

Patient Welcome Packet



Hours of Operation:
Monday – Friday:
9:00 AM – 6:00 PM

Address:
950 Henderson Blvd.
Folcroft, PA 19032
Phone:
855-790-0100

Email:
info@chemistryrx.com
Website:
chemistryrx.com
Fax:
267-861-0862



Welcome Letter

Dear Patient and Caregiver,

Welcome to Chemistry Rx! We are a state-of-the-art, PCAB-accredited compounding pharmacy, specializing in customized medications for skin, hair, nail, and rare disorders. Our team is dedicated to supporting you or your loved one throughout your specialty medication journey, providing the highest level of care and personalized service to help you effectively manage your health.

This guide will provide important information regarding your prescription, introduce you to Chemistry Rx, and explain how we can assist in managing your condition. We are here every step of the way to ensure you receive the best care possible.

Thank you for choosing Chemistry Rx. We look forward to being part of your healthcare team. If you have any questions, please call us at 855-790-0100 or visit chemistryrx.com. Our team is always happy to assist you.

Sincerely,

The Chemistry Rx Team

WHO WE ARE

Experts in custom dermatology treatment options

Not all conditions can be treated safely and effectively from commercially-available medications. At Chemistry Rx, we work with dermatologists and skin care professionals to develop customized treatment options for your unique needs.

We understand that your medical needs may be complex and require special knowledge when collaborating with your medical provider and insurance company. We are dedicated to providing you with the personal service necessary to ensure that you achieve the most benefit from your therapy, including:

- Enrollment in the Patient Management Program
- Training, education, and counseling
- Refill reminders
- Coordination of prior authorization with your insurance company

ABOUT OUR SERVICES

● Specialty Compounding Therapy

Chemistry Rx specializes in creating customized medications tailored to meet your unique medical needs. We offer treatments for a variety of conditions, including:

- Skin, hair, and nail disorders
- Rare and complex conditions
- Dermatological conditions that require personalized compounding solutions

● Personalized Care: Our team works closely with your healthcare provider to develop treatment plans customized for your needs.

● Simple Referral Process

- New patients can be referred by:
 - Calling us at **855-790-0100** to speak with an Intake Coordinator.
 - Faxing prescriptions to **267-861-0862**.
 - After the referral is received, our pharmacy team will contact you to follow up and gather any additional information required.

● Insurance Verification Process

- Insurance coverage varies from case to case. We work with your doctor's office to obtain coverage, if possible. Then, we'll confirm the cost of medication with you before we process your prescription.
- Chemistry Rx will NEVER send out a medication without obtaining your consent on the costs.
- Our experienced team works with your healthcare provider and insurance company to coordinate care and manage prior authorizations.
- We aim to reduce your out-of-pocket costs by verifying insurance coverage and exploring available financial assistance options when needed.

● Patient Management Program

- For specialty patients, Chemistry Rx offers a **Patient Management Program** designed to help you get the most from your therapy. This includes:
 - Comprehensive initial assessments to understand your needs
 - Ongoing evaluations to ensure that your treatment is effective and safe
 - Refill reminders and medication adherence support
 - Patient education and consultation on medications and conditions
- Limitations of the program are that you must be willing to follow the treatment plan agreed upon by you, your doctor and pharmacist.

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Timely Refill Follow-Up Service

You will receive a refill reminder when it is time to refill your prescriptions. You have the choice of being notified by phone, text, and/or emails.

If you're in need of a refill, a pharmacy team member can assist in contacting your providers for a new prescription. We do our best to make sure you never miss a dose of medication.

- **Prescription Management**

Manage your prescriptions through our patient portal at **chemistryrx.com** or by contacting our pharmacy team directly.

AREAS WE SERVE

We provide services across multiple regions, including:

- Pennsylvania

HOURS OF OPERATION

- **Monday – Friday:** 9:00 AM to 6:00 PM
- **Saturday and Sunday:** Closed
- **After Hours Support**

For urgent needs outside of regular business hours, you can contact us at **855-790-0100**. A licensed pharmacist is available 24/7 for any urgent assistance.

HOW TO CONTACT US

- **Phone:** 855-790-0100
- **Email:** info@chemistryrx.com
- You may also send us a message through our patient portal at **chemistryrx.com**.
- **Emergencies**
 - In case of a life-threatening emergency, please dial 911 or go to the nearest emergency room.
 - If there is a disaster in your area, contact us at **855-790-0100** to ensure that your medication delivery is redirected appropriately.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Patient rights:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of service
- Be informed of your financial responsibilities in advance of service / care being provided. Medicare beneficiaries will be informed if assignment is not accepted.
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of service
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Voice complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information in the patient record and of Protected Health Information
- Be advised on pharmacy's policies and procedures regarding the disclosure of clinical records
- Choose a health care provider, including choosing an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities
- Have the following rights of participating in the patient management program:
 - Have personal health information shared with the PM program only in accordance with state and federal law
 - Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
 - Speak to a health professional
 - Receive information about the PM program
 - Decline participation, or disenroll, at any point in time

Patient Responsibilities:

- Patient submits forms that are necessary to receive services.
- Patient provides accurate medical and contact information and any changes.
- Patient notifies the treating provider of participation in the services provided by the pharmacy.
- Patient notifies the pharmacy of any concerns about the care or services provided.
- Have the following responsibilities of participating in the patient management program:
 - Give accurate clinical and contact information and to notify the PM program of changes information
 - Notify the treating prescriber of their participation in the PM program.

HOME SAFETY TIPS

At **Chemistry Rx**, we aim to ensure that your home medical treatments are both convenient and safe. Whether you're managing medications or using medical equipment, here are a few important safety tips:

Fire Safety and Prevention

- Install smoke detectors and check batteries regularly. Consider carbon monoxide detectors as needed.
- Keep a fire extinguisher in your home and ensure it is charged and functional.
- If using oxygen, strictly follow precautions to avoid smoking near oxygen.
- For any electrical medical equipment, review the instruction manual for safety guidelines.

Electrical Safety

- Plug medical devices into grounded electrical outlets.
- Use high-quality power strips with internal circuit breakers; avoid cheap extension cords.

Bathroom Safety

- Install non-slip rugs and grab bars in the shower or bath.
- Consider a shower bench and raised toilet seat with arm supports.
- Lower water heater temperature to prevent accidental burns.

Bedroom Safety

- Arrange the room for comfort and safety, especially if using home therapy equipment.
- Consider a hospital bed or bedside commode for easier access.
- Keep pathways clear of cords or furniture, especially if using an IV pole.

Kitchen Safety

- Organize common items for easy access during recovery.
- Use padded mitts for lifting pots and pans, and avoid letting medical tubing come into contact with heat sources.

Mobility and Getting Around

- Use handrails on stairs and ensure walkways are wide enough for walkers or wheelchairs.
- If necessary, install ramps to assist with entering and exiting your home.

For any additional questions or personalized safety recommendations, please contact **Chemistry Rx** at **855-790-0100**. We're happy to assist!

INFECTION CONTROL TIPS

Universal Precautions:

To prevent the spread of infectious diseases, always wash your hands or use alcohol-based hand rub (ABHR) before and after contact with others, body fluids, or broken skin. Encourage all healthcare workers to wash their hands before providing care.

Handwashing Guidelines:

- Wet hands, wrists, and forearms under running water.
- Lather with soap, wash fingertips to forearms for 20 seconds.
- Rinse thoroughly and dry with a paper towel. Use the towel to turn off the tap.
Or:
- Apply hand sanitizer, rub hands together until dry.

Protective Gear:

- **Gloves:** Wear gloves when handling body fluids or contaminated items. Gloves are not necessary for unsoiled clothing or skin contact.
- **Gowns/Smocks:** Wear when there is a risk of body fluid splashes.
- **Masks/Face Shields:** Use N-95 masks for active TB, and wear face shields for excessive splashing.

Disposal of Contaminated Materials:

- Flush body fluids down the toilet; place other items in a sealed plastic bag for disposal.
- Dispose of sharps in a puncture-resistant container. Do not re-cap or bend needles.
- Discard blood-soaked items in Biohazardous Waste containers.

Cleaning and Disinfection:

- Clean soiled linens in hot water. Use gloves when handling contaminated laundry.
- Disinfect spills with a bleach solution (1 part bleach to 10 parts water).
- Clean medical equipment (e.g., stethoscopes, thermometers) with alcohol after each use. Contaminated equipment should be disinfected with a chemical germicide.

NAVIGATING PHARMACY SERVICE

How to Place a Prescription Order?

At Chemistry Rx, we strive to make ordering your prescriptions easy. Your prescriber can submit a prescription by calling **855-790-0100**, sending a fax to **267-861-0862**, or submitting an electronic prescription.

How to Obtain a Refill?

We'll notify you when it's time to refill your medication and set up delivery in advance. If you're running low with five (5) days of medication left, please contact us at **855-790-0100**. We're happy to help with vacation supplies, early refills due to therapy changes, or defective device replacement.

How to Manage a Missed Dose?

If you miss a dose of your medication:

1. Do not double up on your next dose.
2. Refer to the drug information provided with your medication.
3. If unsure, contact your pharmacist or prescriber for advice.
4. Work out a plan for your next dose with your healthcare provider.

How to Access Medications in Case of an Emergency or Disaster?

In the event of an emergency or disaster, we have a plan to ensure you have access to your prescriptions. We will make reasonable attempts to contact you. You can also reach out to:

- Local pharmacies near your address
- Local hospitals
- Emergency services (911)
- FEMA

How to Handle Adverse Reactions?

If you experience an adverse reaction, such as headaches, dizziness, nausea, skin rash, or respiratory issues, contact us immediately at **855-790-0100**. Our clinical staff will assess the situation and work with your physician to adjust your treatment plan if necessary.

How to Check on a Prescription Order?

You can check on your prescription order by contacting **Chemistry Rx** at **855-790-0100**.

Information on Prescription Drug Substitutions

The FDA considers therapeutically equivalent drugs safe and effective, even if they differ in characteristics like color or packaging. Chemistry Rx may substitute a generic medication unless your prescriber specifies “Dispense as Written.” If needed, we will consult the FDA Orange Book or contact the manufacturer.

How to Transfer a Prescription to Another Pharmacy?

To transfer a prescription, call **Chemistry Rx** at **855-790-0100** with the name of the medication and the pharmacy details where you want the prescription transferred. We will handle the rest.

How to Obtain Medications Not Available at the Pharmacy?

If your prescribed medication is not available at Chemistry Rx, we will transfer the prescription to a pharmacy that can fulfill it and provide them with all necessary details.

How to Handle Medication Recalls?

In the event of a product recall, Chemistry Rx will:

1. Review inventory for the recalled item.
2. Contact you by phone or certified mail to arrange for a replacement.
3. Remove the recalled product from service.
4. Follow manufacturer instructions and document the process.

Safe Disposal of Medications

Proper disposal of unused or expired medications is essential to prevent harm to others and the environment. Follow these recommended steps:

- **Drug Take Back Programs:** The safest disposal method is returning unused medications to drug take back locations. To find a location, search for "DEA Take Back Day" or visit <https://www.dea.gov/takebackday>.
- **Disposal in Household Trash:** If no take-back program is available:
 - Mix medications (do not crush tablets or capsules) with dirt, used coffee grounds, or cat litter.
 - Place the mixture in a sealed plastic bag or container.
 - Remove personal information from prescription labels and dispose of the packaging in your household trash.
- **FDA Flush List:** Certain medications pose a risk if accidentally ingested and should be flushed down the toilet. To see which drugs are included, search for the "FDA Flush List" or visit <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>.

Drug Disposal Options
Do you have medicine you want to get rid of?

Do you have a drug take-back option readily available?
Check the **DEA website**, as well as your local drugstore and police station for possible options.

NO

Is it on the FDA flush list?

NO
Follow the FDA instructions for disposing of medicine in the household trash.

YES
Immediately flush your medicine in the toilet. Scratch out all personal info on the bottle and recycle/throw it away.

YES
Take your medicine to a drug take-back location.
Do this promptly for FDA flush list drugs!

FDA U.S. FOOD & DRUG ADMINISTRATION

www.fda.gov

PATIENT AGREEMENT AND CONSENT FOR SERVICES/ACKNOWLEDGEMENT

Patient Name: _____ ID: _____

I understand that by signing this agreement, I indicate my wish to receive healthcare services from **Chemistry Rx**.

Assignment of Insurance Benefits / Payment Authorization / Financial Responsibility

I hereby assign and transfer to **Chemistry Rx** all rights to receive payment of insurance benefits. This assignment of benefits includes pharmaceuticals, durable medical equipment, and, if applicable, home health care and nursing benefits otherwise payable to me for products or services provided. This assignment covers all benefits under Medicare, state/federal government programs, private insurance, and other health plans. I understand this constitutes a legally binding assignment.

I request my medical insurance plan(s) to release to **Chemistry Rx** all information required to process claims for pharmaceuticals I receive, even after the service has been discontinued. I also authorize any holder of medical information about me to release relevant information to **Chemistry Rx**, my insurance provider, or government agencies to determine benefits payable for related services. If my insurance plan(s) makes payment directly to me instead of **Chemistry Rx** for pharmaceuticals received, I agree to endorse those payments and send them to **Chemistry Rx** immediately.

I acknowledge that I have been advised of my financial responsibilities to **Chemistry Rx**. I understand that I am responsible for payment of any deductible, co-insurance, or other charges not covered by my insurance plan(s). I also understand that I may be eligible for partial or full waiver of unpaid co-insurance charges through **Chemistry Rx's** financial hardship program.

I agree that **Chemistry Rx** or any of its affiliates may contact me, or my emergency contact, or authorized caregiver by telephone at my place of residence.

Acknowledgement of Receipt:

By signing this form, I confirm that:

- I have reviewed and understand the information above.
- I have received a copy of the Patient Welcome Packet, which includes the **Patient Bill of Rights and Responsibilities, HIPAA Privacy Notice, Grievance Process, and Drug Information**.
- I have received the ordered products and accompanying drug monograph.

Patient or Responsible Party Signature: _____ Date: _____

Patient or Responsible Party Print Name: _____

If the patient is unable to sign:

Witness Signature / Relationship: _____

Reason Patient Unable to Sign: _____

Please return the **Patient Authorization and Plan of Service Form** to **Chemistry Rx**.

ACKNOWLEDGEMENT

To confirm that you have received the Chemistry Rx Welcome packet, which includes Hours of Operation,

Contact Information, Notice of Privacy Practices, Patient Bill of Rights and Responsibilities, Financial Obligation and Complaint Process, please scan the code below or visit www.chemistryrx.com/new-patient.



You may also confirm you have received the welcome packet via telephone. A nurse or pharmacist will go over all materials in the welcome packet before you receive your medication to confirm receipt and answer any questions that may arise.

Thank you for choosing Chemistry Rx to service all of your pharmacy needs.

