

## **In-Office Physician Dispensary New Patient Information**

### **Contact Information**

- Patients may call the number(s) listed above to contact their patient care team or Dispensary Patient Navigators with questions regarding their prescriptions, refills, or insurance coverage for their prescription, missed treatment or delivery.
- All calls/messages received by 4:30 will be returned the same day.
- The physician on call may be reached at the number(s) listed above after hours, over the weekend and during holidays.

### **Hours of Operation:**

- Monday through Friday, 8:00 am to 5:00pm.
- Closed New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day and Christmas Day.
- Wichita Urology reserves the right to close in case of emergencies.
- The In-Office Physician Dispensary does not operate when there is not a physician on duty. Physicians do not open the in-office physician dispensary when they are on call.

### **Geographic Service Area:**

- 2626 N Webb Rd Wichita, Ks 67226 (physical location)
- Outreach locations throughout the state per physician assignment
- Wichita Urology is only licensed in the state of Kansas and will only dispense to patients within Kansas state lines. If a patient from across state lines is being treated by our physicians and needs a prescription filled, it will have to be physically picked up by the patient.

### **Type of services available:**

- Dispensing of specialty medications prescribed by Wichita Urology Group Physicians
- Dispensing of medication prescribed by Wichita Urology Group physicians
- Counseling of new and refill medications
- Compliance monitoring of advanced prostate cancer medications
- Assistance completing patient assistance foundation applications, if applicable
- Patients will receive information regarding Advanced Directives upon initiation of oncolytic (cancer) medications

### **Payment for services:**

- Payment for oncolytic (cancer) medications is due prior to Wichita Urology Group ordering the medication
- Payment for all other in-office physician dispensary medications is due at the time of medication pick up

### **Eligibility:**

- All prescriptions must be prescribed electronically by a Wichita Urology Group Physician.
- Patients must have a valid prescription for any prescription products filled in the in-office physician dispensary.
- If a patient has not been seen in over one year the physician has the right to refuse refilling the prescription.

### **Referrals:**

- Wichita Urology Group's In-office Physician Dispensary does not fill prescriptions from outside physicians.
- The In-office Physician Dispensary does not transfer prescriptions to other pharmacies. If patients would like to fill their prescription at another pharmacy, they may contact their patient care team at the number listed above to make this request.

### **Patient's Rights and Responsibilities:**

Wichita Urology Group's in-office physician dispensary reserves your right to be notified in writing of your rights and responsibilities prior to any care/services. We have an obligation to protect and promote your rights of care, treatment, and services within our ability, and in compliance with the federal and states laws, regulations, and standards, including the following:

#### **Patients have the right:**

- to be fully informed and receive a written copy of one's rights and responsibilities.
- to be fully informed, in advance both orally and in writing, of services provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- to be informed, in advance both orally and in writing, of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible.
- to receive information about the scope of services that Wichita Urology Group's in-office physician dispensary provides and specific limitations on those services.

- to participate in the development and periodic revision of the plan of care.
- to refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- to be informed of client/patient rights to formulate an Advanced Directive.
- to receive appropriate care without discrimination in accordance with physician orders.
- to be treated with respect, consideration, and recognition of patient dignity and individuality.
- to be able to identify staff through proper identification.
- to choose a health care provider, including an attending physician.
- Receive appropriate care without discrimination in accordance with physician's orders.
- Be informed of any financial benefits when referred to an organization.
- to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- to voice grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- to be advised of Wichita Urology Group's policies and procedures regarding the disclosure of clinical records.
- of confidentiality and privacy of all information contained in the patient record and of PHI.
- to be able to choose the facility that fills their medication.
- to be informed of any financial benefits when referred to Wichita Urology Group.
- to be offered counseling on the medication prescribed by their physician or clinical team.
- be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.

**Patients have the responsibility:**

- for adhering to Wichita Urology Group's policy and procedures.
- for providing Wichita Urology group of any changes in one's address, phone number, condition, provider, or insurance coverage.
- for providing the necessary forms and/or documents to participate in services available or participate in assistance or management programs, to the extent required by law.
- for providing accurate medical and contact information and any changes.
- for notifying the treating provider of participation in the services provided by the organization.
- for adhering to the plan of treatment or service established by their physician.
- for asking questions about one's care, treatment, and/or services, or to have clarified any instructions provided by Wichita Urology Group staff.

- for treating Wichita Urology Group staff with respect and dignity without discrimination as to color, religion, sex, or national or ethnic origin.
- for requesting their medication to be filled at Wichita Urology Group's in-office physician dispensary.
- for picking up their medication in the required time by law or the medication will be placed back into stock.
- for being available at the time medications are delivered or the medication will be held until the patient is available.
- for caring for their medications according to the manufacturer's guidelines and instructions provided by the provider for the purpose it was prescribed and only for the individual for whom it was prescribed.
- Insurance and Payment
  - Patients are responsible for providing their third-party billing information if they want the payor(s) to be billed. Dispensary staff will obtain any proper authorization in a timely manner.
  - Patients are responsible for providing the required paperwork in order for staff to assist the patient in applying for any financial assistance available
  - Patients are responsible for any remaining out-of-pocket amounts after third party payors have been billed. These amounts are to be paid prior to medications being ordered.
  - Patients are responsible for the self-pay rate at the time of pick-up in the office or prior to the medication being delivered via courier, including applicable delivery fees.

**Alleged Violations:**

Wichita Urology Group, PA will comply will all applicable laws and regulations and expects its officers and employees to conduct business in accordance with all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. Employees are specifically expected to comply with Wichita Urology Group, PA's Corporate Compliance policies and practices to ensure fair and accurate billing of patient services. Any alleged violations involving mistreatment, neglect, or verbal, sexual, and physical abuse or neglect of this the full Corporate Compliance policy should be reported to management. In general, the use of good judgment based on high ethical principles, will guide you with respect to lines of acceptable ethical conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed with management.

**Medication Recalls:**

In the event a manufacturer recalls a medication, the Dispensary staff will contact patients to notify them of the recall as well as any specific instructions provided by the manufacturer.

## **Grievances/Complaints:**

Each patient has the right to file complaints regarding their safety or satisfaction. Complaints may be made known to any employee who will then refer the patient to the proper management to handle complaints as listed below.

- Dispensary Manager – Jenny Hutson RN 316-636-6171
- Director of Operations – Alysha Saenger 316-636-6120
- Compliance Officer – Philippe Nabbout 316-636-6100

Once a complaint or grievance is received, it will be investigated, documented, and responded to by appropriate management:

- Verbally within 3 business days
- In writing within 14 business days, as applicable

*Wichita Urology is accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a healthcare provider that has achieved ACHC accreditation, you can take comfort in knowing that you will receive the highest quality of care. If you have any concerns about the product or service that you receive from Wichita Urology you may contact ACHC directly at (855) 937-2242.*

## **Privacy Notice and Release of Information:**

Patients must have a signed notice of privacy practices and release of information prior to providing any services. These are completed with initial establishment of care with your Wichita Urology Group Physician and will be updated on an annual basis thereafter. These will be stored in the patient's chart.

## **Prescription pick-up:**

The in-office physician dispensary is geographically located at the address above. Patients are requested to pick-up their medication at the address listed above. If patients are unable to pick up their medication at that location, patients can request the medication be delivered to their home via courier (with applicable delivery fees) or they may be able to pick up at the following locations per the patient's request:

1. Main Office: 2626 N. Webb Road, Wichita, Kansas, 67226; Office Hours: Mon – Fri, 8am – 5pm
2. West Office: 7570 W. 21<sup>st</sup> Street, Building 1014A, Wichita, Kansas 67205; Office Hours: Mon – Fri, 8am – 5pm
3. Outreach clinics – please contact office for availability

**Thank you for choosing Wichita Urology for your care**