



Welcome to specialty pharmacy services at **Reading Hospital Ambulatory Pharmacy**

Reading Hospital Ambulatory Pharmacy provides specialty pharmacy services for patients in the surrounding southeastern and central Pennsylvania area.



Reading Hospital

TOWER HEALTH

Advancing Health. Transforming Lives.



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Basic Information

Contact Information

Location: 420 S 5th Avenue, West Reading, PA 19611

Phone: 484-628-7426

Toll Free: 833-739-0044

Email: rhspharmacy@towerhealth.org

Website: <https://towerhealth.org/locations/reading-hospital-ambulatory-pharmacy>

To ensure your privacy, please do not send medical information through e-mail.

Hours of Operation

Hours: Monday through Friday 7 a.m. – 9 p.m.

Saturday, Sunday and major holidays: 8 a.m. – 4 p.m.

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters.

Please call **833-739-0044**.

Patient Management Program

When we receive your prescriptions, our staff will enroll you in our free program.

Our Patient Management Program includes:

- Education about how and when to take your medication.
- How to manage possible side effects.
- Clinical evaluation and support.

Your participation is completely voluntary.

If you do not wish to participate in the patient management program, please let us know.

If you would like to use another specialty pharmacy, please call us and we will assist you with the transfer of your prescription.



Refilling a Prescription

You may order refills in person, by phone or email:

Refill in Person

420 S 5th Avenue
West Reading, PA 19611

Enter the 5th Avenue hospital entrance through revolving door. Turn to your right and the pharmacy is at the end of the foyer.

Refill by Phone

Calling our specialty team at **833-739-0044**. Please allow two (2) business days for Reading Hospital Ambulatory Pharmacy to process and deliver your refill order.

Refill by Email

Email one of our specialty pharmacists at rhspharmacy@towerhealth.org

Lost Supplies and Travel Needs

If you have lost your medication or supplies, or if you need your prescription(s) in advance of travel, give us a call. We will work with you and your insurance company to be sure that your medications are covered and that there is no lapse in therapy.

Services Offered

Insurance, Billing and Financial Assistance

Copays: Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high even if your insurance company pays for most of the cost. Our team will look for various financial assistance programs available to help lower your cost. We may ask you to fill out a patient medication assistance program authorization form in order to provide these services. We will provide you with the cash price of your medication, upon request.

Prior Authorization: Some medicines need extra information for costs to be covered. This process is called a prior authorization. Our team can process this paperwork. It may take a few business days to complete. Our team keeps you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

In Network?: If your insurance plan considers Reading Hospital Ambulatory Pharmacy an “out of network” pharmacy, we will inform you of the cost to fill your medicine with us in writing. Our staff will transfer your prescription to an “in network” pharmacy if there is a cost savings to you.

Payment Plans

We accept credit/debit cards, cash, personal checks, money orders and most flexible spending accounts.

If you need help in arranging a payment plan for the money you owe, we will be happy to assist you in setting up a payment plan. Please call us so we can help.

Pharmacist Help

Reading Hospital Ambulatory Pharmacy specialty pharmacists are trained on the medication you are taking. They are here to answer your questions about your therapy and care plan. Our pharmacists 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 medicine correctly and consistently and share why it's important.
- Make sure 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 health care team to be sure your therapy is safe, effective and appropriate.
- Provide you with tools to manage your therapy, including education materials and consumer advocacy support.

Please call one of our pharmacists if you have any questions about 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

After normal business hours, your call will be forwarded to an on-call pager. Please leave your 10-digit call-back number and a pharmacist will promptly return your call, within no more than 30 minutes. In case of an emergency call **9-1-1**.

Home Delivery Available

A free delivery can be scheduled right to your home. Delivery is available Monday through Friday. A signature is required by the person receiving the medication. We are not able to deliver to a PO Box. Our team will coordinate delivery of your specialty medication(s) to your home or an approved alternate location if needed.

Supplies Included

We will include any needed 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 accordingly.

Contacting You

We will make every effort to deliver your medication and supplies early if a weather warning is in place. A Reading Hospital Ambulatory Pharmacy team member will attempt to call you, with any special instructions.

Please make sure we have your secondary contact information on file. That way we can reach you in case of an emergency or a delivery delay. In addition, please let our staff know if your contact information changes.

Refill Reminders

A patient care coordinator or pharmacy technician will call you:

- One (1) 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.

Interpreter Services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. There are special services available if you are visually impaired as well.

Medications not available at our Pharmacy

Reading Hospital Ambulatory Pharmacy has access to most specialty medicines. but if our specialty pharmacy is unable to provide your medicine, our team works with both you and another pharmacy to ensure that you receive your medicine.



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Frequently Asked Questions

What is a specialty pharmacy?

A specialty pharmacy provides complex and sometimes costly medications, that may require special storage and handling. These medications 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. Reading Hospital Ambulatory Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

Will my insurance company let Reading Hospital Ambulatory Pharmacy dispense my medication?

Reading Hospital Ambulatory 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 if your insurance company prefers a generic to be dispensed or to reduce your copay. If a substitution needs to be made, a member of the Reading Hospital Ambulatory Pharmacy team will contact you before shipping the medication to let you know of the change.

When should I contact Reading Hospital Ambulatory Pharmacy?

Call Reading Hospital Ambulatory Pharmacy if:

- Your address, telephone number or insurance information has changed.
- You have any questions about the status of your prescription.
- You have concerns about how you take your medication.
- You need to reschedule or check the status of your delivery.
- To start or stop a medication or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like more information about your plan for therapy.
- You need to report a suspected medication issue.
- You notice your medication has been recalled by the FDA.

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 are hard to administer. Our pharmacists are available to offer practical advice about dealing with these issues and can help you to contact your provider about how to manage these side effects.

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

Call **9-1-1** or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact Reading Hospital Ambulatory Pharmacy or your doctor who prescribed the medicine to report the reaction.

Can I return my prescription?

Once your prescription is given to you 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 Reading Hospital Ambulatory Pharmacy, and our staff will help you.

How do I dispose of unused medications?

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

- www.fda.gov/forconsumers/consumerupdates/ucm101653.htm
- www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm

Reading Hospital Ambulatory Pharmacy houses a U.S. Drug Enforcement Administration (DEA) authorized collection receptacle called MedSafe. This means you can throw away unused or old medicines in the blue medication disposal bin located in the pharmacy during normal business hours.





Patient Information

Community Resources and Support

Visit our website at <https://towerhealth.org/locations/reading-hospital-ambulatory-pharmacy> for more information.

Drug Recalls

Reading Hospital Ambulatory Pharmacy follows the drug recall guidelines by the FDA, the drug manufacturers and/or state and federal regulatory agencies. We contact you and your provider if a drug recall affects you.

Accessing Medications in the Event of Emergency or Disaster

We make every effort to deliver your medicines and supplies early if there is a weather event. If we are unable to deliver your medicines or supplies, we transfer your prescription to another pharmacy. If there is a disaster in your area, and you are displaced, call **833-739-0044** to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information on file is up to date to avoid delay or disruption in your therapy.

Patient Safety

Adverse drug reactions

If you have adverse drug reactions, a sudden change in your medical condition or other problems contact your primary care provider (PCP), local emergency room, or call **9-1-1**.

Hand-washing instructions

Infections are serious. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

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 the in-betweens of your fingers and your thumbs.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn the faucet off 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 cleanser.

Sharps and sharps disposal

After using your injectable medication, place all needles, syringes, lancets and other sharp objects used with giving the medicine into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet. If a sharps container is not available, a hard

plastic or metal container with a screw-on top or other tightly securable lid could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full when you throw it away.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at www.cdc.gov/needledisposal.

Needle-stick safety

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle sticks or sharps-related injuries promptly to your provider.

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 your 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 is a fire.
4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120 degrees Fahrenheit.
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 Reading Hospital Ambulatory 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 all people in the household 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 Reading Hospital Ambulatory 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 medicines
2. Keep a full charge in your cell phone.
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 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.

Concerns and Complaints

Patient Complaint Policy

You have a right to voice grievances and recommend 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.

- Share the concern with staff or the pharmacy manager, either by phone or in person.
- Email us at rhspharmacy@towerhealth.org.

Reading Hospital Ambulatory Pharmacy is accredited by the Accreditation Commission for Health Care, Inc. (ACHC). You may also make a complaint to ACHC's Complaints Department by calling 855-937-2232 or visiting their website www.achc.org/contact.

Reading Hospital Ambulatory Pharmacy has a formal complaint process that ensures your concerns, complaints and suggestions are reviewed and investigated within five (5) business days of receipt. You are notified, either by phone or in writing, of our resolution. There is no retaliation for filing a complaint.

If you are unsatisfied with the resolution of the complaint

- The next level of management will be notified progressively until the complaint is resolved, and/or
- Pharmacy staff will assist you by providing contact information for the Pennsylvania Board of Pharmacy, or your health insurance plan.

Questions

Notes



<https://towerhealth.org/locations/reading-hospital-ambulatory-pharmacy>