

In-Office Dispensary New Patient Information

Dear Valued Patient,

We would like to welcome you to the Associated Urologists of North Carolina (AUNC) In-Office Dispensary. Thank you for choosing us for your specialty medication needs. If you have any questions with any of the content included in this welcome packet, please feel free to contact us.

Sincerely,

AUNC In-Office Dispensary Physicians and Staff

Contact Us

3821 Ed Drive
Raleigh, NC 27612

Phone: (919) 390 – 3978
Toll Free: (877) 770 – 9991
Rx Pick-Ups: (919) 302 – 9909
After Hours: (919) 758 – 8677
Fax: (919) 390 – 7393

Website: <https://www.auncurology.com/>

Hours of Operation

Monday: 8:00 AM – 5:00 PM
Tuesday: 8:00 AM – 5:00 PM
Wednesday: 8:00 AM – 5:00 PM
Thursday: 8:00 AM – 5:00 PM
Friday: 8:00 AM – 1:00 PM

An AUNC physician must be on-site in order for the dispensary to operate. Additionally, AUNC reserves the right to close in case of inclement weather or emergencies.

Holiday Closings

New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve (open until 12 noon), and Christmas Day

After-Hours Services

If assistance is needed after our normal business hours, over the weekend, or on holidays, please leave a secure message on our voicemail and it will be addressed the following business day. For any urgent needs, we have an on-call physician available on weeknights. On the weekends, we have an on-call team consisting of a physician, physician assistant, and a nurse/medical assistant. Please call our answering service at (919) 758-8677 and they will have a member of the on-call team contact you.

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About Associated Urologists of North Carolina (AUNC) In-Office Dispensary

Welcome to our In-Office Dispensary. Our dispensary was formed in an effort to provide a convenient service to dispense oral cancer drugs to our prostate cancer patients. Our goal is to fully educate our patients on all aspects of their new oral therapy while providing the highest quality of care.

Since we are a part of Associated Urologists of North Carolina, this allows us direct access to your patient care team resulting in more timely and efficient communication. Additionally, we have access to your electronic health record which allows us to perform a full review of your medication profile and medical history. We check for drug allergies, drug-to-drug interactions, and contraindications with your newly prescribed medication.

With each new prescription you can be guaranteed access to the following services and added values:

- Dispensing of specialty medications prescribed by AUNC providers
- An insurance verification of benefits for coverage
- Relief from high copays by utilizing manufacturer programs or by seeking assistance through a foundation grant, if eligible
- Assistance completing financial assistance applications, if applicable
- Medication education and counseling with each new prescription and subsequent refills
- Compliance monitoring of advanced prostate cancer medications
- Patients will receive information regarding Advance Directives upon initiation of cancer medications

Eligibility

- Prescription must be written by a provider from Associated Urologists of North Carolina.
- Patient must have been seen in the past year. Otherwise, an appointment must be made before any refills can be filled.
- If our dispensary is out of network with your insurance, we will work with your patient care team to transfer the prescription to an appropriate pharmacy.

Geographic Service Area

The dispensary is physically located at our Raleigh location, but it services patients of all of Associated Urologists of North Carolina's 7 clinic locations.

Apex

160 MacGregor Pines Drive
Suite 105
Cary, NC 27511

Clayton

95 Springbrook Avenue
Suite 109
Clayton, NC 27520

Raleigh (In-Office Dispensary)

3821 Ed Drive
Raleigh, NC 27612

Cary

105 Southwest Cary Parkway
Suite 300
Cary, NC 27511

Clinton

358 Northeast Boulevard
Clinton, NC 28328

Wake Forest

1904 South Main Street
Suite 114
Wake Forest, NC 27587

Dunn

700 Tilghman Drive
Suite 702
Dunn, NC 28334

Patient Information and Instructions

Requirements Prior to Dispensing

- Prior authorization (if required by your insurance) – typically takes up to 5 business days for a response
- Cardiac and/or medical clearance (if there is a possible contraindication or drug-to-drug interaction)

Payment for Services

Copayments are due at the time of pick-up. If picking up from another office, copayment is due prior to the medication being sent to that location.

Pick-Up Procedure at the Office

We request that all initial prescription fills be picked up at the Raleigh office in order to go over the information in this packet in detail. If that is not possible, we will try to meet you at one of the other offices or schedule a phone call to review our services. All medications should be picked up within 7 days of the fill being processed. Our dispensary staff will call you before the claim is reversed and the medications are returned to stock.

Raleigh office: Please ask the front desk to contact the dispensary staff and we will meet you in the main lobby. Alternatively, you can call or text us at (919) 302-9909 especially if there are long lines at the front desk.

Other offices: Please let the front desk know that you're there to pick-up medications. The dispensary staff will let you know in advance if there is a specific person you need to ask for or any special instructions.

We will ensure that counseling (if requested) by a physician or licensed practitioner with prescribing authority will be available at the time of pick-up at all of our locations.

Refill Reminders

Our dispensary staff will call to notify you within 5-7 days of any upcoming refills that are due on your regularly scheduled medication(s). We will need to confirm when and where you would like to pick-up your medication(s). We will always try to coordinate your refill with any upcoming appointments when possible.

Medication Adherence

When our dispensary staff calls for your refill reminder, they will ask you a series of questions to ensure you are tolerating and taking your medication(s) correctly. Any questions or concerns will be reported to the prescribing provider or patient care team.

Ordering Refills

You can order medication refills by the following methods:

- Call or leave a message on the dispensary voicemail at (919) 390-3978 or toll free at (877) 770-9991.
- Text (919) 302-9909 with your Rx# (found on the bottle) and requested date of pick-up.
- Talk to the AUNC Dispensary staff in person at our Raleigh office.

Patient Information and Instructions (cont.)

Recalled Medications

AUNC keeps thorough records of all medications dispensed. If a manufacturer issues a recall on a medication you received, we will check records with the affected lot number(s) and our dispensary staff will notify you of the recall and provide instructions recommended by the manufacturer. We will work to promptly replace or find alternative medication to minimize the number of missed doses.

Discontinued and Out of Stock Medications

If a medication you are taking is discontinued by the manufacturer or is currently unavailable, our dispensary staff will notify you prior to your next refill. A staff member will work with you and your doctor to find an alternative. For out of stock medications with generic alternatives see Medication Substitutions.

Medication Substitutions

AUNC Dispensary has the right to dispense a generic substitution of the medication prescribed as determined by the law. You will be notified if you are dispensed a medication from a different generic manufacturer. This will also depend on doctor's orders and your insurance. Any cost difference will be discussed.

Language Support Services

Associated Urologists of North Carolina provides telephone and sign language (with advance notice) interpreting services, if needed, free of charge.

Advance Directives

Associated Urologists of North Carolina honors the right of patients to communicate health care wishes using an advance directive. An **advance directive** is a written record of your medical choices. In North Carolina, an advance directive includes a healthcare power of attorney and a living will. While it is not a requirement, you may wish to consult an attorney before signing any document that affects your legal rights.

A **healthcare power of attorney** is a legal form in which you choose another person, called a healthcare agent, to be in charge of your care when you're not able to make decisions for yourself.

A **living will**, also known as a declaration of a desire for a natural death, is a legal form that lets you express your wishes about having a natural death by choosing not to receive life-prolonging measures if you:

- Have an incurable or irreversible condition that will result in death in a short period of time
- Are unconscious and cannot regain consciousness
- Have a condition that has led to a substantial loss of your ability to think

Please visit the North Carolina Secretary of State website for more information and/or for copies of the forms needed to complete the advance directive. Upon request, AUNC will also print out copies of the forms.

General Information: https://www.sosnc.gov/divisions/advance_healthcare_directives

Forms: https://www.sosnc.gov/forms/by_title/advance_healthcare_directives

Frequently Asked Questions

How is an in-office dispensary different from a pharmacy?

A specialty pharmacy/dispensary provides individualized care and dispensing of specialty medications. Specialty medications are classified as treatments for chronic, serious, and/or complex conditions. They are often high priced and may require special handling and storage. Associated Urologists of North Carolina (AUNC) helps maximize the benefits by providing personalized care for our patients on these medications.

Do I have to get my specialty medications filled at AUNC?

No, you can have your medications filled at the specialty pharmacy of your choice. Additionally, you can choose to switch pharmacies at any time.

What medications do you currently dispense?

Erleada, Nubeqa, Xtandi, Yonsa with Methylprednisolone, and Zytiga (or generic Abiraterone Acetate) with Prednisone

How do I check on the status of my prescription?

Please call the dispensary at (919) 390-3978 or toll free at (877) 770-9991.

What if I have a billing or claims related question?

Please call the dispensary at (919) 390-3978 or toll free at (877) 770-9991. Claims for the dispensary are handled separately and the practice's Central Billing Office is not involved.

How do I pay for my prescriptions?

AUNC accepts payment methods of cash, personal check, Visa, MasterCard, Discover, and American Express.

What if I cannot afford my medication or it is not covered by my insurance?

Our dispensary staff will research financial assistance options and help with the application process, as needed. If your medication is not covered by your insurance, we will work with your physician to find the best alternative for you.

Can the dispensary staff help with insurance requests?

Yes, the dispensary staff will always work with your physicians and patient care team to obtain prior authorizations, denial appeals, or any other requests.

I live a long distance from Raleigh. Do I have to come to the dispensary to get my medications?

No, if one of our other locations is more convenient for you, we can send your medications via courier for pick-up at that office.

Can I fill other medications at your dispensary?

No, the AUNC Dispensary only dispenses specialty medications prescribed by one of the AUNC providers.

Frequently Asked Questions (cont.)

Can I return medications to the dispensary?

No, we have the responsibility to maintain certain standards of purity and safety of all prescription drugs dispensed. In order to ensure that those standards are maintained, the North Carolina Board of Pharmacy recommends that a dispensing physician decline to accept any prescription drug for return once it has left the dispensary.

What do I need to know about storing & handling my drugs?

Your prescriptions should be out of the reach of children and/or pets. Consider using child-proof features on lids, if possible. Women that are pregnant, planning to become pregnant, or breast feeding should not handle these medications.

Store your prescriptions in a safe, dry place, at room temperature.

Take all of your medications in a place with good lighting so you can read the label and take the correct amount.

Save and organize the information leaflets the dispensary gives you about your prescriptions. These documents remind you when and how to take your medication, about any special storage directions, and what potential side effects you may experience.

How do I dispose of the medication?

Proper disposal of unused or expired medications is important for preventing accidental ingestion, drug diversion, or even environmental contamination. Instead of throwing them in the trash or flushing them down the toilet, medications can be safely disposed of at certain sites, including some pharmacies and police stations.

If dropping medications off at a designated site is not an option, several steps are recommended for safe disposal, such as removing all labels and mixing medications with coffee grounds or cat litter to make them unattractive.

Please visit More Powerful NC for a list of locations and pharmacies throughout NC that will dispose of your unused or expired medications or the FDA website for more information regarding safe disposal.

<https://www.morepowerfulnc.org>

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

How do I handle adverse reactions (side effects)?

Please call your patient care team or the dispensary staff. We can ask your physician for recommendations or have your patient care team call you to further discuss. If you are having a severe reaction, please call 911 or proceed to the nearest emergency room.

How do I access medications in case of an emergency, inclement weather, or a disaster?

If you are coming up for a refill and there is a current inclement weather watch or warning in place (ex. hurricane or snow), please call the dispensary at (919) 390-3978 or toll free at (877) 770-9991 ASAP to make arrangements. If the dispensary is closed, please contact our answering service at (919) 758-8677 and they will contact our on-call team. One of our staff members will call and give you further instructions.

Patient Rights and Responsibilities

As a patient participating in Associated Urologists of North Carolina (AUNC) Dispensary services, you are entitled to receive in writing your rights and responsibilities. It is the duty of the AUNC Dispensary to ensure the service you receive is in compliance with federal and state laws, regulations, and standards. The following are your rights and responsibilities as a patient of the AUNC Dispensary.

YOU HAVE THE **RIGHT** TO:

1. Be fully informed, in advance both orally and in writing, of services provided, including the disciplines that furnish care, frequency of visits, and any modifications to the plan of care.
2. Be fully informed, in advance both orally and in writing, of care being provided, one's responsibilities, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible.
3. Choose the pharmacist, pharmacy provider, and dispensary where your prescriptions are filled without any pressure or coercion. However, some prescription drug insurers require that you use a specific pharmacy. If we are not in network with your insurance, we will refer you to an appropriate pharmacy.
4. Choose a health care provider, including an attending physician.
5. Receive information about the scope of services that AUNC's in-office physician dispensary provides and specific limitations on those services.
6. Participate in the development and periodic revision of the plan of care.
7. Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
8. Be informed of patient rights to formulate an Advanced Directive.
9. Receive appropriate care without discrimination in accordance with physician orders.
10. Have one's person and property treated with dignity and in a courteous, fair, and respectful way by all staff of AUNC Dispensary, recognizing that each person is a unique individual.
11. Request and receive information in a timely manner about the services offered at AUNC Dispensary.
12. Receive medications and services in a professional manner that is without discrimination related to your race, age, sex, religion, ethnic group, national origin, sexual preference, cultural or political beliefs, and/or any disability.
13. Be able to identify staff through proper identification.
14. Receive appropriate care without discrimination in accordance with physician's orders.
15. Receive information from competent and qualified personnel. This includes the right to receive written instructions on safe administration of medication, proper handling and storage of medication, and necessary information for safe and efficacious use of the medication.
16. Receive verbal or written information that is communicated at a level to which you understand.
17. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
18. Have your privacy and confidentiality maintained as described in Notice for Privacy Practice.
19. Receive information about who gets your personal health information and notification in the case it is wrongfully disclosed.
20. Receive information and/or referrals in the case that AUNC Dispensary is unable to provide you treatment or care. This includes any changes to the site or level of care as required by you or your insurance plan.
21. Be informed of any financial benefits when referred to AUNC or any other organization.

22. Decline participation, revoke consent, or disenrollment in any or all services offered by AUNC Dispensary. This does not exempt you from the terms allowed and written in the benefits policy of your insurance plan.
23. Express concerns, grievances, and complaints regarding treatment, care, or lack of respect of property; or changes in policy, personnel, or care/service without any restraint, interference, coercion, discrimination, or reprisal.
24. Recommend changes in policy, personnel,
25. Have grievances and complaints regarding AUNC Dispensary services investigated. This includes the right to have the incident escalated if you are unsatisfied with the response or resolution.
26. Receive information regarding any charges or payments for services you received at AUNC Dispensary, including how to make payments of the charges incurred.
27. Receive medications and or services in a timely manner.
28. Receive medications that have maintained their quality, purity, and integrity as defined and recommended by the product's manufacturer.
29. Be offered counseling on the medication prescribed their physician.

YOU HAVE THE RESPONSIBILITY TO:

1. Adhere to the plan of treatment as established by your physician and AUNC's policies and procedures.
2. Communicate any barriers or concerns with your/caregiver's/family member's ability to follow instructions or adhere to scheduled dosing intervals.
3. Ask questions about one's care, treatment, and/or services, or to clarify any instructions provided by the AUNC staff.
4. Be an active participant in the development of an effective plan of care/treatment/services with AUNC Dispensary.
5. Provide, to the best of your knowledge, accurate and complete medical (including, but not limited to past medical history, current medications, allergies) and personal information necessary to plan and provide care/services.
6. Provide AUNC Dispensary with your most current and active insurance coverage information.
7. Provide the necessary forms and/or documents to participate in services available or participate in financial assistance or management programs, to the extent required by law.
8. Except where contrary to federal or state law, pay any remaining out-of-pocket amounts (copays or coinsurances) after all payors have been billed. Payments must be received prior to dispensing of the medications unless prior arrangements have been approved by company administration.
9. Notify AUNC Dispensary of any changes in your physical condition, prescriptions, medication list, allergies, or insurance or financial changes that could affect your treatment and care plan.
10. Communicate any information, concerns and/or questions related to perceived risks with your medications, and unexpected changes in your condition.
11. Report any address or telephone changes whether temporary or permanent.
12. Request their medication to be filled at AUNC In-Office Dispensary.
13. Care for and safely use medications according to instructions provided, for the purpose it was prescribed, and only for the individual for whom it was prescribed.
14. Protect medications from fire, water, theft, or other damage.
15. Pick up your medication in the required time by law or the medication will be placed back into stock.
16. Notify the dispensary staff if unable to make the previously scheduled pick-up date and/or time.
17. Notify dispensary staff of any errors with prescriptions or medications received from AUNC Dispensary.
18. Treat AUNC personnel with respect and dignity without discrimination as to color, religion, sex, or national or ethnic origin.

Complaint Procedure

Alleged Violations

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

Grievances/Complaints

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

- In-Office Dispensary Manager – Tiffany Maddox, RN – (919) 390-3987
- In-Office Dispensary Lead Physician-in-Charge – Emil Kheterpal, MD – (919) 390-3972
- HIPAA Privacy Officer – Scott Baker, MD – (919) 390-7415

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

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

Associated Urologists of North Carolina, PA is in the process of achieving accreditation from the Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. If you have any concerns about the product or service that you receive from Associated Urologists of North Carolina In-Office Dispensary, you may contact ACHC directly at (855) 937-2242.

Privacy Notice and Release of Information

Patients must have signed *HIPAA Notice of Privacy Practices* and *HIPAA Written Acknowledgement Form* prior to providing any services. These are completed with initial establishment of care with your AUNC Physician and will be updated on an annual basis thereafter. Copies will be provided upon request. These forms will be stored in the patient's electronic medical record chart.