



ACCREDITED

Specialty Pharmacy

06/01/2026

UPSTATE  
OUTPATIENT PHARMACY



## Specialty Pharmacy New Patient Welcome Packet

Dear Valued Patient:

Welcome to the State University of New York (SUNY) Outpatient Pharmacy. Our Pharmacy Team is made up of highly trained healthcare professionals dedicated to providing the best possible patient care to each and every patient. The pharmacy has received Specialty Pharmacy Accreditation from both URAC and Accreditation Commission for Health Care, supporting our goal of providing the highest quality care for our patients.

You are receiving this packet of additional information because your doctor has prescribed you a specialty medication. You can expect to receive:

- **Personalized patient care**  
Our specialty trained staff members will work with you to discuss your treatment plan, and we will address any questions or concerns you may have. Specialty medication patients will be auto-enrolled in the Patient Management Program. The program provides patients with training, education and counseling.
- **Collaboration with your Doctor**  
We work directly with your doctors and caregivers and are here to make sure any difficulties you may be having with your treatment are addressed immediately with your doctors. We will also provide coordination of prior authorization with your insurance company.
- **Regular follow-up**  
Getting your medications and medical supplies quickly and efficiently is important. We will be in close contact with you during your treatment, provide refill reminders and will be your healthcare advocate.
- **Benefits**  
Treatment can be costly, and we will help you navigate through the complexities of the healthcare system to explore every option available to you. Our relationships with insurers will help provide you with information and explanations of your prescription and medical insurance benefits. We will take care of coordination of prior authorization with your insurance company.
- **Delivery**  
We offer fast and convenient delivery to your home, workplace, or the location you prefer. A staff member will contact you at least 5 days prior to your refill due date to coordinate the medications you need, update your medical and insurance records, and to set up and confirm a delivery date and address.
- **24/7 Support**  
Clinically-trained pharmacist personnel are available 24 hours a day, 7 days a week including holidays and weekends. We are always here to answer any questions or address any concerns you may have.
- **Full Service Pharmacy**  
Please let one of our team members know if you are interested in having all of your prescription medications filled at the SUNY Outpatient Pharmacy.

We can be reached at 315-464-3784 (DRUG) or toll free at 833-713-1125 (press option #7 to be connected with someone within the Specialty Medication Department). Thank you for choosing Upstate Medical University as your hospital and SUNY Outpatient Pharmacy for your medications.

## Table of Contents

### **About State University of New York Outpatient Pharmacy:**

Our Mission, Vision and Values .....	3-4
Commitment to Diversity .....	4
Location and Hours .....	5
Emergency Disaster Information .....	6

### **Financial and Clinical Services Offered:**

Medication Delivery and Dispensing Options .....	6
New and Refilling Prescriptions Reminders and Options .....	6-7
Insurance Information Assistance (Prior Authorization Coordinators) .....	8
Medication Assistance Programs and Financial Support.....	8
Clinical Support Team .....	9
Medication Supplies Offered (free of charge) .....	9
Prescription Transfers .....	9
Drug Substitution Protocols .....	10

### **Patient Rights and Responsibilities:**

Patient Bill of Rights.....	10-11
Patient Responsibilities .....	12
Notice of Privacy Practices .....	Refer to Privacy Handbook in Welcome Packet Folder

### **Patient Safety:**

Adverse Drug Reactions .....	12
Household Sharps (syringes/needles) .....	12
Proper Disposal of Unused Medications.....	13
Drug Recalls.....	13
Emergency and Disaster Preparedness Plan .....	13
Hand Washing (Infection Control Recommendations).....	14
Home Safety Information .....	14-16

### **Patient Satisfaction, Complaints and Concerns:**

Patient Satisfaction Surveys (please fill out and mail Survey Card included in folder).....	16
Complaints, Concerns or Suspected Errors .....	17

### **Additional Information:**

Resources Available on the SUNY Outpatient Pharmacy Website.....	18
Support Groups in the Community .....	19

## Our Mission, Vision, and Values

### SUNY Upstate Medical University's Mission:

The mission of SUNY Upstate Medical University is to improve the health of the communities we serve through education, biomedical research and patient care.

### Upstate Medical University Vision Statement:

United in expertise, compassion and hope to create a healthier world for all.

### University Hospital's Vision Statement:

- University Hospital will provide comprehensive, seamless and innovative patient and family centered health care to improve the health status of the communities we serve.
- University Hospital will be the preferred area employer by offering an environment where employees and volunteers are personally and professionally valued, recognized and supported.
- University Hospital will be a clinical center of educational and research excellence by continuously evaluating and adopting innovative practices in technology and health care.



## The Mission is achieved through shared values:

### We drive innovation and discovery

by empowering our university family  
to bring forth new ideas and  
to ensure quality.

### We respect people

by treating all with grace and dignity.

### We serve our community

by living our mission.

### We value integrity

by being open and honest  
to build trust and teamwork.

### We embrace diversity and inclusion

to state that all are welcome here.

## Commitment to Diversity

**A Commitment to diversity** is essential for Upstate Medical University to fulfill its mission of improving the health of the communities we serve through education, biomedical research, health care and service.

One of Upstate's core values is to respect people by treating all with grace and dignity and embracing diversity. Consistent with our mission and consistent with our values, one of our primary goals is to attract and cultivate a dynamic and culturally sensitive faculty, staff and student body that exemplifies, promotes and celebrates diversity. This definition of diversity includes recognition and appreciation of the uniqueness of each individual. Our community includes persons of various race, ethnicity, gender, sexual orientation, socio-economic status, age, physical and cognitive ability, religion and political belief. We are committed to valuing and sharing the strength of our differences in a safe, positive and nurturing environment.

An inclusive and open-minded community that engages excellence and embraces diversity is fundamental to the Upstate vision to become the leading regional academic medical center in the nation.

# Specialty Pharmacy New Patient Welcome Packet

## Pharmacy Locations and Contact Information

### **SUNY Upstate Outpatient Pharmacy** (located inside University Hospital Downtown Campus)

750 East Adams Street Rm. 1602 (Lobby), Syracuse NY 13210

**Phone:** 315-464-3784 (Press option #7 for Specialty Medications)

Toll Free Phone: 833-713-1125 (Press option #7 for Specialty Medications)

Fax: 315-464-9995

#### **Hours of Operation:**

Days:	Hours:
Monday:	8:00am – 6:00pm
Tuesday:	8:00am – 6:00pm
Wednesday:	8:00am – 6:00pm
Thursday:	8:00am – 6:00pm
Friday:	8:00am – 6:00pm
Saturday:	9:00am – 2:00pm
Sunday:	9:00am – 2:00pm

#### **Holiday Hours:**

Days:	Hours:
New Year's Day:	Closed
Martin Luther King Day:	8:00am – 6:00pm
President's Birthdays:	8:00am – 6:00pm
Memorial Day:	Closed
July 4th:	Closed
Labor Day:	Closed
Columbus Day:	8:00am – 6:00pm
Election Day:	8:00am – 6:00pm
Veteran's Day:	8:00am – 6:00pm
Thanksgiving Day:	Closed
Christmas:	Closed

### **SUNY Upstate Outpatient Pharmacy at UCH** (located across from University Hospital Community Campus)

5000 W. Seneca Turnpike, Suite A, Syracuse NY 13215

**Phone:** 315-492-5311 (Press option #7 for Specialty Medications)

Toll Free Phone: 833-520-3687 (Press option #7 for Specialty Medications)

Fax: 315-492-3012

#### **Hours of Operation:**

Days:	Hours:
Monday:	8:00am – 6:00pm
Tuesday:	8:00am – 6:00pm
Wednesday:	8:00am – 6:00pm
Thursday:	8:00am – 6:00pm
Friday:	8:00am – 6:00pm
Saturday:	Closed*
Sunday:	Closed*

\*Downtown Pharmacy location open

#### **Holiday Hours:**

Days:	Hours:
New Year's Day:	Closed
Martin Luther King Day:	8:00am – 6:00pm
President's Birthdays:	8:00am – 6:00pm
Memorial Day:	Closed
July 4th:	Closed
Labor Day:	Closed
Columbus Day:	8:00am – 6:00pm
Election Day:	8:00am – 6:00pm
Veteran's Day:	8:00am – 6:00pm
Thanksgiving Day:	Closed
Christmas:	Closed

### **The following location dispenses durable medical equipment and is accredited by ACHC:**

#### **Upstate Outpatient Pharmacy at Nappi** (located in Nappi Wellness Institute)

725 East Adams St., Room 1031, Syracuse NY 13210

**Phone:** 315-464-4380 (Press option #2 to refill a prescription and option #0 to speak to a representative)

Toll Free Phone: 833-520-3688

Fax: 315-464-1501

**Hours of Operation:** Same as SUNY Upstate Outpatient Pharmacy at UCH listed above

## Emergency Disaster Information

- In the event of a disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication. This will ensure your therapy is not interrupted.
- Phone: 315-464-3784 (Press option #7 for Specialty Medications)
- Toll Free Phone: 833-713-1125 (Press option #7 for Specialty Medications)

## Medication Delivery and Dispensing Options

- Overnight mailing with package tracking is available (delivery and shipping free of charge to patient and insurance)
- Patient pick-up at the pharmacy
- Same day delivery to your house is available when requested by your provider or in the event of an urgent situation (delivery free of charge)

Please be advised that you cannot return or exchange medications after they have been sold to you. We cannot give credit or return medication that you do not use.

## Filling New Prescriptions

The SUNY Outpatient Pharmacy is a fully operating specialty and retail community (non-specialty) pharmacy that can fill new prescriptions and refill prescriptions for both specialty and non-specialty medications. As a patient, if you choose to use the SUNY Outpatient Pharmacy, your provider can electronically prescribe new prescriptions directly to the SUNY Outpatient Pharmacy.

When a new prescription is received, a pharmacy Patient Care Coordinator will contact you to notify you that the pharmacy has received the prescription, if it is approved by your insurance, and any out of pocket cost you may have.

This Patient Care Coordinator will also be able to notify you of when the prescription may be ready and discuss your preferred way of receiving it, either by mail, pickup in-person, or same day delivery, if applicable.

## Refilling Prescription Reminders and Options

You will be contacted by a Pharmacy Team Member at least 5 days prior to your refill due date. If you would like to contact us for a refill or obtain order status, you can call us and speak to a patient care coordinator or pharmacist to process your refill requests.

### It's easier than ever to refill your prescription!

#### 1) Telephone - 315-464-DRUG (3784)

- Select **Option 7** - "To reach the Specialty Pharmacy Team about Specialty Medications"
- Select **Option 2** - "To reach the Downtown Outpatient Pharmacy"

#### 2) Mobile Phone - Download the RefillPro App for Your Smartphone

Download from Apple App Store and GooglePlay or scan a QR Code below.



- On the **RefillPro** Home screen, enter our pharmacy phone number: **315-464-3784**
- Select **Order Refills** to display the Order Refills screen
- Enter the prescription number or scan the barcode on your prescription label

#### 3) Internet - Search for "SUNY Outpatient Pharmacy"

Select **REFILL PRESCRIPTIONS** Menu Option

#### 4) Text Reminders

You will receive a text notification at least 5 days before your medication refill is due. The text will include a link that will allow you to refill your medication(s) and arrange the mailing or pickup of your medication(s) at your convenience. If you prefer to get in touch with us for a refill or check your order status, you can call and speak to a patient care coordinator or pharmacist who will assist in processing your refill request. You may opt-out of this service at any time by replying "STOP" to the text message.



## Insurance Information Assistance

### Prior Authorization Coordinators:

We will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue. There may be financial obligations if your health benefit plan is an out of network pharmacy. If that happens you will be notified in-person or by telephone. On the medication monograph dispensed with each medication you will see your out-of-pocket cost and how much money your insurance company covered, in writing. This way, you can see in writing if your medication is out of network and not covered by the insurance company. The cash register receipt will also show how much the out-of-pocket cost was for you. The cash price of your medication is also available, upon request.

- Help to minimize the time it takes for your insurance company to approve your medication
- Help get your medications approved faster and refer you to the appropriate financial resources
- Help prevent delay in therapy

Our Prior Authorization Team will also be able to help refer you to a Pharmacy Patient Advocate if there is an out-of-pocket expense or co-payment that is not manageable for you.

## Medication Assistance Programs and Financial Support

### Medication Assistance Coordinators:

Before your care begins, a staff member will inform you of the financial obligations you have that are not covered by your insurance or other third-party sources. SUNY Outpatient Pharmacy will bill your insurance for your medication, but you may be responsible for paying a fixed out-of-pocket amount, known as a co-payment (or co-pay).

Your financial obligations may include, but are not limited to: out-of-pocket costs such as deductibles, co-pays, co-insurance, annual and lifetime co-insurance limits and changes that occur during your enrollment period.

- Help to make prescriptions affordable for all patients
- Help individuals of all demographics apply for assistance with medications
- Help enroll patients into income-based New York State insurance programs; if age 65 or above assistance can be provided to enroll in the New York State Elderly Pharmaceutical Insurance Coverage (EPIC) Program
- If your co-pay or out-of-pocket expense is not manageable, please notify a staff member, so that further assistance may be provided

If a co-payment exists, it is due at the time of shipping or pickup (dispensing). We accept Visa®, MasterCard®, Discover®, and Flexible Spending Account (FSA).

*“We are always looking for ways to reduce copays and out-of-pocket expenses, whether it is \$1,000 or \$5. Our goal is to make the medications affordable to all our patients.”*

*-Pharmacist Eric Balotin, Director of Retail / Specialty Pharmacy Services*



## Clinical Support Team

These Specialty Pharmacists and Clinical Pharmacist experts are trained in medication management specific to your disease state. These pharmacists and support staff will contact you regularly throughout your therapy on this specialty medication. You may receive outreach phone calls regarding prior authorization insurance approval status, when medications are ready at the SUNY Outpatient Pharmacy, and when refills are due. Pharmacy support staff will contact your physician's office directly for you, requesting electronic refills of your specialty medications.

The Clinical Pharmacists are located within outpatient physician's offices and throughout the Upstate University Hospital and physician's clinics. With the Pharmacy Team working directly with your physician, we are able to communicate medication updates from our phone calls with you directly to your physician. These phone calls will be another opportunity for you to discuss your medications, side effects, concerns and disease outcomes.

- Our Pharmacy Team consists of pharmacists trained to manage specialty medications specific to your disease
- We can provide education regarding medication storage, administration, monitoring, lab follow up, and ways to identify, minimize, manage, and prevent minor and major side effects
- Pharmacists are available by phone twenty-four hours a day, seven days a week, 365 days a year
- First dose teaching and administration in your Upstate physician's clinic is available, when applicable

The Patient Management Program may provide benefits such as managing side effects, increasing compliance to drug therapies and overall improvement of health, when willing to follow directions and compliance to therapy. A limitation of this program is that it requires active patient participation.

If you wish to opt out of the program, please call and speak to our pharmacy staff.

## Medication Supplies Offered (free of charge)

The following supplies will be given for proper administration, free of charge, with your specialty medication, when applicable:

- Sharps / syringe / needle disposal containers
- Band-aids
- Alcohol swabs
- Cotton balls

## Prescription Transfers

If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy of your choice or as directed by your insurance provider. We will inform you of this transfer of care.

If you feel that our pharmacy is unable to meet your needs, we can transfer your prescription to the appropriate pharmacy of your choice.

## Drug Substitution Protocols

Our Pharmacy will always use the most cost-efficient option for you. From time to time it is necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your co-pay.

If a substitution needs to be made and is ordered by your provider, a member of the specialty pharmacy staff will contact you prior to shipping or dispensing the medication to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication at your or your prescriber's request.

## Patient Rights and Responsibilities

To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights and responsibilities involved in your own plan of care.

### Patient Bill of Rights:

Patients have the right to understand and use all of these rights listed below. If for any reason you do not understand or you need help, the SUNY Outpatient Pharmacy and/or Upstate University Hospital must provide assistance, including an interpreter. These include the right to:

1. Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.
2. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
3. Receive emergency care if you need it.
4. Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
5. Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
6. 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.
7. Receive information about the scope of services that the organization will provide and specific limitations on those services.
8. Participate in the development and periodic revision of the plan of care.
9. Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
10. Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable (Additional information provided within Patient Handbook: a Guide to Patient's Rights).
11. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
12. Be able to identify visiting personnel members through proper identification.
13. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
14. To receive information to assist in interactions with the organization.
15. To receive information on how to access support from consumer advocates groups.

## Patient Bill of Rights (continued):

16. To receive information about health plan transfers to a different facility or Pharmacy Benefit Management organization that includes how a prescription is transferred from one pharmacy service to another.
17. To receive information about product selection, including suggestions of methods to obtain medications not available at the pharmacy where the product was ordered.
18. The right to receive information about an order delay, and assistance in obtaining the medication elsewhere, if necessary.
19. To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans.
20. 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.
21. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
22. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
23. Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
24. Choose a healthcare provider, including an attending physician, if applicable.
25. Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
26. Be informed of any financial benefits when referred to an organization.
27. To receive pharmacy health and safety information to include consumers rights and responsibilities.
28. The right to know about the philosophy and characteristics of the Patient Management Program.
29. The right to have personal health information shared with the Patient Management Program only in accordance with the state and federal law.
30. The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor, if requested.
31. The right to speak with a health care professional.
32. The right to receive information about the Patient Management Program.
33. The right to receive administrative information regarding changes in, or termination of, the Patient Management Program.
34. The right to decline participation, revoke consent, or disenroll at any point in time in the Patient Management Program.
35. As a part of your rights as a patient, if you prefer to not receive any outreach phone calls from our Specialty Pharmacy support staff, please let one of the Pharmacy Team members know and you can opt-out.

## Patient Responsibilities are:

1. To notify your Physician and the Pharmacy of any potential side effects and/or complications.
2. To submit any forms that are necessary to participate in the Patient Management Program, to the extent required by law, if applicable.
3. To provide accurate medical, clinical, and contact information and to notify the Patient Management Program of changes in this information.
4. To notify your treating provider of participation in the Patient Management Program and in services provided by the pharmacy, if applicable.
5. To maintain any equipment provided.
6. To participate in the development and updating of a plan of care.
7. To notify the pharmacy of any concerns about the care or services provided.

## Patient Safety

### Adverse Drug Reactions

If you are experiencing adverse effects to the medication, please contact your prescribing doctor or the Pharmacy as soon as possible. If it is a life-threatening medical emergency requiring immediate care, call 9-1-1 or go to your nearest emergency department.

### Household Sharps (syringes/needles) – Dispose of Them Safely

The best way to protect trash handlers and sewage treatment workers against an accidental needle stick or injury is to follow these guidelines for containment and disposal of sharps.

### Containment of Used Sharps / Needles / Syringes

Contain the sharps safely in your own home:

- Use the sharps container provided by our pharmacy to store your used sharps until time to dispose of them.
- If your sharps container is full or you do not have one, use a puncture-proof plastic container with a tight-fitting screw top. Don't use glass because it can break. Coffee cans are not recommended unless they are screw top, because the plastic lids come off too easily.
- Label the container clearly. Write "Contains Sharps" with a waterproof marker directly on the container or on masking tape on the container.
- Once you have used a syringe or lancet, immediately put it into your container. Screw on the top. Don't clip, bend or recap the needles because you could injure yourself.
- Keep the container away from children.
- When the container is full, screw on the cap tightly. Seal it with heavy-duty tape to be extra safe.

### Disposal of Sharps Containers

There are different options for getting rid of the container of sharps. Some cities and towns have more options than others. Here are the best bets for safety, health and protection of the environment:

- Effective July 1, 1995, hospitals and nursing homes in New York State were required to accept properly-contained home medical waste for disposal.
- New York State law allows disposal of household sharps, along with household trash. Local laws, however, may prohibit this. Consult your local department of public works for information about laws that apply in your area.

**Do not put sharps containers out with the recyclable plastics. Sharps are not recyclable.**

## Proper Disposal of Unused Medications

- Outside of the SUNY Outpatient Pharmacy there is a medication disposal bin that may be used to dispose of unused medications.
- For additional instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:

<https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

<https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>

<https://www.rxdrugdropbox.org/>

## Drug Recalls

If your medication is recalled, the specialty pharmacy will contact you with further instructions, as directed by the FDA or drug manufacturer.

## Emergency and Disaster Preparedness Plan

SUNY Outpatient Pharmacy has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility or region, chemical spills in the community, hurricanes, snow storms, tornadoes and community evacuations. Our primary goal is to continue to service your prescription care needs. When there is a threat of disaster, we will ensure you have enough medication to sustain you.

1. The pharmacy will call you 3-5 days before an anticipated local weather disaster emergency utilizing the weather updates as point of reference.
2. The pharmacy will send your medication via courier or UPS next day delivery during any suspected inclement weather emergencies.
3. If the pharmacy cannot get your medication to you before an inclement weather emergency occurrence, the pharmacy will transfer your medication to a local specialty pharmacy, so you do not go without medication.
4. If a local disaster occurs and the pharmacy cannot reach you or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication. Visit your local hospital immediately if you will miss a dose or as directed by your provider.
5. The pharmacy recommends all patients leave a secondary emergency number.

If you have an emergency that is not environmental but personal and you need your medication, please contact the pharmacy at your convenience and we will assist you.

## Hand Washing (infection prevention)

The most important step to prevent the spread of germs and infections is hand washing. Wash your hands often. Be sure to wash your hands each time you:

- Cough
- Sneeze
- Blow your nose
- Before you eat
- Touch any blood or body fluids
- Touch bedpans, dressings, or other soiled items
- Use the bathroom or bedpan

### Here's how you should clean your hands with soap and water:

- Wet your hands and wrists with warm water.
- Use soap. Work up a good lather and scrub hands hard for 20 seconds or longer.
- Rinse your hands well.
- Dry your hands well.
- Use a clean paper towel to turn off the water. Throw the paper towel away.

### Here's how you should clean your hands with hand sanitizers (waterless hand cleaners):

- For gel product use one application.
- For foam product use a golf-ball size amount.
- Apply product to the palm of your hand.
- Rub your hands together. Cover all surfaces of your hands and fingers until they are dry.

## Home Safety Information

Here are some helpful guidelines to help you keep a careful eye on your home and maintain safe habits.

### Medication

- If children are in the home, store medications in childproof containers and out of reach.
- All medication should be labeled clearly and left in original containers.
- Do not give or take medication that was prescribed for other people.
- When taking or giving medication, read the label and measure doses carefully. Know the side effects of the medication you are taking.
- Remove outdated medication from your home (refer to Proper Disposal of Unused Medications section for more detail on proper disposal of unused medication)

### Mobility Items

When using mobility items to get around such as: canes, walkers, wheelchairs or crutches you should use extra caution to prevent slips and falls.

- Avoid using walkers, canes or crutches on slippery or wet surfaces.
- Always put the wheelchairs or seated walkers in the locked position when standing up or before sitting down
- Wear shoes when using these items and be try to avoid obstacles, soft and uneven surfaces.

## Home Safety Information (continued)

### **Slips and Falls**

Slips and falls are the most common and often the most serious accidents in the home. Here are some things you can do to prevent them in your home.

- Arrange furniture to avoid an obstacle course.
- Install handrails on all stairs, showers, bathtubs and toilets, as needed.
- Keep stairs clear and well lit.
- Place rubber mats or grids in showers and bath tubs.
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath or dizziness.
- Wipe up all spilled water, oil or grease immediately.
- Install good lighting.

### **Lifting**

If it is too big, too heavy or too awkward to move alone - GET HELP. Here are some things you can do to prevent low back pain or injury.

- Stand close to the load with your feet apart for good balance.
- Bend your knees prior to carrying the load.
- Keep your back as straight as possible while you lift and carry the load.
- Avoid twisting your body when carrying a load.
- Plan ahead - clear your way.

### **Electrical Accidents**

Watch for early warning signs such as overheating, a burning smell, sparks. Unplug the appliance and get it checked right away. Here are some things you can do to prevent electrical accidents.

- Keep cords and electrical appliances away from water.
- Do not plug or run electrical cords under rugs, through doorways or near heaters. Check cords for damage before use.
- If you have a broken plug outlet or wire, get it fixed right away.
- Do not overload outlets with too many plugs.

### **Smell Gas?**

- Open windows and doors.
- Shut off appliance involved.
- Don't use matches or turn on electrical switches.
- Don't use telephone in that area - dialing may create electrical sparks.
- Don't light candles.
- Call Gas Company from a neighbor's home or cell phone outside and away from your home.
- If your gas company offers free annual inspections, take advantage of them.



## Home Safety Information (continued)

### Fire

Pre-plan and practice your fire escape. Look for at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some steps to prevent fires:

- Install smoke detectors. They are your best early warning. Test frequently and change the battery every year.
- If there is oxygen in use, place a "No Smoking" sign in plain view of all persons entering the home.
- Do not toss matches into wastebaskets unless you know they are out. Wet down first.
- Have your chimney and fireplace checked frequently. Look for and repair cracks and loose mortar.
- Keep paper, wood and rugs away from areas where sparks could hit them.
- Be careful when using space heaters.
- Follow instructions if using a heating pad to avoid serious burns.
- Check your furnace and pipes regularly. If nearby walls or ceilings feel hot, add insulation.
- Keep a fire extinguisher in your home and know how to use it.

### If you have a fire in your home or suspect fire

1. Take immediate action per plan. Escape is your top priority.
2. Get help on the way, with no delay. CALL 9-1-1.
3. If your fire escape is cut off, close the door and seal the cracks to hold back smoke. Signal help from the window.

## Patient Satisfaction Surveys

Our Pharmacy Team wants to help you any way that we can with your medication management. Please take a moment to complete the survey card that is included in this Welcome Packet. It already has pre-paid postage on it, so that it can be mailed in or brought to our pharmacy or your Upstate physician's office.

Your feedback is helpful for us to know the areas of strength of our pharmacy department as well as areas that we could improve on.

## Complaints, Concerns or Suspected Errors

How to report any concerns, grievance, complaints and/or suspected errors to Upstate Medical University, URAC, Accreditation Commission for Health Care (ACHC), and the New York State Board of Pharmacy.

We want you to be completely satisfied with the care we provide. If you believe an error occurred with your medication, please contact the SUNY Outpatient Pharmacy so we can determine if an error occurred and fix any problems. You may also choose to contact other agencies, but we value the opportunity to first make things right if an error does occur. If you or your caregiver have any issues, concerns, problems or complaints, please contact us directly and speak to one of our staff members. Patients and caregivers can do so by phone, fax, writing, or email. We will address your concern within 5 business days.

- **SUNY Outpatient Pharmacy Complaint Information:**  
Phone: (315) 464-3784 (Toll Free: (833) 713-1125) – Press option #7 for Specialty Medications  
Phone: (315) 492-5311 (Toll Free: (833) 520-3687) – Press option #7 for Specialty Medications  
Fax: (315) 464-9995  
Email Address: outpharm@upstate.edu
- **Upstate University Hospital Patient Relations Department:**  
Phone: (315) 464-5597
- **URAC Complaint Information:**  
Phone: (202) 216-9010  
Website: <https://www.urac.org/file-a-grievance>  
Email Address: grievances@urac.org
- **Accreditation Commission for Health Care (ACHC) Complaint Information:**  
Website: <http://achc.org/contact/complaint-policy-process>  
For further information, you may contact ACHC toll-free at (855) 937-2242 or (919) 785-1214 and request the Complaints Department
- **New York State Board of Pharmacy Complaint Information:**  
Website: <http://www.op.nysed.gov/opd/complain.htm>  
Telephone: (800) 442-8106  
Email: conduct@nysed.gov
- **New York State Department of Health:**  
Phone: (800) 804-5447
- **Pennsylvania State Board of Pharmacy Complaint Information:**  
Website: <https://www.dos.pa.gov/ProfessionalLicensing/FileaComplaint/Pages/default.aspx>  
Telephone: (800) 822-2113  
Email: RA-BPOA@pa.gov
- **Florida State Board of Pharmacy Complaint Information:**  
Website: <https://www.floridahealth.gov/licensing-and-regulation/enforcement/index.html>  
Telephone: (877) HALT-ULA  
Email: MQA.ConsumerServices@flhealth.gov

## Specialty Pharmacy New Patient Welcome Packet

### Upstate Outpatient Pharmacy Website

<https://www.upstate.edu/outpatient-pharmacy/index.php>

#### Website Includes Information for patients on:

- Refilling Prescriptions
- Location & Hours of Operation
- The Pharmacy Staff
- Meds-To-Bed Program (Upstate University and Upstate Community Hospitals medications at discharge)
- Prior Authorization
- Medication Assistance
- Specialty Pharmacy Medications
- Patient Education and Resources
- Answers to Frequently Asked Questions

## Support Groups in the Community\*

### Arthritis:

Arthritis Foundation: <https://www.arthritis.org/get-involved/>

Rheumatoid Arthritis Support Network: <https://www.rheumatoidarthritis.org/resources/>

### Cancer:

American Cancer Society: <https://www.cancer.org/treatment/support-programs-and-services.html>

### Cystic Fibrosis:

Cystic Fibrosis Foundation: <https://www.cff.org/Get-Involved/>

### Hepatitis B:

American Liver Foundation: <https://liverfoundation.org/for-patients/about-the-liver/diseases-of-the-liver/hepatitis-b/>

### Hepatitis C:

American Liver Foundation: <https://liverfoundation.org/for-patients/about-the-liver/diseases-of-the-liver/hepatitis-c/support-for-patients-with-hepatitis-c/>

### HIV:

HIV Patient Resources Directory – New York State Department of Health:

[https://www.health.ny.gov/diseases/aids/general/resources/resource\\_directory/docs/syracuse.pdf](https://www.health.ny.gov/diseases/aids/general/resources/resource_directory/docs/syracuse.pdf)

ACR Health: <https://www.acrhealth.org/support-services/>

CNY HIV Care Network: <https://www.facebook.com/CNYHIVCareNetwork/>

### Lupus:

Lupus Foundation of America: <https://www.lupus.org/resources/find-support-near-you>

### Multiple Sclerosis:

National Multiple Sclerosis Society – Upstate New York: <https://www.nationalmssociety.org/Chapters/NYR>

### Transplant:

American Transplant Foundation: <https://www.americantransplantfoundation.org/programs/>

(\*We are not affiliated, associated, authorized, endorsed by, or in any way officially connected with the above-mentioned support groups)

Revised: 01/2024