



OCRX SPECIALTY PHARMACY

!!!WELCOME TO OUR PHARMACY!!!

Your medication is enclosed, along with the dosage instructions, drug information, and your receipt.

Please take time to review this packet for important instructions and information.

If you have questions at any time, you can call us toll free at: **877-271-9101**

You can also send request to us at: **www.OCRXSolutions.com**

MISSION STATEMENT

OCRX Pharmacy's mission is a commitment to provide state-of-the-art cancer treatment in a caring environment". At OCRX Pharmacy, we specialize in complex cancer treatments and aim to deliver those treatments to you expediently and affordably.



PHARMACY LOCATIONS

OC Pharmacy

925 Gessner Rd, Suite 600

Houston, TX 77024

Phone: (713) 275-3222

Fax: (713) 400-9118

Email: OCP1@OncologyConsultants.com

OC Pharmacy II

2130 W Holcombe Blvd, 10th Floor

Houston, TX 77030

Phone: (713) 600-0934

Fax: (713) 400-1956

Email: OCP2@OncologyConsultants.com

OCRX Pharmacy Solutions

23960 Katy Freeway, Suite 325

Houston, TX 77494

Phone: (832) 333-1425

Fax: (281) 492-0856

Email: OCPRXSolutions@OncologyConsultants.com

FREQUENTLY ASKED QUESTIONS

Where is the pharmacy located?

- Oncology Consultants has three outpatient pharmacies to serve you. They are located within our physician's office at the Memorial City Clinic, Cancer Center Clinic, and Katy Clinic.

What are the hours of operations?

- Monday thru Friday 8:30 AM to 5:00 PM
- Closed Saturday, Sunday, and all Major Holidays

What type of insurance does the pharmacy accept?

- Medicare Part B, Medicaid, and Medicare Part D
- All Major Commercial Insurances
- The pharmacies accept a large number of prescription insurances. Our pharmacy staff can determine if your benefit card is accepted at our pharmacies.

How do I fill a new prescription?

- Please call us and we would be happy to handle the entire process for you.
- We will contact your physician to obtain all necessary information.
- If you have a written prescription, you may walk in and drop off or mail to our pharmacy at the above address. Your physician may call in, e-scribe, fax, or mail in a new valid prescription.
- When a valid prescription is on file, you may call into our pharmacy to place your order and setup a shipment during regular business hours.
- After hours you can follow the prompts to request a refill by leaving leave a message for the pharmacy staff requesting medication refill. Please include in your message medication name, your first and last name, address, date of birth, daytime phone number, and additional requested information per the voicemail recording.

How will I know when the prescription will be ready?

- Your prescription should be ready when you are finished with your physician office visit.
- If you are seeing us at one of our satellite offices, then we will call you within 24-72 hours.
- Your prescription will be held at our pharmacy for 14 days. During that time, we will attempt to notify you via phone or text.
- A 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
- If processing time is delayed longer than 24 hours, we will contact you to notify you of your options, so you don't go without medication.

How to I refill my prescriptions?

- To request a prescription refill from our Memorial City Pharmacy, call 713-275-3222.
- To request a prescription refill from our Cancer Center Pharmacy, call 713-600-0934.
- To request a prescription refill from our Katy Pharmacy, call 832-333-1425.
- You can also request your refill at our website: WWW.OCRXSolutions.com

If I don't have refills remaining on my prescriptions, what should I do?

- Our pharmacists work directly with our physicians to make it convenient for you to obtain refills. Please call our pharmacies.

Can Oncology Consultant Specialty Pharmacy fill my prescriptions written by outside physicians?

- We are an open retail pharmacy and call fill medications from outside physicians.

Does Oncology Consultant Specialty Pharmacy mail or courier prescriptions to my home?

- Our pharmacies provide UPS, USPS, and courier home deliveries with NO charge for shipping. The patient is responsible for the copay payment prior to shipping.
- We also deliver medications to physician office for you to pick up at your convenience.

How much will my prescription cost?

- 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.
- The cost may also vary depending on the quantity of medication. Your prescription will be filled for medication that the physician prescribes. Please be sure to advise your physician to prescribe for the maximum amount/day supply allowable by your insurance coverage (days allowed may vary by plan).
- 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. Patient Care Coordinators can assist you in determining and understanding your options.
- Cash prices of medication are available upon request.

How can I pay for my medication?

- We accept cash, check, or most major credit cards.

What if I cannot afford to pay for my medication?

- OCRX Pharmacy has on-staff financial counselors that will be able to assist you in determining if you qualify for financial assistance for your prescriptions. Please contact our pharmacy team to initiate the first steps.

When should I contact the pharmacy?

- You missed a dose.
- Your medication delivery has not arrived at the promised time.
- Your address, telephone number, or insurance information has changed.
- You have questions regarding the status of your prescription.
- 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.
- You should also contact us with any other questions or concerns. 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.

Who do I contact for Emergency Preparedness and Disaster?

- Please call our pharmacy immediately at **(877) 271-9101** for
 - Refills of medication outside our service area as we can find the nearest pharmacies that can assist you and assist you with insurance overrides.
 - Replacement of damaged or lost medications
 - Rerouting of deliveries of medication to your current location

Can I fill my prescriptions at my local pharmacy?

- You may take your prescription to the local pharmacy of your choice.
- If you have previously filled a prescription from our pharmacy and wish to transfer the prescription to a local pharmacy, this can be arranged. Please have the local pharmacy call us with your prescription number.

Does the pharmacy sell over-the-counter medications?

- Our pharmacies have a limited selection of over-the-counter medications. Please contact our pharmacy team who will be able to help you.

PATIENT MANAGEMENT PROGRAM

Our pharmacy staff of pharmacists and nurses are available for your support.

Please call us at: **(877) 271-9101** or you can send a request at our website WWW.OCRXSolutions.com.

- For Initial Treatments, our clinical staff will be contacting you within the week of confirmed delivery and throughout your treatment to answer any questions you may have and discuss issues below:
 - Side Effects Management
 - Medication Compliance
 - Financial Burden.
- Limitations to the program includes patient's willingness to follow directions and maintain compliance while on therapy. Participation is not mandatory, and patients can opt-out at any time.

AFTER-HOURS SERVICES

For our after-hour emergencies, such as running out of medication or questions on missed doses or potential side effects, please call OCRX Pharmacy at **(877) 271-9101**.

You will be directed to our live operator who will then direct your call to a pharmacist.

Please DO contact us AT ANY TIME if:

- You have questions about taking your medication.
- You are having any adverse reactions or want to consult with a pharmacist.
- You need to order supplies or medication refills.
- You have questions about your current order or experience delays with your shipment.
- You are having problems with equipment, dressings or experience a change in your condition.
- You are hospitalized, your condition worsens, or your therapy is interrupted for any reason.
- There is a change in your prescription or supply needs.
- Your need information about disposing medication.
- You need information about accessing medication in the event of an emergency.
- Your therapy ends.

- You start taking new medications, including over the counter or herbal supplements, etc.
- You have a billing question or need to provide new health plan information, including out-of-pocket costs, deductibles, co-payment or co-insurance options.
- You would like additional information on ways to access your medication, health services, payment options and coordination of therapy.

YOUR SATISFACTION IS OUR KEY

We strive to provide our patients with the highest quality of service and care. To monitor our performance, we periodically survey our patients by telephone. Please notify us by telephone or in writing if you do not wish to be contacted.

If you are not satisfied with any aspect of your experience with OCRX Pharmacy, we want to know about it.

You may contact us by:

US Mail: OC Pharmacy

Attn: Director of Pharmacy
925 Gessner RD, Suite 600
Houston, TX 77024

Phone: (877) 271-9101

Satisfaction Survey: <https://onco.knack.com/ocpharmacy#customer-service-satisfaction-survey/>

Pharmacy Complaint: <https://onco.knack.com/ocpharmacy#pharmacy-compliant/>

When contacting us, please provide your name, date of birth and a specific description of the date, time, people involved, etc.

If you feel the need to discuss your concerns or complaints with a party other than OCRX Pharmacy staff, you may contact any of the following:

- The Utilization Review Accreditation Commission (URAC) at **(202) 326-3941**.

- Accreditation Commission for Health Care (ACHC) at **(855) 937-2242** or **(919) 785-1214** and request the *Complaints Department*.
- **Texas State Board of Pharmacy** - You may submit your complaint electronically through the Board's on-line complaint form located at: <https://www.pharmacy.texas.gov/consumer/complaint.asp> or 800-821-3205 Option 5.

HOW TO DISPOSE OF UNWANTED MEDICATIONS

DO NOT: 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. Improper disposal of medicines **MAY END UP IN OUR DRINKING WATER SOURCES.**

DO: Return unwanted or expired prescription and over-the-counter drugs to a drug take-back program. Talk to your care provider or pharmacist about proper disposal of all your medications.

For more information or to locate eco-friendly and safe options for medication disposal in your local area, visit **DisposeMyMeds.org**

PATIENT BILL OF RIGHTS

Patients have the right to:

- Be treated as a unique individual, with dignity, courtesy and respect.
- 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 or disease process.
- Be fully informed and receive written information on the scope of care and services provided by OCRX Pharmacy Solutions, as well as any limitations of the company's care or service capabilities.
- Receive information in a manner, format and/or language that you understand.

- Choose a healthcare provider.
- Obtain, upon request, evidence-based practice information for clinical decisions (manufacturer package inserts, published practice guidelines, peer reviewed journals, etc.), including the level of evidence or consensus describing the process for intervention.
- Receive complete verbal or written explanations of expected payments from Medicare or other third-party payers, charges for which you may be responsible and an explanation of all forms you are requested to sign in advance of services being provided.
- Be fully informed of your responsibilities.
- Be offered assistance through any eligible programs of patient management services, including manufacturer co-pay, patient assistance programs or foundation support.
- Receive instruction and education from qualified personnel on appropriately taking and safely handling your medications.
- Coordination and continuity of services from Rx To Go Pharmacy
- Be advised of any change in the plan of service before the change is made.
- Be able to identify company representatives through name (name badge) and job title, and to speak with a pharmacist, if requested.
- Be ensured of the confidentiality and privacy of all information contained within your records and of Protected Health Information (except as otherwise provided for by law or third-party payer contracts).
- Express concern, complaint or dissatisfaction about services provided (or failed to be provided) and have the complaint investigated.
- Express concern, complaint, or dissatisfaction for lack of respect, treatment, or service and have the complaint investigated.
- Suggest changes in policy, staff or services without discrimination, restraint, reprisal, coercion or unreasonable interruption of services. Patients or caregivers can call **(877) 271-9101** and ask to speak with a pharmacist or the pharmacy director.
- Be informed of any financial relationships of the pharmacy.
- Be advised of normal business hours Monday through Friday, 8:30 a.m. to 5 p.m.
- Obtain the pharmacy phone number for normal business hours and after-hours care which is **(877) 271-9101**.

- Decline participation, revoke consent, or withdraw from any OCRX Pharmacy services at any time.
- **Refuse treatment once the negative consequences are explained**

Patients have the responsibility to:

- Adhere to the plan of treatment or service established by your physician.
- Submit any forms necessary to participate in the program, to the extent required by law.
- Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services.
- Ask questions about your care, treatment and/or services, and any unclear instructions provided by company representatives.
- Use medications according to instructions provided, for the purpose it was prescribed and only for the individual to whom it was prescribed.
- Communicate any inability to follow provided instructions.
- Remain available to receive medication deliveries and coordinate with OCRX Pharmacy during times you will be unavailable.
- Treat pharmacy personnel with respect and dignity without discrimination as to color, religion, sex, nationality, or ethnic origin.
- Promptly settle unpaid balances, except where contrary to federal or state law.
- Notify pharmacy of change in prescription or insurance coverage.
- Notify pharmacy immediately of address or telephone changes, whether temporary or permanent.

