



## **Welcome to The Palms Pharmacy!**

Our team will work closely with you and your providers to help you succeed on your new therapy. This welcome packet will review many of the services we offer as your Mail order pharmacy and as part of The Palms Pharmacy.

Our services are designed to help you achieve the most benefit from your therapy including:

- **Individualized care**
  - You will have access to a team of trained pharmacists, and pharmacy staff members who are experienced in your condition.
- **Benefit Investigation and Financial Support**
  - We will work with your insurance company on getting your medications approved and will research various financial assistance programs available to you that may possibly lower your out of pocket costs.
- **Free shipping for select items with safe, on-time delivery**
  - The Pharmacy will schedule and quickly ship all your medications
- **Support anytime, 24/7**
  - The Pharmacy pharmacists are available 24 hours a day, 7 days a week including holidays and weekends to answer all your emergency questions pertaining to your medications and condition (Non-emergency questions will be answered during normal business hours).
- **Refill reminders**
  - The Pharmacy will contact you regularly to schedule your next refill.

We strive to fulfill your needs with complete satisfaction. Periodically, you may be asked to complete a patient satisfaction survey via phone, mail, or text/email. Please consider taking a few moments to tell us how we are doing. We value and appreciate your feedback.

Thank you for choosing us as your pharmacy and welcome to The Palms's Mail order Pharmacy Program!

Sincerely,  
The Palms Pharmacy Team

## CONTACT INFORMATION

### **Hours of Operation:**

- Monday – Friday, 9am to 6 pm
- Saturday and Sunday, Closed
- The Pharmacy will be closed on the following holidays:
  - New Year's Day
  - Memorial Day
  - July 4th
  - Labor Day
  - Thanksgiving Day
  - Christmas Day

### **When to Contact Us:**

- If you have questions or concerns about your medication(s)
- If you suspect a reaction or allergy to your medication(s)
- If a change has occurred in your medication(s) usage
- If your contact information or delivery address has changed
- To obtain an order status or report a delivery delay
- If your insurance information or payment source has changed
- To check the status of your order, discuss an order delay or reschedule your delivery
- To receive claims related information
- To get a refill of your prescription
- To ask about pricing options or savings programs for your medication(s)
- To have a prescription transferred

### **Contact Information:**

- Local: 17008 Palm Pointe Drive, Tampa FL 33647
- After hours: 813-252-9063
- Fax: 813-252-7017
- Email: [thepalmspharmacy@gmail.com](mailto:thepalmspharmacy@gmail.com)
- Website: [www.thepalmspharmacy.com](http://www.thepalmspharmacy.com)
- Address: 17008 Palm Pointe Drive, Tampa FL 33647

## **IMPORTANT INFORMATION**

- **Financial Information**

- Before your care begins, a pharmacy staff member will inform you of your out-of-pocket costs such as deductibles, copays, and coinsurance.
- We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will notify you so that we can work together to resolve the issue.
- We will provide you with the cash price of the medication upon request.
- Our team has access to financial assistance programs to address financial barriers to starting your medication(s). These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs, when available.

- **Filling a Prescription**

- Your physician can send us your prescription(s), or you can provide it to us in person or through the mail.
- You will be contacted by a team member 2-3 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a pharmacy team member to process your refill request.

- **Obtaining Your Prescriptions - Delivery or Pick Up**

- You have the option of picking up your medications or having them delivered to a safe location of your choice. Protecting your health information is one of our top priorities so your medications will only be released to someone you have authorized. You or someone you authorize can conveniently walk-in Monday- Friday. Please refer to our hours of operation.
- Please open your order and review the contents immediately after you receive them to ensure your order is correct and complete. We encourage you to store your medication(s) in the proper way as soon as possible. Please contact us at 813-252-9063 within one business day to report missing or damaged contents.

- **Obtaining Refills**

- Prescription refills are easy with The Palms Pharmacy. A pharmacy staff member will contact you 2-3 days prior to your refill due date to set up refills, determine your compliance to the prescribed therapy, discuss any side effects, evaluate any changes in your medical condition and/or regimen, collect any co-payments, set up a pick up or delivery date and confirm a delivery address should you need delivery.
- If we are unable to reach you for coordination of refill, please call and ask for a pharmacy staff member. The pharmacy will not ship refills without confirming with you first unless you have registered or requested automatic refills.

- **Prescription Transfers**

- 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.
- Please call us if you would like to receive your medication(s) from another pharmacy. We will assist you in transferring your prescription(s) to the appropriate pharmacy of your choice.

- **Drug Substitutions/Equivalents**

- Our pharmacy strives to find the most cost-efficient option for you. From time to time, it may be necessary to substitute brand name drugs with a generic drug option. This could occur due to insurance carrier preference or to reduce your copay. If a substitution needs to be made, a member of the pharmacy staff will contact you prior to shipping the medication(s) to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication(s) at you or your prescriber's request.

- **Proper Disposal of Unused Medications**

- To reduce harm from accidental exposure, it is important to properly dispose of any unused medications. Do not flush medicines down the sink or toilet.
- 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:
  1. FDA: Where and How to Dispose of Unused Medicines - <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>
  2. Rx Drop Box: <https://www.rxdrugdropbox.org/>
- If you are unable to go to a take-back program or collection receptacle, remove the prescription drug(s) from their original containers and mix any unused medication(s) with coffee grounds, dirt, or cat litter in a container or sealable bag to make the medication(s) unrecognizable before throwing it away with the household trash.

- **Proper Disposal of Sharps**

- Place all needles, syringes, and other sharp objects into a sharps container. This can be provided by the pharmacy if you are prescribed an injectable medication(s). Once the container is full, seal the container and properly dispose of it by following your county or city regulations. Please refer to the section on "Proper Disposal of Unused Medications" above.
- Please do not send used sharps containers back to the pharmacy.

- **Drug Recalls**

- If your medication(s) is recalled, the pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer. Should an alternative medication(s) be needed, we will work together with your provider to find an acceptable alternative.
- **Accessing Medications During an Emergency or Disaster** In the event of an emergency or disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication.
- If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss possible transfer of your medication(s) to ensure your therapy is not interrupted.

- **Adverse Reactions**

- An adverse reaction is defined as “Any unfavorable or unintended sign, symptom, or disease temporarily associated with the use of a drug.”
- If you suspect an adverse reaction, please contact one of our pharmacists and your physician. However, in the case of a medical emergency, please call 911 or your local emergency service for immediate assistance.

- **Medication Issues and Concerns**

- Our clinical pharmacists review all prescriptions for safety and accuracy according to best practice and as prescribed. However, if you notice any errors (ex: wrong drug, wrong dose, wrong frequency or suspect counterfeit medications) please reach out to us and we will investigate and rectify the mistake.
- We want you to be completely satisfied with the service we provide. If you or your caregiver have concerns, please contact us by phone, email or in writing to discuss your concerns.
- If you wish to seek further review of concern, you may contact:
  - Florida State Board of Pharmacy
    - Website: [www.floridaspharmacy.gov](http://www.floridaspharmacy.gov)
    - Telephone: (850) 488-0595
    - Email: [MQA.ConsumersServices@FLhealth.gov](mailto:MQA.ConsumersServices@FLhealth.gov)
  - URAC
    - File a Grievance
      - Website: <https://www.urac.org/contact/file-a-grievance/>
      - Email Address: [grievances@urac.org](mailto:grievances@urac.org)

## **Emergency/Disaster Preparedness Plan**

The pharmacy has a comprehensive emergency preparedness plan to help ensure continued treatment during an emergency or disaster such as severe storms, hurricanes, tornadoes, earthquakes, fire and flooding. Our primary goal is to continue to service your prescription needs. When there is a threat of disaster, we will ensure you have enough medication to sustain you.

1. The pharmacy will call you 3-5 days before an anticipated local weather emergency utilizing the weather updates as point of reference.
  - a. If you are not in the pharmacy local area but reside in a location that will experience a weather disaster you are responsible for calling the pharmacy 3-5 days before the occurrence to discuss your medication needs.
2. The pharmacy will send your medication via courier or UPS next day delivery during any suspected weather emergencies.
3. If the pharmacy cannot get your medication to you before a weather emergency occurrence the pharmacy will transfer your medication to another pharmacy, so you do not go without medication.
4. 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 or visit your local hospital immediately.

Call 911 or go to the nearest emergency room if you are unable to reach the pharmacy and may run out of your medication.