



Skagit Regional Health Pharmacy

Specialty Pharmacy Services

NEW PATIENT WELCOME PACKET



SkagitRegionalHealth.org



Welcome to Skagit Regional Health Pharmacy

We appreciate the chance to attend to your pharmacy needs. We want to provide you with quality care and excellent customer service.

The specialty pharmacy team is made up of highly trained experts who understand complex and specialized disease states. We are experts in managing the complexity of high cost, complicated pharmacy benefit plans and medication treatment. We are an extension of your care team, working directly with the doctors and specialists at Skagit Regional Health so that every patient gets safe, high-quality care. This booklet offers more about our services and how we can help with specialty pharmacy care needs.

As a specialty pharmacy patient, you have access to many different services:

- Support 24 hours a day, 365 days a year, including national holidays.
- You will be treated as an individual. We will work as part of your healthcare team to tailor the program and treatment options to your specific condition.
- We will educate you on your specialty medication, including how it is stored, handled and used.
- Our specialty team will ensure the lowest possible out of pocket costs for your treatment.

If you have any questions, please do not hesitate to call us toll-free at 888-250-2320. We look forward to providing you with the high-quality specialty pharmacy care you deserve. This is an important decision, and we appreciate the trust you have placed in our team.

Sincerely,

Your Specialty Pharmacy Team

Table of Contents

Who We Are

| | |
|---|---|
| About Skagit Regional Health Pharmacy..... | 4 |
| Hours of Operations & Contact Information | 4 |
| Emergency and After-Hours Support | 4 |

Your Care Team & How We Help

| | |
|---|---|
| About Your Pharmacy Services | 5 |
| Billing & Payment Process | 6 |
| Emergency & Disaster Preparedness Plan..... | 7 |

Important Patient Information

| | |
|--|---|
| About Your Pharmacy Services | 8 |
| Getting Your Medications & Services..... | 8 |

General Safety Information

| | |
|---------------------------------|----|
| Proper Hand Hygiene..... | 10 |
| Medication & Poison Safety..... | 10 |
| Medication Disposal | 11 |

Home Safety Information

| | |
|-----------------------------------|----|
| Safe Medication Storage..... | 12 |
| Creating a Safe Environment | 12 |

Your Voice Matters

| | |
|---|----|
| Concerns or Suspected Errors..... | 14 |
| Patient Advocacy Support..... | 15 |
| Cultural & Language Access Services | 15 |

Your Rights & Privacy

| | |
|--|----|
| Patient Bill of Rights & Responsibilities..... | 18 |
| Notice of Privacy Practices..... | 19 |

Medicare Information

| | |
|---|----|
| Medicare Prescription Drug Coverage & Your Rights.. | 22 |
| Medicare DMEPOS Supplier Standards | 23 |

Help Us Improve

| | |
|---------------------------------------|----|
| Patients Suggestions & Feedback | 25 |
|---------------------------------------|----|

OUR MISSION

Exceptional healthcare, always.

OUR VISION

Improving lives through **compassionate**
and innovative healthcare.

OUR VALUES

Excellence Compassion Integrity
Sustainability Equity

About Skagit Regional Health Pharmacy

Pharmacy Location

1400 East Kincaid Street
Mount Vernon, WA 98274

Contact Information

Toll Free:
888-250-2320

Telephone:
360-718-9782

Email:
SRHSpecialtyPharmacy@skagitregionalhealth.org

Website:
SkagitRegionalHealth.org

Hours of Operation:
Monday to Friday 8:30 a.m. to 5 p.m.

After-Hours Support

For emergencies or serious symptoms, visit the nearest emergency room or call 911. If you need assistance outside of our regular business hours, you can reach our on-call team by calling the pharmacy's main phone number, where a licensed pharmacist is available 24 hours a day, 7 days a week. A pharmacist will return your call as soon as possible to help with urgent medication questions or concerns.

Holiday Observance Notice

We want to ensure you receive your medications on time throughout the year, including during holidays. Our pharmacy observes the following national holidays, which may affect our operating hours and delivery schedules. If an upcoming holiday could impact your refill or shipment, our team will contact you in advance to help plan accordingly.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day





Your Care Team & How We Help About Your Pharmacy Services

Getting Started

Once your provider sends a prescription to the specialty pharmacy, you will be eligible to enroll in our personalized specialty pharmacy service. Our patient management program has been tailored to meet the needs of our patients and providers. The program's purpose is to improve the health of our patients through education and compassion.

The program includes:

- Personalized services specific to your condition
- Expertise to save you time and money on your specialty medications
- Educational materials to help you better understand and manage your condition
- Monthly refill reminder calls to help you refill your medications on time
- Convenient, timely and confidential delivery options
- 24/7 access to specialty-trained pharmacists

This program provides helpful tools and personalized services. The patient management program is provided at no additional cost and enrollment is optional. You may contact us at any time to be removed from this service.

Medication Access Specialist

Your personal Medication Access Specialist is an important member of your healthcare team.

Your Medication Access Specialist:

- Has direct access to your electronic medical record and works directly with your doctors, nurses, pharmacists and other health providers
- Is a knowledge source for your specialty care and is there to help you save time and money on your specialty medications

Insurance

The Medication Access Specialist will work with your physician and your insurance company to help get your specialty prescription covered. This process is called a prior authorization. While prior authorizations may often take a few business days to complete, our team will be sure to keep you, and the physician team, informed each step of the way.

Appeals

If your insurance denies coverage for your medication, you may have the right to file an appeal with your health plan. Our specialty pharmacy team has the knowledge and resources available to help you with the appeals process.

Financial Assistance

Specialty medications are expensive, even after insurance pays their portion of the cost. If you cannot afford your copay, your Medication Access Specialist will research available financial assistance programs to help reduce your out-of-pocket expense. The specialty pharmacy care team works with several foundations and manufacturer programs that provide financial assistance for specialty medications. Programs may include drug company assistance programs and coupons.

Alternative Pharmacy Coordination

If the specialty pharmacy is unable to provide your specialty medication, your Medication Access Specialist will work with you to find a pharmacy that can supply the medication for you. If you would like your prescription transferred to another pharmacy at any time, please contact a member of the specialty pharmacy team to transfer the prescription on your behalf.

Convenient and Safe Medication Delivery

We will contact you to determine how you would like to receive your specialty medication. We can coordinate free delivery to your home, doctor's office or an approved alternate location. You may also pick up your prescription at our Outpatient Pharmacy.

You can find the pharmacy on the first floor of the Founder's wing, inside Skagit Regional Clinics – Mount Vernon. We are conveniently located across the street from Skagit Valley Hospital. Our address is 1400 East Kincaid Street, Mount Vernon, WA 98274.

If you choose to have your medication delivered, the specialty pharmacy will ship securely via national courier services. Deliveries can occur Tuesday through Saturday. If you cannot be there to accept the package, we can arrange for it to be left at your home or at another approved location.

We include any necessary supplies such as syringes, needles, sharps containers, alcohol swabs and educational materials at no additional cost.

If your medication requires special handling or refrigeration, it will be packaged and shipped to meet those needs. We use environmentally friendly products that are tested to meet the IST A-7E standards as well as audit our procedures to ensure the highest quality.

Refill Support and Reminder Services

You will receive a call from the specialty pharmacy team 7-10 days before your next refill is due. We will confirm how much you have remaining, the current strength you are on and your shipping address. Routinely, you may also be connected to the clinical pharmacist to do an in-depth review of your progress through the treatment plan.

You may also order your refills on your own by contacting your Specialty Pharmacy Care Team or by stopping by the outpatient pharmacy in person Monday through Friday 8:30 a.m. to 5 p.m.

Clinical Pharmacist

Our specialty pharmacists are here to ensure you get the very best specialty care and to answer questions about your care plan. Please call your specialty pharmacist if you have any questions or concerns regarding your treatment. 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 call the pharmacy at 888-250-2320 and follow the prompts to reach the on-call pharmacist. In case of an emergency, call 911.

Our pharmacists provide personalized patient management services which will:

- Serve as care team extenders with your healthcare team to ensure your specialty medications are safe and effective
- Teach you how to take your medicine correctly
- Train you in the use of any specialty device
- Help you prepare and manage possible side effects and drug interactions
- Explain how to monitor your medication and interpret the results throughout treatment

These services are provided at no additional cost, and participation is completely voluntary.

Billing and Understanding Your Insurance Plan

Payment Policy

Skagit Regional Health Pharmacy will explain your financial obligations that are not covered by your insurance or other third-party sources. This will happen before your care begins. Insurance may not cover all your costs. We will provide the medication's cash price if you request it. We will also provide the pharmacy's network status and other information.

Insurance Claims & Co-Payments

Skagit Regional Health Pharmacy may submit claims to your health insurance. This happens on the date that your prescription is filled. However, there still may be a portion of the cost which is called a co-pay or co-payment. Out-of-pocket costs depend on your insurance. They may include:

- Deductibles
- Co-payments
- Coinsurance
- Annual out-of-pocket limits

By accepting medication from Skagit Regional Health Pharmacy you authorize payment by your insurance company or prescription benefit manager (prescription insurance card) to Skagit Regional Health Pharmacy for medications and supplies received from Skagit Regional Health Pharmacy. You are financially responsible for all co-payments and deductibles associated with your insurance benefit.

If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue.

If you have a co-payment, it must be paid at the time of shipping or pick-up. We accept all major electronic payments including Visa®, MasterCard®, American Express® and Discover®. We can maintain your credit card information on file in a secure environment, if you wish.

Emergency & Disaster Preparedness Plan

Your safety and continued access to medication are extremely important to us. We work proactively to support your treatment needs during severe weather, natural disasters or other emergency situations. The information below explains how we plan, communicate and partner with you to help prevent interruptions in your care.

We maintain a comprehensive emergency preparedness plan to guide our response during events such as fires, chemical spills, severe weather, earthquakes, tornadoes, hurricanes or community evacuations. Our top priority during these situations is to make sure you continue receiving the medications you rely on. If a disaster or major weather event is expected in our area, we will reach out to you before conditions worsen. If the threat is in your local community instead of ours, please contact us ahead of time, when it is safe, so we can help ensure you have enough medication available during the event.

We will use every resource accessible to us to continue supporting your medication needs. However, in rare cases where a large-scale disaster prevents us from assisting you directly, you may need to rely on local emergency services or medical facilities for immediate help.

Here are some important steps to follow during emergency situations:

- We will attempt to contact you 3–5 days before any predicted severe weather or disaster based on local weather updates. If you live outside our local region and anticipate severe weather in your area, please reach out to us 3–5 days before the event, when possible.
- During expected weather disruptions, we will send medications through courier or next-day delivery services to reduce delays. If we are unable to deliver your medication before the event begins, we will transfer your prescription to a nearby specialty pharmacy to make sure you do not go without treatment.

- If a local disaster affects communication and we are unable to reach you, or you cannot reach us, please follow guidance from local authorities, rescue organizations and community health resources on how to obtain medication. If you may miss a dose, seek help at your closest hospital or urgent care facility right away if your provider is not available or accessible for guidance.
- We also encourage every patient to provide a secondary emergency contact number. If you face a personal emergency that may affect your medication needs, please contact us as soon as you are safely able so we can support you.

Staying Prepared During Emergencies and Disasters

To help you stay personally prepared for an emergency, consider keeping the following items on hand:

- Store non-perishable food, bottled water and a basic first-aid kit. Have a battery-operated radio, flashlights and extra batteries available, and regularly check expiration dates on stored items so they remain usable.
- Keep an updated list of your medications, including dosage and purpose, and know how much medication you currently have.
- If there is a risk of flooding, place your medications in a watertight container. For medications that require refrigeration, keep ice or a backup cooling option readily available.
- If you use a nebulized medication or another treatment that requires electricity, notify your local electric company. Many utility companies maintain lists of customers with medical needs and may prioritize restoring power after an outage.
- If you must evacuate your home, take your medications with you. Once you are in a safe location, please contact us with your updated address and contact information so we can arrange a new delivery.
- If a natural disaster disrupts shipping to your area, we will contact you to determine whether an early shipment or local medication sourcing is needed to avoid gaps in therapy.

For more guidance on protecting yourself and your loved ones during emergencies, you can visit: emergency.cdc.gov/protect.asp.

Important Patient Information

About Your Pharmacy Services

When You Should Contact Your Pharmacy Team

We want you to feel supported at every step of your treatment. Please reach out whenever you have a question, notice a change, or need help with anything related to your medication or pharmacy services.

Contact us if you:

- Have questions about your medication
- Think you may be experiencing side effects or allergic reaction
- Notice any change in how you take your medication
- Start or stop a medication, including prescriptions from other pharmacies
- Want to begin a vitamin, supplement, or over-the-counter product
- Need to update your contact information or delivery address
- Have changes to your insurance or payment information
- Want to check the status of a delivery
- Need to change or reschedule a delivery
- Have concerns about potential delivery delays
- Suspect a dispensing or shipping error
- Have any other questions or concerns

We are always here to help!

Ways to Contact Us

Come See Us in Person:

You can find the pharmacy inside the Founder's Building, conveniently situated just across from Skagit Valley Hospital. Our address is 1400 East Kincaid St, Mount Vernon, Washington 98274.

Call Us: 888-250-2320 (Toll Free)

Getting Your Medications & Services

We want starting a new medication to feel simple and we want you to feel well-supported. Our team will work closely with you and your prescriber to make sure your prescription is received and filled without delay.

Starting a New Prescription

We will work with your prescriber when you need a new medication. In many cases, your prescriber will electronically send your prescription to the specialty pharmacy through a digital prescription system. You can also call the pharmacy to request a new prescription, and we will reach out to your prescriber directly to obtain the necessary information.

Ordering Refills

When it's time for your next refill, simply call the pharmacy. A specialty pharmacy team member will review your progress, confirm your shipping address, arrange your delivery date and connect you with a pharmacist if you have any questions about your treatment or medication.

How to Transfer a Prescription

We want you to receive your medication from the pharmacy that best meets your needs. If you decide that another pharmacy would better support your care, we can transfer your prescription wherever you choose. Please call the pharmacy and let us know where you would like it to be sent. If there is ever a situation where we are no longer able to provide your medication, a pharmacist will arrange the transfer on your behalf and will notify you before the prescription is moved.

Returning Medications and Supplies

Washington State Board of Pharmacy regulations do not allow any prescription product that has already been dispensed to be reused or resold. Because of this, we are unable to accept returned medications once they have left the pharmacy, and we are not permitted to issue credit for unused or extra medication. If the medication or supplies you receive are damaged, defective or not correct, we will work with you to arrange a return and provide a proper replacement.

Understanding Medication Substitutions

Sometimes a lower-cost option may be available for your medication, and we want you to feel informed about how these decisions are made. A generic medication may be provided in place of a brand-name drug unless you or your prescriber request that the brand be used. This

can happen with new prescriptions, refills, therapeutic changes, or transferred prescriptions. If a substitution is made, a member of the specialty pharmacy care team will contact you before your medication is shipped to explain the change and answer any questions you may have.

How We Handle Drug Recalls

Your safety is our priority and we carefully follow all guidelines to ensure you are protected if a medication you receive is recalled. Our specialty pharmacy complies with drug recall procedures established by the FDA, medication manufacturers, distributors and state or federal regulatory agencies. If a recall affects a medication you are taking, we will promptly notify both you and your prescriber and provide guidance on what to do next.

Staying Updated on Your Prescription

We want you to always feel informed about where your medication is in the process. A member of the specialty pharmacy team will update you on the progress of your prescription and let you know if any delays are expected. If you ever have questions or would like an update sooner, you are welcome to contact the pharmacy directly.

Keeping Your Medication Safe During Shipping

We want receiving your medication to be simple and stress-free. Our team works with you to make sure your prescriptions arrive safely, on time and in the way that best supports your treatment needs. We coordinate the delivery of your medications and can ship them to your home, your prescriber's office or another approved location. Your shipment may or may not require a signature depending on your preference and the medication being delivered.

Some medications require refrigeration or special handling and we use appropriate packaging and shipping methods to protect them during transit. When refrigerated medications are shipped, they will arrive in packaging designed to keep them at the proper temperature. Because temperature and humidity can affect certain medications, your shipment may include ice packs. The number and condition of the ice packs can vary depending on the weather and season, and sometimes they may be partially or fully thawed by the time the package arrives. Once your order is delivered, please remove the medication from the box and place it in your refrigerator right away.

If your package appears damaged or the contents do not seem to be at the correct temperature, please contact the pharmacy so we can assist you immediately.

Staying Prepared for Weather-Related Delays

If severe weather is expected, we will do everything we can to deliver your medications and supplies early. During these situations, we will reach out to patients, based on clinical and disaster priority, with any important updates or instructions. To help prevent delays in your treatment, please make sure we have your most current contact information on file.

Education and Support from Your Pharmacist

Our clinical pharmacy team will offer education tailored to your needs, including how your medication works, how to take it correctly, what side effects to watch for and how to store it properly. You will also receive written materials that reinforce these details, so you have information you can review at home whenever you need it. If anything is unclear or if new questions come up, your pharmacist is always available to help.

Knowing When to Seek Medical Help

Your safety is our top priority. If you ever feel unwell or notice a reaction to your medication, it's important to reach out for help right away.

If you experience any side effects, contact your doctor or care team as soon as possible. If you need urgent medical attention, visit the nearest emergency room. For any life-threatening situation, call 911 immediately.

Adverse Drug Reactions

Seek help right away, by contacting your doctor, going to the emergency room or calling 911, if you experience any of the following:

- A reaction to your medication
- Signs of an allergy or allergic reaction
- Sudden or severe medical symptoms
- Any other concerning problems

How We Follow Controlled Substance Reporting Laws

To help keep patients safe and comply with state requirements, we follow all laws regarding the monitoring of controlled substance prescriptions. As required by state law, our pharmacy submits information about controlled substance prescriptions to the state's Prescription Monitoring Program. Certain authorized individuals may access this information, but only for specific and legally approved purposes related to patient safety and appropriate medication use.

General Safety Information

Keeping Your Hands Clean and Germ-Free

Clean hands are one of the easiest and most effective ways to protect yourself and others from illness. Good hand hygiene is especially important when handling medications or caring for someone who is sick.

Proper Hand Hygiene

Proper handwashing helps prevent the spread of germs and infections. Always wash your hands before preparing or taking your medication and after caring for someone who is ill. The Centers for Disease Control and Prevention (CDC) recommends the following steps for effective handwashing:

- Wet your hands under clean, running water (either warm or cold), turn off the faucet and apply soap.
- Create a lather by rubbing your hands together, making sure to include the backs of your hands, between your fingers and under your nails.
- Scrub for at least 20 seconds, humming the “Happy Birthday” song twice is a good timer.
- Rinse thoroughly under clean running water, then dry your hands with a clean towel or let them air dry.

Using Hand Sanitizer

When soap and water are not available, an alcohol-based hand sanitizer with at least 60% alcohol can help reduce germs. You can check the product label to confirm the alcohol content. Sanitizers work quickly in many situations, but they do not eliminate every type of germ, may not work well when hands are visibly dirty or greasy, and may not remove harmful chemicals such as pesticides or heavy metals.

When using sanitizer, apply enough to cover all surfaces of your hands and rub them together until completely dry.

Preventing Medication Poisoning at Home

Keeping medications stored and used safely is an important part of protecting yourself and those around you. A few simple steps can greatly reduce the risk of accidental poisoning.

Medication poisoning can happen when medicines are taken in the wrong amount, by the wrong person, or in the wrong way. To help prevent this, always store medications out of reach of children and pets, keep them in their original containers with labels intact, and take them exactly as prescribed. Never share prescription medications and avoid keeping loose pills or liquids where they can be mistaken for food or candy.

If someone accidentally takes a medication or you suspect a poisoning, call Poison Control at 1-800-222-1222 right away. If the situation is serious or life-threatening, call 911 immediately.

If you or someone in your home is experiencing emotional distress, thoughts of self-harm, or a mental health crisis, please reach out to the Suicide & Crisis Lifeline at 988 or 1-800-273-8255. Help is available 24/7 and you do not have to face a crisis alone.

Staying Safe Around Needles

If you use injectable medications or handle needles at home, we want you to feel confident and safe. Understanding how to prevent accidental needle sticks, and what steps to take if one happens, can help protect you and those around you.

Accidental needle sticks can occur when needles are not handled or disposed of properly. Before using any needle, make sure you have a clear plan for how you will use it and how you will dispose of it afterward. Always handle needles with care, avoid recapping them and place used needles directly into an approved sharps container. Keep all needles and syringes stored securely and out of reach of children and pets and never throw loose needles into the regular trash.

If an accidental needle stick happens, wash the area right away with soap and water. Seek medical advice as soon as possible so a healthcare professional can determine whether any follow-up care or testing is needed.

If you come into contact with blood or bodily fluids in your eyes, nose, mouth or on your skin, follow the same steps.

Safe Disposal of Medical Waste at Home

Proper disposal of medical supplies and unused medications helps protect you, your family, and your community. The guidance below explains how to safely dispose of sharps, biomedical waste and medication waste in your home.

Sharps Waste (such as needles, syringes and lancets)

Items that can puncture the skin should always be placed immediately into a sturdy, FDA-cleared sharps container after use. This will be provided by the pharmacy if you are prescribed an injectable medication. Never place loose needles or syringes in household trash or recycling. When the container is full, follow local disposal guidelines or mail-back programs. Do not place loose sharps in the trash or flush them down a toilet. If you do not have a sharps container, you may use a heavy plastic household container with a tight-fitting lid, never a glass container.

Search for more information on proper disposal at [FDA.gov](https://www.fda.gov).

Biomedical Waste (Items Contaminated with Blood or Bodily Fluids)

Supplies like used gauze, bandages, gloves, or swabs should be placed in a sealed plastic bag before going into the trash, unless your community requires a different method. Always wash your hands immediately after handling these materials.

Non-Sharps Medication Waste (Unused, Unwanted or Expired Medications)

Whenever possible, take extra or expired medications to a designated drug take-back location. Medication drop off bins are easy to use. Simply bring your unused or expired medication to a medication disposal bin. Open the secure bin and drop them in. Trained personnel will collect them and dispose of your unused or expired medication safely.

To locate your nearest medication drop box, visit: [safe.pharmacy/drug-disposal](https://www.safe.pharmacy/drug-disposal).

If a take-back option is not available, mix the medication with something undesirable, like used coffee grounds or cat litter, seal it in a plastic bag and place it in the household trash. Do not crush tablets before mixing. Remove or black out any personal information on prescription labels before throwing away medication bottles.

If you have questions about how to safely dispose of any medical or medication waste, please contact us. We are here to help you stay safe at home.



Home Safety Information

Here are some simple tips to help you stay aware of your surroundings and practice safe habits at home. Choosing safe approaches protects you and those around you. Avoid shortcuts that could lead to harm and address unsafe situations as soon as you notice them. Taking small steps to prevent accidents can make a big difference. Be sure to keep emergency contact numbers in a place where they are easy to find.

Keeping Medications Safe for You and Your Family

Using, storing and disposing of medications properly helps protect everyone in your home. The information below provides simple steps to reduce risk, prevent misuse and ensure medications are handled safely from start to finish.

- If children live in the home, keep medications and hazardous substances secured in child-resistant containers and stored where children cannot reach them.
- Medications should remain in their original, clearly labeled packaging at all times.
- Never take a medication that was prescribed for someone else or share your prescriptions with others.
- Always review the label and carefully measure each dose when taking or giving medication.
- Be aware of possible side effects and know what to watch for.
- When medications are expired or no longer needed, dispose of them safely rather than flushing them or pouring them down the sink.

Preventing Slips and Falls in Your Home

Falls are one of the most frequent causes of injury in the home and can sometimes result in serious harm. Taking a few preventive steps can reduce your risk and help keep you safe at home:

- Arrange furniture to allow clear walking paths throughout your home.
- Add grab bars or handrails where extra support is needed, such as on stairways and in bathrooms.
- Make sure stairways are uncluttered and adequately lit.
- Use non-slip mats or textured surfaces in showers and bathtubs.
- Consider using a shower chair or bath bench if you experience weakness, dizziness or shortness of breath.

- Clean up spills, including water, grease or oil, as soon as they occur.
- Remove items from the floor that could cause tripping, such as cords, loose rugs or clutter.
- Keep drawers and cabinets securely closed when not in use.
- Ensure lighting throughout the home is bright enough to see clearly.

Moving Safely with Mobility Devices

Using mobility aids can help you stay independent and comfortable, but it's important to use them safely to reduce the risk of slips or falls. The tips below can help you stay steady and confident as you move around your home or community.

When using mobility devices such as canes, walkers, wheelchairs or crutches, take extra precautions to stay safe and prevent falls.

- Be especially careful when navigating wet or slippery areas with walkers, canes or crutches.
- Always lock the wheels on a wheelchair or seated walker before sitting down or standing up.
- Wear shoes when using mobility equipment, and try to steer clear of obstacles, uneven ground, or soft surfaces.

Lifting the Safe Way

Lifting and moving items is part of everyday life but doing it the wrong way can lead to back pain or injury. These tips can help you protect your back and keep you safe whenever you need to move items around your home. If an item is too heavy, bulky or difficult to manage on your own, ask for help rather than attempting to lift it alone.

To reduce your risk of strain or injury:

- Stand close to the object and position your feet shoulder-width apart to maintain balance.
- Bend at your knees and position yourself around the item for a stable lift.
- Keep your back as straight as you can while lifting and carrying.
- Avoid twisting your body when holding or moving the object.
- Take a moment to prepare, removing obstacles and making sure your path is clear before lifting.

What to Do If You Smell Gas

If you ever notice a gas odor in your home, acting quickly and safely is important. These steps can help protect you and your family while you wait for help to arrive.

If you detect the smell of gas, immediately open windows and doors to let fresh air in.

- Turn off any appliance you suspect may be causing the leak.
- Avoid using matches, lighters or anything that could create a spark.
- Do not flip light switches or use your phone inside the home, as this may produce an electrical spark.
- Do not burn candles or create an open flame.
- Go to a neighbor's home and contact your gas company right away.
- If your gas provider offers complimentary yearly safety checks, consider scheduling one to help prevent future issues.

Staying Safe and Prepared for a Fire

Planning ahead can make a big difference in a fire emergency. Taking time to learn your exits and practice what to do helps you and your family respond quickly and safely if a fire ever occurs.

Create and rehearse a fire escape plan that includes at least two ways to leave your home. If one of your exits is a window, ensure it opens smoothly. Apartment residents should know where the stairwell exits are located and remember not to use elevators during a fire. If you have a disability or special needs, you may contact your local fire department ahead of time for guidance or assistance.

To help reduce the risk of a fire in your home:

- Install smoke detectors, test them regularly and replace batteries yearly or as needed.
- If oxygen is used in the home, place a "No Smoking" sign where it can be easily seen.
- Dispose of old papers, boxes and other clutter that could fuel a fire.
- Empty trash containers often.

- Make sure cigarettes, matches and ashes are completely out before throwing them away.
- Have your fireplace and chimney inspected often and repair any cracks or loose areas. Keep rugs, wood, and paper away from where sparks may land.
- Use space heaters with caution and follow all safety instructions.
- Follow manufacturer directions when using heating pads to avoid burns.
- Check your furnace and nearby pipes regularly. Add insulation if surrounding walls or ceilings become unusually warm.
- Keep a fire extinguisher in your home and learn how to operate it properly.

Smart Ways to Prevent Electrical Accidents

Electrical issues can happen quickly and unexpectedly, so it's important to know how to spot early warning signs and take simple steps to protect your home. A few safety habits can greatly reduce the risk of shocks, fires, and other electrical accidents.

Be alert for signs of electrical problems such as overheating, unusual burning odors, or sparks. If you notice any of these, unplug the device immediately and have it inspected by a professional.

To help prevent electrical accidents at home:

- Keep appliances and cords away from water, and avoid running extension cords under rugs, through doorways, or near heaters.
- Always check cords for wear or damage before using them.
- Make sure extension cords are the right size for larger appliances and repair or replace any broken outlets, plugs or wires promptly.
- Using grounded three-prong plugs and appropriate adapters can help prevent electrical shocks.
- Be mindful not to overload outlets with too many devices at once.

Your Voice Matters

We're Here to Listen and Support You

Your feedback helps us improve the care and services we provide. Whether you have a question, concern or suggestion, we encourage you to reach out so we can assist you and address your needs promptly.

Patients and caregivers are encouraged to share concerns or recommendations about pharmacy services at any time. You can contact us by phone, email or in writing, whichever option works best for you. If you have questions or need help with your medication, delivery or any part of your service, the pharmacy team is available to support you.

If you suspect an error or believe a medication may be counterfeit, please call us right away. We will respond to these concerns within 24 hours or the next business day.

You also have the right to file a formal grievance. A written complaint can be submitted using the Patient Concern Form included in this packet. Once received, we will acknowledge your concern within 5 business days and provide a final response within 14 days.

If you ever feel that your concern has not been resolved to your satisfaction, you may contact the external organizations below for additional assistance.

Washington State Board of Pharmacy

Website: doh.wa.gov

Address: 111 Israel Rd. S.E.

Tumwater, Washington 98501

Telephone: 360-236-4700

ACHC - Accreditation Commission for Healthcare

Website: achc.org/contact

Address: 139 Weston Oaks Ct Cary, NC 27513

Telephone: 919-785-1214

Toll Free: 855-937-2242

Request the Complaints Departments



Patient Advocacy Support

Support and Resources for Your Care

We want you to feel confident and supported throughout your specialty medication treatment. Our team is committed to helping you get the most benefit from your therapy. If you need assistance at any point, contact us right away so we can work with you to find a solution.

Below, you'll find a selection of organizations and support groups designed to help patients learn more about their health conditions. These resources offer education, community connections and additional support for individuals managing complex or long-term health needs. Visit the websites of these organizations for more information.

Allergy and Immunology

- American College of Allergy, Asthma & Immunology
- Allergy & Asthma Network
- Food Allergy Research & Education

Cardiology

- The American Heart Association
- The National Coalition for Woman with Heart Disease
- Familial Hypercholesterolemia Foundation

Cystic Fibrosis

- Cystic Fibrosis Foundation
- Cystic Fibrosis Research Institute

Dermatology

- National Psoriasis Foundation
- American Academy of Dermatology Association

Gastrointestinal Conditions

- Chron's & Colitis Foundation
- American College of Gastroenterology

Growth Hormone Conditions

- Human Growth Foundation
- American Association of Clinical Endocrinology

Hematology/Oncology

- Association of American Sickle Cell Disease
- National Cancer Institute
- American Cancer Society
- Chemocare

Hepatology

- American Liver Foundation
- American Association for the Study of Liver Infectious Diseases
- US Center for Disease Control & Prevention
- Federal HIV/AIDS Resources

- National Institute of Allergy & Infectious Disease
- AidsMap

Inflammatory Conditions

- American College of Rheumatology
- Arthritis Foundation

Neurology

- National Multiple Sclerosis Society
- Multiple Sclerosis Association of America
- Multiple Sclerosis Foundation

Pulmonary Diseases

- American Lung Association
- American Thoracic Society
- Pulmonary Fibrosis Foundation

Solid Organ Transplant

- United Network for Organ Sharing (UNOS)
- National Kidney Foundation

To learn more about consumer protection and advocacy services, you may visit the following websites:

- National Association of Consumer Advocates:

Language Access Services

If English is not your preferred language, we can provide free language assistance to help you understand your care and communicate with our team. Interpreter services are available by phone and written materials may be provided in other languages when available.

Please let us know your preferred language at any time, and we will ensure that an interpreter or translated information is provided so you can fully understand your medications, instructions and treatment plan.

For patients who are deaf or hard of hearing, we offer communication support such as sign language interpretation and assistive communication tools. Please let us know what accommodations you need so we can make sure you can communicate easily and understand every part of your care.

Cultural Support Services

We are also committed to providing care that honors each patient's cultural values, beliefs and preferences. If you have cultural practices or needs that may influence your healthcare or treatment, please share them with us. Our team will work with you to ensure your care plan is respectful, inclusive and aligned with what matters most to you and your family.

Your Rights & Privacy

Understanding Your Rights & Responsibilities

We want every patient to feel respected, informed and actively involved in their care. Knowing your rights and responsibilities helps ensure you receive safe, high-quality service and supports good communication between you, your caregivers and the pharmacy team.

Patients have important rights that must be upheld, and anyone who feels their rights have not been honored or who has questions or concerns is encouraged to speak with a member of the pharmacy team. Patients and their families also share in certain responsibilities that help promote a safe and supportive care environment for themselves and others.

The following section outlines the rights you are entitled to as a patient, as well as the responsibilities expected from you or your legally authorized representative. Understanding these helps you take an active role in your treatment plan and ensures you receive the best possible care.

Patient Rights

As our patient, you have the right:

Communication

- To know the names of the healthcare professionals caring for you.
- To have your questions or concerns addressed to the best of our ability.
- To have a family member (or representative of your choice) and your provider notified promptly of your admission to the hospital.
- To receive from your provider information concerning your illness or injury, possible treatments and the likely outcome of these treatments in terms you can understand. You may include or exclude family members from hearing this information.
- To receive information in a way you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your healthcare. This also includes providing you with needed help if you have vision, speech, hearing or cognitive impairments.

- To receive from your provider your diagnosis (es), the treatment you and your provider identified, information about your medication (including the purpose, use, or side effects), the potential outcome of the illness and any instructions required for follow-up care.
- To know why you are given various tests and treatments and the risks associated with any procedure or treatment.
- To receive from your doctor information concerning your care and condition in terms you can understand. You may include or exclude family members from hearing this information.
- To prepare advance directives, and have the hospital staff and others who provide care in the hospital comply with these directives.
- To know if the hospital or clinic has outside relationships that may influence your treatment and care. Such relationships may be with educational institutions, healthcare providers or insurers.
- To choose whether to participate in research efforts, which may affect your care. If you choose not to participate, you will receive the most effective care the hospital otherwise provides.
- To be told of reasonable alternatives for your care when acute inpatient hospital care is no longer appropriate.
- To be informed of hospital or clinic rules which may affect you and your treatment.
- To voice concerns in verbal or written format, without fear of discrimination or reprisal, and to have those complaints reviewed and resolved in a timely manner when possible. Patients or their loved ones may contact the manager of the department where care is received, or our Patient Relations Coordinator at 360-814-8248.

Treatment

- To have reasonable access to healthcare services without consideration of age, race, color, culture, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, source of payment or any other basis prohibited by federal, state or local law.
- To receive care in a safe setting, free from abuse or harassment.

- To be treated with dignity, respect and compassion in person, over the telephone and in written communication.
- To refuse or change your mind about any treatment, medications or procedure and to be informed of the medical consequences of such action.
- To appoint a surrogate to make healthcare decisions, as permitted by law.
- To be free from any form of restraint, whether physical or pharmaceutical, that is not medically indicated.
- To be shown consideration for your personal privacy. The hospital, clinics, your provider and others caring for you will protect your privacy as much as possible.
- To have your pain addressed and appropriately managed.
- To be involved in care planning and treatment.
- To access protective and advocacy services.
- To follow your spiritual and religious belief and customs as much as possible.
- To have a person of the same gender with you during certain exams and treatments.
- To refuse to see or talk with anyone who is not directly involved in your care.

Visitation

- To choose who may and may not visit you, including but not limited to a spouse, civil union partner, domestic partner (including same sex partner), another family member or a friend.
- To designate a support person or representative.
- To have individuals designated by the patient as a visitor, support person or representative not be restricted, limited or denied visitation privileges based on age, race, color, culture, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status or any other basis prohibited by federal, state or local law.

Compliance

To be seen in a timely manner when you arrive for your appointment.

Billing Information

To receive an explanation of your medical bill, regardless of the source of payment and to receive information or be advised of the availability of any sources of financial assistance.

Medical Records

To access the information contained in your medical record and receive, on request and at a fee established by the State of Washington, a copy of your medical record except as limited by the law.

Confidentiality

- To have all records pertaining to treatment be confidential, except as provided by law or third party contractual agreements.
- To request information NOT be shared with healthcare plan/insurance when visit is paid in full out of pocket.

PATIENTS MAY CONTACT:

Skagit Regional Health

P.O. Box 1376
1415 East Kincaid
Mount Vernon, WA 98273-1376
HOTLINE: 360-814-8248
Email: PatientRelations@skagitregionalhealth.org

DNV Healthcare, Inc.

400 Techne Center Drive, Suite 350
Milford, OH 45150
Phone: 866-523-6842

Washington State Department of Health, 800-633-6828
Centers for Medicare & Medicaid Services, 800-336-6016

Patient Responsibilities

As our patient, you have the responsibility:

Treatment

To provide accurate and complete information to the best of your knowledge concerning your present symptoms, past medical history, hospitalizations, medications, advanced directives and other matters relating to your health.

Communication

- To make it known if you do or do not understand the planned course of medical treatment and what is expected of you.
- To ask questions when you do not fully understand your health problems and the plan of care.
- To fully participate in decisions involving your own health and accept the consequences of these decisions.
- To tell your provider if you believe you cannot follow through with your treatment.
- To provide a copy of your Advance Directive, if applicable.

Compliance

- To keep appointments and to notify the appropriate department or provider's office at least 24 hours prior to your appointment when unable to do so.
- To be on time for appointments.
- To follow the treatment plan agreed upon with your provider, including the instructions of clinical assistants and other healthcare professionals, and accept responsibility if you do not follow the treatment or care plan.
- To follow our facility policies and procedures.
- To be considerate of the rights and property of other patients and facility personnel.
- To treat other patients, staff and providers with respect in person, over the telephone and in written communication.
- To comply with Skagit Regional Health's no smoking policy.

Payment

- To make all co-payments when due at the time of service.
- To present your health insurance identification card whenever you need medical care.
- To understand your insurance coverage and to resolve issues that may arise with your insurance company.
- To pay your bill or make arrangements for payment.

Your Rights & Responsibilities in the Specialty Pharmacy Program

Our specialty pharmacy services include a patient management program designed to support your treatment, answer your questions and help you get the most from your medication therapy. Understanding your rights and responsibilities within this program helps ensure you receive safe, coordinated and personalized care.

Specialty pharmacy patients have additional rights and responsibilities, including the following:

- You have the right to understand the purpose, philosophy and key features of the patient management program.
- Your personal health information will only be shared with the program as permitted by state and federal privacy laws.
- You may request the names and job titles of the program's staff, including supervisors, and you have the right to speak with a supervisor if desired.
- You have the right to speak with a qualified healthcare professional whenever needed.
- You are entitled to receive clear information about the services provided through the patient management program.
- You will be informed if any administrative changes occur within the program or if the program is discontinued.
- Participation is voluntary. You may decline, withdraw your consent or disenroll from the program at any time.
- You are responsible for completing any required forms needed to participate, as required by law.
- You should provide accurate clinical and contact information and notify the program if any of this information changes.
- If applicable, you are responsible for letting your treating provider know that you are taking part in the medication management program.

Your Privacy Matters to Us

We are committed to protecting your personal health information and ensuring you understand how it may be used or shared as part of your care. The following Notice of Privacy Practices explains your privacy rights and how we safeguard your information. We encourage you to review it, so you feel informed and confident about how your information is handled.

Your Rights

You have the following rights regarding your medical information:

Receive an electronic or paper copy of your medical record.

- You can ask to see or receive an electronic or paper copy of your medical record and other health information we have about you. You may request this from our Health Information Management Department at 360-814-8462.
- We will provide a copy or a summary of your health information within 15 working days. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record.

- If you think your health information is incorrect or incomplete, you can request a by calling the Health Information Management department at 360-814-8462.
- We do have a right to deny a correction request. You will be notified in writing within 10 days if your request is denied.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests. You can ask anyone who is checking you in to help you.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care or we cannot comply with your request. You may make this request to our Privacy Officer at 360-814-6376.

- If you pay for a service or healthcare item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior the date you ask, who we shared it with and why.
- We will include all the disclosures except for those about treatment, payment and healthcare operations and certain other disclosures (such as any you asked us to make). We will provide one accounting a year for free, however, we will charge a reasonable, cost-based fee if you ask for another one within 12 months. You may make this request to our Health Information Management Department at 360-814-8462.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on the back page.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses & Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

For your treatment

We can use your information to provide care to you. Treatment disclosures may also occur when we use an electronic health system to access or exchange information with providers outside Skagit Regional Health. You have the ability to opt out. If you do, information from Skagit Regional Health will only be available to Skagit Regional Health providers. Ask your Provider's receptionist or call our Privacy Officer at 360.814.6376.

Example: For your safety and treatment, we provide all of your Skagit Regional Health records to other SRH providers. Additionally, your providers at Island Hospital and clinics as well as The Everett Clinic have access.

You can find other providers in the U.S. and worldwide who connect through our system, Epic Care Everywhere at www.epic.com/careeverywhere/

Run our organization

We can use and share your health information to run our practice, improve your care and contact you when necessary.

Example: We use health information about you to manage our operations such as staffing and/or adding services.



Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know, in writing, if you change your mind.
- We will not withhold your information from you nor refuse to give you or your designee your information, unless legally required. There may be a cost-based fee.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice and the changes will apply to all information we have about you. The new notice will be available upon request, in our office and on our website.

THIS NOTICE OF PRIVACY PRACTICES APPLIES TO THE FOLLOWING ORGANIZATIONS:

- All Skagit Regional Health hospitals and clinics
- Skagit Valley Regional Cancer Care Center
- Cascade Imaging Associates, LLC
- Skagit Digital Imaging, LLC
- Skagit Radiology

You may contact our Privacy Officer at 360-814-6376 or at PrivacyOfficer@skagitregionalhealth.org

Medicare Information

Understanding Your Medicare Prescription Drug Rights

If you receive Medicare prescription drug coverage, it's important to know what to do if you have concerns about how your medication is covered. The information below explains your rights and the steps you can take if you disagree with a coverage decision from your Medicare drug plan.

Your Medicare Rights

You have the right to ask your Medicare drug plan for a coverage determination if you disagree with information you were given at the pharmacy or if you believe a medication should be covered differently. You can also request a special type of determination, called an exception, if any of the following apply:

- You need a medication that is not included on your plan's list of covered drugs (called a formulary).
- You believe a coverage rule, such as prior authorization or a quantity limit, should not apply to you for medical reasons.
- You need a non-preferred drug and want the plan to cover it at the cost of a preferred drug.

What You Need to Do

You or your prescriber can contact your Medicare drug plan to request a coverage determination. Use the plan's toll-free number on the back of your membership card or visit the plan's website.

If waiting up to 72 hours for a decision could seriously harm your health, you or your prescriber may request an expedited decision, which is made within 24 hours.

When contacting your plan, be prepared to share:

- The name, dose and strength of the medication that was not filled (if known).
- The name of the pharmacy that attempted to fill the prescription.
- The date you tried to have the prescription filled.
- If you are asking for an exception, your prescriber must send a statement explaining why you need a medication that is not on the formulary, a non-preferred drug, or why a coverage rule should not apply to you.

Your Medicare drug plan will send you a written response. If coverage isn't approved and you disagree with this decision, you have the right to appeal. The plan's notice will explain why coverage was denied and how to ask for an appeal.

For additional help or more information, refer to your plan materials or call 1-800-MEDICARE (1-800-633-4227).

To get this form in an accessible format (like large print, Braille or audio) contact your Medicare drug plan. You also have the right to file a complaint if you feel you've been discriminated against. Visit [Medicare.gov/about-us/accessibilitynondiscrimination-notice](https://www.medicare.gov/about-us/accessibilitynondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

PRA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0975. This information collection is used to provide notice to enrollees about how to contact their Part D plan to request a coverage determination. The time required to complete this information collection is estimated to average 1 minute per response, including the time to review instructions, search existing data resources, gather the data needed, to review and complete the information collection. This information collection is required under § 423.562(a)(3) and an associated regulatory provision at § 423.128(b)(7)(iii). If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

Form CMS – 10147
OMB Approval No. 0938-0975
(Expires 12/31/2027)

About Medicare DMEPOS Supplier Standards

Medicare has specific rules that all Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) suppliers must follow to keep their billing privileges.

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State healthcare programs or any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR §424.57 (c) (11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.

20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).

27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

Suppliers are allowed to share the following statement as an alternative way to meet the requirements of Supplier Standard 16, instead of providing a full copy of all the standards.

“The products and/or services provided to you by Skagit Regional Health Pharmacy are subject to the supplier standards contained in the federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). 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 at <http://ecfr.gov>. Upon request, we will furnish you a written copy of the standards.”



Help Us Improve

We Welcome Your Feedback

Your thoughts and experiences are important to us. If something about your care doesn't meet your expectations or if you have an idea that could help us serve patients better, we want to hear from you. Sharing your feedback helps us understand your needs and continue improving the care we provide.

You are welcome to email your suggestions or concerns to SRHSpecialtyPharmacy@skagitregionalhealth.org. If you prefer, you can complete the form below and mail it to:

Skagit Regional Health Pharmacy

PO Box 1376
Mount Vernon, WA 98273

Patient Name:

Date:

Team Member Involved (if applicable):

Please describe your concern or suggestion:

We follow a supportive and confidential process for reviewing all patient feedback. Every concern or suggestion is carefully reviewed, investigated and resolved. We will follow up with you by phone or in writing. You can share your concerns without fear of retaliation.

If You Have Concerns or Need Additional Support

Patients and caregivers may contact us directly at the address above, or you may also contact any of the following independent organizations if you prefer to speak with someone outside our team:

- Washington State Department of Health
- Center for Medicare and Medicaid Services
- Accreditation Commission for Healthcare

You deserve to feel heard, respected and supported. We are always here to listen.



One caring, connected system

Exceptional healthcare, *always.*

SPECIALTIES AND SERVICES

- Cardiology
- Colorectal Surgery
- Dermatology
- Ear, Nose and Throat
- Endocrinology
- Family Medicine
- Foot and Ankle
- Gastroenterology
- General Surgery
- Hospice of the Northwest
- Infectious Disease
- Internal Medicine
- Interventional Pain
- Laboratory
- Midwifery
- Nephrology
- Neurology
- Occupational Medicine
- Oncology
- Orthopedics and Sports Medicine
- Pediatrics
- Plastic/Reconstructive Surgery
- Radiology/Imaging
- Rehabilitation
- Rheumatology
- Sleep Medicine
- Spine Surgery
- Thoracic Surgery
- Urgent Care
- Urogynecology
- Urology
- Women's Health
- Wound Care



URGENT CARE

360-814-8872

Station Square

901 S. 5th Street,
Mount Vernon, WA 98273

Riverbend

2320 Freeway Drive
Mount Vernon, WA 98273

Smokey Point

3823 172nd Street NE
Arlington, WA 98223