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Charleston, SC 29422
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Your Specialty Pharmacy Welcome Packet

Welcome to Dottie's Specialty Pharmacy; we are pleased to be your specialty pharmacy provider.

Enclosed is your patient welcome packet containing important information regarding Dottie's Pharmacy with information and tips to assist you. Please read through this information, and keep this packet for future reference.

Dottie's Pharmacy strives to provide excellence in patient care resulting in exceptional therapeutic outcomes. Dottie's Specialty Pharmacy offers excellence in pharmaceutical treatment of issues related to Dermatology, Hepatitis C, and Rheumatology.

Dottie's Pharmacy clinical support team is available to you 24 hours a day 7 days a week. We can be reached by calling 843-501-9500 or 888-862-3166. Our dedicated pharmacy team will ensure that you fully understand and follow your medication therapy. You will be provided with educational materials regarding your medication. As a specialty pharmacy, we are here to be an advocate for you and helping you navigate the healthcare system including out-of-pocket expenses like deductibles, co-pays and co-insurance. Dottie's Pharmacy will also ensure the timely delivery of your monthly refills.

Our website <http://www.dotspharmacy.com/> also has additional pharmacy product selection information available 24 hours a day 7 days a week.

If you require information in a different language, please contact Dottie's Pharmacy at 843-501-9500 or 888-862-3166

About Us at Dottie's Pharmacy

Dottie's Pharmacy Overview

Dottie's Pharmacy is a family owned specialty pharmacy specializing in the treatment of Hepatitis C, Dermatology and Rheumatology. At Dottie's Pharmacy, our specialty pharmacy team works with you or your prescriber to treat each condition uniquely.

We know that success with specialty medications requires prescribers, patients and the pharmacy to work together. That's why our goal is to provide access to the most up-to- date information while offering the proper channels to communicate with one another. From our team of 24/7 clinicians, to our integrated reporting tools, Dottie's Pharmacy ensures that each component of the specialty process is easily accessible.

Dottie's Pharmacy also knows that patients using specialty medications require attention above and beyond users of standard medications. The founders of Dottie's Specialty Pharmacy have a long history of providing excellent patient care and compassion throughout diverse populations. This experience of thorough oversight and individual attention enables us to provide unprecedented access, outcomes and personalized care to all patients.

Mission statement

Dottie's Pharmacy strives to provide excellence in therapeutic outcomes utilizing treatment plans based on patient specific needs. We aim to use the most advanced clinical guidelines while providing compassion and support for each patient.

Hours of operation

Our Pharmacy is open:

Monday through Friday, 9 a.m. to 6 p.m. (Eastern Time) and Saturday 9 a.m. to 1 p.m.

A licensed pharmacist is available:

24 hours a day, 7 days a week, for emergency pharmacy services

Holidays

Dottie's Pharmacy is closed on the following holidays:

- New Year's Day (January 1).
- Memorial Day (the last Monday in May).
- Independence Day (July 4).
- Labor Day (the first Monday in September).
- Thanksgiving (the fourth Thursday in November). • Christmas (December 25).

Emergency and Disaster Information

If there is a disaster in your area, please call 1-888-862-3166 to instruct us where to deliver your medication. This will ensure that your therapy is not interrupted. Be sure to also let us know when you have returned to your residence.

Specialty Medications and Pharmacy Services

Eligibility

Insurance

- **Reimbursement Assistance:** Dottie's Pharmacy will work with your physician and your prescription insurance company to help with the prior authorization process that is often required by many plans for coverage of specialty medications. This process may often take a few business days to complete. Our specialty pharmacy team will ensure that you and the prescriber are informed of each step of the process.
- **Appeals:** If your prescription plan denies coverage for your medications, or if you disagree with the benefits or coverage of your medications, you may have the right to file an appeal with your health plan. Contact your health plan for more information.
- **Financial Assistance:** If you do not have prescription drug coverage or if you can not afford your copay amount a specially trained member of our team will work with you to find assistance for paying for your medication. Dottie's Pharmacy works directly with a number of foundations and manufacturer programs that provide financial assistance for all the medications dispensed by Dottie's Specialty Pharmacy.

Delivery of your specialty medications

We coordinate delivery of your specialty medications to your home, your prescriber's office or an approved alternate location. We also offer pickup at our retail pharmacy located at 354 Folly Road Charleston SC 29412. We will also include any necessary supplies, such as needles, syringes and alcohol swabs. If your medications require special handling or refrigeration, they will be packaged and shipped accordingly. If you cannot be there to accept the package, we can arrange for it to be left at your home or an approved alternate location. If your medication is to remain cold and you receive your medication and feel that it is no longer at the manufacturer recommended temperature please contact Dottie's Pharmacy specialty team member imminently upon opening of product.

How to fill a new prescription

Dottie's Pharmacy will work with your prescriber when you need a new prescription medication. In many cases, your prescriber will fax a new medication order directly to Dottie's Pharmacy. However, you may also call Dottie's Pharmacy and request that we contact your prescriber to obtain a new specialty prescription. Most specialty pharmacy perceptions require a prior authorization

from your insurance plan. We will begin working on your new prescription immediately; however this prior authorization process can take seven business days on average. Once your medication has been approved and we have confirmed that you are available to receive the shipment, your medication will be shipped within 24 hours.

Drug claims and Payment Policy

Dottie's Pharmacy will bill your insurance company for you. However, you may still have to pay a portion of the cost, which is called a copayment. You will be responsible for paying your copayment when you order your medication or refills. We will tell you the exact amount you need to pay Dottie's Pharmacy.

Outstanding balances

If for any reason you owe a balance, the balance will need to be paid prior to your next refill. We accept Visa, MasterCard, American Express and Discover credit cards.

Enrollment

Patient care management programs

Dottie's Pharmacy offers several comprehensive patient care management programs for specific medical conditions. Proactive and clinically based, these programs provide therapy-specific care to improve your health. The service includes continuous clinical evaluation, ongoing health monitoring, assessment of educational needs and management of medication use. This service is provided to you at no additional cost, and your participation is completely voluntary. If you would like to request not to participate in our care management program please contact a member of our specialty pharmacy team and we will promptly remove you from our program.

Health information for common conditions

Dottie's Pharmacy will attach manufacturer information to your prescription regarding your medication, treatment options, diagnosis and common treatment options. Manufacturer websites can also be accessed from our website at www.dotspharmacy.com Additional information is available upon request.

Care Plan

- Patient Information
- Problem
- Goals
- Interventions
- Outcomes

Ordering refills

A patient care coordinator will call you before your medication is scheduled to run out to check your progress and determine the shipment of your next refill. Please

call 1-888-862-3166 during our normal office hours five (5) days before you run out of medication, or if you have any questions or need help.

Medications not available at Dottie's Pharmacy

If you cannot obtain a medication at Dottie's Pharmacy, our specialty pharmacy staff will work with you and another pharmacy to ensure you receive your prescribed medication. If you want your prescription transferred to another pharmacy, please contact your patient care coordinator and we will transfer your prescription on your behalf.

Patient Advocacy

Pharmacist assistance

Dottie's Pharmacy clinical pharmacists are specially trained on the medication you are taking, and they are here to answer your questions about your care plan. Please call Dottie's Pharmacy clinical pharmacist if you have any questions regarding your treatment. In the case of an emergency, call 911.

A licensed pharmacist is available 24 hours a day, 7 days a week, for any urgent needs relating to your medication. After normal business hours, please leave your contact information with our after-hours answering service, and the pharmacist on-call will promptly return your call.

Consumer advocacy support

Dottie's Pharmacy is here to serve you and assist you in any way we can to help you manage your health and compliance with your medication therapy. Any time you have a question or problem please contact us immediately and let us try to resolve this situation.

Patient issues and concerns

If you have any concerns about your medications, services received, delivery or other issues, please call a member of our specialty pharmacy team at 1-888-862-3166. We would be glad to assist you.

Returned goods policy

South Carolina State Board of Pharmacy Regulations forbids the resale or reuse of a prescription item that was previously dispensed. As a result, no credit can be issued for any unused or excess products. Dottie's Pharmacy's staff will arrange a return and reship of medication if your medication or supplies are defective.

Disposal of medication, supplies and equipment

Once medication has been opened and supplies have been delivered to your home, **Dottie's Pharmacy cannot reuse them. Dispose all medication after is has expired by** Keep the supplies you may be able to use in the home and dispose of the rest. **If you have questions about disposal, please call 1-888-862-3166.** We will be happy to assist you.

Medication substitution protocols

Whenever possible, Dottie's Pharmacy will substitute a lower-cost generic medication for a brand-name medication unless you or your prescriber has asked for a specific brand-name drug. This may occur for new prescriptions, refills, therapeutic changes and prescription transfers.

Medication order status and delays

You can call Dottie's Pharmacy regarding the current status of your prescription. If your medication is delayed, a Dottie's Pharmacy staff member will call you to provide assistance.

Drug recalls

Dottie's Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. Dottie's Pharmacy will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, Dottie's Pharmacy will contact your prescriber or your health plan.

Regulatory changes

If state or federal regulations change the way we provide your care, Dottie's Pharmacy will notify you of the change and our plan of care.

Emergency Phone Numbers

Dottie's Pharmacy: 1-888-862-3166

Poison control: 1-800-222-1222

If you are unable to contact Dottie's Pharmacy in an emergency, please call 911 and ask for assistance.

Frequently Asked Questions

Q. What is a specialty pharmacy?

A. A specialty pharmacy provides injectable, oral and infused medications. These complex and costly medications usually require special storage and handling and may not be readily available at your local pharmacy. Sometimes, these medications have side effects that require monitoring by a trained pharmacist or nurse. Dottie's Pharmacy focuses on providing these medications while offering excellent customer service and clinical support to you and your caregivers.

Q. How important is it to take all of my medication?

A. Following your prescriber's instructions for both the amount of the medication you should take (for example, 20ml once a day) and the length of time you should take it (for example, every day for 3 months) is the best thing you can do to ensure a successful course of treatment. We understand that some medications may have unpleasant side effects or may be difficult to administer. Therefore, our pharmacists and nurses are available to offer practical advice

about dealing with these issues or to contact your prescriber about the medical management of these side effects.

Q. How do I order a refill?

A. A Dottie's Pharmacy representative will call you to schedule your delivery at least a week before your next refill. During this call, he or she will confirm that you are still taking the medication, that your prescriber has not changed the dose, and that you are not having any unmanageable side effects. A Dottie's Pharmacy representative will also be available to help you with any benefits or things that otherwise be limited by benefit design in order to ensure access to the types of drug therapy needed.

Q. How long does it take to receive my medication?

A. Medications are usually shipped with expedited delivery within 24 to 48 hours after we receive your complete prescription. Dottie's Pharmacy will provide any additional supplies you need for administering your medication, such as needles, syringes and alcohol swabs.

Q. What if I have questions about my medications and want to access a Dottie's Pharmacy specialty pharmacy program representative?

A. At Dottie's Pharmacy, we have a team of pharmacists and nurses to answer your specialty pharmacy program questions through the toll-free number 1-855-287-7888. A licensed pharmacist is available 24 hours a day, 7 days week. He or she can help you if you have an urgent need relating to your medication. Please leave your contact information with our after-hours answering service, and the pharmacist on-call will promptly return your call.

Rights and Responsibilities

Dottie's Pharmacy patients participating in specialty pharmacy programs have the following rights and responsibilities.

Patient's Rights:

- The right to know about philosophy and characteristics of the patient management program;
- The right 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 their job title, and to speak with a staff member's supervisor if requested;
- The right to speak to a health professional;
- The right to receive information about the patient management program;
- The right to receive administrative information regarding changes in, or termination of, the patient management program;
- The right to decline participation, revoke consent, or disenroll at any point in time;

Patient's Responsibilities:

- The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law;

- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information; and
- The responsibility to notify their treating provider of their participation in the patient management program, if applicable.

Disclosure and confidentiality policy

Dottie's Pharmacy top priority is protecting the confidentiality of the information you, your health plan and your health care providers share with us. We promise to use this information only to deliver the services your health plan has contracted with us to provide, and to provide you with helpful information. Please carefully read, sign and return the Notice of Privacy Practices enclosed in this packet in the self-addressed envelope to Dottie's Pharmacy.

[Link to Important Information Notice of Privacy Practices]

Other Helpful Expectations

As a Dottie's Pharmacy patient, you also have the right to:

- Receive information about your rights and responsibilities and to acknowledge this in writing before receiving pharmacy services.
- Choose your pharmacy service providers.
- Know how to contact the staff seven (7) days a week, and what to do if an emergency situation arises.
- Take part in developing and/or changing your plan of care and receive the needed information to take part in your care, including the proper use, handling and storage of your medications, and knowledge of their effects.
- Assist in making decisions regarding your care.
- Receive verbal and written explanations of the services, care and medication to be provided by Dottie's Pharmacy, and to have your medication questions answered by a pharmacist.
- Participate in determining alternative communication methods for varying circumstances, such as, but not limited to: if you speak and/or read languages other than English, if you have limited literacy in any language, if you have visual or hearing impairments, if you are on a ventilator, if you have cognitive impairments, or if you are a child.
- Be completely informed, before or at the time of receiving services, about changes and costs related to your care, including any costs not covered by Medicare or other payers. To be informed, in advance, if you will be responsible for any charges. To receive prior notice of any changes in covered costs verbally and in writing within 30 calendar days from the date Dottie's Pharmacy becomes aware of the change(s).
- Receive timely care.
- Receive proper and professional pharmacy care without discrimination against your race, sex, color, religion, sexual preference, physical limitation, age or any other basis prohibited by law.
- Receive therapy with consideration and respect for your person and property.

- Be treated with dignity and individuality, including respect for your autonomy and right to confidentiality in treatment.
- Refuse treatment at any time and to be informed of potential consequences of refusing treatment.
- Be aware that Dottie's Pharmacy pharmacy professionals are qualified to provide the services and care for which they are responsible.
- Be aware that if your health care needs cannot be met by Dottie's Pharmacy, you will be referred to a health care provider appropriate for your needs.
- Be aware of any additional health care needs at the end of your treatment.
- Voice complaints and/or suggest changes in your pharmacy services without compromising your care or causing repercussions. To have any complaint promptly investigated and be notified of the findings and/or corrective action taken.
- Be aware that if you are dissatisfied, you may contact Dottie's Pharmacy management team and/or your state's Board of Pharmacy or URAC.
- Confidentiality of your personal and medical records and to approve or refuse release of the records to any individual outside the Dottie's Pharmacy organization, except when transferring care or services to another health facility, or as contractually required by the payer of the services you receive, or as required by law.
- In accordance with law, designate another individual as a surrogate decision-maker on your behalf, and the circumstances under which he or she is authorized to make decisions about the care and services you receive, including refusal of care and services.
- As permitted by law, involve family members and friends to participate in your care.
- Discuss treatment options, regardless of cost or benefit coverage.
- Privacy of your health care needs and information, as required by law.
- Look at and get a copy of your medical records, as permitted by law.
- File for a hearing with your state's Department for Medicaid Services.
- Make suggestions about your rights and responsibilities.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.

Ways to Help Us

As a Dottie's Pharmacy patient, you have the responsibility to:

- Give accurate and complete health information about your past medical history, including hospitalizations, medications, allergies and other important health-related information.
- Help in creating a safe home environment.
- Inform Dottie's Pharmacy immediately if scheduled prescription dispensing requires cancellation. Assist in developing your pharmacy plan of care.
- Follow your pharmacy plan of care and remain under a physician's care while receiving Dottie's Pharmacy services.
- Request further information and clarification if there is something you do not understand.

- Notify Dottie's Pharmacy if you have any concerns that have not been addressed.
- Notify your physician and pharmacist if you choose to end therapy.
- Be responsible for costs related to your care that are not covered by Medicaid, Medicare or other payers.

Patient Safety

Adverse drug reactions

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

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 needles, an appropriately sized sharps container will be provided. 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. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid (for example, an empty hard can or liquid detergent container) could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than $\frac{3}{4}$ full.

Disposal

Check with your local waste collection service to verify the disposal procedures for sharps containers in your area. You can ask your prescriber's office about the possibility of disposing of items in the prescriber's office during your next office visit. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at <http://www.cdc.gov/needledisposal/>.

Needle-stick safety:

- Never replace the cap on needles.
 - Throw away used needles immediately after use in a sharps disposal container.
 - Plan for the safe handling and disposal of needles before using them.
 - Report all needle stick or sharps-related injuries promptly to your physician.
- If your therapy does not involve the use of needles or sharp items you do not need a sharps container. You should place all used supplies (e.g., syringes or tubing) in a bag you can't see through. Put this bag inside a second bag, and put this in your garbage with your other trash.

Hand-washing instructions

Infections are serious issues. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

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.
 5. Don't forget about the in-betweens of your fingers.
 6. Rinse your hands with warm water.
 7. Dry your hands with a paper towel or clean cloth towel.
 8. Turn off your faucet with the towel.
 9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

If no water supply is available, use an alcohol-based antibacterial hand cleanser.

Patient Information on Emergency Preparedness

General home safety — patient education

Each year nearly 21 million family members suffer injuries in the home. We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

Falling (This is the way people are most often injured in their homes.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lit and use night lights as needed.
7. Have a flashlight that works.

Poisoning

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 1-800-222-1222.

Fire and burn prevention:

1. Have smoke detectors in the home, and replace batteries at least once per year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there's a fire.

4. Place covers over electrical outlets.
5. Check to make sure your water heater is set no higher than 120° F.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

Fire:

1. Rescue anyone from immediate danger:
 - If bedridden, tie a knot in the head and foot of the sheet.
 - Using the sheet, pull the person to safety. If two people are available, make a chair from the rescuers' arms and carry the patient to safety.
2. If safe, alert the fire department. Otherwise evacuate area.
3. Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department when you are safe.

Natural disasters (earthquake, hurricane and tornado):

1. In disaster-prone areas, store food and extra bottled water. Have a transistor radio, flashlights and extra batteries. Report any special needs for a backup generator to electric and gas companies.
2. Check for injuries.
3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes at all times.
5. Evacuate area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.

Power outage:

1. Notify your gas and electric companies if there is a loss of power. Report any special needs for a backup generator to the electric and gas companies.
2. Have a transistor radio, flashlights, batteries and/or candles available. (If on oxygen, turn it off before lighting candles.)

Flood:

1. In flood-prone areas, store extra food and extra bottled water. Have a transistor radio, flashlights and batteries available. Get a pipe wrench to shut off valves for gas and water. Report any special needs for a backup generator to the electric and gas companies.
2. Unplug your infusion pump unless the IV pole is touching water.
3. Evacuate the area.
4. Contact the local law enforcement, civil defense and/or emergency preparedness.

Patient Concerns and Complaints

We want to provide your therapy to your complete satisfaction. If you are not happy with the care or services we have provided, we want to know about it. If you have any concerns or problems with your medications or services, you have

the right to call our Dottie's Pharmacy at 1-855-287-7888. We will be glad to help you with any concerns. If you wish to file a written complaint you may do so using this form. We take all concerns very seriously and view them as opportunities to improve our services. You can also access our online patient complaint form at www.dotspharmacy.com.

Patient Complaint Form

Patient name:
Phone Number:
Address:
City:
State:
Zip Code:
E-mail Address:

Date:
Summary of the Situation:
Employee involved (if applicable):
Nature of problem:

Please mail form to
354 Folly Road
Building 1
Charleston, SC 29412
Or fax 843-414-7453

Patient Satisfaction Survey

We would like to know your thoughts. Please use this page to voice your concerns or your compliments. You can also access our online patient survey at www.dotspharmacy.com.

Name (optional):
Patient name:
Phone Number:
Address:
City:
State:
Zip Code:
E-mail Address:
Date:

Type of therapy you have been receiving:

Please circle your response to the following statements.

1. The written drug information provided by the pharmacy was:
Very good Good Average Below average

Comments:

2. The initial admission, intake process and customer service provided were:

Very good Good Average Below average

Comments:

3. Ability of our billing staff to provide prompt and accurate answers to your questions:

Very good Good Average Below Average

Comments:

4. The service from the delivery personnel was:

Very good Good Average Below Average

Comments:

5. Please rate the service provided by our staff after business hours:

Very good Good Average Below average Did not use

Comments:

6. Your overall impression with the services provided by Dottie's Pharmacy pharmacy was:

Very good Good Average Below average

Comments:

Misc Comments:

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