



COTTRILL'S
SPECIALTY PHARMACY

Patient Resource Guide



Mission Statement

Above all else, our mission is to maximize the health and well-being of our patients by providing unsurpassed personalized care, quality services and education in an environment of professionalism, compassion and respect.



Dear Valued Patient,

On behalf of Cottrill's Pharmacy, Inc. I would like to welcome you! We are excited about the opportunity to provide you with your specialty medication. Cottrill's Pharmacy has been in business since 1899 and has been caring for patients for generations.

As a specialty pharmacy patient, you have been enrolled in our Patient Management Program. We are committed to implementing a successful treatment plan for you and providing outstanding care based on your individual needs. We believe in a care team approach which includes our experienced team of Pharmacists, Pharmacy Technicians, Registered Nurses, Patient Care Coordinators, and home office staff working together with you, your healthcare provider and your insurance company to ensure that you achieve the best possible outcomes.

Cottrill's Pharmacy clinical staff is available 24 hours a day / 7 days a week, including weekends and holidays. Our home office can be reached during regular business hours Monday through Friday from 8:00AM – 5:00PM EST. After regular business hours, you may leave a message for an on-call clinician who will respond to you within one hour.

We encourage you to visit our website to learn more about us: www.cottrillspharmacy.com or visit us on social media.

On behalf of all of us at Cottrill's Pharmacy, we thank you for your trust in us. Welcome to our family.

Sincerely,

David Obrochta
President



ACHC
ACCREDITED



Scope of Services

Cottrill's Pharmacy offers customized recurrent services for patients nationwide with chronic and/or complex medical conditions. Our healthcare team continually strives to improve the quality of life for our patients through expert education and coordinated patient relationships.

We understand every patient's situation is unique. This is why Cottrill's Pharmacy offers customized solutions based on your individual treatment plan. We are committed to maintaining consistent communication between you, your healthcare provider and any designated family members or caregivers.



We will contact you each month prior to your estimated delivery to evaluate your treatment and confirm your order.



We will contact you immediately upon identifying a delay in receiving your order. In the event you missed the delivery, we will arrange a time at your convenience, to have a courier/delivery service deliver your package. You will receive personal 24 hour "concierge" delivery service, ensuring you always have the products you need on hand.



We will provide you with information on adverse drug reactions, drug substitution protocols, how to safely dispose of drugs and how drug recalls are handled.



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WWW.COTTRILLSPHARMACY.COM



We will provide you with customized supplies as needed to administer your medication.

We can provide you with assistance in maintaining treatment logs and communicating this information to your health care provider.

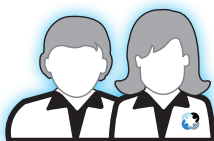


When requested, we can provide you with medication substitutions and if necessary, information on how your prescription(s) can be transferred to another pharmacy.

We offer expert assistance from our Reimbursement Specialists who carefully review any patient-cost obligations making sure you receive the benefits you are entitled to.



You will receive the support you deserve, with home infusion training and education for family members at no cost to you. You can rest assured that you will have 24/7 service in conjunction with your primary health care providers. Our professional experts support our patients every step of the way through clinical, administrative and pharmacy services designed to help patients and providers manage chronic medical conditions effectively.



Our team is comprised of highly regarded individuals with expertise and experience in the fields of pharmacy, medicine, managed care, nursing, reimbursement, legislation and community outreach.

Through our patient-centered team approach, Cottrill's Pharmacy can assure you, providers and payers are receiving the highest level of care and expertise available.



questions?

 1-844-268-8745 (COTTRILLS) or
(716) 508-8481 TTY: 1-800-833-6386
email: patientcare@cottrillspharmacy.com

Cottrill's Patient Management Program

Our Patient Management Program is developed to help you reach your health care goals.

Cottrill's Pharmacy empowers patients and caregivers to make informed decisions about your medication therapy. We provide a Patient Management Program (PMP) to patients who are receiving specialty medications to help you understand, manage and comply with drug treatment. Our PMP is administered by our pharmacy team including Pharmacists, Nurses and patient advocates, and it provides assistance to those patients experiencing difficulty taking, obtaining or following their medication schedule.

One of our Pharmacists is always available to speak with you about any questions you may have.



Our patient management services include:

- A health assessment
- Education and counseling with the Pharmacist, designed to enhance the patient's understanding and appropriate use of medications
- Information and resources designed to enhance patient adherence with specialty drug administration
- Coordination of healthcare services with providers and other healthcare professionals participating in the patient's care
- Care planning to ensure treatment goals meet the patient's needs and are shared among the patient's providers

Patients may gain the following potential health benefits by participating in the Patient Management Program:

- Improved knowledge of medication use and administration
- Improved medication adherence by creating an individualized plan to ensure medication is taken as prescribed
- Improved ability to manage side effects
- Greater self-management of medications and medical condition
- Improved coordination of healthcare services through the collaboration of your Pharmacist, prescriber and healthcare team
- 24/7 accessibility to a Pharmacist or other clinical staff
- Regular follow-up to ensure medications are effective and therapeutic benefits are optimized



In order for the PMP to be successful, responsibilities of the patient include:

- Active participation and willingness to be involved in medication management
- Regular communication between you and the pharmacy including notification of any clinical changes or concerns related to therapy or contact information
- Following prescriber's instructions exactly and getting your prescription refilled on time

You will automatically be enrolled in the Patient Management Program if you are taking a specialty medication. If you wish to decline participation or disenroll, you may do so at any time by calling the pharmacy.

Questions on the PMP?

Call 1-844-268-8745 (COTTRILLS) or (716) 508-8481 and ask to speak with a pharmacist

TTY: 1-800-833-6386

“I wish to thank you for your great service over the past year. It is refreshing to work with a business that is professional and caring.”

~ current Cottrill's patient

questions?



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Patient Rights | Patient Experience

As a patient of Cottrill's Pharmacy, you have the right to:

1. Be fully informed of all your rights and responsibilities as a patient, the legally authorized representative of a patient or the parent or guardian of a minor who is a patient, and to exercise those rights.
2. Receive care and services within the scope of your healthcare plan, promptly and professionally, while being fully informed of our policies, procedures and changes relative to patient care.
3. Be informed about the Cottrill's Pharmacy Patient Management Program (PMP).
4. Be treated with respect, consideration and recognition of patient dignity and individuality without discrimination on the basis of any factor for which discrimination is prohibited by law, including race, color, religion, gender, national origin, disability, genetic information, handicap or age.
5. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
6. Contact and speak with a Pharmacist for emergency situations 24 hours a day, 7 days a week (including holidays), provided through a toll-free line.
7. Discuss any medication-related questions or concerns with a Pharmacist.
8. Be given honest, ethical, professional care based on physician orders.
9. Be fully informed of services available at Cottrill's Pharmacy and the fees for those services, including payment for care expected from third parties and any charges for which you will be responsible.
10. Be provided with effective counseling and education, so that you can take an active role in the medication therapy and be notified of any changes in the plan of care.
11. Have the plan of care remain private and confidential, except as required and permitted by law.
12. Be provided information that is complete and current regarding the patient diagnosis or treatment.
13. Review medical records.
14. Refuse treatment and be informed of potential adverse health outcomes.
15. Be advised of Cottrill's Pharmacy policies and procedures regarding disclosure of Protected Health Information (PHI). All PHI will be kept confidential and will not be released without written consent from you or your responsible party, based on applicable state and federal laws.



Patient Rights | Patient Experience

- 16.** Voice grievances and complaints regarding treatment or care, lack of respect of property or request changes in policy, staff, or service/care without restraint, interference, coercion, discrimination, or reprisal. Complaints can be filed with the agencies listed on the complaint procedure provided.
- 17.** Expect our team will investigate complaints as specified by applicable law. Cottrill's Pharmacy will notify the patient or representative of the result of the complaint. If you are not satisfied, you may file a complaint with the New York State Department of Health's Office of Health Systems Management or other agency listed.
- 18.** Receive services from qualified and trained personnel.
- 19.** Be provided guidance for what to do in the case of an emergency.
- 20.** Receive information in a language or form you can understand.
- 21.** Be provided with adequate information from which the patient or representative can give informed consent for the commencement of service, the continuation of service, the transfer of service to another pharmacy/home infusion provider or termination of service.
- 22.** Be informed of any financial benefits when referred to an organization.
- 23.** Be informed of limitations of the services and care provided by the pharmacy.
- 24.** Receive a timely response from our staff regarding a physician's request for service.
- 25.** Receive assistance with pursuing resources appropriate to care outside the scope of the pharmacy.
- 26.** Choose which pharmacy provider fills your prescriptions and not to be coerced into transferring prescriptions to another pharmacy.
- 27.** Receive appropriate care without discrimination in accordance with physician orders, if applicable.
- 28.** (Nursing patients only) Be notified of who will be providing your care. Cottrill's Pharmacy will make an attempt to consistently schedule the same nurses to service the patient. If a staff replacement is made, you will be notified of the change. You will be assured of adequate and appropriate care within the scope of services that we provide.
- 29.** Request information on Advanced Directives.
- 30.** Expect photo identification for all Cottrill's Pharmacy staff providing in-home care.

questions?



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Patient Responsibilities | Patient Experience

As a patient of Cottrill's Pharmacy, you have the responsibility to:

1. Provide accurate information concerning your present health status, current medications, allergies, past hospitalizations, injuries, illnesses and other information necessary to render appropriate services and care.
2. Submit all forms necessary to receive services.
3. Participate in the development and update of your plan of care.
4. Request additional assistance or information on any phase of your healthcare plan that you do not fully understand.
5. Notify us prior to changing your contact information, including address, phone numbers, email address or insurance information.
6. Notify us when you will not be home at the time of a scheduled delivery or nursing visit (if applicable).
7. Notify Cottrill's Pharmacy of any issues with services provided.
8. Follow the plan of care and clinical instructions as prescribed by your physician, nurse and other health care providers.
9. Advise us if you are not willing to follow your established care plan/services and accept responsibility for those actions.
10. Treat Cottrill's Pharmacy employees with courtesy and respect.
11. Evaluate your home environment and make necessary corrections to plan for safe medication handling and storage.
12. Maintain any equipment provided by Cottrill's Pharmacy and follow the instructions provided. Equipment is to be returned upon completion of therapy/service.
13. Meet financial commitments resulting from the care and services provided.
14. Understand Cottrill's Pharmacy may not manage your finances, write checks or be a designated representative or power-of-attorney (POA) for patients.
15. (Nursing patients only) Contact Cottrill's Pharmacy within 15 minutes of your scheduled appointment start time, if your nurse is late for your scheduled appointment and has not notified you that he/she will be late.





PERSONALIZED SERVICE – WE GO ABOVE AND BEYOND



“Thank you so much for the incredible effort, diligence and dedication. Your attention and professionalism go unmatched. You are a gift to us!!”

~ current Cottrill's patient

questions?



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Frequently Asked Questions

Who is the Cottrill's Pharmacy team?

Our experienced team of Pharmacists, Registered Nurses, Pharmacy Technicians, Field Care Coordinators and Reimbursement Specialists have extensive knowledge of specialty medications. We are available 24/7 to answer your questions and concerns.

How do I place a prescription order or check the status?

Call our office at 1-844-268-8745 (COTTRILLS) or (716) 508-8481 or use the CottrillsCare app.

What if Cottrill's Pharmacy cannot provide the medication I need?

Our team will communicate this information to your prescribing physician and referral source within 5 days and provide information on another pharmacy that may be able to fill your prescription. We will assist you with the referral and transition to another pharmacy.

What if I have a question on a prescription substitution?

Call our office at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481 and ask to speak with a Pharmacist.

When will I receive my delivery?

Regular delivery is Monday through Friday. Our staff will work with you to make delivery arrangements. Some shipments can be made on Saturdays, depending on the availability of delivery services in your area.

How long does it take to receive my medication?

Specialty medications are shipped with expedited delivery and are typically sent by overnight delivery. We will provide any additional supplies you need for administering your medication (such as needles, syringes, gloves and bandages).

Do I need to be home for my shipment?

If you are receiving specialty medication, packages will not be left at your door. In most instances, someone will be required to sign for delivery.



**What if my delivery is late or has not arrived?**

If you don't receive your medication on schedule, call us as soon as possible to avoid missing a dose.

How is my medication packaged and shipped?

Some specialty medications must be maintained at certain temperatures, even if it doesn't require refrigeration. Cottrill's Pharmacy will ship medications in a qualified shipping system, which has been independently tested to maintain specified manufacturer temperatures.

If the ice pack is not frozen, is my medication still good?

Yes! The melting of the ice packs is normal during shipping.

What if I have concerns or there is an error with my medication?

For any concerns or if you suspect there is an error with your medication, please contact our office at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481 and ask to speak with a Pharmacist.

What if I am having an adverse reaction?

If you are experiencing an emergency, call 911. If you suspect you are having a non-emergent adverse reaction, immediately contact your prescribing provider or call our office at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481 and ask to speak with a Pharmacist.

How do I order a refill?

Refills can be ordered by calling our office at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481 or by using the CottrillCare app. One of our staff members will assist you with scheduling your delivery.

How do I dispose of old, unused or expired medication?

Proper disposal of old, unused or expired medicine is important to protect others and the environment. To find a list of medication drop boxes near you, visit: www.safe.pharmacy/drug-disposal. Use the Drug Disposal Locator Tool for permanent drug disposal boxes in your area. Do not flush medication or pour it down the drain. For any unused sharps, consult your local health department, waste management company or ask us for information. If you have unused or expired Factor medication, please contact us at (716) 508-8481 or 1-844-COTTRILLS (1-844-268-8745).

What if my medication is recalled?

Our staff will notify you if there is a Food and Drug Administration (FDA) or manufacturer recall. We will give you instructions on what to do.

questions?



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Frequently Asked Questions

What if my information has changed?

Please contact our office if your address, phone number or insurance information has changed.

What do I do if I am going on vacation?

If you are planning on being away from home for an extended period, call us to inquire about obtaining an early refill and traveling with specialty medication.

How do I get my medicine during an emergency or disaster?

If a storm, natural disaster or emergency interrupts your delivery, call us at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481. We will coordinate delivery of your medication or if we are unable, advise you on alternative options.

Is the shipping system recyclable?

Check with your local municipality for recycling guidelines in your community.



Are language services available?

We provide language assistance services for patients and caregivers.

Call us at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481 for translation services.

What should I do if I receive an insurance check?

If you are utilizing out-of-network benefits and are paid directly by your insurance plan, please contact our Billing Department immediately. We will provide instructions and postage-paid envelopes for you to conveniently send us the payments.

How does copay assistance work?

These programs provide financial assistance for medication copayments and other out-of-pocket healthcare costs. It is important to remember most of these plans stipulate that the patient have commercial or private insurance and typically cannot be used with any government insurance. If you change insurance plans or have Medicare, Medicaid or any other government-issued plan, please contact our billing department.

How does grant assistance work?

Grant assistance may be available to those patients who have Medicare, Medicaid or other government insurance. These organizations are not-for-profit and provide financial assistance to help cover the cost of medications, health insurance premiums and other out-of-pocket costs associated with your diagnosis.

Am I able to transfer my prescription to another specialty pharmacy?

Yes. Please call us at 1-844-COTTRILLS (1-844-268-8745) or (716) 508-8481 and we will help with the transfer.



Insurance Help

Our Reimbursement Specialists are available to help you with any questions regarding your insurance plan coverage, benefits or payments.

OUR TEAM WILL:

- Determine coverage and eligibility
- Obtain prior authorization on your behalf or communicate with your referring physician or health care professional to obtain a prior authorization
- Make recommendations on using copayment assistance or benefit cards
- If you are utilizing an out-of-network plan, help you and your family understand coverage and the claims payment process
- File insurance claims
- Appeal denied claims
- If we are unable to provide service, communicate information on other participating pharmacies who may be able to service your needs

questions?



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Medicare DMEPOS Information

(Durable Medical Equipment, Prosthetics, Orthotics and Supplies)



Notification regarding Capped Rental Items and Inexpensive or Routinely Purchased Items

Medicare has defined certain items as Capped Rental equipment (CR) (i.e. wheelchairs, nebulizers). Medicare only covers these items as a rental, instead of a purchase due to high cost. Medicare reimbursement is a monthly rental allowable and is capped at 13 rental months. After 13 months, no further payments may be made and the title is transferred to the Medicare beneficiary. Responsibility for repairs and servicing the equipment is then the responsibility of the Medicare beneficiary.

Medicare has defined certain items as Inexpensive or Routinely Purchased (IE) (i.e. canes, walkers, commodes). This equipment may either be rented or purchased by the beneficiary, depending on their choice. The total payment amount may not exceed the actual charge for a purchase.

Right to training regarding DMEPOS

As a Medicare beneficiary, you have the right to be counseled about your DMEPOS prescription and trained and educated on the safe and effective use of the equipment. Training may include the demonstration of the safe and effective operation of the equipment, product use, troubleshooting and potential hazards.

Notification of Warranty

Cottrill's Pharmacy, Inc. notifies you that any manufacturer warranty coverage is described in the manufacturer packaging that accompanies the product. We honor express and implied warranties under applicable state law and will repair or replace, free-of-charge, Medicare-covered equipment that is covered under warranty. This standard applies to all purchased and rented items, including capped rental items. Cottrill's Pharmacy, Inc. itself does not provide a warranty on any product it rents or sells, and disclaims any such warranty express or implied, including any warranty of merchantability or that the product is fit for a particular purpose (unless otherwise required by applicable state law).

DMEPOS Standards

The products and/or services provided to you by Cottrill's Pharmacy, Inc. are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation).

The full text of these standards can be obtained from the U.S. Government Printing Office website at www.42CFR424.57c



Medicare DMEPOS Supplier Standards

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

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR § 424.57 (c) (11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.



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BASIC Home Safety Standards

You can use this checklist to check your home for safety and health hazards. Follow as many of these as you can to keep everyone safe.



Every Room:

- ☐ Keep walkways clear and well lit.
- ☐ If your home was built before 1978, it probably has lead paint. Remodeling projects that disturb lead paint can spread dust through your home. Check with your local or state health department for low-dust remodeling tips.
- ☐ Damp mop and damp dust at least weekly. Dust can make asthma and breathing problems worse.
- ☐ Supply enough fresh air throughout the house. Make sure at least one window in each room opens.
- ☐ Empty cleaning buckets, wading pools and other containers that hold water. Young children can drown in even tiny amounts of water.
- ☐ Use window guards in upstairs windows. Make sure at least one window in each room opens.
- ☐ Fill unused outlets with plastic safety plugs, if there are toddlers in the house. Keep electrical cords away from small children.
- ☐ For added safety, use ground fault circuit interrupter power strips (cords that turn on and off) instead of extension cords. Be careful with extension cords. Too many items on a cord can start a fire. Some appliances should only be used with thick, heavy-duty cords.
- ☐ Place lights so they can be turned on without walking through a dark area.
- ☐ Remove cords or wires that cross walkways.
- ☐ Never nail or staple wiring to walls or baseboards.
- ☐ Have an electrician install or inspect your wiring. Fix or replace frayed or cracked electrical cords.
- ☐ Make sure all electrical devices have passed testing by a recognized lab. Look for UL or ETL on the label.
- ☐ If you have fuses, always use the correct size. Never use coins! The fuse box should be labeled. If it's a 15-amp circuit, use only a 15-amp fuse. Anything higher is a fire hazard.
- ☐ Be sure electric heaters are grounded (three-prong plug). Connect them directly to wall outlets (do not use extension cords). Never leave a child alone in a room with a space heater.
- ☐ To prevent carbon monoxide poisoning and fires, place space heaters where they can't be tipped over and away from furniture, beds and curtains.
- ☐ Be sure any wood burning equipment is properly installed. Inspect it often for buildup and clean stovepipes and chimneys each fall, and as needed throughout the heating season. Keep small children away from the wood burning area.
- ☐ Think about making your home a non-smoking place, especially if children, pregnant women, or people with breathing problems, such as asthma, live there. Carefully dispose of matches, lighters and cigarette butts. Remember, smoking is unhealthy for everyone in the house, including children!



- ☐ Use a smoke alarm on every floor and be sure one is placed in each sleeping area and outside each sleeping area/bedroom. Do not place smoke alarms in the kitchen.
- ☐ Use a carbon monoxide detector/alarm. Follow advice on the package about where to place it. Ask your fire department for guidance.
- ☐ Check detectors/alarms twice a year to make sure they work properly. Replace alkaline batteries every time and all other batteries if needed. Replace detectors/alarms more than 10 years old.
- ☐ Always keep matches, lighters and candles away from children.
- ☐ In case of fire, crawl out below the smoke. ("Stay low and go.")
- ☐ Teach all adults and children in the household how to "stop, drop and roll" if their clothes catch fire.
- ☐ Plan and practice using two emergency exits from the home. Practice regularly as a family, even at night when children are asleep. Use the detector/ alarm's test setting so family members will know the sound of the detector/alarm.

Dial 911

An emergency is any situation that requires immediate assistance from the police, fire department or ambulance.



Kitchen:

- ☐ Wash your hands well with soap and water before preparing food and after using the bathroom, handling uncooked food, changing a diaper, or touching pets. Wash for at least 20 seconds or while singing the first verse of your favorite song.
- ☐ If your home was built before 1986, there might be lead solder in the water pipes. Run the water until it is cold to the touch before using it for cooking or drinking.
- ☐ Use direct, even lighting over the stove, sink, counter, and where food is cut or sliced.
- ☐ Keep electrical cords away from the sink and stove. Do not use extension cords in the kitchen. Unplug appliances when not using them.
- ☐ Use ground fault circuit interrupters (plugs that reset) near the sink.
- ☐ Avoid loose, flowing clothing while cooking.
- ☐ Do not heat your home with a cooking stove! It can build up carbon monoxide, a poisonous gas with no odor. People who breathe too much carbon monoxide can get very sick or even die.
- ☐ Use an exhaust fan over the stove to clear moisture and cooking odors. Fans that vent outside work best, if they are allowed in your community.
- ☐ Keep oven mitts and towels away from cooking surfaces.
- ☐ Store items that might attract children (candy, cookies, etc.) away from the stove, and never above the stove.

questions?



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BASIC Home Safety Standards

- ☐ Keep hot liquids (cups of tea, coffee, soup) and sharps (knives, scissors) out of children's reach.
- ☐ When cooking, turn pot handles to the back of the stove and away from other burners.
- ☐ Keep your food preparation areas clean! Make counters easily cleanable. Toss out worn or grooved cutting boards, which don't clean well.
- ☐ Control pests by taking away their food and water. Clean food and water spills right away, and store food and trash in tightly sealed containers.
- ☐ Never mix cleaning products together! The fumes can cause sickness or death.
- ☐ Buy cleaning products in child-resistant packaging when you can. Never put non-food items like bleach, pesticides or cleaners into food containers.

Bathroom:

- ☐ Use grab bars and non-skid mats in bathtubs and showers.
- ☐ Always watch young children when they are bathing.
- ☐ Test bath water with your hand before bathing children to prevent scalds.
- ☐ Open a window or use an exhaust fan while showering to clear moisture from the room.
- ☐ Use ground fault circuit interrupters (plugs that reset) in the bathroom.
- ☐ Unplug small appliances such as hair dryers, shavers and radios when not using them. Keep them away from water in sinks and tubs.
- ☐ Make sure there are no leaks in the plumbing.
- ☐ Use a night light.

Stairs:

- ☐ Use toddler gates at the top and bottom of stairs, if there are small children. Children can get trapped in older, "accordion style" gates. To prevent strangulation, do not use these gates.
- ☐ Always keep stairways clear of tripping dangers.
- ☐ Make sure that stair coverings are not loose.
- ☐ Light the stairs well. Use light switches at both the top and bottom of the stairs. Make the edges of the steps easy to see.
- ☐ Use strong handrails that run from top to bottom on both sides of the stairs.

Bedroom:

- ☐ Place lamps or light switches and flashlights near each bed.
- ☐ Keep a telephone or cellphone next to the bed. Know your doctor's phone number.
- ☐ Do not burn candles in the bedroom. Almost half of candle fires start in the bedroom.
- ☐ NEVER smoke in bed!
- ☐ Do not cover or fold electric blankets when they are on. "Tucking in" an electric blanket can overheat it and start a fire.
- ☐ Wash bedding weekly in hot water to lessen dust and help with breathing problems.





Basement/Garage:

- ☐ Be sure all work areas are well lit.
- ☐ Ground all power tools (three prong plug) and make sure guards are in place. Follow directions for safe use of tools.
- ☐ Keep household chemicals, such as pesticides and pool chemicals, away from children.
- ☐ Tightly cap containers of chemicals that have fumes, such as paints and cleaning products. Do not use them near furnaces, water heaters, and other heat sources.

ALWAYS STORE GASOLINE OUT OF THE HOME.

Only use a container labeled for gasoline use.

- ☐ Set the hot water to less than 120° F. This prevents scalds but is hot enough for cleaning dishes. Use an anti-scald device to protect against water temperatures more than 120° F.
- ☐ Use a dehumidifier to control musty smells in the basement. Empty and clean it often.
- ☐ Vent clothes dryers outside with a flexible metal vent. Clean the lint filter every time to prevent fire.
- ☐ Test for radon and keep levels low. Call your local health department for more information.
- ☐ Each fall, have all heating and any gas-fired appliances checked by a professional. Check any chimneys for blockage. Check the heating vents and change the furnace filter.
- ☐ Plug openings around holes used to bring water, electricity, telephones, etc. into the building. This keeps pests, radon gas and other fumes outside.

Outdoors:

- ☐ Wear gloves while handling bird feeders or doing other yard work. Or, wash your hands well when you are done.
- ☐ Use a mat at the doorway to catch dirt from shoes.
- ☐ Use lights for entry after dark.
- ☐ Keep walkways level and clear of ice and snow.
- ☐ Be sure stairs, retaining walls, railings, porches and balconies are in good condition and sturdy.
- ☐ Use safety railings on decks, porches and other raised areas.
- ☐ Use ground fault circuit interrupters (plugs that reset) outdoors.
- ☐ Fence off swimming pools or use other barriers to keep children out. For inground pools, use fencing at least four feet high with self-closing, self-latching gates.
- ☐ Play in grassy areas. Dirt may contain higher levels of lead.
- ☐ Learn cardiopulmonary resuscitation (CPR).
- ☐ Lower the number of mosquitoes by reducing or getting rid of standing water. Look for standing water in old tires, birdbaths, tree swings, rain gutters, etc.
- ☐ Backyard burning, even of wood and papers, can worsen asthma and is also a fire hazard. Never burn trash or plastics! It puts toxic gases in the air.
- ☐ Put children under 12 in the back seat of the car, away from the air bag. Until children are big enough for an adult seat belt, use the correct car seat or booster seat for their size.



To speak with someone about a poisoning emergency, dial **1-800-222-1222**. Stay calm! Bring the container or bottle with you to the telephone when you call for assistance.

questions?



 1-844-268-8745 (COTTRILLS) or
(716) 508-8481 TTY: 1-800-833-6386
email: patientcare@cottrillspharmacy.com



Storm Preparedness

Earthquakes: If the ground starts to shake, will you be ready? Here are ways to protect your home and family:

- Secure large appliances and install flexible gas and water connections
- Anchor top-heavy furniture to the wall and place heavy objects on lower shelves
- Never hang anything heavy above where you sleep
- If you're outside when an earthquake strikes, move away from buildings, street lights, utility wires and overpasses
- If you are inside when an earthquake strikes, get under a sturdy table or desk and hold onto it. If that's not possible, crouch in a strongly supported doorway or inside corner and protect your head
- Stay clear of windows

Hurricanes: Hurricanes can be forecast several days in advance, so you have time to take precautions. If you are in the path of a hurricane:

- Board up windows and secure loose items like patio furniture
- Know where to go in the event of an evacuation and how to get there; establish an assembly point for family members to meet if separated, and choose one person everyone can contact with their whereabouts and status
- Take shelter in a sturdy building; avoid isolated sheds or other small structures, open areas, hilltops, the beach or boats
- If you are driving in heavy rain, try to safely exit the road, stay in the vehicle and turn on the emergency flashers
- Never drive into flooded areas; if flood waters rise around your car, abandon the car and move to higher ground
- Avoid contact with electrical equipment, cords, metal and water
- Listen for warning sirens, stay away from windows and exterior doors, and seek shelter in a bathroom or basement
- Stay indoors until authorities tell you it's safe to go outside
- Hurricanes can cause massive flooding
- Get daily updates from the Federal Emergency Management Agency (www.fema.gov)



Safety

- page 23

KEEP YOUR COMMUNITY SAFE

DO NOT
throw loose
sharps in trash



DO NOT
put sharps
in recycling



DO NOT
flush sharps
down toilet



KEEP OUT
of reach
of children

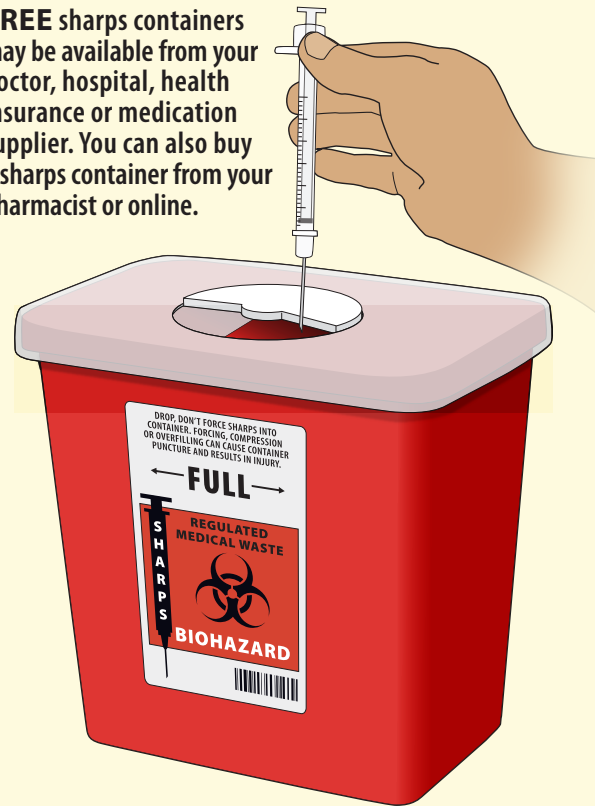


703.370.5527 • kwikpoint.com

ALWAYS USE A SHARPS CONTAINER

Used sharps are hazardous waste. When not discarded properly they can cut and infect others. Protect your community by always discarding your used sharps in a sharps disposal container.

FREE sharps containers may be available from your doctor, hospital, health insurance or medication supplier. You can also buy a sharps container from your pharmacist or online.



For information about rules and laws in your community, contact the Coalition for Safe Community Needle Disposal at 800.643.1643. For more information on sharps visit [fda.gov/safesharpsdisposal](https://www.fda.gov/safesharpsdisposal).

Cottrill's Pharmacy will provide you with a sharps container upon request.

**Be Responsible.
Be Prepared.
Be Smart.
Be Safe.**



questions?



 1-844-268-8745 (COTTRILLS) or
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email: patientcare@cottrillspharmacy.com

Stop germs! Stay healthy! Wash your hands.



Keeping your hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.



When?

- Before, during and after preparing food
- Before eating
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How?

- **WET** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **LATHER** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- **SCRUB** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from the beginning to the end twice.
- **RINSE** hands well under clean, running water.
- **DRY** hands using a clean towel or air dry them.



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

For more details on handwashing, visit CDC's Handwashing Website at www.cdc.gov/handwashing

questions?



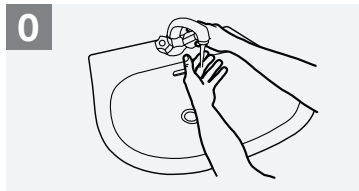
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How to Handwash?

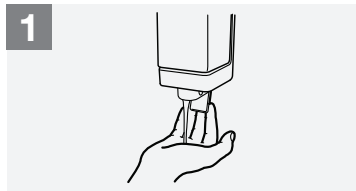
WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



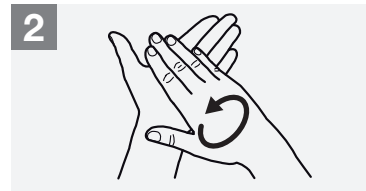
Duration of the entire procedure: 40-60 seconds



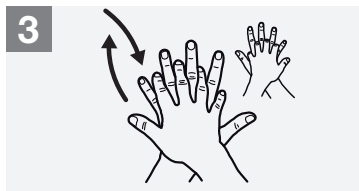
0 Wet hands with water;



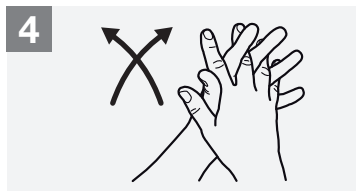
1 Apply enough soap to cover all hand surfaces;



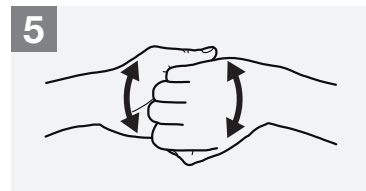
2 Rub hands palm to palm;



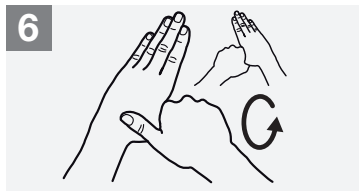
3 Right palm over left dorsum with interlaced fingers and vice versa;



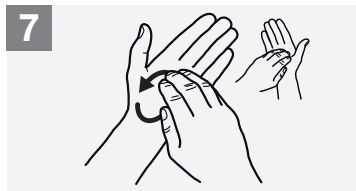
4 Palm to palm with fingers interlaced;



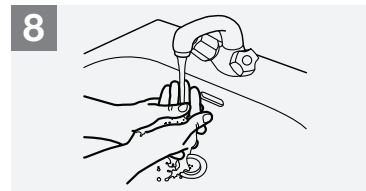
5 Backs of fingers to opposing palms with fingers interlocked;



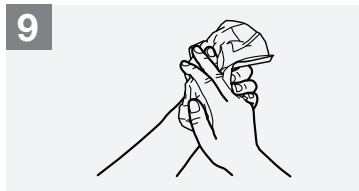
6 Rotational rubbing of left thumb clasped in right palm and vice versa;



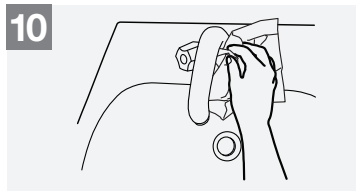
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



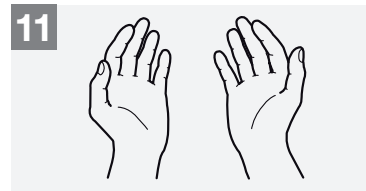
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

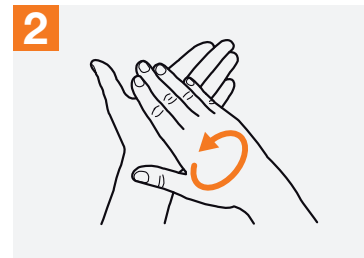
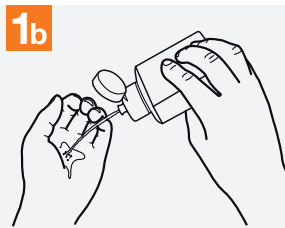
How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

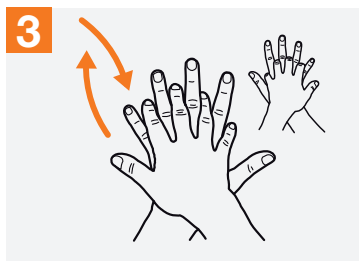
 **Duration of the entire procedure: 20-30 seconds**



Apply a palmful of the product in a cupped hand, covering all surfaces;



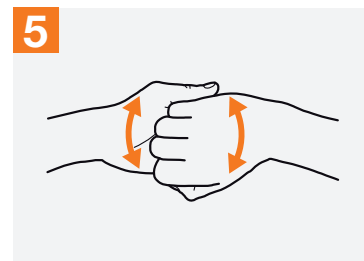
Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



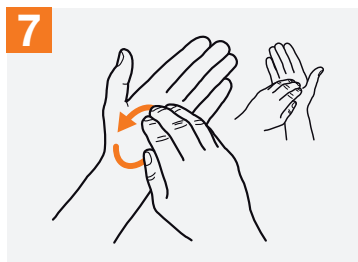
Palm to palm with fingers interlaced;



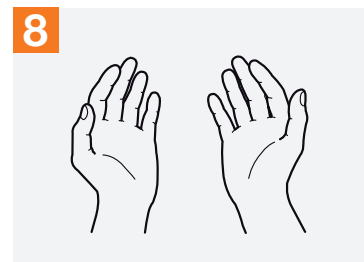
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.



World Health Organization

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questions?

 **COTTRILL'S**
SPECIALTY PHARMACY

 **1-844-268-8745 (COTTRILLS) or**
(716) 508-8481 TTY: 1-800-833-6386
email: patientcare@cottrillspharmacy.com

Procedure for Filing a Complaint

Your satisfaction is very important to us. If for any reason you are dissatisfied with our services and would like to file a complaint, please contact the pharmacy or our Compliance Hotline at **(716) 681-1275**. This number can be called 24 hours per day / 7 days per week. During normal business hours, our Compliance Officer is available to take your call. After hours or on weekends, you will be able to leave a voice mail. Calls will be promptly returned on the next business day. You can submit your complaint by email to: **compliance@cottrillspharmacy.com** or in writing to:

**Cottrill's Pharmacy
Compliance Officer**
4919 Ellicott Road
Orchard Park, New York 14127

If filing a complaint by email, consider the information included, as email is not a secure communication platform. You will be notified within 3 business days by telephone, email, or letter that we have received a complaint and have started the investigation process. Our Compliance Officer will promptly review and investigate the complaint. Within 10 business days you will receive written notification with the results of the investigation and response.

www.cottrillspharmacy.com
1-844-COTTRILLS (1-844-268-8745)
(716) 508-8481
TTY: 1-800-833-6386
Compliance email: compliance@cottrillspharmacy.com



You can also file a complaint with the following agencies:

- 1. New York State Department of Health** phone 1-800-628-5972.
Representatives are available Monday through Friday 8:30 am to 4:45 pm EST and the hotline can be called 24 hours per day, 7 days per week.
- 2. New York State Education Department Office of the Professions**
www.op.nysed.gov/opd • phone: 1-800-442-8106 • email: conduct@nysed.gov
- 3. U.S. Department of Health and Human Services Office for Civil Rights (OCR).**
Complaints can be done in writing by mail, fax or email via the OCR Complaint Portal. Instructions on how to file a civil rights complaint can be found at:
<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

U.S. Department of Health and Human Services

Office for Civil Rights
200 Independence Ave, SW
Room 509F, HHH Building
Washington, DC 20201
Phone: (800) 368-1019
TDD: (800) 537-7697
Email: ocrmail@hhs.gov

- 4. URAC:** A complaint can be filed through their website at www.urac.org/file-a-grievance or by calling (202)216-9010
- 5. ACHC:** A complaint can be filed through their website at www.achc.org or by calling (855) 937-2242



Let's solve the problem together.

questions?



 1-844-268-8745 (COTTRILLS) or
(716) 508-8481 TTY: 1-800-833-6386
email: patientcare@cottrillspharmacy.com

Non-Discrimination **Statement**

Cottrill's Pharmacy complies with all applicable federal, state and/or local laws and regulations. We do not discriminate on the basis of race, color, religion, ancestry, national origin, gender, genetics, marital status, familial status, disability, veteran status, age, physical appearance or any other legally protected group status. Cottrill's Pharmacy does not exclude people or treat them differently because of race, color, religion, ancestry, national origin, gender, genetics, marital status, familial status, disability, veteran status, age or physical appearance.

Cottrill's Pharmacy provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats
(large print, audio, accessible electronic formats, other formats)

Cottrill's Pharmacy provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please notify us and we will assist you in facilitating a communication service.

If you believe Cottrill's Pharmacy has failed to provide these services or discriminated in another way on the basis of race, color, religion, ancestry, national origin, gender, genetics, marital status, familial status, disability, veteran status, age or physical appearance, you can file a grievance with:

Cottrill's Pharmacy

Compliance Officer

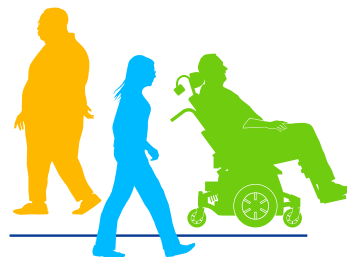
4919 Ellicott Road

Orchard Park, New York 14127

Phone: (716) 681-1275

Fax: (716) 508-8482

Email: compliance@cottrillspharmacy.com





Non-Discrimination **Statement**

You can file a grievance in person, by mail, fax, or email.

**If you need help filing a grievance,
our Compliance Officer is available to help you.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). This can be done in writing by mail, fax or email via the OCR Complaint Portal. Instructions on how to file a civil rights complaint can be found at:
<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

U.S. Department of Health and Human Services

Office for Civil Rights
200 Independence Ave, SW
Room 509F, HHH Building
Washington, DC 20201
Phone: (800)368-1019
TDD: (800)537-7697
Email: ocrmail@hhs.gov



questions?



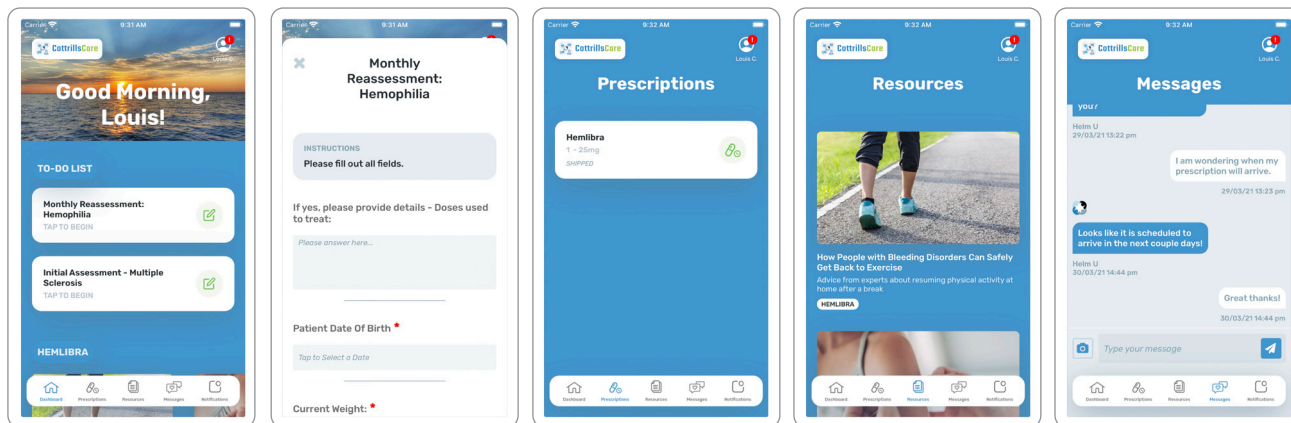
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(716) 508-8481 TTY: 1-800-833-6386
email: patientcare@cottrillspharmacy.com



Stay Connected to
Cottrill's Pharmacy, Inc.
through our mobile platform



CottrillsCare



Manage your treatment wherever you are.

**Manage your therapy
on the go.**

Now there is an easier way to manage your specialty medications. **CottrillsCare** is an innovative patient technology platform that allows real time communication between patients and their care team at Cottrill's Pharmacy. **CottrillsCare** was designed to be an easy-to-use tool for patients when managing their condition and treatment plan. **CottrillsCare** gives users the ability to request medication refills, track their delivery, fill out and sign documents, complete clinical assessments and chat with the Cottrill's Pharmacy clinical team, on any device and at a time that is convenient for them. In addition to the convenience that this platform provides, **CottrillsCare** keeps users up to date with relevant information, educational resources and articles regarding their health condition and treatment plan.



CottrillsCare lets you spend less time managing your condition and more time doing what you love to do.





COTTRILL'S
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Helping you maintain a healthy, active lifestyle



patient resource guide



1-844-268-8745 (COTTRILLS) or (716) 508-8481 TTY: 1-800-833-6386

ORCHARD PARK

4919 Ellicott Road • Orchard Park, New York 14127

ARCADE

255 Main Street • Arcade, New York 14009

email: patientcare@cottrillspharmacy.com

www.cottrillspharmacy.com

2/05/2022 Rev2.



ACHC
ACCREDITED

