

Adventist Health Castle Pharmacy Welcome Packet

Welcome to Adventist Health Castle Pharmacy – Specialty Pharmacy Services

We're pleased to welcome you to Adventist Health Castle's Pharmacy, where our specialty pharmacists are here to support your unique pharmacy needs. Our team is committed to making your experience as convenient and seamless as possible by helping with outpatient specialty prescriptions.

Our services include:

- Prior authorization assistance
- Financial assistance programs for medications
- Prescription delivery
- Consultations with specialty pharmacists

We look forward to serving you and ensuring you receive the care and support you need.

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Basic information

Contact information

Adventist Health Castle Pharmacy

Location: 46-001 Kamehameha Hwy., Suite 108

Phone: 808-263-5093

Email: AHCS.Pharmacy@ah.org

Website: AdventistHealthCastle.org/Pharmacy

To ensure your privacy, do not send medical information through email.

Hours of operation

Hours: 9 a.m. – 5 p.m., Monday through Friday

Closed: Saturday, Sunday, and major holidays

For urgent matters, a licensed pharmacist is available 24 hours a day, seven days a week, by calling 808-263-5093.

Prescription services

Filling a prescription

Once your provider sends a prescription to Adventist Health Castle Pharmacy, we'll enroll you in our free, optional patient management program service that includes education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluation and support. If you do not wish to participate in the patient management program or prefer another pharmacy, please call us at 808-263-5093, and we'll assist with the transfer.

Refilling a prescription

You can order refills by:

1. Visiting our Adventist Health Castle Pharmacy located at 46-001 Kamehameha Hwy., Suite 108 in Kāne'ohe.
2. Calling our specialty team at 808-263-5093 (please allow two business days for processing and delivery).

For early refills due to travel or misplaced medication, please call us. We'll work with you and your insurance company to avoid therapy interruptions.

Refill reminders

A patient care coordinator or pharmacy technician will contact you:

- One week before your medication is scheduled to run out.
- To check your progress.
- To determine the shipment or delivery of your next refill.
- To verify your therapy and get a new prescription if you do not have any refills left.

Our patient care coordinator or pharmacy technician will connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

Pharmacist support

Our pharmacists are experts in your specific medication(s), offering guidance on therapy, management of side effects and medication administration. They also have direct access to your doctors, nurses and other providers, and will reach out to them if needed. Pharmacists will:

- Teach you how to take your medication correctly, consistently and share why it's important.
- Ensure that you know how to use injectable medications.
- Help you understand and manage side effects and drug interactions.
- Discuss any problems you may have, such as administration difficulties or cost concerns.
- Work with your healthcare team to ensure your therapy is safe, effective and appropriate.

Please call one of our pharmacists if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week, for any urgent needs relating to your medication. After normal business hours, if you must leave a message, a pharmacist will promptly return your call within 30 minutes. In case of an emergency, call 911.

Our patient management program is designed to help you get the most out of our specialty medication.

Benefits of participation in our program include:

- Improved knowledge of medication use and administration.
- Improved medication compliance by creating an individualized plan for the patient to ensure medication doses aren't missed.
- Improved ability to manage potential, difficult side effects.
- Improved self-management of medications and medical condition.
- Improved coordination of healthcare services through the collaboration of your pharmacist and doctor.
- 24/7 accessibility to a pharmacist or other clinical staff.

While our dedicated specialty pharmacy team can help you maximize the benefits of your therapy, only your physician can diagnose your condition and prescribe medication. You should maintain your appointments with your physician and take your medication as prescribed to avoid complications and achieve the best results from your therapy. It is also important that you share accurate and up-to-date information about other medications you are taking, updates to your allergies, and any changes to your health with our team because this information impacts the care and coordination we provide.

Prescription delivery

You can pick up your medication(s) from Adventist Health Castle Pharmacy or have them delivered for free via overnight delivery. Signature upon receipt is requested; however, if you cannot accept the package, alternate solutions can be discussed with a pharmacy team member. We are not able to ship to a P.O. Box. Our team will coordinate delivery of your specialty medication(s) to your home or an approved alternate location when necessary.

We will also include any necessary supplies, such as needles, syringes, sharps containers and alcohol swabs, at no cost to you. If your medication(s) require special handling or refrigeration, they will be packaged and shipped accordingly.

We will make every effort to deliver your medication(s) and supplies early if a weather warning is in place. An Adventist Health Castle Pharmacy team member will attempt to call our patients, in order of disaster priority, with any special instructions.

Please make sure we have your secondary contact information on file to ensure we can reach you in case of an emergency or a delivery delay so there is no lapse in therapy. In addition, please let our staff know if your contact information changes.

Patient information

Community resources and support

Adventist Health Castle Pharmacy staff will ensure you have access to community resources to help you optimize your medication therapy and better manage your health. Visit our website at AdventistHealthCastle.org for more information.

Drug recalls

Adventist Health Castle Pharmacy follows FDA guidelines, as well as state and federal regulations, for drug recalls. We will contact you and your provider if a recall affects your medication.

Accessing medications in an emergency or disaster

In the event of a weather emergency, we will make every effort to deliver your medications and supplies early. If we are unable to deliver them, we will transfer your prescription to another pharmacy. If a disaster occurs in your area, call 808-263-5093 to provide an updated delivery location. Please update your contact information regularly to avoid delays in therapy.

Patient information on emergency preparedness

We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

Falling

(This is the way people are most often injured in their homes.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well-lit and use night lights as needed.
7. Have a flashlight that works.

Poisoning

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 800-222-1222 if a poisoning occurs.

Fire and burn prevention

1. Have smoke detectors in the home and replace the batteries at least once a year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there's a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120°F.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

Fire

1. Rescue anyone from immediate danger.
2. If you are safe, alert the fire department. Otherwise, evacuate the area.
3. Turn off oxygen (if applicable) and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small, localized area, otherwise evacuate the building and notify the fire department once you are safe.
5. If relocation is necessary, please call Adventist Health Castle Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

Natural disasters (flood, earthquake, or tornado)

1. In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Check for injuries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes at all times.
5. Evacuate the area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have. Please call Adventist Health Castle Pharmacy to alert us to your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

Power outage

1. Notify your gas and electric companies if there is a loss of power. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
2. Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

Winter storm

1. Prepare an emergency kit with:
 - Water
 - Nonperishable food
 - Battery-operated radio
 - Flashlights and fresh batteries
 - First-aid kit, including prescription medications
2. Keep your cell phone fully charged.
3. Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
 - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
 - A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
4. Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
5. Avoid using candles as they can lead to house fires. If you do use candles, never leave lit candles unattended.

Patient safety

Adverse drug reactions

If you experience an adverse drug reaction, acute symptoms or other medical issues, contact your primary care provider (PCP), visit a local emergency room or call 911.

Handwashing instructions

To reduce the risk of infection, wash your hands frequently, especially before and after handling medication. Follow these steps:

1. Collect the supplies:
 - Soap
 - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands briskly together for at least 30 seconds.
5. Don't forget in between your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off your faucet with the towel.
9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

If no water supply is available, use an alcohol-based antibacterial hand sanitizer.

Sharps and sharps disposal

After using injectable medications, place needles, syringes, lancets and other sharp objects into a sharps container. Do not dispose of sharps in the trash unless they are contained in a sharps container. Do not flush them down the toilet. If a sharps container is not available, use a hard plastic or metal container with a tight lid, reinforced with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full.

Check with local waste collection services or your public health department to verify the disposal procedures for sharps containers in your area. You can also visit [SafeNeedleDisposal.org](https://www.safeneedledisposal.org).

Needlestick safety

- Never recap needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal before using needles.
- Report all needlesticks or sharps-related injuries to your physician promptly.

Insurance, billing and financial assistance

Our team works with your insurance company to help cover your specialty prescription. You may have a co-pay each time a medication is filled, and we will inform you of the exact amount. The co-pay for a specialty medication may still be high, even with most costs covered by insurance. We will research financial assistance programs that may help lower your therapy cost. To provide these services, you may be asked to complete a patient medication assistance program authorization form.

Some medications require prior authorization for costs to be covered. Our team is experienced in handling this paperwork, which may take a few business days to process. We will keep you and your doctor informed throughout the process, especially if delays are expected. If insurance denies coverage, we can help your doctor file an appeal.

If your insurance plan considers Adventist Health Castle Pharmacy an “out-of-network” pharmacy, we will inform you in writing of the cost to fill your medication with us. Our staff can transfer your prescription to an “in-network” pharmacy if there is a cost savings to you.

Payment plans

Any outstanding balances must be paid before your next refill, and we accept most major credit/debit cards as well as flexible spending accounts.

If you receive a check from your insurance company, please send it to Adventist Health Castle Pharmacy along with a copy of your Explanation of Benefits (EOB) statement. If you have any questions, please call us.

Interpreter services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. Special services are also available if you are visually impaired.

Medications not available at Adventist Health Castle Pharmacy

Adventist Health Castle Pharmacy has access to most specialty medications. However, if we are unable to provide a specific medication, our team will work with you and another pharmacy to ensure you receive it. If you would like us to transfer your prescription to another pharmacy, please let us know, and we'll handle the process for you.

Frequently Asked Questions

What is a specialty pharmacy?

A specialty pharmacy provides complex and costly medications, usually requiring special storage and handling that may not be available at your local pharmacy. The medications are injected, taken by mouth or infused. Sometimes, these medications have side effects that require monitoring by a trained pharmacist. Adventist Health Castle Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

Will my insurance company let Adventist Health Castle Pharmacy dispense my medication?

Adventist Health Castle Pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.

Will you ever substitute my medication with another?

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your co-pay. If a substitution needs to be made, a member of the Adventist Health Castle Pharmacy team will inform you of the substitution before shipping the medication.

When should I contact Adventist Health Castle Pharmacy?

You should call Adventist Health Castle Pharmacy if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns regarding how you take your medication.
- You need to reschedule or check the status of your delivery.
- You need to start or stop a medication, or if your dose changes.
- You have a reaction or allergy to your medication.
- You would like additional information regarding your plan for therapy.
- You need to report a suspected medication issue, or if you believe an error in shipping or dispensing has occurred.
- You notice your 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 education materials and consumer advocacy support.

Is it important to take all my medication?

Yes. Follow your doctor's instructions for both the amount of the medication you should take and the length of time you should take it. We understand that some medications may have unpleasant side effects or be difficult to administer. Our pharmacists are available to offer practical advice about dealing with these issues and can help you contact your prescriber about the medical management of these side effects.

What do I do if I have an adverse reaction to the medication?

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact Adventist Health Castle Pharmacy or your doctor who prescribed the medication to report the reaction.

Can I return my prescription?

Once your prescription is dispensed from the pharmacy it cannot be returned to the pharmacy. If you suspect your medication or device is defective, please call us and we will see if a new medication or device can be sent to you. If you believe the medication you are taking has been recalled, please call Adventist Health Castle Pharmacy, and our staff will assist you.

How do I dispose of unused medications?

For instructions on how to properly dispose of unused medications, please contact Adventist Health Castle Pharmacy or go to the below FDA websites for information and instructions:

- [fda.gov/forconsumers/consumerupdates/ucm101653.htm](https://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
- [fda.gov/drugs/buying-using-medicine-safely/safe-disposal-medicines](https://www.fda.gov/drugs/buying-using-medicine-safely/safe-disposal-medicines)

Concerns and complaints

Patient complaint policy

You have a right to voice grievances and suggest changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns.

- Email us at AHCS.Pharmacy@ah.org
- Speak directly with the staff involved or the manager in charge, either by phone or in person.

Adventist Health Castle Pharmacy follows a formal complaint process that ensures your concerns, complaints and suggestions are reviewed and investigated within five business days of receipt. You will be notified of our resolution, either by phone or in writing, and there is no retaliation for filing a complaint.

If we are unable to resolve your patient care or safety concern:

- Medicare beneficiaries may submit complaints related to quality of care, coverage decisions or premature discharge. For more information, visit [Medicare.gov/claims-appeals](https://www.medicare.gov/claims-appeals)
- You may also contact the Accreditation Commission for Health Care's (ACHC) Complaints Department at 855-937-2242.

Rights and responsibilities of the patient management program

As a participant, you have the right to:

- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Identify the program's staff members, including their job titles, and speak with a staff member's supervisor if requested.
- Speak with a healthcare professional.
- Receive information about the patient management program.
- Decline participation or disenroll at any time.

Patients have the responsibility to:

- Provide accurate clinical and contact information and notify the patient management program of any changes.
- Inform your treating prescriber of your participation in the patient management program.