

OCS Pharmacy at Oklahoma Cancer Specialists and Research Institute

Oral oncology drugs often require strict guidelines for consumption, as well as additional paperwork that other drugstores may not be familiar with or have the time to complete. Studies have shown up to 50% greater compliance with oral oncology drugs dispensed from oncology pharmacies versus standard retail pharmacies but the final decision on which pharmacy to choose should always be determined by the patient.

OCS Pharmacy is certified by the Accreditation Commission for Health Care (ACHC) for Specialty Pharmacy Accreditation with Distinction in Oncology.

OCS Pharmacy is licensed in both Oklahoma and Kansas in order to serve our patients in these states. OCS pharmacy is contracted with most major insurances and will inform you if the pharmacy is in-network with your insurance. The OCS Pharmacy staff are trained and knowledgeable of most copay cards and grants that may be available to decrease the cost of your oral medication. They may be able to assist you in obtaining your drug at a reduced or no cost if you qualify.

OCS Pharmacy has a Registered Nurse on staff that is oncology certified and can assist in completing the necessary paperwork that may be required by your insurance.

OCS PHARMACY CONTACT INFORMATION:

OCS Pharmacy Hours Monday through Thursday 8am- 4:30pm Friday 8am-3pm

OCS Pharmacy Phone: 918-505-3252 918-505-3200 (clinic and after hours) 800-556-6056 (toll free)

Please use these numbers to contact OCS Pharmacy with questions concerning your medication. These numbers can be used to place a prescription order, obtain a refill, check on a prescription status, information on prescription substitutions, how to obtain medications not available at the pharmacy, medication recalls, how to handle adverse reactions and how to report concerns or errors or to transfer your prescription to another pharmacy. Directions on how to access your medication during an emergency or disaster will also be made available on the main pharmacy number as needed.

OCS Pharmacy has an obligation to protect and promote the rights of their customers to care, treatment and services within their capability and mission, and in compliance with applicable laws, regulations and standards. Patients may be requested to submit forms necessary to receive services and provide accurate medical and contact information and any changes to this information. Patient should notify OCSRI or OCS Pharmacy of any concerns they may have about the care of services provide. Our objective is to actively include the patient in their treatment and to work as a combined force to advance the patient's care. Please contact the pharmacist or pharmacy staff concerning any way you feel we might be able to be of assistance.

Patient Rights and Responsibilities:

YOU HAVE THE RIGHT TO:

Be fully informed in advance about services/care to be provided, including the service/care plan.

Be informed both orally and in writing, in advance of care being provided of the charges, including payment for care/services expected from third parties and any charges for which the patient will be responsible

Receive information about the scope of services that the organization will provide and specific limitations on those services

Participate in the development and revision of the plan of care

Refuse care or treatment after the consequences of refusing care or treatment are fully presented

Easily identify pharmacy personnel through proper identification

Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property

Voice grievances/complaints regarding treatment of care, lack of respect of property, or recommend changes in policy, personnel, or services without restraint, interference, coercion, discrimination, or reprisal

Have complaints regarding treatment or care, or lack of respect of property investigated

Confidentiality and privacy of all information contained in the patient record and of protected health information

Be advised on pharmacy's policies and procedures regarding the disclosure of clinical records

Free to choose your pharmacy of choice or health care provider

Receive appropriate care without discrimination in accordance with physician orders

Be informed of any financial benefits when referred to an organization

Be treated, and have your property treated, with dignity, courtesy and respect, recognizing that each person is a unique individual.

Be fully informed of one's responsibilities

CUSTOMER RESPONSIBILITIES:

Adhere to the plan of treatment or service established by your physician.

Adhere to the company's policies and procedures.

To submit any forms that is necessary to participate in the program, to the extent required by law.

Participate in the development of an effective plan of care/treatment/services.

Provide, to the best of your knowledge, accurate and complete medical and personal information necessary to plan and provide care/services.

Provide any necessary forms and documentation needed to participate in patient management programs, to the extent required by law.

Ask questions about your care, treatment and/or services, or to have clarified any instructions provided by company representatives.

Communicate any information, concerns and/or questions related to perceived risks in your services, and unexpected changes in your condition.

Be available at the time deliveries are made. Notify OCSRI if you are going to be unavailable.

Treat company personnel with respect and dignity without discrimination as to color, religion, sex, or national or ethnic origin.

Provide a safe environment for OCS Pharmacy representatives to provide services. Care for and safely use medications, supplies and/or equipment, according to instructions provided, for the purpose it was prescribed and only for/on the individual for whom it was prescribed.

Communicate any concerns about your caregiver's/family member's ability to follow instructions or use the equipment provided.

Protect equipment from fire, water, theft or other damage. You agree not to transfer or allow your equipment to be used by any other person without prior written consent of the company and further agree not to modify or attempt to make repairs of any kind to the equipment.

Modifying equipment or attempting equipment repairs releases the company from any liability related to the equipment and its uses, and from any resulting negative customer outcomes.

Except where contrary to federal or state law, you are responsible for equipment rental and sale charges which your insurance company or companies do not pay. You are responsible for prompt settlement in full of your accounts unless prior arrangements have been approved by company administration.

The company should be notified of any changes in your physical condition, physician's prescription or insurance coverage. Notify the company immediately of any address or telephone changes.

GRIEVANCES AND COMPLAINTS

Patients have the right to raise complaints concerning the pharmacy verbally or in writing to individuals listed below. Contact concerning response will occur within 2 business days of receiving complaint.

Darrell Willyard, Pharm.D. Pharmacist 918-505-3252 12697 E. 51st St South Tulsa, OK 74146

Ann Moser RN, MPH, Quality Improvement 918-505-3200 12697 E. 51st St South, Tulsa, OK 74146

Ruth Dunn OCN, RN, Chief Nurse Director 918-505-3200 12697 E. 51st St. South Tulsa, OK 74146

ACHC-Credentialing Organization (855-937-2242)

For more information visit our website at ocsri.org/our-services under retail pharmacy.