help you understand your medication and disease state. Each team member is trained to ensure the best possible service and confidentiality through the program.

All patients receiving a specialty medication will be automatically enrolled in this program. When you receive a new medication, our pharmacy team may ask your questions to verify your understanding of the medication. The questions help us ensure you take your prescription safely and appropriately. Our pharmacists are available to discuss your new medication and answer any questions. We will also follow-up every few months to ask about your treatment. If we notice that you are a little late picking up your medications, we may reach out to you to make sure everything is okay. We want to make sure you have not stopped or that you are not out of the medication. We want to help you manage any side effects, help you take your medication, and make sure you are comfortable with your medications. Our team members can create individualized care plans to help you reach your goals and achieve positive results.

Call your Equitas Health Pharmacy during regular business hours to speak with someone about the Patient Management Program. A team member will be available to help you answer any questions you may have about the program. A supervisor will be available during normal business hours to address any questions or concerns if needed.

If you decide you don't want to be enrolled in our Patient Management Program, please speak with a pharmacy team member and they can assist you with opting out. Please note: if you decide to opt-out of this program, you can always re-enroll at any time by contacting one of our team members.

Program Benefits	Program Limitations
<ul style="list-style-type: none">• To help you access you specialty drugs• To help you meet your therapy goals• To help you manage your conditions• To help make sure you take your medication the right way• To identify and prevent side effects	<ul style="list-style-type: none">• Your willingness to tell us about changes• Your willingness to ask questions• Your willingness to ask us for help• Your willingness to participate in your plan of care

Patient Advocacy and Support

Our pharmacists are available to provide training, education and counseling on all of your medications. Our pharmacy team can utilize the pharmacy's extensive provider and care network to help connect you with other services. Examples of such services include:

- Support Groups
- Dialectical Behavioral Therapy (DBT)
- Yoga for Anxiety
- Behavioral Health Services
- Case Management

Contact us to receive information on advocacy and support services.

Financial Help

We understand that finances are a big concern when taking a specialty medication. Our pharmacy team members will work to get your medication at the lowest possible price. We will work with you, your insurance, the drug manufacturer and other foundations to find help. We are continually working to keep your specialty medications affordable. Our team members may need you to provide financial information to see if you qualify for help. For more information about financial help, please contact an Equitas Health Pharmacy team member.

Patient Financial Responsibilities

Our team will let you know your cost before dispensing your medication. Patients are responsible for the final out-of-pocket costs, deductible costs, and any copayment/co-insurance charges remaining for any service provided. If our pharmacy is out-of-network with your insurance company, we will let you know how much our services will cost you before we perform them. The service or fill will only be completed after you review and agree to the cost.

Return Policy

We abide by state and federal laws. These laws prohibit the return of any dispensed prescriptions to the pharmacy. Please contact our pharmacy if you have any questions about our return policy.

Drug Recalls

Recalls may be issued by the drug manufacturer or the FDA. Equitas Health Pharmacy will contact you if a recall has been issued for a medication you may have received. We will provide you with instructions on how to proceed. Please contact us if you have any questions or concerns about a drug recall.

Sharps/Needle Disposal

It is important to follow all local, state, and federal laws about sharps/needle disposal. You can buy a sharps container at our pharmacies. We understand buying a sharps container is not an option for everyone. Contact us or your provider to find out about local laws and recommendations for safe and appropriate disposal of sharps.

Medication Disposal

There are two safe and appropriate methods to dispose of medication. For your safety and privacy, we strongly recommends removing prescription labels before disposing medication.

The preferred method is to take the medication to a drug take-back box or community take-back event. Some Equitas Health Pharmacy locations have a drug take-back box in their pharmacy waiting areas. You can drop your unused and unwanted medications for destruction in the secure take-back box. Deposited medications are destroyed by a professional company. Drug take-back boxes and event dates are often available at local police and fire stations. Please contact your local police or fire station for availability.

The FDA website details an alternative way to dispose of medication. The FDA recommends that you remove medications from “their original containers and mix them with an undesirable substance, such as used coffee grounds, dirt or kitty litter. This makes the drug less appealing to children and pets, and unrecognizable to people who may intentionally go through the trash seeking drugs. Place the mixture in a sealable bag, empty can, or other container to prevent the drug from leaking or breaking out of a garbage bag.” More information can be found on the FDA’s website: <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>.

Pharmacy Limitations and Potential Delays

Equitas Health Pharmacy cannot dispense all medications. Our team will work with you, your insurance, and your prescriber to help find a pharmacy that will provide these services or medications.

We cannot dispense:

- Certain limited distribution medications
- Intravenous medications
- Sterile compounds
- Blood products
- Infused medications
- Parenteral nutrition
- Hydration services

Our pharmacy is dependent upon medication being supplied from manufacturers. There may be times when our pharmacy is unable to obtain a specific medication. Our pharmacy team will work with our suppliers, your prescribers, and other pharmacies to help minimize any delay in getting your medication. Delays may occur when medications are delivered to the pharmacy or directly to you. Our team will find the best way to minimize any delay. Please contact our pharmacy team immediately if you don’t receive a delivery when expected.

Emergency/Disaster Information

We are prepared to address your medication needs in the event of local emergency or natural disaster. Our multiple pharmacy locations are able to work together to fill your medications. So, if a disaster strikes at one location, our unaffected locations should be able to fill your prescriptions. This may result in a short delay. Our team members will work to ensure you have access to your medications as soon as possible. We can also work with other local pharmacies, suppliers, and your prescriber to help you gain immediate access to your medications.

Patient Bill of Rights and Responsibilities

Equitas Health Pharmacy strives to provide the finest care possible. As a patient receiving services at Equitas Health Pharmacy, you should understand your rights and responsibilities.

Your Rights

1. To select those who provide you with Durable Medical Equipment (DME) and pharmacy services.
2. To receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex/gender, race, religion, ethnic origin, sexual preference or physical or mental handicap.
3. To be treated with kindness, courtesy and respect by each and every individual representing Equitas Health Pharmacy and be free from neglect or abuse, be it physical or mental.
4. To assist in the development and preparation of your plan of care that is designed to satisfy your current needs as best as possible.
5. To be provided with adequate information from which you can give your informed consent for commencement of services, the continuation of services, the transfer of services to another health care provider, or the termination of services.
6. To express concerns, grievances, or recommend modifications to your DME and pharmacy services, without fear of discrimination or reprisal.
7. To request and receive current, evidence-based information relative to your condition, treatment, alternative treatments, risks and/or side effects related to treatment, or care plans.
8. To receive treatment and services within the scope of your plan of care, efficiently and professionally, while being fully informed as to Equitas Health Pharmacy's policies, procedures, and charges or fees.
9. To request and receive data regarding treatment, services, or costs thereof, privately and with confidentiality.
10. To be given information as it relates to the use and disclosure of your plan of care.
11. To have your plan of care remain private and confidential, except as required and permitted by law.
12. To receive instructions on handling drug recalls.
13. To confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI); PHI will only be disclosed in accordance with state and federal law, including disclosure of PHI with regard to the Patient Management Program.
14. To receive information on how to access support from consumer advocates groups.
15. To receive pharmacy health and safety information to include consumers rights and responsibilities.
16. To know about philosophy and characteristics of the Patient Management Program
17. To have Personal Health Information (PHI) shared with the Patient Management Program only in accordance with state and federal law.
18. To identify the program's staff members, including their job title, and to speak with the staff member's supervisor if requested.
19. To speak to a health professional.
20. To receive information about the Patient Management Program.
21. To receive administrative information regarding changes in or termination of the Patient Management Program.
22. To decline participation, revoke consent or dis-enroll from the Patient Management Program at any point in time.

Your Responsibilities

1. To provide Equitas Health Pharmacy accurate and complete information regarding your past and present medical history and medication therapy.
2. To agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments.
3. To participate in the development and updating of a plan of care.
4. To communicate whether you clearly comprehend the course of treatment, administration of treatment, and the plan of care.
5. To comply with the plan of care and any clinical instructions provided by Equitas Health Pharmacy to help achieve therapeutic success and positive clinical outcomes.
6. To accept responsibility for your actions and potential outcomes thereto if refusing treatment or not complying with the prescribed treatment and services.
7. To respect the rights of Equitas Health Pharmacy's personnel.
8. To notify both your treating physician and Equitas Health Pharmacy with any potential side effects and/or complications related to medication therapy.
9. To notify Equitas Health Pharmacy staff via telephone, email, or by use of the Equitas Health Pharmacy mobile application when your in-home medication supply is running low so refills may be processed promptly for either pick-up or delivery. You should contact Equitas Health Pharmacy staff for a refill no later than 5–7 days before running out of medication.
10. To submit any forms that are necessary to participate in the program to the extent required by law.
11. To give accurate clinical and contact information and to notify the Patient Management Program of changes in this information.
12. To notify your treating provider/physician of your participation in the Patient Management Program, if applicable.

Adverse Events or Side Effects

Call 911 or go to your local emergency room in the event of a medical emergency. Contact our pharmacists, our after-hours service clinicians, or your prescriber if you experience any side effects or adverse events related to your medication. Some side effects or adverse events can be life-threatening. That's why it's important to notify us or your prescriber as soon as any side effects are noticed.

Questions/Comments/Concerns/Complaints

If you have any questions about our pharmacy or any of the services we provide, please contact your Equitas Health Pharmacy. We are available during normal business hours to handle your comments, questions, and concerns. It is important for you to call us immediately if you suspect any medication errors. We will address your concerns as quickly as possible. Your safety and health is our top priority.

We appreciate your feedback. We encourage you to contact our pharmacy team with your concerns. We will handle your concerns professionally and privately. You can call or stop in to tell us about your concerns. You may also fill out the form attached to the back of this packet to submit your complaint in writing. Email or send the form to your Equitas Health Pharmacy. We take all complaints seriously. We will work to find a resolution.

The Importance of Handwashing

We want to encourage you to use the best healthcare practices for a healthier life. Here is some helpful information about handwashing to keep you and those around you safe.

The Centers for Disease Control (CDC) has stated that clean hands are one of the most important aspects to reducing the spread of bacteria and viruses.

When to Wash Your Hands:

1. Before, during, and after food preparation.
2. Before eating.
3. After using the restroom.
4. After changing diapers or cleaning an individual who has used the restroom.
5. After blowing your nose, coughing, or sneezing.
6. After touching garbage.
7. After touching an animal or pet, animal food/treats, or animal waste.
8. Before and after caring for someone who is sick.
9. Before and after treating a cut or wound.
10. Before and after using medical equipment such as blood testing supplies and breathing machines.

How to Wash Your Hands:

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the back of both hands, between your fingers, and under your fingernails.
3. Scrub all parts of your hands for 20 seconds.
 - To make sure you have scrubbed for 20 seconds, hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands thoroughly under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Hand Sanitizers:

1. Washing hands with soap and water is always preferred, but when soap and water are not available, the CDC recommends using hand sanitizers.
2. The hand sanitizer must contain at least 60% alcohol.
3. Alcohol based sanitizers can work to quickly reduce the number of microbes on the hands, but they do not remove all types of microbes.
4. If your hands are visibly dirty or greasy, hand sanitizers are less effective than soap and water.

How to Use Hand Sanitizers:

1. Apply the amount hand sanitizer listed on the bottle label into the palm of one hand.
2. Rub hand sanitizer over the entire surface of hands, fingers, and thumbs until your hands are dry.

Respiratory Hygiene

Equitas Health Pharmacy's primary concern is your wellbeing. Here's some information that can help you and your loved ones prevent respiratory infections.

For Patients with COPD and Asthma:

The lungs of patients with COPD and asthma can be sensitive to irritating substances in the air such as

- smoke
- exhaust fumes
- strong perfumes
- cleaning products
- paint
- dust
- pollen
- pet dander
- air pollution

Extreme hot and cold temperatures can also irritate the lungs of those with COPD and asthma.

Ways to Avoid Irritants:

1. Ask those in your area not to smoke.
2. Request smoke-free hotel rooms and rental cars when traveling.
3. Avoid underground parking garages when possible.
4. Avoid high traffic or industrial areas that may have high levels of smog.
5. Avoiding perfumes, scented lotions, and other highly scented products.
6. Use cleaning and painting products in well-ventilated areas.
7. Wear a mask or cover your mouth and nose while cleaning, dusting, vacuuming, or working in the yard.
8. Use zero or low VOC (volatile organic compounds) paint in your home.
9. Regularly change filters in air conditioner and furnace units.
10. Use a dehumidifier to keep moisture content in the air down
11. Keeping pets out of the house, especially if you wheeze.
12. Use an exhaust fan when cooking to remove smoke and odor.
13. Remain indoors during times of poor air quality, high pollen counts, or extreme humidity.
14. Wearing proper outerwear and face covering during cold weather.

To Prevent Infections:

1. Avoid having visitors with cold or flu symptoms.
2. Keep your house clean and free from excessive dust.
3. Keep your bathrooms and sinks free from mold and mildew.
4. Avoid construction sites, if possible, or wear protective masks.
5. Avoid exposure to irritants whenever possible.

Equipment Care:

1. Keep all breathing equipment clean according to the manufacturer's recommendations.
2. Do not let others use your medical equipment including your oxygen cannula, metered dose inhaler (MDI), MDI spacers, nebulizer tubing, and mouth pieces.
3. Replace any worn out or damaged equipment.
4. Use equipment only as recommended by your physician and the manufacturer.



Customer Complaint Form

Customer Name:		Date of Birth:	
Address:			
City:		State:	Zip:
Phone Number:		Best Time To Contact (Circle One): Morning Afternoon Evening	
Email Address:			
Date of Complaint:		Employee(s) Involved:	
Description of Complaint:			
(Please continue on back, if needed)			

For Office Use Only:

Date Received:		Assigned To:	
Resolution Description:			
(Please continue on back, if needed)			
Date of Resolution:		Date Patient Notified:	
Further Action Required? YES NO		Signed:	