



Arthritis Pharmacy Solutions
1701 S. Renaissance Blvd., Ste. 120
Edmond, OK 73013
Phone: 405-844-6955
Fax: 405-844-9473

Dear Patient,

Welcome to Arthritis Pharmacy Solutions (APS Pharmacy). We are excited about the opportunity to serve you for all of your pharmacy needs. APS Pharmacy is an independently owned, full-service, pharmacy that specializes in medications for treating rheumatoid arthritis and autoimmune diseases. APS Pharmacy is located at the Oklahoma Arthritis Center to conveniently and effectively service patient needs.

The staff at APS Pharmacy understands 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 Specialty Patient Management Program, which provides benefits such as managing side effects, increasing adherence to drug therapies, and overall improvement of your health. Limitations of the program are that you must be willing to follow the treatment plan agreed upon between your doctor and pharmacist.
- Training, education, and counseling
- Refill reminders and auto-refilling
- Access to a pharmacist 24 hours a day, 7 days a week (including holidays and weekends)
 - Co-pay comparisons to ensure patients receive the lowest price possible
 - Co-pay assistance availability to make medications more cost effective
- Dedicated patient care advocates to manage individual patient needs
- Navigating complex health care plans and troubleshooting insurance problems
- Collaborating directly with OAC provider/staff to efficiently serve patients
- Processing prescriptions during patient appointments to save patients time
- Synchronizing prescription refills with appointment days to reduce pharmacy trips
- Free delivery on many specialty medication refills
- Shipping of medications through USPS in between appointments
- Spanish translation services upon request
- Dedicated prior authorization team to secure insurance coverage of specialty medications
- Online refills <https://3729261.winrxrefill.com> or through our branded app – see below



APS Pharmacy's business hours are:
Monday-Thursday: 8:00 a.m. – 5:00 p.m.
Friday: 8:00 a.m. – 12:00 p.m.
Saturday-Sunday: closed
Email: aps@okarthritis.com

** Closed on all major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (3 days), and Christmas (2 days)*

We look forward to providing you with the best service possible. We know you have many options and we thank you for choosing APS Pharmacy.

Sincerely,
The APS Pharmacy Team



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What to expect:

We recognize that your pharmacy needs may be complex and overwhelming at times. At APS Pharmacy, our staff is dedicated to working with you and your doctors and nurses to achieve a fully integrated health care team. Our primary goal is to provide you quality care.

- **Personalized Patient Care**

Our specialty trained staff members will work with you to discuss your treatment plan, and we will address any questions or concerns you may have.

- **Collaboration with Your Doctor**

We work directly with your doctors and caregivers and are here to make sure any difficulties you may be having with your treatment are addressed immediately with your doctors.

- **Regular Follow-up**

Getting your medications and medical supplies quickly and efficiently is important. We will be in close contact with you during your treatment and will be your advocate.

- **Benefits**

Treatment can be costly. We will help you navigate through the complexities of the healthcare system to explore every option available to you. Our relationships with insurers will help provide you with information and explanations of your prescription and medical insurance benefits.

- **Delivery**

We offer convenient delivery to your home and workplace. A staff member will contact you 5 - 7 days prior to your refill due date to coordinate the medications you need, update your medical and insurance records, and to set up and confirm a delivery date and address.

- **24/7 Support**

Our Pharmacy staff is available 24 hours a day, 7 days a week. We are always here to answer any questions or address any concerns you may have.

When to contact us:

- You have any questions or concerns about your medication
- When you suspect a reaction or allergy to your medication
- A change has occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- You need to check the status of your delivery
- You need to reschedule or change your delivery
- You have any questions or concerns about our specialty pharmacy service



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Payment Policy

Before your care begins, a staff member will inform you of your financial obligations that are not covered by your insurance or other third-party sources. These obligations include but are not limited to: out-of-pocket costs such as deductibles, co-pays, co-insurance, and annual out of pocket limits. We will also provide this information if there is a change in your insurance plan.

Insurance Claims

APS Pharmacy will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue.

Co-payments

You may be required to pay a part of your medication cost, called a copayment. If you have a co-payment, it must be paid at the time of shipping or pick-up. We accept Visa®, MasterCard®, American Express®, and Discover®. We can maintain your credit card information on file in a secured environment.

Financial Assistance

We have access to financial assistance programs to help with co-payments, and ensure no financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you in enrollment into such programs.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

APS Pharmacy recognizes that patients have rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk to the pharmacist on duty.

Patients and their families also have responsibilities while under the care of APS Pharmacy in order to facilitate the provision of safe, high-quality health care for themselves and others. The following patient rights and responsibilities shall be provided to, and expected from, patients or legally authorized individuals.

To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights, and responsibilities involved in your own plan of care.

As our patient, you have the right to:

- Select those who provide you with Pharmacy services
- Receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical, or mental handicap
- Be treated with friendliness, courtesy, and respect by each and every individual representing our Pharmacy who provided treatment or services for you and be free from neglect or abuse, be it physical or mental



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- Assist in the development and preparation of your plan of care that is designed to satisfy, as best as possible, your current needs, including management of pain
- 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
- Express concerns, grievances, or recommend modifications to your Pharmacy in regard to services or care, without fear of discrimination or reprisal
- Request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment, or care plans
- Receive treatment and services within the scope of your plan of care, promptly and professionally, while being fully informed as to our Pharmacy's policies, procedures, and charges
- Request and receive data regarding treatment, services, or costs thereof, privately and with confidentiality
- Be given information as it relates to the uses and disclosure of your plan of care
- Have your plan of care remain private and confidential, except as required and permitted by law
- Receive instructions on handling a drug recall
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; PHI will only be shared with the Patient Management Program in accordance with state and federal law
- Receive information on how to access support from consumer advocates groups
- Receive pharmacy health and safety information to include consumers rights and responsibilities
- 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 care
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
- 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 care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of client/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 client/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 and misappropriation of client/patient property
- Voice grievances/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



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- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information
- Be advised on agency'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

Patients have the responsibility to:

- Provide accurate and complete information regarding their past and present medical history and contact information and any changes
- Agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments
- Participate in the development and updating of a plan of care
- Communicate whether they clearly comprehend the course of treatment and plan of care
- Comply with the plan of care and clinical instructions
- Accept responsibility for their actions, if refusing treatment or not complying with, the prescribed treatment and services
- Respect the rights of Pharmacy personnel
- Notify their Physician and the Pharmacy with any potential side effects and/or complications
- Notify APS Pharmacy via telephone when medication supply is running low so refill maybe shipped to you promptly
- Maintain any equipment provided

Specialty Pharmacy Patients have the below additional rights and responsibilities

- To know about philosophy and characteristics of the patient management program
- To have personal health information shared with the patient management program only in accordance with state and federal law
- The right to identify the program's staff members, including of the program and their job title, and to speak with a supervisor of the a staff member's supervisor, if requested
- The right to speak to a health professional
- To receive information about the patient management program
- To receive administrative information regarding changes in or termination of the patient management program
- To decline participation, revoke consent, or dis-enroll at any point in time
- To submit any forms that are necessary to participate in the program to the extent required by law
- To give accurate clinical and contact information and to notify the patient management program of changes in this information
- To notify their treating provider of their participation in the patient management program, if applicable



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IMPORTANT INFORMATION

- Patient Management Program
 - As a patient of our specialty pharmacy program, we monitor your medications and progress through a disease specific patient management program. This program is designed to provide benefits such as managing side effects, increasing adherence to drug therapies, and overall improvement of your health, when you are willing to follow the treatment plan determined by you, your doctor and pharmacist. This service is provided to you at no cost, and your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt-out.
- Refills
 - A team member will contact you 5 - 7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a medication access coordinator or pharmacist to process your refill requests.
- Prescription Transfers
 - If you feel that our pharmacy is unable to meet your needs, we can transfer your prescription to the appropriate pharmacy of your choice. Please call us.
 - If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
- Delivery and Storage of your Medication
 - We deliver specialty medication to your home, doctor's office, or to an alternative location at no cost to you. We will also include other supplies, such as a sharps container, as requested. We coordinate all refills to make sure that you, or an adult family member, is available to receive the shipment. Please note we require a signature for all medication deliveries.
 - If your medication requires refrigeration, we will ship it in special packaging that will maintain the appropriate temperature throughout the shipping process. Once you receive the package, take the medication out of the box and place it in the refrigerator.
 - If the package looks damaged or is not in the correct temperature range, please call us.
- Adverse Drug Reactions
 - If you are experiencing adverse effects to the medication, please contact your doctor or the Pharmacy as soon as possible.
- Drug Substitution Protocols
 - 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 copay. If a substitution needs to be made, a team member will contact you prior to shipping the medication to inform you of the substitution.
- Proper Disposal of Sharps
 - Place all needles, syringes, and other sharp objects into a sharps container. This will be provided by the Pharmacy if you are prescribed an injectable medication.
- Proper Disposal of Unused Medications
 - For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:
 - <http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>



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- <http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringSAFEUSEofmedicine/safedisposalofmedicines/ucm186187.htm>
- Drug Recalls
 - If your medication is recalled, the specialty pharmacy will contact you, with further instructions, as directed by the FDA or drug manufacturer.
- Emergency Disaster Information
 - In the event of a disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication. This will ensure your therapy is not interrupted.
- Concerns or Suspected Errors
 - We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services rendered, or any other issues related to your order, please contact us directly and speak to one of our staff members.
 - Patients and Caregivers have the right to voice complaints and/or recommendation on services to the Pharmacy. Patients and caregivers can do so by phone, fax, writing, or email. We will address your concern within five business days.
 - Arthritis Pharmacy Solutions
 - ❖ Telephone: (405) 844-6955
 - ❖ Email: aps@okarthritis.com
 - Oklahoma State Board of Pharmacy
 - ❖ Website: <https://www.ok.gov/pharmacy/>
 - ❖ Telephone: (405) 521-3815
 - ❖ Email: pharmacy@pharmacy.ok.gov
 - URAC Complaint Info
 - ❖ Website: <https://www.urac.org/complaint/>
 - ❖ Email Address: grievances@urac.org
 - ❖ General Phone Number: (202) 216-9010
 - ACHC Complaint Info
 - ❖ Website: <http://achc.org/contact/complaint-policy-process>
 - ❖ For further information, you may contact ACHC toll-free at (855) 937-2242 or 919-785-1214 and request the Complaints Department

**FOR ADDITIONAL INFORMATION REGARDING YOUR CONDITION OR DIAGNOSIS,
YOU CAN VISIT THE FOLLOWING WEBSITES:**

- Rheumatoid Arthritis
 - <http://www.arthritis.org/>
- Lupus
 - <http://www.lupus.org/>



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EMERGENCY & DISASTER PREPAREDNESS PLAN

APS Pharmacy has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility, chemical spills in the community, hurricanes, snowstorms, tornadoes and community evacuations. Our primary goal is to continue to service your prescription care needs. When there is a threat of disaster or inclement weather in the local area, APS Pharmacy will contact you prior to the event. However, if there will be a threat of disaster or inclement weather in an area you reside which is outside of the local area, it is your responsibility to contact the pharmacy prior to the occurrence (if permissible). This process will ensure you have enough medication to sustain you.

APS Pharmacy will utilize every resource available to continue to service you. However, there may be circumstances where APS Pharmacy cannot meet your needs due to the scope of the disaster. In that case, you must utilize the resources of your local rescue or medical facility. Please read the guide below to aide you in the case of an emergency or disaster:

- The pharmacy will call you 3-5 days before an inclement weather emergency utilizing the weather updates as point of reference
 - If you are not in the local area and are aware, you will be experiencing inclement weather, you are responsible for calling the pharmacy 3-5 days before the occurrence.
- The pharmacy will send your medication via courier or UPS next day delivery during any suspected inclement weather emergency.
- If the pharmacy cannot get your medication to you before an inclement weather, emergency occurrence, the pharmacy will transfer your medication to a local specialty pharmacy so you do not go without medication.
- If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication. Visit your local hospital immediately if you will miss a dose.
- The pharmacy recommends all patients leave a secondary emergency number.

If you have an emergency that is not environmental but personal and you need your medication, please contact the pharmacy at your convenience and we will aide you.

Cleaning your hands

The most important step to prevent the spread of germs and infections is hand washing. Wash your hands often. Be sure to wash your hands each time you:

- Touch any blood or body fluids
- Touch bedpans, dressings, or other soiled items
- Use the bathroom or bedpan
- If you are coughing, sneezing, or blowing your nose.
- Before you eat.



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Here is how you should clean your hands with soap and water:

- Wet your hands and wrists with warm water
- Use soap, work up a good lather, and rub hard for 15 seconds or longer
- Rinse and dry your hands well
- Use a clean paper towel to turn off the water, and throw the paper towel away

Here is how you should clean your hands with hand sanitizers (waterless hand cleaners):

- For gel product, use one application.
- For foam product, use a golf-ball size amount.
- Apply product to the palm of your hand.
- Rub your hands together until all surfaces of your hands and fingers are dry.

Medication

- If children are in the home, store medications and poisons in childproof containers and out of reach.
- All medication should be labeled clearly and left in original containers.
- Do not give or take medication prescribed for other people.
- When taking or giving medication, read the label and measure doses carefully. Know the side effects of the medication you are taking.
- Throw away outdated medication by pouring down the sink or flushing down the toilet.

Mobility Items

When using mobility items to get around, such as canes, walkers, wheelchairs or crutches, you should use extra care to prevent slips and falls:

- Use extreme care to avoid using walkers, canes or crutches on slippery or wet surfaces.
- Always put the wheelchairs or walkers in the lock position before standing up or before sitting down.
- Wear shoes and try to avoid obstacles in your path and soft and uneven surfaces.

Slips and Falls

Slips and falls are the most common and often the most serious accidents in the home. Here are some things you can do to prevent them in your home:

- Arrange furniture to avoid an obstacle course.
- Install handrails on all stairs, showers, bathtubs, and toilets.
- Keep stairs clear and well lit.
- Place rubber mats or grids in showers and bathtubs.
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath, or dizziness.
- Wipe up all spilled water, oil, or grease immediately.
- Keep drawers and cabinets closed.

Lifting

If it is too big, too heavy, or too awkward to move alone, GET HELP. Here are some things you can do to prevent low back pain or injury:

- Stand close to the load with your feet apart for good balance.
- Bend your knees and “straddle” the load.



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- Keep your back as straight as possible while you lift and carry the load.
- Avoid twisting your body when carrying a load.
- Plan ahead - clear your way.

Electrical Accidents

Watch for early warning signs; overheating, a burning smell, sparks. Unplug the appliance and get it checked right away. Here are some things you can do to prevent electrical accidents:

- Keep cords and electrical appliances away from water.
- Do not plug cords under rugs, through doorways, or near heaters. Check cords for damage before use.
- Extension cords must have a big enough wire for larger appliances.
- If you have a broken plug outlet or wire, get it fixed right away.
- Use a ground on 3-wire plugs to prevent shock in case of electrical fault.
- Do not overload outlets with too many plugs and use three-prong adapters when necessary.

Gas Smell

- Open windows and doors.
- Shut off appliance involved. You may be able to refer to the front of your telephone book for instructions regarding turning off the gas to your home.
- Don't use matches, turn on electrical switches, or light candles.
- Don't use telephone - dialing may create electrical sparks.
- Call gas company from a neighbor's home.
- If your gas company offers free annual inspections, take advantage of them.

Fire

Pre-plan and practice your fire escape. Look for at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some steps to prevent fires:

- Install smoke detectors. Test frequently and change the battery every year.
- If there is oxygen in use, place a "No Smoking" sign in plain view of all persons entering the home.
- Throw away old newspapers, magazines, and boxes.
- Empty wastebaskets and trashcans regularly.
- Do not allow ashtrays or matches into wastebaskets. Wet down first or dump into toilet.
- Have your chimney and fireplace checked frequently. Look for and repair cracks and loose mortar. Keep paper, wood, and rugs away from area where sparks could hit them.
- Be careful when using space heaters.
- Follow instructions when using heating pad to avoid serious burns.
- Check your furnace and pipes regularly. If nearby walls or ceilings feel hot, add insulation.
- Keep a fire extinguisher in your home and know how to use it.

If you have a fire or suspect fire

- Take immediate action. Escape is your top priority.
- Get help on the way - with no delay. CALL 9-1-1.
- If your fire escape is cut off, close the door and seal the cracks to hold back smoke. Signal help from the window.



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ACKNOWLEDGEMENT OF WELCOME PACKET INFORMATION

Please confirm that you have received the APS Pharmacy Welcome Packet by signing and returning this form in person, by fax (see above), or email (aps@okarthritis.com).

I confirm that I have received APS Pharmacy Welcome packet, which includes Hours of Operation, Contact Information, Patient Bill of Rights and Responsibilities, and Patient Financial Responsibilities.

Name (Please Print) _____

Signature

Billing Address _____

City, State, Zip _____

Phone #

Date

Thank you for choosing APS Pharmacy to service all of your pharmacy needs.