

GETTING STARTED WITH INFUSION THERAPY

New Patient Book



Welcome to Hy-Vee Pharmacy Solutions

Thank you for choosing Hy-Vee Pharmacy Solutions (HPS) Infusion Therapy. We look forward to providing the most appropriate equipment, supplies and infusion therapy services to meet the needs of our patients and patients' caregivers.

While receiving home health services, the patient and caregiver will participate in learning the patient's care and assist as we provide treatment designed to help the patient recover at home as quickly as possible.

HPS Mission Statement

Hy-Vee Pharmacy Solutions is a specialty pharmacy dedicated to providing clients and patients with high-quality clinical care and services. We provide our clients with a whole health approach accompanied by care and integrity. We consistently strive to go above and beyond to make our patients' lives easier, healthier and happier.

HPS Infusion Therapy — Purpose

Hy-Vee Pharmacy Solutions Infusion Therapy is dedicated to providing patients with quality clinical care infusion services. Our specialized HPS Infusion Therapy staff will coordinate your infusion care with your local health care team. We provide infusion therapy services at home and through outpatient ambulatory infusion clinics.

HPS Infusion Therapy offers a range of educational materials and programs for patients and caregivers. Our network of supportive health care professionals is available to help you balance work, home and school as you receive infusion therapy services.

Our overall approach to infusion therapy services and care is to serve as your trusted infusion therapy partner. We demonstrate our commitment to gold standard care by closely monitoring clinically based outcomes. We understand it is important to maintain a well-balanced lifestyle as you manage complex medical conditions and your overall health.

Accreditation

Hy-Vee Pharmacy Solutions specializes in providing a broad comprehensive range of specialty pharmacy and infusion therapy services. Our company is accredited by the Accreditation Commission for Health Care (ACHC) and the Utilization Review Accreditation Commission (URAC). Using our team of highly trained infusion therapy professionals and state-of-the-art medical equipment, we will confidently meet your infusion therapy needs.

Ownership

Hy-Vee Pharmacy Solutions is headquartered in Omaha, Nebraska, and is a wholly-owned subsidiary of Hy-Vee, Inc.

Confidentiality

Patient confidentiality shall be maintained except as designated in the assignment of benefits, medical release and/or professional exchange of information form. The company considers discussions with designated physicians, other health care professionals, third-party payers and caregivers as being in the best interest of the patient. How your protected health information may be used by us or disclosed to others, as well as how you may access this information, is further described in our Notice of Privacy Practices. Your records are kept strictly confidential by our staff and are protected against loss, destruction, tampering or unauthorized loss.

Cost and Financial Responsibility

Your insurance may have a co-pay or deductible payment. You may opt to enroll in our automatic payment program to assist you with a payment plan prior to the delivery of equipment and services. Under the Automatic Payment program, balances will be charged monthly to your credit card or bank account after your insurance has processed your claim and determined your portion of the cost.

Our goal is to provide you with an accurate and timely bill based on your insurance coverage. We have responsive and dedicated personnel you may contact at **877-794-9833** to address your questions and concerns.

How are my infusion therapy services and medical equipment paid?

Your services and equipment are expected to be paid by one of the payer options indicated below:

Medicare Part B

- Medicare will pay for your home medical equipment (for example, infusion pumps) at 80% of the Medicare reimbursed amount if you meet Medicare criteria for home infusion.
- You are responsible to pay your annual Medicare Part B deductible and the 20% co-insurance for services rendered unless you have a secondary or supplemental insurance that will cover the remaining balance.

Medicare Part D

- Medicare will pay for drug charges if you meet Medicare criteria.
- You will be responsible for any co-pays and, if applicable, supplies, equipment and nursing.

Medicaid

- Every state's Medicaid has various rates for home infusion services. If services are covered, there will be little or no cost to the patient.

Private Insurance or Medicare Advantage (HMO) Plans

Your coverage will be determined at the time we verify your insurance. Coverage information will be communicated with you both verbally and in writing.

- HPS may need to get approval from your insurance company for all nursing services, infusion and equipment.
- Usually, your insurance company does not pay 100% for nursing, medical equipment or infusion services.
- You will be responsible for any ESTIMATED co-payment at the time of service. Any remaining balance will be billed to you once your insurance has finalized payment of your claims.
- Your plan may have a limited amount of coverage or benefit exclusions on some equipment.
- Your plan may have a limit on the number of visits and types of services it will cover.
- The consent form you sign verifies your agreement to accept responsibility for any cost not covered by your insurance company.

Self-Pay

- If you have no way to pay for your services, please contact our office to discuss options.

Payment Methods

Important: If your insurance coverage changes, please notify Hy-Vee Pharmacy Solutions immediately or you may be responsible for payment of services provided between coverage periods.

You have many options for paying your bills with Hy-Vee Pharmacy Solutions.

You may:

- Pay online at www.HVRxSolutions.com
- Pay over the phone by calling 877-794-9833
- Mail payment back in the return envelope provided with your bill
- Set up automatic payments by calling 877-794-9833

What is Automatic Payment?

Automatic Payment is a safe automatic bill-pay system provided to our patients and their families. This allows you to pay your total account balance each month and keeps you current on all of your bills from Hy-Vee Pharmacy Solutions.

Our Automatic Payment option will save you time. You will not need to write a check or pay postage. There's no more waiting to pay your bill over the phone or for your bill to come in the mail. Everything is automated, easy and safe!

How does Automatic Payment work?

Every month, we will validate your balance. We will charge your credit card based on the date you choose.

Will I be charged the same each month?

The amount you will be charged can vary based on factors such as:

- Date of service provided
- Number and/or type of services received
- Date of insurance payment
- Deductibles, co-insurance and copays
- Insurance coverage gaps
- Equipment or items not returned (when applicable)

Can I choose to cancel Automatic Payment?

Yes, you can cancel Automatic Payment at any time.

How do I update my credit card information for Automatic Payment?

Update your information by calling 877-794-9833 and speaking to a customer care representative.

Who can I call if I have questions about my Automatic Payment?

Our Intake and Billing Specialists are available Monday through Friday, 7 A.M. to 7 P.M. CST. Please call 877-794-9833 for help with your billing questions.

Customer Care — Contact Information

Hy-Vee Pharmacy Solutions Phone Number: 877-794-9833

Your HPS Infusion Therapy team is here to provide dedicated service. Our customer service staff is available 24/7 to assist patients or health care providers with any questions or concerns. Our qualified staff members are available to respond to questions and make needed visits or deliveries.

Pharmacy Hours

Monday–Friday, 7 A.M.–7 P.M.

Saturday, 8 A.M.–2 P.M.

Pharmacists

Pharmacists are available 24/7 in the event of an emergency. You may leave a message for non-urgent matters at the normal business number at any time.

Zone Management Tool

Please refer to the Zone Management Tool that follows, and call us at the first sign of a problem. When you are in the yellow zone of your Zone Management Tool (next page), we can often help to keep you from going to the hospital.

Hy-Vee Pharmacy Solutions welcomes you as a patient. We want you to recover at home as quickly as possible, and we hope to make your recovery easy and pleasant. Our staff is eager to assist our patients, beginning with the first call to our office and continuing until our services are no longer required.

Zone Management Tool

What zone are you in today?

<p>RED ZONE Seek medical care now if:</p>	<ul style="list-style-type: none">Severe, sudden pain at catheter siteUnrelieved chest painDifficulty breathing or shortness of breathVery hard to breathe during normal activitiesChest pain when you breathe or cough
<p>YELLOW ZONE Call your pharmacist or care provider today if:</p>	<ul style="list-style-type: none">Fever above 100.5°FTenderness, redness or painNo bowel movement in three or more daysIncreased redness, heat, drainage, odor or swelling at catheter siteNew onset of pain at rest or with activityNo relief of pain symptoms after using pain medicationsIncreased bleeding from the incision, nosebleeds or blood in the urine
<p>GREEN ZONE Keep up the good work if:</p>	<ul style="list-style-type: none">Moving around at home regularly throughout the dayPain is controlledNo problems breathing or coughingCatheter or port site has no redness or swellingNo issues with urination or bowel movementsNo side effects from your medications

Customer Complaints

Unresolved customer complaints, recommendations and information may be registered with:

All States	Medicare Hotline (800) 633-4227 Monday–Friday, 8 A.M.–5 P.M.	Accreditation Commission for Healthcare Inc. 139 Weston Oaks Court Carey, NC 27513 (855) 937-2242
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Customer Complaints by State

Alabama	Alabama Board of Pharmacy 10 Inverness Center, Suite 110 Birmingham, AL 35242 (205) 981-2280	Online Complaint Address: http://www.albop.com/formsapps/complaintform.htm
Alaska	Alaska Board of Pharmacy P.O. Box 110806 Juneau, AK 99811-0806 (907) 465-2589	Main Site: http://www.commerce.state.ak.us/occ/ppha.htm Direct complaints to: investigations@alaska.gov
Arizona	Arizona State Board of Pharmacy 1700 W. Washington St., Suite 250 Phoenix, AZ 85007 (602) 771-2727	Main Site: http://www.azpharmacy.gov Online Complaint Address: http://www.azpharmacy.gov/consumer_complaint_processasp
Arkansas	Arkansas State Board of Pharmacy 101 East Capitol, Suite 218 Little Rock, AR 72201 (501) 682-0190	Main Site: www.arkansas.gov/asbp Online Complaint Address: www.arkansas.gov/asbp/pdf/Complaint_Form.pdf
California	California Department of Consumer Affairs Board of Pharmacy 1625 N. Market Blvd., N219 Sacramento, CA 95834 (916) 574-7900	Main Site: www.pharmacy.ca.gov Online Complaint Address: https://app.dca.ca.gov/pharmacy/complaint.asp
Colorado	Colorado Department of Regulatory Agencies Board of Pharmacy 1560 Broadway, Suite 1350 Denver, CO 80202 (303) 894-7800	Main Site: www.dora.state.co.us/pharmacy Online Complaint Address: www.dora.state.co.us/pharmacy/complaintform.htm
Connecticut	State of Connecticut Department of Consumer Protection Drug Control Division 165 Capitol Ave. Hartford, CT 06106 (800) 842-2649	Main Site: www.ct.gov/DCP/cwp/view.asp?a=1620&q=273650 Online Complaint Address: www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statementcpr-2_rev_8-06_edited1106.pdf

Delaware	Delaware Board of Pharmacy Cannon Building, Suite 203 861 Silver Lake Blvd. Dover, DE 19904 (302) 744-4500	Main Site: www.dpr.delaware.gov/boards/pharmacy Online Complaint Address: www.dpr.delaware.gov/boards/investigativeunit/filecomplaint.shtml
District of Columbia	Department of Health Board of Pharmacy 717 14th St., NW, Suite 600 Washington, DC 20005 (877) 672-2174	Main Site: hpla.doh.dc.gov/hpla/cwp/view,A,1195,Q,488414,hplaNv,%7C30661%7C,.asp Online Complaint Address: hpla.doh.dc.gov/hpla/frames.asp?doc=/hpla/lib/hpla/dc_adverse_event_reporting_form.pdf
Florida	Florida Department of Health Consumer Services Unit 4052 Bald Cypress Way, Bin C75 Tallahassee, FL 32399-3275 (850) 245-4292	Main Site: www.doh.state.fl.us/mqa/DDC/drugs/index.html Online Complaint Address: www.doh.state.fl.us/mqa/enforcement/enforce_csu.html
Georgia	Georgia Board of Pharmacy 237 Coliseum Drive Macon, GA 31217-3858 (478) 207-2440	Main Site: www.sos.ga.gov/plb/pharmacy Online Complaint Address: sos.georgia.gov/submitcomplaint.aspx
Hawaii	Department of Commerce and Consumer Affairs Licensing Area: Pharmacy and Pharmacist P.O. Box 3469 Honolulu, HI 96801 (808) 586-2694	Main Site: hawaii.gov/dcca/areas/pvl/boards/pharmacy Direct complaints to: RICO Consumer Resource Center at (808) 587-3295 or (808) 587-3222
Idaho	Idaho State Board of Pharmacy 3380 Americana Terrace, Suite 320 Boise, ID 83706 (208) 334-2356	Main Site: bop.accessidaho.org/bop Online Complaint Address: bop.accessidaho.org/bop/complaint/index.html
Illinois	Department of Professional Regulation 320 W. Washington St. Springfield, IL 62786 (217) 785-0800	Main Site: www.idfpr.com/DPR/WHO/PHAR.ASP Online Complaint Address: www.idfpr.com/dpr/FILING/Complaint.asp
Indiana	Professional Licensing Agency Attn: Indiana Board of Pharmacy 402 W. Washington St. Room W072 Indianapolis, IN 46204 (317) 234-2067	Main Site: www.in.gov/pla/pharmacy.htm
Iowa	Iowa Board of Pharmacy 400 SW Eighth St., Suite E Des Moines, IA 50309-4688 (515) 281-5944	Main Site: www.state.ia.us/ibpe Online Complaint Address: www.state.ia.us/ibpe/complaint.html
Kansas	Kansas State Board of Pharmacy 900 SW Jackson, Room 560 Topeka, KS 66612-1231 (785) 296-4056	Main Site: www.kansas.gov/pharmacy Online Complaint Address: www.kansas.gov/pharmacy/pdf2/Complaint%20form%202.pdf

Kentucky	Kentucky Board of Pharmacy Spindletop Administration Bldg. Suite 302 2624 Research Park Drive Lexington, KY 40511 (859) 246-2820	Main Site: pharmacy.ky.gov Online Complaint Address: pharmacy.ky.gov/permits/complaint.htm
Louisiana	Louisiana Board of Pharmacy 5615 Corporate Blvd., Suite 8-E Baton Rouge, LA 70808 (225) 925-6496	Main Site: www.labp.com Online Complaint Address: www.labp.com/ComplaintForm.pdf
Maine	Board of Pharmacy 35 State House Station Augusta, ME 04333-0035 (207) 624-8620	Main Site: www.maine.gov/pfr/professionallicensing/professions/pharmacy/index.htm Online Complaint Address: www.maine.gov/pfr/professionallicensing/complaint.htm Forward pharmacy concerns to: pharmacycomplaints.PFR@maine.gov
Maryland	Maryland Board of Pharmacy 4201 Patterson Ave. Baltimore, MD 21215 (410) 764-4794	Main Site: www.dhmf.state.md.us/pharmacyboard Online Complaint Address: www.dhmf.state.md.us/pharmacyboard/forms/complaint.htm
Massachusetts	Board of Registration in Pharmacy 239 Causeway St., 2nd Floor Suite 200 Boston, MA 02114 (800) 414-0168	Main Site: www.state.ma.us/reg/boards/ph Online Complaint Address: www.mass.gov/EeoHhs2/docs/dph/quality/boards/pharmacy_complaint_form.pdf
Michigan	Michigan Board of Pharmacy P.O. Box 30670 Lansing, MI 48909-8170 (517) 335-0918	Main Site: www.michigan.gov/mdch/0,1607,7-132-27417_27529_27548---,00.html Online Complaint Address: www.michigan.gov/documents/cis_fhs_bhser_cad_allegpkt_64320_7.pdf
Minnesota	Minnesota Board of Pharmacy 2829 University Ave. SE Suite 530 Minneapolis, MN 55414-3251 (651) 201-2825	Main Site: www.phcybrd.state.mn.us Online Complaint Address: www.phcybrd.state.mn.us/Main-cmp.htm
Mississippi	Mississippi Board of Pharmacy 204 Key Drive, Suite D Madison, MS 39110 (601) 605-5388	Main Site: www.mbp.state.ms.us/mbop/pharmacy.nsf No Online Complaint Process
Missouri	Board of Pharmacy 3605 Missouri Blvd. P.O. Box 625 Jefferson City, MO 65102-0625 (573) 751-0091	Main Site: pr.mo.gov/pharmacists.asp Online Complaint Address: pr.mo.gov/pharmacists-complaint-information.asp
Montana	Montana Board of Pharmacy 301 South Park, 4th Floor P.O. Box 200513 Helena, MT 59620-0513 (406) 841-2319	Main Site: mt.gov/dli Online Complaint Address: mt.gov/dli/bsd/license/bsd_boards/complaints/business_complaint.pdf

Nebraska	Nebraska Department of Health & Human Services Pharmacist Licensure P.O. Box 94986 Lincoln, NE 68509-4986 (402) 471-2118	Main Site: www.hhs.state.ne.us/crl/medical/pharm/pharmlic/rp.htm Online Complaint Address: www.hhs.state.ne.us/crl/medical/pharm/pharmlic/complaints.htm
Nevada	Nevada State Board of Pharmacy 431 W. Plumb Lane Reno, NV 89509 (775) 850-1440	Main Site: bop.nv.gov Online Complaint Address: bop.nv.gov/Complaints.htm
New Hampshire	NH State Board of Pharmacy 57 Regional Drive Concord, NH 03301-8518 (603) 271-2350	Main Site: www.nh.gov/pharmacy Online Complaint Address: www.nh.gov/pharmacy/complaint.html
New Jersey	Board of Pharmacy P.O. Box 45013 Newark, NJ 07101 (973) 504-6450	Main Site: www.state.nj.us/oag/ca/pharm Online Complaint Address: www.state.nj.us/oag/ca/complaint/pharmcom.pdf
New Mexico	New Mexico Board of Pharmacy 5200 Oakland Ave. NE, Suite A Albuquerque, NM 87113	No Website
New York	NY State Education Department Office of the Professions Division of Professional Licensing Services Pharmacy Unit 89 Washington Ave. Albany, NY 12234-1000 (518) 474-3817, ext. 250	Main Site: www.op.nysed.gov/pharm.htm Online Complaint Address: www.op.nysed.gov/opd.htm
North Carolina	North Carolina Board of Pharmacy P.O. Box 4560 Chapel Hill, NC 27515 (919) 246-1050	Main Site: www.ncbop.org Online Complaint Address: www.ncbop.org/complaint.htm
North Dakota	North Dakota Board of Pharmacy 1906 East Broadway Ave. Bismarck, ND 58501 (701) 328-9535	Main Site: www.nodakpharmacy.com Online Complaint Address: www.nodakpharmacy.com/complaints/complaints.asp
Ohio	Ohio State Board of Pharmacy 77 S. High St., Room 1702 Columbus, OH 43215-6126 (614) 466-4143	Main Site: www.pharmacy.ohio.gov Complaints should be directed to: exec@bop.state.oh.us
Oklahoma	Oklahoma State Board of Pharmacy 4545 Lincoln Blvd., Suite 112 Oklahoma City, OK 73105-3488 (405) 521-3815	Main Site: www.ok.gov/OSBP Online Complaint Address: www.ok.gov/OSBP/documents/complain.pdf

Oregon	Oregon Board of Pharmacy 800 NE Oregon St., Suite 150 Portland, OR 97232-2162 (971) 673-0001	Main Site: www.pharmacy.state.or.us/Pharmacy Online Complaint Address: www.pharmacy.state.or.us/Pharmacy/Complaints.html
Pennsylvania	Pennsylvania State Board of Pharmacy P.O. Box 2649 Harrisburg, PA 17105-2649 (717) 783-7156	Main Site: www.dos.state.pa.us/pharm Online Complaint Address: http://www.dos.state.pa.us/bpoa/LIB/bpoa/20/10/comp.pdf
Puerto Rico	Department of Health Puerto Rico Board of Pharmacy Call Box 10200 Santurce, PR 00908 (787) 725-7506	No Website Direct complaints to: mbouet@salud.gov.pr
Rhode Island	Office of Health Professionals Regulation Board of Pharmacy 3 Capitol Hill, Room 104 Providence, RI 02908 (401) 222-2837	Main Site: www.health.ri.gov/hsr/professions/pharmacy.php Online Complaint Address: www.health.ri.gov/hsr/bmld/complaintform.pdf
South Carolina	South Carolina Board of Pharmacy P.O. Box 11927 Columbia, SC 29211-1927 (803) 896-4700	Main Site: www.llr.state.sc.us/pol/pharmacy Online Complaint Address: www.llr.state.sc.us/pol/pharmacy/index.asp?file=complaint.htm
South Dakota	4305 S. Louise Ave., Suite 104 Sioux Falls, SD 57106-3115 (605) 362-2737	Main Site: doh.sd.gov/boards/pharmacy Online Complaint Address: doh.sd.gov/Boards/pharmacy/Complaints.aspx
Tennessee	Tennessee Department of Health Health Related Boards Tennessee Board of Pharmacy 227 French Landing, Suite 300 Nashville, TN 37243 (615) 253-1299	Main Site: health.state.tn.us/boards/pharmacy Online Complaint Address: health.state.tn.us/boards/complaints.htm
Texas	Texas State Board of Pharmacy William P. Hobby Building Tower 3 Suite 600 333, Guadalupe Street Austin, TX 78701 (512) 305-8000	Main Site: www.tsbp.state.tx.us Online Complaint Address: www.tsbp.state.tx.us/consumer/complaint2.htm
Utah	Utah Division of Occupational and Professional Licensing – Pharmacy 160 E. 300 S. Salt Lake City, UT 84111 (801) 530-6628	Main Site: www.dopl.utah.gov/licensing/pharmacy.html Online Complaint Address: www.dopl.utah.gov/investigations/complaint.html

USVI	Virgin Islands Board of Pharmacy Department of Health – Schneider Regional Center 48 Sugar Estate St. Thomas, VI 00802-0000 (340) 774-0117	No Website Direct complaints to: lydia.scott@usvi-doh.org
Vermont	Vermont Department of Health 108 Cherry Street Burlington, VT 05402 (802) 863-7200 or (800) 464-4343	Main Site: https://www.healthvermont.gov/health-professionals-systems/board-medical-practice/file-complaint
Virginia	Virginia Board of Pharmacy Perimeter Center 9960 Mayland Drive, Suite 300 Henrico, VA 23233-1463 (804) 367-4456	Main site: www.dhp.virginia.gov/Pharmacy Online Complaint Address: www.dhp.virginia.gov/Enforcement/complaints.htm
Washington	Board of Pharmacy Washington State Department of Health Health Systems Quality Assurance P.O. Box 47865 Olympia, WA 98504-7865 (360) 236-4700	Main Site: www.doh.wa.gov/hsqa/professions/Pharmacy/default.htm Online Complaint Address: www.doh.wa.gov/hsqa/Complaint.htm
West Virginia	West Virginia Board of Pharmacy 232 Capitol St. Charleston, WV 25301 (304) 558-0558	Main Site: www.wvbop.com Online Complaint Address: www.wvbop.com/complaint.htm
Wisconsin	Pharmacy Examining Board State of Wisconsin Department of Regulation & Licensing P.O. Box 8935 Madison, WI 53708-8935 (877) 617-1565	Main Site: drl.wi.gov/boards/phm/index.htm Online Complaint Address: drl.wi.gov/dept/complaint.htm
Wyoming	Wyoming State Board of Pharmacy 1712 Carey Ave., Suite 200 Cheyenne, WY 82002 (307) 634-9636	Main Site: www.pharmacyboard.state.wy.us Online Complaint Address: pharmacyboard.state.wy.us/Files/ComplaintForm9_2008.pdf

You may send a written complaint or you may complete and send the Complaint Form available on the webpage at www.hhs.gov/ocr. The Complaint Form is also available on the HPS patient portal (web page). Please include the following information:

- Name
- Full address
- Telephone number (include area code)
- Email address
- Name of the person, agency or organization you believe has discriminated against you
- Full name, address and phone number of the person that discriminated against you
- Brief description of what happened and why you believe your civil rights were violated
- Your signature and the date your complaint was filed
- If you are filing a complaint on someone else's behalf, please provide the name of the person you are representing on this complaint

Inclement Weather/Disaster

In the case of a natural or weather-related disaster, your services from Hy-Vee Pharmacy Solutions (HPS) may be interrupted. It is important to follow the recommendations communicated at the state and local level, including the potential need to evacuate your home. To remain prepared for such an event, please consider the following suggestions:

Evacuation Plans

- Know where the nearest shelter that can meet your special needs is located.
- Plan for alternate shelter locations.
- Plan for transportation to a shelter or other location.
- Have the suggested items (listed below) on hand.
- Arrange for assistance if you are unable to evacuate by yourself.

Suggested Items to Have On Hand

- Medications list
- One-week supply of essential medication
- Bottled water — at least one gallon per person per day
- Seven-day supply of non-perishable food items
- Copies of insurance card and other important documents

Care of Pets

- Emergency shelters may not allow pets. Locate animal shelters or hotels that may be able to accommodate your pets.
- Keep copies of pet vaccination records on hand.
- Have extra food and medications on hand for your pets and remember leashes, pet carriers, bowls, blankets, pet tags and ID information.

Falls and Home Safety

Many falls in your home can be prevented. Some changes to your home may be necessary to improve safety. Remember, in a safe home you can be more independent and decrease your chances of falling. Following are safety tips to consider:

- Wear shoes or non-skid socks inside and outside your home.
- Avoid slippers or going barefoot in your home.
- Avoid using throw rugs in your home. These are often a cause for trips and falls.
- Be sure you have good lighting throughout your home. Use brighter lightbulbs and night lights whenever possible to provide well-lighted paths and hallways.
- Hang lightweight curtains for easy access to daylight.
- Use lampshades or frosted lightbulbs to reduce glare.
- Keep emergency numbers in large print near each phone.
- Secure all electrical cords.
- Remove clutter and small items from floors.

Floors

- Remove rugs.
- Secure all cords.
- Keep hallways and walking paths clear and open.
- Remove clutter and small items from floors.

Stairs

- Have sturdy handrails secured to both sides of the stairs.
- Keep clothes and objects off the steps.
- Use reflective tape on the top step and bottom step of the stairs.

Kitchen

- Keep commonly used items where you can easily reach them.
- Avoid using a step stool or reaching overhead.

Bedroom

- Arrange furniture to keep walking paths clear.
- Keep a lamp or flashlight next to your bed that is easy to reach.
- Use a night light to move safely between your bedroom and bathroom.

Bathroom

- Install a grab bar inside your shower or tub.
- Install a grab bar next to your toilet.
- Use a non-slip rubber mat in the bathtub and on shower floors.

Oxygen Safety

- **NEVER** smoke while using oxygen.
- **NEVER** smoke in bed.
- Keep oxygen at least 5 feet away from open flames, including wood-burning stoves, gas stoves and burning candles.
- Oxygen doesn't explode; it is an accelerant. Oxygen makes things burn fast and fierce!
- Fire safety recommends smoke detectors outside the bedrooms and one on every floor level. Test and change your smoke alarm batteries twice a year.

Infection Control at Home

Handwashing

Cleanliness and good handwashing help prevent infection. Handwashing needs to be done frequently and correctly. Washing your hands is the single most important step in controlling infection.

- When hands are visibly dirty or soiled with blood or body fluids, use soap and warm water to thoroughly clean your hands.
- Hand sanitizer can be used if hands are not heavily soiled. Please keep in mind good handwashing with soap and water should be encouraged and is the best approach to use for healthy and clean results.

Disposal of Material

It is important to dispose of used items properly to avoid the spread of infection.

- Items such as bandages and dressings should be disposed of in plastic bags that are securely fastened.
- Sharp objects, such as needles, lancets and glass tubes, and bottles, should be placed in a clean rigid container with a secured lid, such as a sharps container or liquid detergent bottle.
- Reinforce the container lid with tape before discarding. (See www.fda.gov for proper disposal methods.) Do not place these containers in recycling bins.

Pain Management

Pain management is an important part of your care. Hy-Vee Pharmacy Solutions is committed to helping you be as comfortable as possible throughout your care and treatment. We will work with you and your caregivers to develop a plan to manage your pain at home.

It is important to treat your pain BEFORE it becomes too much for you to handle. Pain can be treated in many ways. Use the scale below to help describe YOUR pain to others.

Are you in pain?



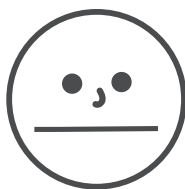
0

Very happy,
no pain



1 - 2

Hurts just
a little bit



3 - 4

Hurts a little more



5 - 6

Hurts even more



7 - 8

Hurts a whole lot



9 - 10

Hurts as much
as possible

Safety and Medication

Managing your medications at home

Hy-Vee Pharmacy Solutions (HPS) is committed to keeping you safe at home and making sure you take your medications as your physician has prescribed at the right time(s) each day. We offer our patients HPS Whole Health patient education resources and materials to be sure you manage your medicine successfully. We offer medication adherence fact sheets, monthly HPS calendars and appointment stickers so you can safely manage your medicine and remember your medical appointments.

Know your risk level

Your physician may have prescribed medicine that is considered high-risk. There are four medicine types that increase your risk for medical care:

- Anticoagulant Drugs
- Insulins
- Antiplatelet Drugs
- Oral Diabetic Medicines

Medications and Your Risk Level

If you are taking one of these medicines, it is important that you know how to take it correctly. You need to know why you take this medication and the side effects associated with this medication that could lead to problems. Please be sure to speak with your pharmacist or a member of your health care team to be sure you understand the side effects of your medication and what you should do if you experience these side effects.

Ask questions

It is very important that you ask questions. Do not be shy or afraid to talk with your health care provider, including your pharmacist, at each visit about your medication.

Good questions to ask about your medications include:

- What is the purpose of each of my medications?
- When should I take my medications?
- How much of each medication should I take?
- What are the side effects of my medications?

Take your medications as ordered by your doctor

- Take only medicines your doctor has ordered for you.
- Take the right amount of medicine each time.
- Take your medicine at the right time.
- Do NOT take medications that your doctor(s) and pharmacist(s) do not know about. This includes over-the-counter vitamins and supplements.
- Keep it simple! Talk with your doctor or pharmacist when you need help.
- Make sure the pharmacist and doctors know what medications you are taking and how you are taking them. Do not assume they know.
- Keep an updated list of all your medications. This can be very helpful in an emergency.

Patient Rights and Responsibilities

As a service company, we are pleased to notify patients of the following rights and responsibilities in a way they can understand before treatment begins or during the initial evaluation. Please ask questions if any of these rights and responsibilities are confusing or unclear. Your family or guardian may exercise these rights for you in the event you are unable to exercise them for yourself.

Your home care rights

- Have your property treated with respect.
- Be free from verbal, mental, sexual and physical abuse, including injuries of an unknown source, neglect and misappropriation of property.
- Share your complaints about your treatment or care that is (or fails to be) furnished and the lack of respect of property and/or person by anyone who is furnishing services on behalf of the home health agency.
- Participate in and be informed about and consent or refuse care in advance of and during treatment when appropriate with respect to:
 - The care to be furnished, based on the comprehensive assessment.
 - The completion of all assessments.
 - Establishing and revising the plan of care.
 - The disciplines that will furnish the care.
 - The frequency of visits.
 - Any factors that could impact treatment effectiveness.
 - Any changes in the care to be furnished.
 - Receive all services outlined in the plan of care.
 - Have a confidential clinical record. Access to or release of patient information and clinical records in accordance with Medicare regulations.
- Be advised of the state toll-free home health hotline and its contact information, hours of operation and that its purpose is to receive complaints or questions about local home health agencies.
- Be advised of the names, addresses and telephone numbers of the following federally funded and state funded entities that serve the area where the patient resides:
 - Area Agency on Aging
 - Centers for Independent Living
 - Quality Improvement
- Be free from discrimination or reprisal for exercising his or her rights for voicing grievances to the home health agency or outside entity.
- Can identify visiting personnel through an agency-generated photo identification badge.
- Choose a health care provider, including an attending physician.
- Receive appropriate care without discrimination in accordance with physician orders.
- Be informed of any financial benefits when referred to the home health agency.
- Send written notice of patient rights and responsibilities and transfer/discharge policies to patient-selected representative.

Area Agency on Aging

Area Agency on Aging offices are established throughout the country through the Older Americans Act to facilitate and support programs and services that address needs of older Americans. There are 622 nonprofit Area Agency on Aging offices throughout the United States to help with nutritional care, caregiver support, case-management, long-term ombudsmen for long-term care complaints, insurance counseling and transportation assistance. To reach out to an Area Agency on Aging office near you, please look online at the Eldercare Locator site at https://eldercare.acl.gov/Public/About/Aging_Network/AAA.aspx.

Centers for Independent Living

The Centers for Independent Living were founded in 1977 and have a long history of providing research, education and consultation in all areas of independent living, home and community-based services, and the Americans with Disabilities Act. To find a Center for Independent Living near you, visit www.ilru.org/home.

Continuum of Care and Care Coordination

To provide our patients with quality care, Hy-Vee Pharmacy Solutions clinicians are intentionally involved in conversations with your physicians to provide care that results in achieving goals.

There are times when planned or unplanned re-admissions occur in which the patient returns to the hospital, skilled nursing facility, assisted living facility or another level of care. To ensure continuity of care, a Transfer Summary will be sent to your new provider of care. This summary will include a brief description of services provided by infusion therapy, your health status and an up-to-date medication profile. It is essential that you know and understand your treatment goals and progress as we transition your care to other health care agencies.

When infusion therapy services are no longer required, a Discharge Summary will be sent to the physician who ordered infusion therapy services. This will include a summary of the care provided and specific goals that were achieved as well as any outstanding needs you may have.

Home medical equipment and infusion rights

Each client of Hy-Vee Pharmacy Solutions (HPS) will have the following rights:

- The right to be fully informed of the care/service(s) to be provided, including the discipline that will furnish care/service(s) and the frequency of visits as well as any modification to the plan of care.
- The right to be informed through oral and written communication and in advance of care being furnished an overview of related charges, including payment for care expected from third-party payers and any charges for which the patient will be responsible.
- Receive information about the care/service covered under the Medicare benefit pertaining to provided patient services.
- The right to receive information about the scope of services provided as well as any limitations on those services.
- The right to participate in the development and revisions of the patient plan of care.
- The right to refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- The right to be informed of patient rights under state law to formulate an Advanced Directive.
- The right to have one's property and person treated with respect, consideration and recognition of patient dignity and individuality.
- The right to receive notification from the company within five days of receipt of complaint/concern and that we are investigating it. You also have the right to know about the results of our investigation of such complaints within 14 days. The organization must document both the existence of complaint and the resolution of the complaint.
- The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent.
- The right to identify visiting personnel members through proper identification.
- The right to be free from mistreatment, neglect or verbal, mental, sexual and/or physical abuse, including injuries from an unknown source and misappropriation of patient property.
- The right to voice grievances/complaints regarding treatment and care, lacking respect of property or recommend changes in policy, personnel or care without restraint, interference, coercion, discrimination or reprisal.
- The right to have grievance/complaints regarding treatment and care that is (or fails to be) furnished or lack of respect of property investigated.
- The right to confidentiality and privacy of all information contained in the patient record of protected health information (PHI). To be advised of the agency's policies and procedures regarding the disclosure of clinical records.
- The right to choose a health care provider, including the choice of an attending physician.
- The right to receive appropriate care without discrimination in accordance with physician orders.
- The right to be informed of any financial benefits when referred to an organization.
- The right to be fully informed of one's responsibilities.
- To have a manufacturer's warranty for equipment purchased from Hy-Vee Pharmacy Solutions.
- Receive information in a manner that you can understand with language interpretation available when needed, along with clearly illustrated instructions as necessary.
- The right to be informed of anticipated outcomes of care/services and any barriers in outcome achievement.
- To have equipment rented from Hy-Vee Pharmacy Solutions repaired at no cost when such repairs are not due to neglect or abuse.
- To receive information regarding the Medicare DMEPOS Supplier Standards if Hy-Vee Pharmacy Solutions supplies you with a Medicare covered DME (Durable Medical Equipment) item.

Home medical equipment and infusion responsibilities

Each client of Hy-Vee Pharmacy Solutions will have the following responsibilities:

Decision-making

- Notifying the company when service or equipment is no longer needed.
- Notifying the company of needed medical equipment repair.
- Notifying the company when you will not be available for services.
- Notifying the company of a change of address or change of phone number.
- Notifying the company when extra equipment or services will be needed.
- Notifying the company when the patient is admitted to the hospital or care facility.

Quality Care

- Participate as agreed in the patient plan of care and treatment.
- Providing accurate and complete information to the best of your knowledge regarding any complaints, past illnesses, hospitalizations, medications and any other matters important to your overall health and well-being.
- Notifying the company of perceived risks or expected/unexpected changes in your overall health condition (e.g., hospitalization, changes in treatment and plan of care, symptoms to be reported, pain, homebound status or change of physician).
- Ask questions about your care, treatment and service or other instructions or expectations that are not clear or that you do not understand.
- Notifying the company of an incident involving clinicians or equipment.

Safety and Privacy

- It is your responsibility to provide a safe environment for our staff to perform the services outlined in your care.
- It is your responsibility to show respect and consideration for company staff and equipment.
- There is no smoking when our staff are in your home providing care.

Financial Responsibility

- It is your responsibility to promptly meet your financial obligations with Hy-Vee Pharmacy Solutions.
- It is your responsibility to promptly notify Hy-Vee Pharmacy Solutions of any changes in your insurance coverage.

Notification of nondiscrimination policy

As a recipient of federal financial assistance, Hy-Vee Pharmacy Solutions does not exclude or deny benefits to or otherwise discriminate against any person on the grounds of race or national origin, or on the basis of disability or age in admission to, participation in or receipt of the services and benefits under any of its programs and activities, whether carried out by Hy-Vee Pharmacy Solutions directly or through a contractor or any other entity with which Hy-Vee Pharmacy Solutions arranges to carry out its programs and activities.

In case of questions regarding this policy, please contact:

Hy-Vee Pharmacy Solutions
Corporate Compliance
10004 S. 152nd St.
Omaha, NE 68138

If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex or religion by a health care provider such as HPS or by a state or local government social services agency, you may file a complaint with the Office of Civil Rights (OCR). Complaints alleging discrimination based on disability by programs directly operated by Health and Human Services may also be filed with OCR. You may file a complaint for yourself or for someone else. Complaints must be filed within 180 days from the date of the alleged discrimination.

Advance Directives

Who decides about my medical care or treatment?

If you want to control decisions about your medical and mental health care even if you become unable to make decisions or express yourself, you should be sure to tell your physician or health care provider and your family and friends what you want. You should also have an Advance Directive.

What is an Advance Directive?

An Advance Directive is a set of written directions and choices you provide about your medical and mental health care in the event you ever lose your ability to make sound decisions for yourself.

Do I have to have an Advance Directive?

An Advance Directive is one way of being sure physicians and your loved ones know what health care choices you request when you can't tell them yourself. You may have one or more types of Advance Directives. They will sometimes vary by state. The most common Advance Directives are living wills, health care power of attorney, advance instruction for mental health and decisions regarding life-prolonging activities. The law requires that health care workers will not discriminate against people based on whether they have or do not have an Advance Directive.

What happens if I change my mind?

Advance Directives can be changed or canceled at any point of time while you are able to make and communicate decisions. In cases when there is a change, you should destroy previous documents and make sure only the most recent copies are available to prevent confusion. It is imperative that changes are communicated to your physician and other health care workers as needed.

Who should I talk to about an Advance Directive?

You should talk to those closest to you about an Advance Directive and the health care choices you would like to make. Your physician or health care provider can answer medical questions. A lawyer can answer questions about the law. A trusted advisor or clergy member may be able to help with more personal questions. Please let your home health clinicians know if you would like more help with Advance Directives.

Where is the best place to keep an Advance Directive?

Keep a copy safe in a place where your family members can get to it. Give a copy to your family, your physician or mental health providers, your health care agent(s) and a close friend who might be asked about your care should you become unable to make your own choices and decisions regarding your care. It is best to give a copy of your Advance Directives to your home health clinician to place in your medical record. Remember to take a copy with you for hospital admissions or emergency room visits so they can put this on your chart.

Notes

Notes



Contact Us

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(Dial *8956 at any time)

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