



We work as one.

Mount Sinai Specialty Pharmacy

Your Hospitals. Your Doctors. **Your Pharmacy.**



Our Mission

The mission of the Mount Sinai Health System is to provide compassionate patient care with seamless coordination and to advance medicine through unrivaled education, research, and outreach in the many diverse communities we serve.



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Welcome to the Mount Sinai Specialty Pharmacy

Your Hospitals.
Your Doctors.
Your Pharmacy.

On behalf of our entire team, we look forward to working with you. The Mount Sinai Specialty Pharmacy is an important part of the care that you already receive from our hospitals, doctors, and other staff. We work as one team to get you the medicines you need, as well as provide important information, support, and service.

What is a specialty pharmacy?

A specialty pharmacy provides out-of-the-ordinary medicines for specialized treatments. These might be drugs you take by mouth, by injection (shots), or by infusion. They often require special storage or handling. These medicines are not typically available at your local pharmacy. And they sometimes have side effects that require monitoring by a trained pharmacist.

Here are a few things you should know about the Mount Sinai Specialty Pharmacy:

- Mount Sinai Specialty Pharmacy offers you support 24 hours a day, 365 days a year, including national holidays.
- You will be treated as an individual, and we will work closely with your doctors and nurses to develop a program tailored to your specific condition.
- We want to be sure that you understand and follow your prescription guidelines. Either your doctors or nurses, or our staff, will give you important information about your medication(s) in the clinic or over the phone. We will also give you other materials, including medication education handouts.
- Our specialty pharmacy team will make sure your monthly refills are delivered.
- We will handle the details for shipping and delivering your specialty medication.
- We are experts at helping you get the most from your medication.

We look forward to serving you—and helping on your journey back to health.

Sincerely,

The Mount Sinai Specialty Pharmacy Team

About the Mount Sinai Specialty Pharmacy

The Mount Sinai Specialty Pharmacy is for patients who are receiving a specialized course of treatment. This often includes taking high-cost and complicated medicines, called specialty medications. We will work closely with you and your doctor to ensure that your treatment is as effective as possible. Part of that is making sure that you receive your medicine accurately, safely, and quickly.

Our services include:



An expert and caring pharmacy team

We are staffed by highly trained clinical pharmacists, technicians, and patient navigators, who care deeply about our patients and are available to address your questions and concerns.



Coordinated care with your doctor

As part of your care team, our clinical pharmacists work closely with your doctors and other staff to help you understand how and when to take your medicine, what to do if you have side effects, and changes to your lifestyle that will help you during treatment.



Personalized patient navigation services

Our patient navigators help you coordinate your benefits, obtain insurance approvals, and seek financial assistance—all of which helps cover the cost of your medication.



Reliable refills, follow-up, and delivery

We remind you when your next refill is due and coordinate free prescription delivery to one of our satellite pharmacies, your doctor's office, or a New York metro area location of your choosing and at your convenience.



Our participation in many prescription insurance plans

We participate with many prescription insurance plans. If your insurance requires you to get your medication from another pharmacy, no worries—we will transfer your prescription to the required pharmacy and notify you of the transfer.



Contact Information

We're always glad to help if you have any questions. We are available 24/7 to answer questions about your medications and your medical condition. If a specialty pharmacist is not immediately available, your call will be returned within 30 minutes. Call us immediately if you think there's a problem with your medications. Feel free to call us, as well, about questions such as whether your prescription is ready, or what your copay amount is.

If you have questions about your medications during a visit with your doctor, ask to speak with a specialty pharmacist.

You can pick up your specialty medication at any Mount Sinai outpatient pharmacy, or you can have it delivered. You can also stop by to have any questions answered, in person. See our locations and operating hours below.

Mount Sinai Specialty Pharmacy	Monday - Friday	Phone
1468 Madison Avenue	8 am to 6 pm	212-241-7720
Annenberg Building – MC Level		Toll-Free
New York, NY 10029		833-581-0380
		Fax
		212-241-3474

Samuels Clinic Pharmacy	Monday - Friday	Phone
Located at Mount Sinai West	8 am to 6 pm	212-636-3600
2nd Floor, Suite 2T		Toll-Free
1000 10th Avenue		833-531-0381
New York, NY 10019		

West Village Pharmacy	Mon and Fri	Phone
275 Seventh Avenue	8 am to 6 pm	212-604-1780
12th Floor	Tue, Wed, Thu	Toll-Free
New York, NY 10001	8 am to 6 pm	833-531-0382

Website: www.mountsinai.org/specialtypharmacy

What to Expect From Our Specialty Pharmacy



Services Offered

The Mount Sinai Specialty Pharmacy provides access to pharmacists and technicians who are specifically trained in specialty medicines. They are experts in these medicines, and are able to assist you in your individualized treatment plan. We have clinical resources available to provide care for many different health conditions.

Getting Started

You or your health care provider (doctor, nurse, or physician assistant) will send the prescription to the Mount Sinai Specialty Pharmacy. Our staff will begin enrolling you in our free Specialty Pharmacy Patient Management Services, which include comprehensive check-in and counseling. Enrollment in this program is optional and you can still have your medications filled with us even if you opt out. You may call us at any time to be removed.

Insurance Assistance

Our team will contact your insurance company to request coverage of the medication. This process may be called a “prior authorization.” Prior authorizations often take a few business days to complete, but our team will be sure to keep you and your doctor informed at each step of the way.

If your insurance denies coverage for your medication, you may have the right to file an appeal with your health plan. Our specialty pharmacy team can help you with that.

Financial Assistance

The price for a specialty pharmacy medication may still be high, even after the insurance company pays for most of it. Our patient assistance team will look for financial assistance programs available through foundations and drug companies that may help lower your costs. We may ask you to fill out an authorization form in order to provide these services.

Clinical Support

The clinical pharmacists at the Mount Sinai Specialty Pharmacy are specifically trained on the medicines you are taking and are here to answer your questions. A clinical pharmacist will teach you about your prescription, either during your clinic visit or over the telephone. A licensed pharmacist is available 24 hours a day, seven days a week, for any urgent needs relating to your medication. Please call us if you have any questions about your treatment. In case of an emergency, call 911.



Patient Management Programs

The Mount Sinai Specialty Pharmacy offers several free programs to help patients with specific medical conditions through our clinical pharmacists. Your participation is completely voluntary. The services include:

- Collaborating with your health care team to make sure your specialty medications are as safe and effective as possible.
- Teaching you how to take your medicine correctly—how much and how often.
- Training you how to use injectable medications and devices properly.
- Helping you prepare for and manage possible side effects and drug interactions.
- Helping you prevent missed doses.
- Explaining how your medication is monitored and what the results mean.
- Providing resources to help you get the most out of your medication regimen and improve your health.

You may decline or stop your enrollment in the Patient Management Program at any time by notifying one of our team members during normal business hours by phone.

Tools for Success

We provide medication-specific tools for success, including patient education sheets, pillboxes, containers for sharp objects like needles, and other items to help you carry out your therapy successfully.

Interpreter Services

Ask for an interpreter if you are deaf or hearing-impaired, or if English is not your primary language.

Obtaining Medications and Services



Delivery of Your Specialty Medication

We coordinate delivery of your specialty medications with you, and offer three choices:

- 1 Pick-up at one of our Mount Sinai pharmacies**
- 2 Free delivery to your home or an approved alternative location**
- 3 Delivery to you at the clinic**

We will also include any supplies that you might need, such as needles, syringes, and alcohol swabs. If your medicine requires special handling or refrigeration, we will take care of that, too. You may need to sign for the delivery. If so, one of our team members will let you know. If there's a delay in your delivery, our pharmacists will make every effort to let you know, so that there's no interruption in your treatment. Please contact us with any concerns or questions about your delivery.

Inclement Weather Delivery Policy

The Mount Sinai Specialty Pharmacy will make every effort to deliver your supplies early if a weather warning is in effect. Should this occur, we will attempt to contact our patients with any special instructions. Please make sure your contact information is on file with us and up to date.

How to Fill a New Prescription

The Mount Sinai Specialty Pharmacy will work with your prescriber when you need a new prescription drug. In many cases, your prescriber will electronically send a new copy of your prescription to us. However, you may also call us and ask that we contact your prescriber to obtain a new prescription.

Refill Reminders

A member of our team will call you about a week before your medication is scheduled to run out to check your progress and coordinate the shipment of your next refill. You may also contact our service center at any time to request a refill. Please contact your pharmacy if you have any questions or need assistance, and remember to have your prescription number available if you can.

The Billing Process

Drug Claims

The Mount Sinai Specialty Pharmacy will bill your insurance company for you. However, your insurance company may still make you pay a portion of the cost. When you order your medication or refills, you will be responsible for paying the amount stated by the insurance company. We will tell you the exact amount you need to pay. For your convenience, we can add a credit card to your pharmacy account.

Outstanding Balances

If for any reason you owe a balance, the balance will need to be paid before your next refill. We accept Visa, MasterCard, American Express, and Discover, and also accept money orders.

Payment Plan

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. If you need help in arranging a payment plan for the money you owe, we will be happy to assist you in setting one up. Please call us and let us know about your situation.



Tips for Success

We want your treatment to be as effective as possible. Our pharmacists are available 24 hours a day, seven days a week. We are always glad to answer your questions and support you in any way. Here are a few helpful tips:

1. Follow your doctor's directions

To get the best results from your prescription, it is important to follow the directions of your doctor. That includes taking the right amount at the right time. And make sure you take it for the full length of time your doctor recommends.

2. Ask questions

Here are some helpful questions to ask your pharmacist:

- What is my medication supposed to do?
- How and when do I take it?
- For how long should I take it?
- Does this medication contain anything that can cause an allergic reaction?
- Should I avoid alcohol or any foods?
- Can I take other drugs with my medication?
- Should I expect any side effects?
- What should I do if I forget to take my medication or take it incorrectly?
- Is it safe to become pregnant or breastfeed while taking this medication?
- How should I store my medications, and how long can I keep them?

3. Call us

If you have any unanswered questions, or need additional support, contact your pharmacy any time, day or night, for more details. Our pharmacists are here to help you.

Mount Sinai Specialty Pharmacy:

1468 Madison Avenue
Annenberg Building – MC Level
New York, NY 10029
T: **212-241-7720**

Samuels Clinic Pharmacy:

Mount Sinai West
2nd Floor, Suite 2T
1000 10th Avenue
New York, NY 10019
T: **212-636-3600**

West Village Pharmacy:

275 Seventh Avenue
12th Floor
New York, NY 10001
T: **212-604-1780**

4. Maintain a list of current medications

Please fill out a list of all the medications that you take, including those that you buy without a prescription, as well as vitamins and natural supplements. If your medications are stopped or changed, make sure to update your medication list. You should carry it with you at all times, especially to doctor or clinic visits. Your health care providers may use this information to make decisions about your treatment plan.

5. For more information about your condition or diagnosis, you can visit the following websites:

Condition	Foundation	Website
Cystic Fibrosis	Cystic Fibrosis Foundation	cff.org
Dermatology	National Psoriasis Foundation	psoriasis.org
Gastroenterology	Crohn's and Colitis Foundation	crohnscolitisfoundation.org
Growth Hormone	Endocrine Web	endocrineweb.com
Hepatitis C	American Association for the Study of Liver	hcvguidelines.org
HIV	National Institutes of Health	aidsinfo.nih.gov
Hyperlipidemia	Familial Hypercholesterolemia Foundation	thefhfoundation.org
Multiple Sclerosis	National Multiple Sclerosis Society	nationalmssociety.org
Oncology	American Cancer Society Chemocare	cancer.org/cancer.html chemocare.com
Pulmonology	American Lung Association	lung.org
Rheumatology	American College of Rheumatology	rheumatology.org
Transplant	UNOS National Kidney Foundation	transplantliving.org kidney.org

Frequently Asked Questions



How do I refill my medications?

We will call you to remind you about your refill seven days before you should need it. You may also contact our service center at any time to request a refill. Please call us seven days in advance so we can take care of any issues that may occur.

What if I need to refill my prescription before my plan allows because I lost my medication or I am going on vacation?

If you need to refill your prescription early, call us. We will be glad to explain your choices.

How much will my medicines cost?

The price for your specialty pharmacy medicine will vary, depending on your insurance plan. We will tell you exactly how much after we have processed your prescription.

What if I can't afford my medicines?

You may be able to receive financial assistance through drug companies or charities. We will look into all your options, explain them, and take care of the paperwork if you are eligible.

What if my insurance company doesn't cover my medication?

Our staff works directly with your physician and insurance company to obtain coverage for you. If it is denied, your physician will discuss other options with you.

Can I get access to my specialty medication if I do not have prescription insurance?

Some drug companies offer a free drug program. If so, we will help you enroll in it.

Does the Mount Sinai Specialty Pharmacy have access to all specialty medicines?

The Mount Sinai Specialty Pharmacy has access to most specialty medicines. If we do not have yours, we will transfer your prescription to a pharmacy that does, and have the new pharmacy contact you.



Will my insurance company let the Mount Sinai Specialty Pharmacy dispense the drug?

The Mount Sinai Specialty Pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. If this happens, we will transfer your prescription and have the new pharmacy contact you.

Will you ever substitute my medication with another medication?

Your insurance company may require that a generic drug be substituted for a brand-name drug. Generic drugs have the same dosage, safety, and strength as brand-name drugs. They are taken the same way as the brand-name drug. However, not every brand-name drug has a generic alternative available.

Will the Mount Sinai Specialty Pharmacy ever call me?

We will call you to:

- Confirm the initial status of your prescription and copay amount
- Set up the initial prescription and refills

We may also call you to:

- Verify prescription insurance information
- Obtain documentation of your income to enroll you in a financial assistance program
- Counsel you on the medication, if this was not completed during your physician visit
- Confirm that your prescription has been transferred to another specialty pharmacy
- Notify you of any FDA recalls of your medication

Frequently Asked Questions

continued

When should I contact the Mount Sinai Pharmacy?

- Your address, telephone number, or insurance information has changed
- You have any questions about the status of your prescription
- You have concerns about how to take your medication
- You would like more information about your treatment plan
- You suspect an error in shipping or dispensing has occurred
- You suspect the FDA has recalled your medication
- You are running low on medication and have not received a call
- You have any questions regarding your prescription claim or billing

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

An adverse reaction is any unwanted, uncomfortable, or dangerous effect that a drug may have. If you experience an adverse drug reaction, you should contact the Mount Sinai Specialty Pharmacy or your prescribing physician right away. Call 911 or have someone take you to an emergency room if the reaction appears serious or life-threatening.

Can I return my prescriptions?

Most prescription medications cannot be returned to the pharmacy. Please call us if you have any concerns about your medication or if you experience mechanical problems with your injectable drug.

How do I dispose of unused medicines?

While it is important to follow your doctor's instructions and use all medicines as instructed, sometimes you may have leftovers, for example if your therapy has changed. Unused medicine must be disposed of properly to avoid harm to wildlife, pets, and people. Do not flush or pour unused medicine down a sink or drain. When discarding unused medicine, protect children and pets by doing the following:

- Pour the medicine into a sealable plastic bag. If it is solid (like a pill or gelcap), add water to dissolve it.
- Add kitty litter, sawdust, or coffee grounds (any material that mixes with the medication and makes it less appealing to eat) to the plastic bag.
- Seal the plastic bag and put it in the trash.
- Remove and destroy the prescription label and ALL other identifying personal information from all medication containers before recycling them or throwing them away.
- You may also take unused or expired drugs to one of the many medication disposal stations located at fire stations, police stations and some pharmacies.

www.fda.gov/consumers/consumer-updates

www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines

- If you have any questions, please consult your Mount Sinai Specialty Pharmacy pharmacist.



Patient Safety



Hand-Washing Instructions

Infections are serious, and the best way to avoid getting an infection is to wash your hands often. Germs can be found in all areas of your home. They are also found on your body, especially your hands. It is very important to always wash your hands before and after you prepare or handle any medication.

Be sure to wash your hands each time you:

- Touch any blood or body fluids
- Use the bathroom or bedpan
- Touch bedpans, dressings or other soiled items

Always wash your hands before:

- Attending to a sick person
- Touching or eating food
- Treating a cut or wound

Follow these simple steps when washing your hands:

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; don't forget to clean between your fingers and under your nails.
5. Rinse your hands under warm, running water.
6. Dry hands with a paper towel or clean cloth towel.
7. Use a paper towel to turn off the faucet and open the door.
8. If you touch anything (for example, your hair), sneeze into your hands, or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

Hand Sanitizers

Washing hands with soap and water is the best way to get rid of germs. Alcohol-based hand sanitizers can also be effective on germs when running water is not available. But if you can see dirt on your hands, washing is much better than hand sanitizers.

This is how to use hand sanitizers properly:

- Apply the product to the palm of one hand
- Rub the product over all surfaces of your hands and fingers until your hands are dry
- Rub your hands together

Adverse Drug Reactions

Patients experiencing adverse drug reactions, acute medical symptoms, or other problems should contact their primary care provider or local emergency room, or call 911.

Concerns or Suspected Errors

Concerns or Suspected Errors

Patients and caregivers have the right to voice complaints and/or recommendations on services to the pharmacy. Patients and caregivers can do so by phone, fax, in writing, or by email.

The following organizations are available to contact anytime you feel your complaint was not resolved by the pharmacy:

New York Board of Pharmacy

- Website: www.op.nysed.gov/prof/pharm/#
- Telephone: (800) 442-8106

URAC Complaint Info

- Website: www.uran.org/file-a-grievance
- Email Address: grievances@uran.org
- General Phone Number: (202) 216-9010

ACHC Complaint Info

- Website: www.achc.org/contact

For further information, you may contact ACHC toll-free at (855) 937-2242 or (919) 785-1214 and request the Complaints Department



What to Do With Home-Generated Biomedical Waste



Home-generated biomedical waste is any type of syringe, lancet, or needle (“sharps”) used in the home to either inject medication or draw blood. You must be very careful when disposing of these items to protect yourself and your family from injury, and to keep the environment clean and safe.

The Mount Sinai Specialty Pharmacy gives all patients who use needles and syringes an appropriately sized sharps container for disposal. Please follow these simple rules to ensure your safety during your therapy.

Sharps

After using your injectable medication, place all needles, syringes, lancets, and other sharp objects into a sharps container. Do not throw sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet. If you do not have a sharps container, you can use a hard plastic or metal container with a screw-on top or other securable lid (for example, an empty hard can or liquid detergent container). 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.

Disposal

Check with your local garbage collection service or public health department to confirm that these disposal procedures for sharps containers are acceptable in your area. You can also ask your doctor’s office about the possibility of disposing of these items in their office during your next office visit. Please visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle disposal website at:

www.cdc.gov/niosh/topics/bbp/disposal.html

www.fda.gov/medical-devices/safely-using-sharps-needles-and-syringes-home-work-and-travel/sharps-disposal-containers

www.fda.gov/medical-devices/safely-using-sharps-needles-and-syringes-home-work-and-travel/best-way-get-rid-used-needles-and-other-sharps

www.safeneedledisposal.org/

Needlestick Safety

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

General Home Safety for Patients



Our homes can be full of hidden safety hazards. Each year, thousands of people suffer from preventable injuries and deaths in the home. Here are some suggestions to help you prevent injuries in your home. Check every room in your house to make your home is safe.

It is very important to be prepared for an emergency.

Planning ahead involves such things as:

- Knowing the evacuation routes in your area.
- Having emergency kits available in your home and your car.
- Keeping extra water and food on hand.
- Maintaining an up-to-date emergency contact list.
- Keeping your medication stocked and having a safe place to store your medications.
- Storing important documents in a safe place.
- Planning for emergency pet care, if applicable.

You can find more information about emergency preparedness at www.redcross.org

In the event of an emergency, contact the police or call 911.

Falling

Falling is the most common way that people get hurt at home. The symptoms of certain medical conditions may increase the chance for falls. Side effects from some medications may also make you more likely to fall. Follow the steps below to reduce the chance of falling in your home.

- Keep the floor clean and promptly clean up spills.
- If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs.
- Use a non-slip mat or install adhesive strips in your tub or shower.
- Tuck away telephone, computer, and electrical cords out of walkways.
- Make sure all stairs and steps have handrails.
- If you have stairs in your home and have children, place baby gates at the top and bottom of the stairs.
- Have all walkways well-lit, and use night lights as needed.
- Always have a working flashlight available.



Poisoning

Medications should only be taken by the person named on the prescription. When medications are not taken as directed, they can be dangerous. Here are some tips to avoid poisoning accidents:

- Store medications in their original containers.
- Keep all hazardous materials and liquids out of reach of children.
- Use child-resistant packaging, and always replace container caps tightly
- Never refer to medication as “candy” in front of children.
- Please contact your local poison control center (Poison Control Centers in New York can be reached at **1-800-222-1222** statewide) if a poisoning or accidental ingestion is suspected.
- Store the poison control number on or near your phone.

Fire and Burn Prevention

- Have smoke detectors in the home and replace batteries at least once a year.
- Test each smoke detector once a month.
- Have a fire plan and be sure all family members know what to do if there is a fire.
- Place covers over electrical outlets.
- Make sure your water heater is not set higher than 120°F.
- Keep children away from the stove and never leave the stove unattended while cooking.
- Keep matches and lighters out of reach of children.

Fire

- Rescue anyone from immediate danger.
- Evacuate the area as soon as possible.
- Alert the fire department as soon as you are safe.
- Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as shutting doors.
- 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.
- If you have to relocate, please contact the Mount Sinai Specialty Pharmacy to provide your updated contact information and new delivery location to ensure there is no lapse in therapy.

Emergency and Disaster Preparedness

Emergency and Disaster Preparedness Plan

The Mount Sinai Specialty Pharmacy has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include, but are not limited to, fire to our facility, chemical spills in the community, earthquakes, hurricanes, 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, New York County will contact you prior to any disasters the city may encounter. However if there is a threat of disaster or inclement weather in an area you reside that is outside of the New York 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.

The Mount Sinai Specialty Pharmacy will utilize every resource available to continue to service you. However, there may be circumstances where we 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:

1. The pharmacy will call you 3-5 days before any predicted inclement weather emergency such as a severe snowstorm or hurricane, utilizing the weather updates as point of reference.
2. If you are not in the New York County area and are aware you will be experiencing inclement weather, you are responsible for calling the pharmacy 3-5 days before the occurrence.
3. The pharmacy will send your medication via courier or FedEx/UPS next-day delivery during any suspected inclement-weather emergencies.
4. 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.
5. 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.
6. 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 aid you.

Natural Disasters (Flood, Earthquake, or Tornado)

- In disaster-prone areas, store food and extra bottled water.
- Have a battery-operated radio, flashlights, and extra batteries available.
- If you are on a nebulized medication or other medicine that requires electricity to administer, please call your local electric company to report your special need for a backup generator.
- Check for injuries.
- Check your home for any gas or water leaks and turn off appropriate valves.
- Stay away from windows or broken glass, and wear shoes at all times.
- Evacuate the area if necessary.
- If you have to evacuate for a long time or relocate, please contact the Mount Sinai Specialty Pharmacy to provide your updated contact information and new delivery location to ensure there is no lapse in therapy.

Power Outage

- Notify your gas and electric companies if there is a loss of power.
- If you are on a nebulized medication or other medicine that requires electricity to administer, please call your local electric company to ask them to prioritize restoring your service or to supply a backup generator.
- Have a battery-operated radio, flashlights, batteries, and/or candles available.
- If you are on oxygen, turn it off before lighting candles.

Winter Storm

Prepare an emergency kit with:

- Water
- Nonperishable food
- Battery-operated radio
- Flashlights and fresh batteries
- First-aid kit, including prescription medication
- Keep your cell phone fully charged.
- Do NOT use your stove for heat. If your power goes out, use these items for warmth:
 - Extra blankets, sleeping bags, or warm winter coats, gloves, and hats.
 - A wood-burning fireplace—remember to keep a supply of dry firewood during winter months.
- Never use a charcoal grill or portable gas camp stove inside your home—both of these items produce deadly fumes.
- Avoid using candles since they can lead to house fires.
- If you do use candles, never leave lit candles unattended.

Patient Bill of Rights and Responsibilities



The Mount Sinai Specialty Pharmacy recognizes that patients have inherent 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 the Mount Sinai Specialty Pharmacy 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 provide treatment or services for you, and be free from neglect or abuse, be it physical or mental.
- 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 regarding 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 drug recalls.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; PHI will only be shared with the Medication 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.
- Can 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 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.
- 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.

Patient Bill of Rights and Responsibilities

continued



As a patient, you have the responsibility to:

- Provide accurate and complete information regarding your 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 you clearly comprehend the course of treatment and plan of care.
- Comply with the plan of care and clinical instructions.
- Accept responsibility for your actions, if refusing treatment or not complying with the prescribed treatment and services.
- Respect the rights of Pharmacy personnel.
- Notify your physician and the Pharmacy with any potential side effects and/or complications.
- Notify the Mount Sinai Specialty Pharmacy by telephone when medication supply is running low so refill may be shipped to you promptly.
- Maintain any equipment provided.

Specialty Pharmacy patients have these 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 the supervisor of the program and their job title, and to speak with the staff member's supervisor if requested.
- The right to speak to a health care 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 medication management program, if applicable.

Summary of Notice of Privacy Practices

To see the full version, go to:

www.mountsinai.org/about/compliance/hipaa-privacy-security-compliance-program

What Health Information Is Protected?

We are committed to protecting the privacy of information we gather about you while providing health-related services. Some examples of protected health information (PHI) are: information indicating that you are a patient at Mount Sinai; information about your health condition (such as a disease that you may have); information about health care products or services you have received or may receive in the future (such as an operation); or information about your health care benefits under an insurance plan (such as whether a prescription is covered) when combined with: demographic information (such as your name, address, or insurance status); unique numbers that may identify you (such as your Social Security number, your telephone number or your driver's license number); genetic information (see Attachment D in the full online version); and other types of information that may identify who you are. Note that PHI is no longer protected 50 years after a patient's death.

Personal Representatives

If a person has the authority under law to make decisions for you relating to your healthcare ("personal representative"), Mount Sinai will treat your personal representative the same way we would treat you with respect to your PHI. Parents and guardians will generally be personal representatives of minors unless the minors are permitted by law to act on their own behalf.

Requirement for Written Authorization

We will obtain your written authorization before using your PHI or sharing it with others outside Mount Sinai, except as described below. You may also request the transfer of your records to another person by completing a written authorization form. If you provide us with written authorization, you may revoke that written authorization at any time, except to the extent that we have already relied upon it.

Special Protections for HIV, Alcohol and Substance Abuse, Mental Health and Genetic Information

Special privacy protections apply to HIV-related information, alcohol and substance abuse treatment information, mental health information, and genetic information. Some parts of this Notice may not apply to these types of information.

Right to Inspect and/or Obtain Record Copies

You have the right to inspect and obtain a copy in either electronic or paper form of any of your PHI that may be used to make decisions about you and your treatment for as long as we maintain this

information in our records. We will produce the records in the specific electronic format that you request if it is feasible to do so. This includes medical and billing records.

Right to Amend Records

If you believe that the PHI we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept in our records.

Right to an Accounting of Disclosures

You have a right to request an "accounting of disclosures", which is a list with information about how your PHI has been disclosed to others outside Mount Sinai (other than through Mount Sinai's Health Information Exchange (HIE)).

Right to Request Additional Privacy Protections

You have the right to request that we further restrict the way we use and disclose your PHI to treat your condition, collect payment for that treatment, or run our business operations. You may also request that we limit how we disclose information about your treatment.

Right to Request Confidential Communications

You have the right to request that we communicate with you about your medical matters by alternate means or at a specific location. For example, you may ask that we contact you at home instead of at work.

Notification of Other Disclosures

You will be notified within 60 days if your PHI has been disclosed to or accessed by a person who was not authorized to receive the information unless we determine that there is a low probability that the PHI has been compromised.

How to File a Complaint

If you believe your privacy rights have been violated, you may file a complaint with The Mount Sinai Privacy Office or with the federal Office for Civil Rights (OCR). To file a complaint please contact:

Mount Sinai Privacy Office

One Gustave L. Levy Place, Box 1016 NY, NY 10029 Department of Health and Human Services/OCR: hhs.gov/ocr/hipaa
Under no circumstances will you be penalized or subject to retaliation for filing a complaint.

Medicare Prescription Drug Coverage and Your Rights

Your Medicare rights

You have the right to request a coverage determination from your Medicare drug plan if you disagree with information provided by the pharmacy. You also have the right to request a special type of coverage determination called an “exception” if you believe:

- You need a drug that is not on your drug plan’s list of covered drugs. The list of covered drugs is called a “formulary;”
- A coverage rule (such as prior authorization or a quantity limit) should not apply to you for medical reasons; or
- You need to take a non-preferred drug, and you want the plan to cover the drug at a preferred drug price.

Enrollee’s Name (Optional)

Drug and Prescription Number (Optional)

What you need to do

You or your prescriber can contact your Medicare drug plan to ask for a coverage determination by calling the plan's toll-free phone number on the back of your plan membership card, or by going to your plan's website. You or your prescriber can request an expedited (24 hour) decision if your health could be seriously harmed by waiting up to 72 hours for a decision. Be ready to tell your Medicare drug plan:

1. The name of the prescription drug that was not filled. Include the dose and strength, if known.
2. The name of the pharmacy that attempted to fill your prescription.
3. The date you attempted to fill your prescription.
4. If you ask for an exception, your prescriber will need to provide your drug plan with a statement explaining why you need the off-formulary or non-preferred drug or why a coverage rule should not apply to you.

Your Medicare drug plan will provide you with a written decision. If coverage is not approved, the plan's notice will explain why coverage was denied and how to request an appeal if you disagree with the plan's decision.

Refer to your plan materials or call 1-800-Medicare for more information.

PRA Disclosure Statement According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this collection is 0938-0975. The time required to complete this information collection is estimated to average 1 minute per response, including the time to review instructions, search existing data resources, and gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

CMS does not discriminate in its programs and activities: To request this form in an accessible format (e.g., Braille, Large Print, Audio CD) contact your Medicare Drug Plan. If you need assistance contacting your plan, call: 1-800-MEDICARE.

Form CMS -10147 OMB Approval No. 0938-0975 (Expires: 02/28/2025)

Medicare DMEPOS Supplier Standards

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS (Durable Medical Equipment, Prosthetics/Orthotics, and Supplies) supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

- A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
- A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
- A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
- A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.
- A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
- A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
- A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
- A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
- A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
- A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
- A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR§ 424.57 (c) (11).
- A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.
- A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
- A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.

- A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
- A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
- A supplier must disclose any person having ownership, financial, or control interest in the supplier.
- A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
- A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
- Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
- A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
- All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).
- All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
- All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
- All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
- A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).
- A supplier must obtain oxygen from a state-licensed oxygen supplier.
- A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
- A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
- A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary.

The products and/or services provided to you by the Mount Sinai Specialty Pharmacy are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://ecfr.gov> . Upon request we will furnish you a written copy of the standards.



**Mount
Sinai**



ACCREDITED
Specialty Pharmacy
Expires 02/01/2023

Mount Sinai Specialty Pharmacy

1468 Madison Avenue
Annenberg Building – MC Level
New York, NY 10029
T: **212-241-7720**



ACCREDITED
Specialty Pharmacy
Expires 02/01/2023

Samuels Clinic Pharmacy

Mount Sinai West
2nd Floor, Suite 2T
1000 10th Avenue
New York, NY 10019
T: **212-636-3600**



ACCREDITED
Specialty Pharmacy
Expires 02/01/2023

West Village Pharmacy

275 Seventh Avenue
12th Floor
New York, NY 10001
T: **212-604-1780**