

## **HOW TO PLACE A PRESCRIPTION ORDER**

Prescriptions can be ordered by calling NCS Outpatient Pharmacy at 402-691-5102 or toll-free at 844-254-8552. A member of our pharmacy staff will be happy to assist you in processing your order. Patients may also choose to leave a voicemail when calling after pharmacy business hours. When leaving a message, it is requested that you leave your name, date of birth and prescription number.

## **HOW TO OBTAIN A REFILL**

Medication refills can be picked up from the pharmacy during business hours of 9AM to 5PM Monday through Friday.

Medication refills may also be picked up off-site at one of our Nebraska Cancer Specialists clinics during regular business hours. Arrangements for off-site clinic pick-up need to be made at least 2 days in advance with a member of the pharmacy staff. Prescriptions picked up at an off-site location must be acquired on the day agreed upon by patient and pharmacy staff. Medications left at the clinic after business hours will be returned the pharmacy the same business day.

When necessary, NCS Outpatient Pharmacy will arrange home prescription delivery. The pharmacy will coordinate home delivery with the patient to ensure the recipient is available to sign for the delivery at an agreed upon location.

## **HOW TO ACCESS MEDICATIONS IN CASE OF AN EMERGENCY OR DISASTER**

The pharmacy will advertise closing of the pharmacy due to accident, natural disaster or interruption in utility services. In the event of an emergency or a disaster, pharmacy staff will coordinate care with providers and patients to ensure that a pharmacy of the patient's choice will be contacted to fill his/her medication. For specialty and limited access prescriptions, NCS Outpatient Pharmacy will partner with a secondary (local) and tertiary (non-local) specialty pharmacy. The tertiary specialty pharmacy will be located outside of the state of Nebraska if an accident, natural disaster or interruption of services affects other pharmacies within the same region as NCS Outpatient Pharmacy.

## **HOW TO CHECK ON A PRESCRIPTION STATUS**

Patients wishing to check status may call the pharmacy during regular business hours for an update. NCS Outpatient Pharmacy will provide regular updates to its patients with regard to prescription status.

## **PRESCRIPTION SUBSTITUTIONS**

The pharmacist is allowed, by law, to substitute a drug product that is both chemically equivalent and bioequivalent except under certain circumstances specified under Nebraska state statutes. A patient may request "brand name only" medication to be dispensed. This request must be made in writing and signed by the patient or caregiver.

## **HOW TO TRANSFER A PRESCRIPTION TO ANOTHER PHARMACY**

A patient wanting to transfer their prescription must have their new pharmacy contact NCS Outpatient Pharmacy directly to arrange the transfer. Once the prescription transfer is made, the original prescription through NCS Outpatient Pharmacy will be canceled. A new prescription from the provider will be required if the decision is made to resume filling through NCS Outpatient Pharmacy.

## **HOW TO OBTAIN MEDICATIONS NOT AVAILABLE AT THE PHARMACY**

In the event that a medication ordered by your physician is not available through NCS Outpatient Pharmacy, the pharmacy staff will inform your provider of the available location(s) where the drug can be procured. The pharmacy will also inform the patient where the medication is available and will provide the appropriate contact information for the dispensing pharmacy.

## **HOW TO HANDLE MEDICATION RECALLS**

If you become aware of a recall that involves a medication that you are currently, or have been taking, call the pharmacy as soon as possible to find out whether replacement is needed. Further guidance will also be provided by a pharmacist regarding potential harm and the process of returning and/or disposing of the medication.

## **HOW TO DISPOSE OF MEDICATIONS**

Properly dispose of your medication at a registered disposal site or by placing it in the trash (**with the exception of oral chemotherapy**). Before placing in the trash, take all of the medication out of its container and place in a sealable container such as a plastic bag. Mix the medication with an undesirable substance such as cat litter or used coffee grounds. Do not crush tablets or capsules. Seal the container and place in the trash. Remove the label from container or completely cross out any personal information before throwing out or recycling an empty container. This will help protect your identity.

### **ORAL CHEMOTHERAPY**

Oral chemotherapy should be returned to your oncology provider for proper disposal. You should never throw out or flush leftover chemotherapy. Also, ask a member of your health care team ahead of time if you should return the empty containers or any other chemotherapy waste to the doctor's office for safe disposal.

## **HOW TO HANDLE ADVERSE REACTIONS**

Almost all medicines can have the potential to cause side effects. Always let your doctor know if your side effects are severe, especially if you are finding it difficult to stay on your current treatment plan. The pharmacy will provide you with symptom management education for commonly experienced adverse reactions related to oral chemotherapy. However, if you experience any of the following inform your healthcare team immediately:

- Shortness of breath or chest pain (If you have extreme chest pain, call 911)
- Fever higher than 101°F or shaking chills
- Excessive bleeding or bruising
- Irregular or rapid heartbeat
- Sudden change in your mental status- confusion, slurred speech or other symptoms

The following symptoms can be reported to your healthcare team within 24 hours:

- Vomiting that is unrelieved by prescribed medications
- Severe constipation or diarrhea or blood in the stool
- Painful or frequent urination or blood in the urine

- Extreme fatigue
- Soreness, redness, swelling, pus, or drainage at your catheter site
- Pain in a new place or pain that is not relieved by your pain medication
- Headache that is not relieved by over the counter medications
- Inability to eat for more than 24 hours and continued weight loss
- Mouth sores that interfere with your ability to eat or drink
- Nasal congestion, drainage, cough
- Any new numbness or tingling in hands or feet
- One or more of the following signs of dehydration
  - Dry, cracked lips or sticky tongue
  - Increased thirst and/or decreased urination
  - Increased weakness/dizziness/lightheadedness

#### **HOW TO REPORT CONCERNS OR ERRORS**

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment and billing complaints will be communicated to management and upper management.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively and up to the president or owner of the company.