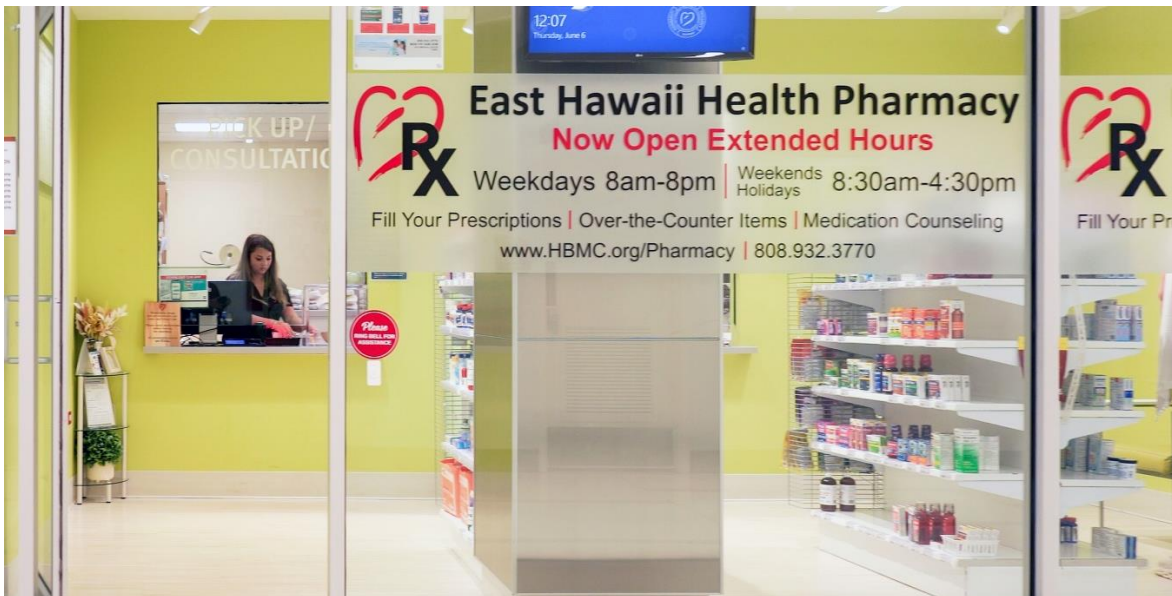




WELCOME PACKET



1190 Waianuenue Avenue Ste #122; Hilo, HI 96720

Phone: (808) 932-3774

Email: EHHPharmacy@EHHPharm.org

Website: www.hbmc.org/pharmacy

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BASIC INFORMATION

Contact Information

Address: 1190 Waianuenue Avenue, Ste #122, Hilo, HI 96720

Phone: (808) 932-3774

Email: EHHPharmacy@EHHPharm.org

Website: www.hbmc.org/pharmacy (Do not send medical info via email).

Hours of Operation

Monday-Friday: 8:00 AM – 8:00 PM

Weekends & Holidays: 8:30 AM – 4:30 PM

A licensed pharmacist is available 24/7 for urgent needs by calling (808) 932-3774.

Filling a Prescription

- We provide medication counseling, insurance support, and delivery.
- Your doctor sends prescriptions to us, and we enroll you in a free patient management program to provide ongoing evaluation and support. Participation in the program is optional.
- If you prefer another pharmacy, let us know, and we'll transfer your prescription.

Refilling a Prescription

You can order refills by:

1. Visiting the pharmacy at the address above.
2. Calling (808) 932-3774 (please allow 2 business days for processing).
3. Emailing us at EHHPharmacy@EHHPharm.org.

Lost medication or traveling? Call us, and we'll assist with insurance and replacements.

FINANCIAL INFORMATION

Insurance, Billing, and Financial Help

- We work with your insurance to cover your medication.
- If you have a copay, we will tell you the exact amount.
- Copays vary, but we can help find financial assistance programs to lower costs.
- If needed, we'll complete insurance paperwork (prior authorizations) or help file appeals for denied claims.
- If our pharmacy is out-of-network, we'll notify you of cost to fill with us and assist with transferring prescriptions.

Payment

- Balances must be paid before your next refill. We accept credit cards, cash, checks, and flexible spending accounts.
- If you receive an insurance check, send it to us with your Explanation of Benefits (EOB).

PHARMACY SERVICES

Pharmacist Help

- Our pharmacists will teach you how to take your medication correctly, manage side effects, and can answer questions about your medication and therapy.
- They are available 24/7 for urgent needs.



- If contacting after normal business hours, a pharmacist will return your call within 60 minutes for urgent needs.
 - In case of an emergency, call 911.
- Benefits of being in the patient management program:
 - Take your medication correctly.
 - Manage side effects and interactions.
 - Get support for any issues, like costs or administration difficulties.

Prescription Delivery

- Pick up your meds at the pharmacy or have them delivered for free (no P.O. Boxes).
- Deliveries include supplies like needles or sharps containers if needed.
- We prioritize early deliveries during weather warnings.

Refill Reminders

- We'll call one week before you run out to confirm your next refill and shipment.

Interpreter Services

- Interpreters are available for those with hearing, vision, or language needs.

Medications Not Available

- If we can't provide a medication, we will help transfer your prescription to another pharmacy.



FREQUENTLY ASKED QUESTIONS

What is a specialty pharmacy?

A pharmacy for complex, expensive medications that need special storage or handling. We focus on excellent service and support.

Will my insurance work with East Hawaii Health Pharmacy?

Usually, yes. If not, we'll help transfer your prescription.

Will you substitute my medication?

We may substitute a generic drug to save costs or meet insurance requirements. We'll notify you before shipping.

When should I contact the pharmacy?

Call us if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.

- You have concerns regarding how you take your medication.
- You need to reschedule or check the status of your delivery.
- You need to start or stop a medication or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like additional information regarding your plan for therapy.
- If you need to report a suspected medication issue or if you believe an error in shipping or dispensing has occurred.
- If you notice your medication has been recalled by the FDA.

Contact us with any other questions or concerns. We can also help with:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including education materials and consumer advocacy support.

Is it important to take all my medication?

Yes. Our pharmacists can help you manage side effects or show you how to take your medication.

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

Call 911 or have someone drive you to an emergency room if the reaction appears serious or life threatening. Make sure to tell us and your doctor about it.

Can I return my prescription?

No, but if your medication is defective or recalled, contact us for assistance.

How do I dispose of unused medication?

Visit [FDA Safe Disposal](#) for guidance.



Patient Information

Community Resources and Support

We can help provide you with access to and information from community resources to help you with your medication therapy and better manage your disease state.

Drug Recalls

East Hawaii Health Pharmacy follows the drug recall guidelines by the FDA, the drug manufacturers and/or state and federal regulatory agencies. We will contact you and your doctor if a drug recall affects you.

Getting Your Medications During an Emergency or Disaster

We make every effort to deliver your medications and supplies early if there is a weather event. If we cannot deliver to you, we will transfer your prescription to another pharmacy. If there is a disaster in your area, tell us where to deliver your medication.

PATIENT SAFETY

Adverse Reactions

Call 911 for emergencies. Contact us or your doctor to report non-urgent reactions.

Hand Washing

Wash hands with soap and warm water for at least 30 seconds. If no water is available, use hand sanitizer.

Sharps Disposal

Dispose of needles in a sharps container (not regular trash). Check local guidelines for proper disposal.

Needle Safety

- Never recap needles.
- Dispose of them immediately in a sharps container.
- Report injuries promptly.

EMERGENCY PREPAREDNESS

Falls

- Clean spills immediately.
- Use non-slip rugs and mats.
- Ensure good lighting and keep walkways clear.

Poisoning

- Keep hazardous items and medications out of children's reach.
- For emergencies, call Poison Control at 800-222-1222.

Fire Safety

- Have smoke detectors and test them monthly.
- Keep matches and lighters away from children.

Natural Disasters

- Store extra food, water, and supplies.
- Notify us of address changes during evacuation.

Power Outages

- Notify utility companies of special medical needs.
- Use flashlights instead of candles for safety.

CONCERNS AND COMPLAINTS

You can share concerns without fear of retaliation. Contact us by:

- Email: EHHPharmacy@EHHPharm.org

- Phone: (808) 932-3774

Complaints will be reviewed and resolved within 5 business days.
You'll be notified of the outcome.

Additional contacts for unresolved issues:

- Hilo Benioff Medical Center: (808) 932-3250
- Hawaii Department of Health: (808) 692-7400
- Medicare: 1-800-MEDICARE
- Accreditation Commission for Healthcare (ACHC): (855) 937-2242



RIGHTS AND RESPONSIBILITIES

Your Rights

- Have personal health information shared with the patient management program only in accordance with state and federal law,

- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time.
- 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, in advance of care/service being provided and their financial responsibility.
- 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, including injuries of unknown source, and misappropriation of client/patient property.
- Voice grievances/complaints regarding treatment or care or 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 (PHI).
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.

Your Responsibilities

- Provide accurate medical and contact information.
- Notify your doctor about program participation.
- Report concerns about your care or services.

For questions or support, contact East Hawaii Health Pharmacy at (808) 932-3774. We're here to help!