

Dear Patient,

The staff of Urology Centers of Alabama, PC Dispensary would like to welcome you and say thank you for using us for your Urologic, Radiation Oncology, Medical Oncology and Dispensary needs. Urology Centers of Alabama, PC Dispensary is committed to providing you with the highest quality of care that is integrated with your clinical team and physician. UCA is dedicated to compassionate care and committed to investigating the effectiveness of all treatment options, including new drugs and procedures. Our physicians are leading the way in cutting-edge medical procedures. We play an integral role in the field of urology through on-site research studies.

If you have any questions with any of the content included in this welcome packet, please contact us.

*Sincerely,
UCA Dispensary Staff*

Contact Us

Phone: (205) 445-0183
Toll Free: (800) 452-1464
Fax: (205) 263-5153

Monday: 8:00am – 5:00pm
Tuesday: 8:00am – 5:00pm
Wednesday: 8:00am – 5:00pm
Thursday: 8:00am – 5:00pm
Friday: 8:00am – 4:30pm



Urology Centers of Alabama, PC Dispensary
3485 Independence Drive (Upper Level)
Homewood, AL 35209
www.urologycentersalabama.com

After-Hours Services

If assistance is needed after our normal business hours please leave a secure message on our voicemail and/or answering service that will be addressed the following business day. If you have an urgent need regarding your specialty medication, please contact the clinic’s answering service at (205) 930-0920. A physician on call is available to help you with clinical questions and/or will direct you to your personal physician.

Complaint Procedure

If you have a complaint and it is regarding your personal health information or privacy, please fill out the *Privacy Complaint Form*. If your complaint is in regard to the general service you received, please fill out the *Patient Concerns and Grievances Form*.

About Urology Centers of Alabama, PC Clinic & Dispensary

Welcome to Urology Centers of Alabama, P.C. where our team of skilled urologists is committed to providing you with high-quality, personalized medical care in our state-of-the-art facilities. Our physicians specialize in the comprehensive treatment of urological disorders using the most advanced technology available.

For over 60 years, Urology Centers of Alabama has been committed to providing the highest quality medical services in a compassionate and caring environment. With 24 skilled urologists, two urogynecologists, two radiation oncologist, one medical oncologist, one pathologist, a team of physicians' assistants and nurse practitioners and over 160 employees the practice has earned a well-deserved reputation for excellence in the Birmingham medical community.

Our Specialty Dispensary was formed December 1, 2014 in an effort to provide service to our patients on location for medication for our Erectile Dysfunction patients as well as our oral oncolytics for our cancer patients.

Our goal is to fully educate our patients on all aspects of their new oral therapy. We are a part of Urology Centers of Alabama, PC which allows us direct access to your clinical team, physician, & access to your electronic health record resulting in us being able to provide you with the highest level of care. Access to your electronic health record allows us to perform a full review of your medication profile, checking for drug allergies, drug interactions, etc. with your newly prescribed medications. Our physicians here at UCA send all prescriptions by eRx and sometimes by written rx.

With each new prescription you can be guaranteed access to the following added values:

- Medication education with each new prescription
- An insurance "verification of benefits" for a comprehensive look at coverage
- Relief from high copays by utilizing manufacturer discounts or by seeking assistance through a foundation grant

Urology Centers of Alabama Dispensary at Homewood services patients of Urology Centers of Alabama, PC in all 13 clinic locations.

Urology Centers is in the process of getting accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. If you have any concerns about the product or service that you receive from Urology Centers of Alabama, PC Dispensary, you may contact ACHC directly at (855) 937-2242.

Welcome Packet Checklist and Patient FAQ

This Welcome Packet should contain the following

- Welcome Packet Cover and Patient FAQ (this document)
- Welcome Letter
- Patient Rights and Responsibilities
- Notice of Privacy Policy
- Privacy Complaint Form
- Patient Concerns and Grievances Form
- Patient Instructions
- Patient Satisfaction Survey

Frequently Asked Questions

What is a specialty pharmacy/dispensary?

A specialty pharmacy/dispensary provides individualized care and dispensing of specialty medications. Specialty medications are classified as treatments for chronic, serious, and/or complex conditions. They are often high priced and may require special handling and storage. Urology Centers of Alabama, PC helps maximize the benefits by providing personalized care for our patients on these medications.

What are the dispensary's hours of operation?

Monday through Friday 8:00am – 5:00pm

Does the dispensary have after hour services?

We have an after-hours nurse available by calling the clinic at (205) 930-0920.

How do I check on a prescription status?

Please call the pharmacy at 205-795-0067

How do I pay for my prescriptions?

Urology Centers of Alabama, PC accepts payment methods of cash, personal check, Visa, MasterCard, Discover, and American Express.

What if I cannot afford my medication or it is not covered by my insurance?

Urology Centers of Alabama, PC Dispensary staff will research financial assistance for those in need. Additionally, our staff can help get you set up with manufacturer assistance programs if you qualify. If you have any questions about financial assistance or your out of pocket cost, please call UCA Dispensary at

(205) 795-0067. If your medication is not covered by your insurance, we will work with your doctor to find the best alternative for you.

Can the dispensary staff help with insurance requests?

Yes, the dispensary staff will always work with your physician's to obtain insurance authorizations.

I live a long distance from Homewood. Do I have to come to the dispensary to get my medications?

No, you can ask to have your prescription shipped to your home or physician's office via one of our courier services and FedEx.

How long will it take to get my medication if I am having it delivered?

Most medications will be delivered within one to two business days via next day FedEx. There is an additional charge for shipping your medication to you. There is no additional cost to you if we courier the drug to one of our clinic locations. We do not ship outside the state of Alabama.

Can I fill other medications at Urology Centers of Alabama, PC Dispensary?

No, Urology Centers of Alabama, PC dispensary only dispense medications such as: Sildenafil, Tadalafil, Xtandi, Zytiga, Prednisone, Erleada, Nubeqa, Nocturna and Yonsa medications. We only fill medications prescribed from the physicians at Urology Centers of Alabama, PC.

What do I need to know about handling my drugs?

- General storage tips:
 - Consider storing your medications separately from those of your other family members. You could keep them on a different shelf or in a different cabinet or drawer.
 - Store your prescriptions in a safe, cool, dry place.
 - Your prescriptions should be out of the sight and reach of children and/or pets. Consider using child-proof features on lids if possible.
 - Keep all of your medications in a place with good lighting so you can read the label and take the correct amount.
 - Store your medications in the container it came in. This helps you know which one is which and keeps the information about how often to take it right at your fingertips. Always keep the lid tightly closed.
 - Save and organize the information leaflets the pharmacy gives you with your prescriptions. These documents remind you when and how to take your medication, about any special storage directions, and what potential side effects you may experience.

How do I dispose of medication?

Please bring your unused portion of chemotherapy medication(s) to our dispensary or our clinic and we will dispose of them for you.

Proper disposal of unused or expired medications is important for preventing accidental ingestion, drug diversion, or even environmental contamination. Instead of throwing them in the trash or flushing them down the toilet, medications can be safely disposed of at certain sites, including some pharmacies and police stations.

If dropping medications off at a designated site is not an option, several steps are recommended for safe disposal, such as removing all labels and mixing medications with coffee grounds or cat litter to make them unattractive.

How do I handle adverse reactions?

If you have any adverse reactions to your medication, please call your physician or come by our office. We can assess the reaction and make suggestions, or if serious enough, we can triage your care to our next level of clinical staff. If you are having a severe reaction, please call emergency services.

How do I access medication in case of an emergency or disaster?

Please call the dispensary at (205)445-0183, the clinic at (205) 930-0920 or the after-hours the answering service will contact our on-call physicians. One of our staff members will give you further instructions.

Patient Information and Instructions

Refill Reminders

Our dispensary staff will call to notify you of any upcoming refills that are due on your regularly scheduled medications. We will need to confirm whether you would like to pick up your medication or if you will need to have it delivered.

Order medication refills

You can order medication refills by the following methods:

1. Call or leave a detailed message on the dispensary voicemail at (205) 795-0067 or toll free at 1 (800) 452-1464
2. Talk to Urology Centers dispensary staff in person at our location in Homewood.
3. Call your physician's secretary within the clinic.

If you leave us a message, we will call to confirm the delivery date and the location where you want to receive the medication along with information regarding your copay (if applicable).

Recalled Medications

If a manufacturer issues a recall on a medication you received, UCA Dispensary staff will notify you of the recall and provide instructions recommended by the manufacturer. UCA Dispensary staff will work to promptly replace or find alternative medication to minimize the number of missed doses.

Discontinued and Out of Stock medications

If a medication you are taking is discontinued by the manufacturer or is currently unavailable, UCA Dispensary staff will notify you upon your next refill. A staff member will work with you and your doctor to find an alternative. For out of stock medications with generic alternatives see *Medication Substitutions*.

Medication Substitutions

UCA Dispensary has the right to dispense a generic substitution of the medication prescribed as determined by the law. You will be notified if you are dispensed a medication from a different generic manufacturer.

Additional Information on your medication or disease state

If you wish to receive more information regarding your medication, please contact the staff at Urology Centers of Alabama Dispensary.

Language Support Services

Urology Centers of Alabama provides telephone interpreting services, if needed, free of charge.

Patient Rights & Responsibilities

As a patient participating in Urology Centers of Alabama, PC Dispensary services, you are entitled to receive in writing your rights and responsibilities. It is the duty of UCA Dispensary to ensure the care you receive is in compliance with the standing laws and regulations. The following are your rights and responsibilities as a patient of UCA Dispensary.

YOU HAVE THE RIGHT TO:

1. Choose the pharmacist, pharmacy provider, dispensary where your prescriptions are filled and to not be pressured or coerced into transferring your prescriptions to another pharmacy or mail-order service. However, some insurers may have mandatory benefit plans that require you to use a specific pharmacy if the insurance company is paying the drug cost. If we are not in network with your insurance we will refer you to a specialty pharmacy to fill your prescription.
2. Request and receive information in a timely manner about the services offered at UCA Dispensary.
3. Be treated in a fair, courteous, and respectful way by all staff of UCA Dispensary.
4. Receive products and services in a professional manner that is without discrimination related to your race, age, sex, religion, ethnic group, national origin, sexual preference, cultural or political beliefs, and/or any disability.
5. Receive information, treatment, and care from competent and qualified personnel. This includes the right to receive written instructions on self-care, safe administration of medication or devices, proper handling and storage of medication or devices, and necessary information for safe and efficacious use of the medication as intended by the prescribing physician.
6. Receive verbal or written information that is communicated at a level to which you understand.
7. Have your privacy and confidentiality maintained as described in the Notice for Privacy Practices.
8. Receive information about who gets your personal health information. This includes notification in the case of your health information being wrongfully disclosed.

9. Receive information and/or referrals in the case that Urology Centers of Alabama, PC Dispensary is unable to provide you treatment or care. This includes any changes to the site or level of care as required by you or your insurance plan.
10. Decline participation, revoke consent, or disenrollment in any or all services offered by UCA Dispensary. This does not exempt you from the terms allowed and written in the benefits policy of your insurance plan.
11. Have care that is free from maltreatment as defined. Maltreatment means the intentional and non-therapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress.
12. Express concerns, grievances, and complaints about the level of care you receive from Urology Centers of Alabama, PC Dispensary without any reprisal. This includes the right to have the incident escalated if you are unsatisfied with the response or resolution.
13. Receive information regarding any charges or payments for services you received at UCA Dispensary. This includes information on how to make payments of the charges incurred.
14. Receive medication and/or device products in a timely manner.
15. Receive medication and/or device products that have maintained their quality, purity, and integrity as defined and recommended by the product's manufacturer. This includes that you have received products that are not adulterated or misbranded.
16. Participate in the planning of your treatment and care plan. This includes the right to discuss alternative treatment options and the right to include family members and/or other patient representatives to be involved in your care.
17. Identify the program's staff members, including their job title, and to speak with a staff member's supervisor or a health professional.
18. Receive information and instructions regarding medications or devices that are recalled or discontinued.
19. Have personal health information shared with the patient management program in accordance with state and federal law.

YOU HAVE THE RESPONSIBILITY TO:

1. Adhere to the plan of treatment as prescribed by your physician.
2. Communicate any barrier or concerns with following the instructions, using the device, or adhering to scheduled dosing intervals.
3. Participate in the development of plan for your treatment and care.
4. Be an active participant through your care plan with Urology Centers of Alabama, PC Dispensary and any transitions of care.
5. Communicate to Urology Centers of Alabama Dispensary staff any relevant information that relates or will change your treatment and care plan. This includes providing complete and truthful medical and personal information.
6. Notify UCA Dispensary if you are going to be unavailable to receive your medications scheduled. It is your responsibility for any payments or damages to products that are incurred once the shipment or pick up of product has been confirmed with you or your representative and the dispensed product has left the dispensary.
7. Provide payment in a timely manner for all copays, coinsurances, and/or invoices upon receipt from Urology Centers of Alabama, PC Dispensary. Payments are to be paid in full at the time of service.
8. Use the medication as directed by the physician and UCA Dispensary. Modifying or using the medication not as directed releases any liability by the pharmacy and the manufacturer. Please refer to the Damaged, Recalled, and Discontinued Medications section on the patient information sheet.
9. Provide Urology Centers of Alabama, PC Dispensary with your most current and active insurance coverage information.
10. Notify Urology Centers of Alabama, PC Dispensary of any insurance or financial changes that could affect your treatment and care plan.
11. Notify Urology Centers of Alabama, PC Dispensary of any changes to your address, phone number, delivery location, or delivery preferences.

12. Notify UCA Dispensary of any errors with prescriptions or medications received from UCA Dispensary.
13. Submit all forms and paperwork that are necessary to enroll in any pharmacy/dispensary programs.
14. Treat UCA Dispensary personnel with respect and dignity without discrimination as to race, age, sex, religion, ethnic group, sexual preference, cultural or political beliefs, and/or any disability or national origin.

If you have any questions or concerns regarding your rights and responsibilities please contact Urology Centers of Alabama, PC Dispensary by phone at (205) 445-0183 or Susan Wilkinson, Director of Clinical Operations, (205) 445-0133. Please verify you have acknowledged and consented to your Rights and Responsibilities by signing and returning the *Statement of Acknowledgement of Receipt and Enrollment in UCA Dispensary Services*.

Patient Concerns and Grievances Form

Patients have a right to report any concerns, complaints, and grievances they experience with Urology Centers of Alabama, PC Dispensary. UCA Dispensary values the feedback and every case will be taken seriously. Complaints and grievances will be addressed promptly upon receipt and the UCA Director and CEO will be notified of every case. Cases will be handled during our normal business hours of 8:00 AM to 5:00PM Monday through Friday. To submit a concern, complaint, or grievance, you have the following options:

1. Complete this form and mail to:

**Urology Centers of Alabama, PC Dispensary
3485 Independence Drive
Homewood, AL 35209**

2. Call us at (205) 445-0183

3. Discuss in person at the UCA Dispensary located at the address above.

Once the review is completed, you will receive a written or verbal response from a Urology Centers of Alabama, PC Dispensary staff member within 14 days. If you do not feel the case has been resolved to your satisfaction you have the right to contact us and request that the case be re-reviewed and escalated. Filing this complaint does not affect your ability to receive treatment at Urology Centers of Alabama, PC Dispensary or any of Clinics.

Please complete this side only if you are filing a complaint related to someone else.

Name: _____

Patient Name: _____

Address: _____

Patient Address: _____

Date of Birth: _____

Patient's Date of Birth: _____

Telephone: _____

Patient's Telephone: _____

Please use the space below to explain your complaint: (continue on the back of this page if needed)

Signature: _____

Date: _____

If applicable, please provide:

Legal Representative's Name: _____

Relationship to Patient: _____

PRIVACY COMPLAINT FORM

Both federal and state law provide for confidentiality of your protected health information, including information maintained in your medical record. It is Urology Centers of Alabama, PC Dispensary’s policy to maintain the confidentiality of all such information and to not use or disclose it without the consent or authorization of the patient or as specifically allowed by law. To that end, we treat our patients’ concerns about our privacy practices very seriously. You may use this form to let us know of any privacy concerns you may have concerning our use or disclosure of your protected health information.

Once the Urology Centers of Alabama, PC Dispensary Privacy Officer receives this complaint, he or she will review it promptly. Once the review is completed, you will receive a written response from the Privacy Officer or his or her designee. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services. For information on the procedures for filing such a complaint, please contact us at the address or phone number listed below. **Filing this complaint does not affect your ability to receive treatment at any UCA Health Care location.**

Please complete this side only if you are filing a complaint related to someone else.

Name: _____

Patient Name: _____

Address: _____

Patient Address: _____

Date of Birth: _____

Patient’s Date of Birth: _____

Telephone: _____

Patient’s Telephone: _____

Please use the space below to explain your complaint: (continue on the back of this page if needed)

Signature: _____

Date: _____

If applicable, please provide:

Legal Representative’s Name: _____

Relationship to Patient: _____

Please send this form to: Alyssa Hunt, Privacy Officer, Urology Centers of Alabama, PC
3485 Independence Drive, Homewood, AL 35209
Phone: (205) 445-0242

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 the preferred drug price.

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.

Form CMS -10147 (Approved 09/30/2014)