



# Infusion Pharmacy Welcome Packet

 **Texas Children's Hospital®**



## About

At Texas Children's Infusion Pharmacy, we know how important your child's health and comfort are. That's why we bring hospital-quality care straight to your home, so your child can get the treatment they need in a place where they feel safe. Texas Children's Infusion Pharmacy provides medications for children being discharged from our hospitals, as well as medications typically prescribed for chronic or complex medical conditions.

Our pharmacy offers a full range of pediatric infusion therapies, tailored to meet the unique needs of each child. These include but are not limited to:

- Antibiotics
- Biologic therapies (monoclonal antibodies, biological response modifiers)
- Enteral nutrition
- Enzyme Replacement Therapy
- Hydration
- Immune Globulin infusions
- Parental Nutrition

Our dedicated staff is ready to tackle the complexities of your child's medical journey alongside you and your care team. You can also go to our website, [texaschildrens.org/departments/infusion-pharmacy](https://texaschildrens.org/departments/infusion-pharmacy), for more information about our services.

## Services Offered

Our team works closely with doctors and nursing staff to ensure that your child's medications are prescribed appropriately, administered safely, and work effectively. We use the most current treatment information for common conditions, diagnoses, diagnostic procedures, and medical interventions to ensure safe and effective drug therapy.

Our pharmacists and technicians also help with:

- Financial assistance programs, insurance verification and prior authorization
- Proper medication storage and disposal
- Reordering medication and supplies
- Training you to use the medications correctly
- Side effect monitoring
- Arranging in-home nursing care

Texas Children's Infusion Pharmacy team is here to serve and support you. We will provide you with the information you need to get your child's medication and supplies filled. Please provide us with a list of your child's current medications so we can best help you. We will also support you in identifying additional community resources as needed.

## Personalized Care

At Texas Children's Infusion Pharmacy, we understand that every child is unique. Our team of pediatric experts collaborates with your child's healthcare providers to create a personalized care plan tailored to your child's specific needs. Receiving treatment at home allows your child to stay in a familiar environment, which often leads to better outcomes and quicker recovery times.

**Additional**

- Free home delivery of your child's medications and needed equipment/supplies
- 24/7 access to pharmacists for any questions or side effect management
- Education and counseling on your child's medicine
- Information available in multiple languages
- Assistance in understanding your insurance coverage and potential costs
- Handling of insurance paperwork for approvals
- Financial counseling to find help if you are uninsured or underinsured

**Hours of Operation:**

Monday – Friday: 8am – 4:30pm CT

A pharmacist is available 24 hours a day,  
7 days a week for questions and support.

**Our pharmacy is located at:**

12613 Citypark Dr  
Ste 200, RM 145.06  
Missouri City, TX 77489

Your experience with us is very important. We want you and your child to feel comfortable letting us know how we can serve you better. If you have questions, or are not satisfied with any aspect of the service given by our pharmacy, please call and ask to speak with a supervisor at **(346) 232-4960** or toll free at **(844) 583-2080**.

We hope the following information helps you understand how the pharmacy works and how we can help you. We look forward to providing you with the best service possible. Thank you for choosing Texas Children's Infusion Pharmacy.

Sincerely,

**Josephine Hurtado, RPh**

*Director, Texas Children's Infusion Pharmacy*  
[jmhurtad@texaschildrens.org](mailto:jmhurtad@texaschildrens.org)

Do not hesitate to contact us if you have any questions or concerns. We look forward to serving you!

**[texaschildrens.org/departments/infusion-pharmacy](https://texaschildrens.org/departments/infusion-pharmacy)**





## PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Texas Children's Infusion Pharmacy believes that quality healthcare requires collaboration between patients, pharmacists, and other healthcare professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are integral to providing the best patient care. Pharmacists must respect patients' input when evaluating their care and treatment choices. Patients must understand their rights and treatment plans and ask their pharmacists and other healthcare providers whatever questions they need to achieve this understanding. Patients must also take responsibility for the vital part they play in executing their treatment plans at home, because how well their treatments work and their satisfaction with their drug therapies depend in part on whether patients fulfill their responsibilities. These responsibilities include providing complete, accurate information about medical history, medications and supplements, and drug and food allergies.



### Patients Have The Right To:

1. Have one's property and person treated with respect, consideration, and recognition of their dignity and individuality.
2. Identify all Infusion Pharmacy staff members and visiting personnel through proper identification.
3. Speak to a healthcare professional.
4. Be free from mistreatment, neglect, verbal, mental, sexual, or physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
5. Receive relevant, accurate, current, and understandable information from their pharmacists concerning their treatment and/or drug therapy.
6. Be fully informed in advance about the medical care or service to be provided, including who will provide that care, how often the patient will have to visit their healthcare provider(s), and any modifications to their care plans.
7. Be informed in advance, orally and in writing, about what healthcare will be provided and how much it will cost, including the amount expected from third parties (like insurance companies) and the amount the patient must pay.
8. Understand important information. This means that information will be communicated in a way that takes a patient's age, level of understanding, language, and any applicable impairments (including vision, speech, or hearing) into account.
9. Receive information about the scope of services to be provided and the specific limitations on those services.
10. Participate in the development and periodic revision of their care plans.
11. Refuse care or treatment after discussing and understanding the consequences of such refusal with their healthcare provider(s).

12. Be informed of their rights under state law to complete an Advanced Directive, if applicable.
13. Receive complete and accurate information from their pharmacists about the reason(s) for their treatment and/or drug therapy, the proper use and storage of prescribed medications, and the possible negative side effects and interactions with other drugs, supplements, or foods.
14. Receive effective counseling and education from their pharmacists that empowers them to play an active role in managing their health and making treatment decisions.
15. Make non-emergency decisions regarding their care plan before and during treatment, and refuse any recommended treatment, therapy, or care plan.
16. Receive only safe, accurately dosed, effective medications in useable condition, whether from a physician, hospital, health clinic, retail or mail-order pharmacy.
17. Have personal health information shared only in accordance with state and federal law. This means that all records, Protected Health Information (PHI), pharmacist-patient counseling, and related communications, including those regarding drug therapy, effects, and side effects, shall be kept confidential and conducted in a manner that protects patient privacy.
18. Expect that pharmacists, pharmacies, insurance companies, and other relevant parties will not use patients' personal data, including their contact information, to solicit the purchase of goods or services, regardless of whether such solicitation relates to the patient's care.
19. Know the organization's policies and procedures regarding clinical records disclosures.
20. Choose which pharmacist and pharmacy provider will fill their prescriptions without pressure or coercion.
21. Choose a healthcare provider and attending physician, if applicable.
22. Receive appropriate care without discrimination according to physician's (or other licensed practitioner with prescribing authority) orders without discrimination.
23. Be informed of any financial benefits when referred to an organization.
24. Be fully informed of and understand their responsibilities.
25. Voice grievances/complaints regarding treatment or care, or lack of respect of property or person, and recommend changes in policy, personnel, service, or care without restraint, interference, coercion, discrimination, or reprisal.
26. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or regarding lack of respect to property, investigated and immediately reported to an administrator or appropriate designee.
27. File a complaint to express concerns or dissatisfaction about services received, or failed to have received, without fear of reprisal, discrimination, or unreasonable interruption of services with:
  - Texas Children's Infusion Pharmacy. Patients may call **(346) 232-4960**, and ask to speak with the pharmacy manager during regular business hours, or with the pharmacist-on-call outside of regular business hours (or on a weekend or holiday).
  - Texas Children's Hospital Family Advocacy Department. Patients may call **(832) 824-1919** or email **famadvocacy@texaschildrens.org**. Making a complaint or grievance will not jeopardize patients' current or future access to care.

## **Making Complaints Outside of Texas Children's Hospital**

If a complaint cannot be resolved to your satisfaction, you have the right to:

- Make a complaint to the Texas State Board of Pharmacy if you believe that any pharmacist or pharmacy licensed in the State of Texas has committed a violation concerning your safety, health, privacy, or confidentiality. Call toll-free at:

**(800) 821-3205.**

**<https://www.pharmacy.texas.gov/>**

George H. W. Bush State Office Building

1801 Congress Avenue

Suite 13.100

Austin, TX 78701-1319

- File a formal, written grievance with the Texas Department of State Health Services (DSHS) at:

Texas Department of State Health Services

1100 W. 49th Street

Austin, Texas 78756-3199

**888-973-0022**

**800-735-2989** (TDD)

- Contact Accreditation Commission for Health Care (ACHC) directly at **(855) 937-2242**, if you have any concerns about the product or service that you receive from Texas Children's Infusion Pharmacy.
- If you are a Medicare patient, contact the Quality Improvement Organization (QIO) at:

KEPRO BFCC QIO

5700 Lombardo Center, Suite 100

Seven Hills, OH, 44131

Toll-free: **(844) 430-9504**

TTY: **(855) 843-4776**

## **Patients Have The Responsibility To:**

1. Adhere to the treatment or service plan established by their physician or healthcare provider.
2. Participate in the development and periodic revision of their care and/or service plans.
3. Provide the complete, accurate medical and personal information necessary to plan and provide care and/or services.
4. Ask all necessary questions about their care, treatment, services, or instructions provided by a Texas Children's Infusion Pharmacy representative.
5. Communicate any information, concerns, and/or questions related to perceived risks in their services, and unexpected changes in their condition.
6. Notify Texas Children's Infusion Pharmacy if they will be unable to receive scheduled deliveries.
7. Treat Texas Children's Infusion Pharmacy personnel with respect and without discrimination due to color, religion, sex, creed, or national or ethnic origin.
8. Care for and use medications, supplies, and/or equipment only according to relevant instructions and prescriptions, and only for the individual for whom they were prescribed.
9. Immediately notify Texas Children's Infusion Pharmacy of any changes, whether temporary or permanent, in their physical condition, prescription(s), insurance coverage, perceived risks, address, or telephone number.
10. Pay all charges upon receipt of prescriptions.
11. Provide accurate and complete information about their health.

### **Changes to This Bill of Rights and Responsibilities**

Changes may be made to the Patient Bill of Rights and Responsibilities, and the latest version can be found on our website at <https://www.texaschildrens.org/departments/infusion-pharmacy/patient-resources>.

This notice is effective June 2023.

If the patient is unable to access the website or would like to request a paper copy of their rights and responsibilities, one can be provided.





## FREQUENTLY ASKED QUESTIONS

### How do I get started with infusion pharmacy, or request a refill for my child's medicine?

- Your child's doctor will send an order to our infusion pharmacy. Then, our pharmacy team will verify your child's insurance coverage and estimated costs. We will review your child's therapy with you prior to starting their infusions and coordinate a home health nurse to assist you with your infusions. We will send your medication and infusion supplies to your house.
- We will call you in advance of when you will need a new supply of medication to place an order. However, you may call us any time to request a refill. Our team will monitor your child's medication therapy and will work with you to get the medication you need.
- Our team will decide the best method of delivery for your child's medication and supplies. Medication and supplies will be delivered to you at no additional charge. If your child's medications require special handling or refrigeration, the drugs will be packaged and shipped accordingly.

### Who should I call if I have a concern about one of my child's medicines?

- If your child has a medical emergency, even if it may be related to a medicine, call 911. Do NOT call the Infusion Pharmacy before calling 911 if it is an emergency.
- If you think your child may have a side effect to a medicine, call the pharmacy at **(346) 232-4960**.
- If you think there is an error in your order or if you have a concern about the delivery package, medicine recall, a medicine stored wrong, or any other concern, please call the pharmacy at **(346) 232-4960**.

### Who do I contact to find out the status of a medicine order and expected delivery date?

- Call the pharmacy at **(346) 232-4960** and one of our team can let you know the status of your order and/or when to expect delivery. If there is an expected delay in your medicine order and/or delivery, we will call you with an update.
- If your delivery does not come when expected, please call the pharmacy at **(346) 232-4960** 24 hours per day, 7 days per week for the status of the medicine order and/or delivery.

### How much will my child's medicines cost?

- The amount you owe for a medicine (co-payment or co-insurance) is set by your child's insurance. We will bill the medicine to your child's insurance. We will provide you with a cost estimate for the ordered services.
- If your child's insurance requires approval (prior authorization) to cover medicine(s), our team will work to get approval. If the initial approval is denied, we work with your child's doctor to appeal the decision. If we still cannot get approval, we will work with you and your child's care team to find other ways to cover the cost of the medicine (examples: TCH charity application, manufacturer assistance program, a different medication covered by insurance, etc.).
- Your child's plan benefits may limit the services we can provide. Some drugs may not be covered by their insurance plan. You have the right to file an appeal with the health plan if they deny coverage for your child's medications or if you disagree with the coverage of your medications. The Infusion Pharmacy team can help with the appeal process, and we will coordinate sending your prescription to an outside pharmacy, if necessary. Our team can be contacted at **(346) 232-4960**.

## What do I do if there is a weather emergency or disaster?

- In the event of an emergency or disaster in the Infusion Pharmacy community, the pharmacy has a comprehensive emergency preparedness plan in place. Disasters may include fire in our facility or region, hurricanes, flooding, chemical spills in the community, tornadoes, and community evacuations. Our primary goal is to continue to service your child's care needs. When there is a threat of disaster, we will attempt to ensure you have enough medication to sustain your child's needs.
- The pharmacy will attempt to call you 3-5 days before an anticipated local weather disaster emergency utilizing the weather updates as point of reference.
- If the pharmacy cannot get your child's order to you before an emergency occurrence, the pharmacy will work to transfer the medication to another pharmacy if possible, so you do not go without medication.
- 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 if your child will miss a dose.
- The pharmacy recommends all patients provide an emergency contact number.
- If you have an emergency that is not environmental but personal and you need your child's medication, please contact the pharmacy and we will assist you.
- **Refrigerated medication storage** – keep your refrigerator closed during a power outage, or fill an ice chest with ice to store all refrigerated medication
- **Infusion pumps** – if your equipment is run with a plug that goes into an outlet, call your electric company to let them know of your need for priority restoration of power. If your equipment is powered by batteries, always keep extra batteries for your pump. If your power outage lasts longer than 6 hours, contact us and we may be able to deliver batteries or a charged pump.

## OTHER IMPORTANT INFORMATION

### Environmental Safety

Torn, worn or frayed carpeting should be repaired or removed to prevent falls. Rugs, runners, and mats should be secured to the floor with double-sided tape, rubber matting or be rubber-backed. Handrails and hand grips should be secure. A sturdy step stool should be used to reach items on high shelves. Always store heavy items on lower levels.

To ensure safety during your child's therapy:

- If appropriate, we will provide you with a sharps containers. After using your child's injectable medication, place all needles, syringes, lancets, or other sharp objects into a sharps container. A sharps container is a single-use container that is filled with used medical needles and then disposed of safely.
- If you do not have a sharps container available or if you do not have access to a sharps container, place sharps in a puncture resistant container such as a rigid plastic bottle or coffee can with a secure cap.
- Never flush sharps down the toilet, bend, clip or replace the cap.
- These items must be disposed of at a drop off site or through a medical mail back service. Check with the local waste collection services in your area to understand the disposal procedure for sharps containers. Containers should never be more than  $\frac{3}{4}$  of the way full.
- For more information on safe disposal and disposal locations:
  - Find an Active Medical Waste Facility in Texas through the Texas Commission on Environmental Quality: <https://www.tceq.texas.gov/downloads/permitting/waste-permits/publications/gi-612-active-medical-waste-facilities.pdf>
  - Visit the Centers for Disease Control and Prevention Safe Community Needle Disposal website: [www.cdc.gov/needledisposal](http://www.cdc.gov/needledisposal)

## Hand Washing

- Wet your hands with clean, running water, turn off the tap, apply soap.
- Lather your hands by rubbing them together with 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. Do you need a timer? Hum the song “Happy Birthday” from beginning to end, twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

## Medication Safety

- Store medications and poisons in childproof containers and out of reach of children. All medication should be labeled clearly and left in original containers.
- Do not give or take medications that were prescribed for other people.
- When taking or giving medication, read the label carefully. Know the side effects of the medication you are taking.
- Throw away outdated medication by mixing medications with dirt, cat litter, or used coffee grounds. Place mixture in a container such as a sealed plastic bag and place in the trash.
- Make sure that the medication you have is the one that your doctor ordered. If any of the information you have does not reflect what your doctor has told you, call your pharmacist. For example: Your doctor told you to take your medication 1 time daily, but the label says to take it 2 times daily; call your pharmacist to confirm dosing instructions.
- Check the product for any leakage, change in color, or change in appearance. All infused medications should be free of floating particles.

## Medication Storage

- Be sure to store all medications as directed on the label and packaging. If your medication has been stored improperly for any length of time, call one of our pharmacists for further instructions.
- Store all supplies away from children and pets. Do not store supplies on the floor.
- Check the label on all medicine and solutions for storage instructions. If your medicine needs to be refrigerated, please clear and clean a dedicated area in your refrigerator to store your medication. Please keep your refrigerated medication away from food and spills during storage. Refrigerated medicine should be placed in the refrigerator as soon as possible after it arrives.
- Non-refrigerated items should be kept in a cool, dry place away from direct sunlight and above freezing temperatures.

## Infusion Pumps

- Pumps and accessories such as power packs, IV pole clamps, etc. are loaned to you for your use while receiving services. When your treatment is complete this equipment must be returned to our pharmacy.
- Do not throw away your infusion pump or accessories. Contact our pharmacy to arrange for a pump return.

## Disposal of Medications and Supplies

- Needles and Sharps: Discard all used needles and syringes with needles in a sharps container.
- Supplies: Discard all used supplies, syringes without needles, empty medication devices, tubing, soiled dressings, bandages, and gloves that were not used for chemotherapy in a double-bagged household trash bag.
- Medications: Throw away outdated medication by mixing medications with dirt, cat litter, or used coffee grounds. Place mixture in a container such as a sealed plastic bag and place in the trash.
- If you are on chemotherapy medication: Dispose of all gloves, gowns, and used medication containers in a sharps container.

## Medication Recalls

- The Infusion Pharmacy follows the drug recall guidelines created by the United States Food and Drug Administration (FDA), drug manufacturers, drug distributors, and state and federal government regulatory agencies. We will contact you and your child's doctor if the FDA issues a drug recall and will explain what action you need to take, if any. We also will notify you of any changes to state or federal regulations that affect your plan of care.
- For additional information on where and how to dispose unused medication, visit this link:  
<https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>.

## MEDICARE DMEPOS SUPPLIER STANDARDS

- The products and/or services provided to you by us 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 at <http://www.ecfr.gov>. Upon request, we will furnish you a written copy of the standards.





## MEDICARE PRESCRIPTION DRUG COVERAGE AND YOUR RIGHTS

You have the right to get a written explanation from your Medicare drug plan if:

- Your doctor or pharmacist tells you that your Medicare drug plan will not cover a prescription drug in the amount or form prescribed by your doctor.
- You are asked to pay a different cost-sharing amount than you think you are required to pay for a prescription drug.

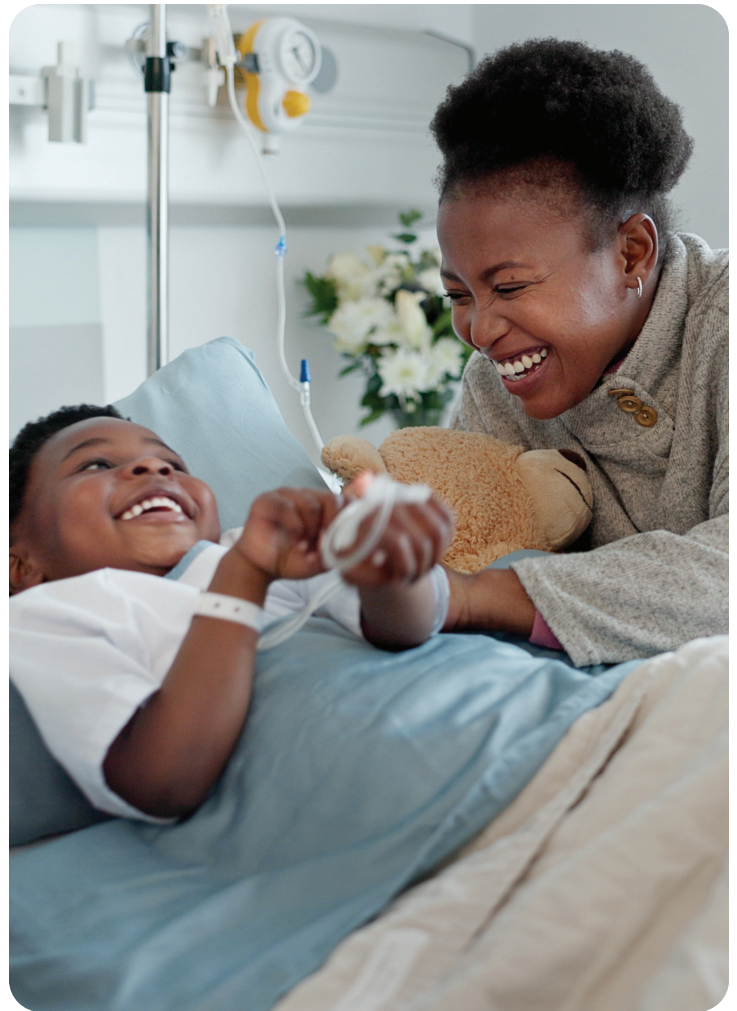
The Medicare drug plan's written explanation will give you the specific reasons why the prescription drug is not covered and will explain how to request an appeal if you disagree with the drug plan's decision.

You also have the right to ask your Medicare drug plan for an exception if:

- You believe you need a drug that is not on your drug plan's list of covered drugs. The list of covered drugs is called a "formulary;" or
- You believe you should get a drug you need at a lower cost-sharing amount.

What you need to do:

- Contact your Medicare drug plan to ask for a written explanation about why a prescription is not covered or to ask for an exception if you believe you need a drug that is not on your drug plan's formulary or believe you should get a drug you need at a lower cost-sharing amount.
- Refer to the benefits booklet you received from your Medicare drug plan or call **1-800-MEDICARE** to find out how to contact your drug plan.
- When you contact your Medicare drug plan, be ready to tell them:
  - The prescription drug(s) that you believe you need.
  - The name of the pharmacy or physician who told you that the prescription drug(s) is not covered.
  - The date you were told that the prescription drug(s) is not covered.



### PRA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this collection is 0938-0975. The time required to complete this information collection is estimated to average 1 minute per response, including the time to review instructions, search existing data resources, and gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

CMS does not discriminate in its programs and activities: To request this form in an accessible format (e.g., Braille, Large Print, Audio CD) contact your Medicare Drug Plan. If you need assistance contacting your plan, call: **1-800-MEDICARE**.

Form CMS -10147 OMB Approval No. 0938-0975

Complaints concerning the practice of pharmacy may be filed with the Texas State Board of Pharmacy (TSBP):

#### **Online**

Visit the Texas State Board of Pharmacy's website at **[pharmacy.texas.gov/complaint](https://pharmacy.texas.gov/complaint)** or scan the QR code below to link to TSBP's online complaint form.



#### **By Mail**

Texas State Board of Pharmacy  
1801 Congress Avenue  
Suite 13.100  
Austin, Texas 78701

**To request a paper complaint form be mailed to you, call TSBP:**

Toll-free: **(800) 821-3205** (select option 1)

Local: **(512) 305-8070**



