

# Welcome!

Beth Israel Lahey Health   
**Pharmacy**

Thank you for choosing BILH Pharmacy.

BILH Pharmacy is a full-service mail order pharmacy providing medication, equipment, and supplies on behalf of Beth Israel Lahey Health. As part of your care team, we work closely with your BILH providers to give you the personalized service you deserve, and to ensure your therapy is as effective as possible.

This packet contains important information about our pharmacy, so please review it carefully.

## Contact Us

BILH Pharmacy  
80 Wilson Way, Suite A  
Westwood, MA 02090  
Phone: 781-352-6500  
Toll Free: 866-916-0370  
Fax: 781-352-6680

## Open for pick up

Monday - Friday  
8 a.m. - 6 p.m.

## Call Center hours

Monday - Friday  
8 a.m. - 8 p.m.

Saturday  
8 a.m. - 6 p.m.

BILH Pharmacy is closed on major holidays.

## About Us

BILH Pharmacy makes the treatment of diseases as simple, safe, and effective as possible. We ensure you have access to your medications and supplies, that you are maximizing your insurance coverage, and that you understand how your medication should be taken, monitored and stored. We combine caring, personalized services with exceptional clinical knowledge.

## Fast Delivery

We offer fast, free, and convenient delivery to your home, workplace or the location of choice.



We will contact you before your next refill is due to coordinate your next delivery and to update your medical and insurance records. We also offer in-pharmacy pick-up during business hours.

In accordance with CMS guidelines, BILH Pharmacy will require a signature on all Medicare Part B orders as a requirement of payment.

## We're Here To Help

If you experience a medical emergency, please call 911 immediately. If you are experiencing a non-emergent drug reaction,

we can help. Our pharmacists are available during business hours for medication-related emergencies to address your concerns and report them to your prescriber if necessary. In the event your medication, equipment or supplies is part of a recall, you will receive a call from a pharmacist to discuss a quick and safe resolution.



**Offer to Counsel:** You have the right to know about the proper use of your medication and its effects. If you need more information, please ask the pharmacist.

## Your Rights and Responsibilities

BILH Pharmacy supports your right to know about your health and illness, and your right to participate in decisions that affect your well-being. Our own statement of patients' rights, incorporating state and federal law, describes our commitment to protecting your rights.

## Patient Rights

You have the right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of your property.



## MyBILH Pharmacy App

The MyBILH Pharmacy app lets you easily manage your BILH prescriptions at your fingertips.

- See all BILH prescriptions in one place — for you and your family
- Request BILH Pharmacy refills
- Transfer prescriptions to a BILH Pharmacy

To learn more and download the app, visit [bilh.org/pharmacyapp](http://bilh.org/pharmacyapp) or scan here.



- You have the right to be treated with dignity and individuality, including respect for your autonomy, property, and right to confidentiality in treatment
- You have the right to voice grievances/complaints regarding treatment or care, lack of respect of property, or recommend changes in policy, personnel, or services without restraint, interference, coercion, discrimination, or reprisal
- You have the right to have grievances/complaints regarding products that are (or fail to be) furnished, or lack of respect of property investigated
- You have the right to confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; in accordance with state and federal law
- You have the right to receive information about the products that BILH Pharmacy will provide and any limitations on those services
- You have the right to receive the appropriate product without discrimination in accordance with physician orders, if applicable
- You have the right to be advised on pharmacies' policies and procedures regarding the disclosure of clinical records
- You have the right to be informed of any financial benefits when referred to an organization
- You have the right to be fully informed of one's responsibilities
- You have the right to identify delivery personnel through proper identification

### Patient Responsibilities

To ensure you receive the best pharmacy care possible from BILH Pharmacy, we ask that you accept the responsibility to:

- Provide accurate and complete information regarding your past and present medical history and contact information including any changes

- Accept responsibility for your actions, if refusing treatment or not following with the prescribed treatment and services
- Respect the rights of pharmacy personnel
- Notify BILH Pharmacy via telephone when supplies are running low so that refill may be shipped to you promptly
- Submit any forms necessary to participate in the program to the extent required by law
- Maintain any equipment provided
- Notify the pharmacy regarding any concerns about the care or services provided

### Protecting Your Privacy

BILH Pharmacy will protect the privacy of your health information as required by federal and state laws, regulations, and other authorities and keep you informed of your rights. BILH's Notice of Privacy Practices can be found at [bilh.org/privacy-practices-notice](http://bilh.org/privacy-practices-notice).



### Medicare DMEPOS

DMEPOS suppliers have the option to disclose the following statement in order 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 BILH Pharmacy are subject to the supplier standards contained in 42 Code of Federal Regulations Section 424.57. 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 from the U.S. Government Printing Office website [ecfr.gov](http://ecfr.gov). Upon request we will furnish you a written copy of the standards.

### Warranties and Returns

BILH Pharmacy follows the manufacturer's warranty on

all equipment. If you have any questions regarding the warranty on your equipment, please contact the manufacturer directly. The pharmacy does not accept returns of any medication, equipment or supplies that have been dispensed.

### Grievances

BILH Pharmacy believes that all patients have the right to be heard, to report a grievance, to have those grievances acknowledged, and to be provided with a response of the resolution.

#### What is a Grievance?

Grievances are complaints about the way BILH Pharmacy is providing care or the way a staff member has treated you. A grievance is not the way to deal with a complaint about a treatment decision or service that is not covered by your insurance.

#### How to File a Grievance

Contact BILH Pharmacy at 781-352-6500. Within five (5) business days of receiving a complaint, BILH Pharmacy will contact you to inform you that we have received your complaint and that it is under investigation. Within fourteen (14) business days, BILH Pharmacy will provide you with verbal notification as to the nature of the complaint, results of our investigation, steps taken by the organization to resolve the complaint and our official response. Similar written notice will be provided upon request.

If you find the above avenues unsatisfactory, you may contact any of the following agencies:

#### ACHC Complaint Information

[achc.org/contact](http://achc.org/contact)  
Phone: 855-937-2242

#### Medicare Complaint Information

[medicare.gov/claims-appeals/how-to-file-a-complaint-grievance](http://medicare.gov/claims-appeals/how-to-file-a-complaint-grievance)  
Phone: 800-633-4227

You may also file a complaint with the Massachusetts State Board of Pharmacy.

## For Your Safety

### Emergency Preparedness Plan

Make a list that includes:



- Medications
- Medical information
- Allergies and sensitivities
- Copies of health insurance cards
- Dialysis prescription
- Dialysis provider (and back-up facility) contact information

Have on hand:

- Two-week supply of essential medications
- Cell phone
- Flashlights and extra batteries
- Emergency food and water
- Small battery-operated radio and extra batteries
- First-aid kit

Know your evacuation plans:

- Know where the nearest shelter is located that can meet your specific needs
- Plan for alternate locations
- Plan for transportation to a shelter or other locations
- Have an emergency bag prepared
- Arrange for assistance if you are unable to evacuate by yourself

For more information, please visit: [ready.gov](https://www.ready.gov).

### Suicide and Addiction

If you experience suicidal thoughts, please contact the National Suicide Prevention Lifeline at 800-273-8255. They offer free and confidential emotional support 24 hours a day, 7 days a week.

If you or a loved one requires support for drug abuse or addiction, please contact the U.S. Substance Abuse and Mental Health Services Administration at 800-662-4357 and they will refer you to a local treatment facility, support group, or community-based organizations.

### How to throw away 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. Special care must be taken with the disposal of these items to protect you and others from injury and to keep the environment clean and safe. If your therapy involves the use of sharps, an appropriately sized sharps container will be provided upon request.



#### Sharps

After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. If a sharps container is not available, any hard plastic or metal container with a screw-on top can be used.

#### Disposal

Check with your local waste collection service to learn about how to dispose of sharps containers in your area. Please note that our pharmacy cannot take back sharps products.

#### Needle-Stick Safety

- Never replace the cap on needles
- Throw away needles in a sharps container immediately after use
- Report all needle stick or sharps-related injuries promptly to your physician

### Infection Control: Washing your hands appropriately

Good hand hygiene is very important to prevent illnesses from spreading. Be sure to wash your hands often, especially each time you:

- Before administering any injectable medication
- 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, clean your hands often. Always wash your hands, before you eat.

Follow the five steps below to wash your hands the right way every time:



1. Wet your hands with clean, running water, and apply soap
2. Lather both sides of your hands, between your fingers and under your nails
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice
4. Rinse your hands well under clean, running water
5. Dry your hands using a clean towel or air dry them

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

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