

SCOPE OF SERVICE

The Mitchell Cancer Institute Pharmacy offers oncology-specific programs that focus on patients needing chronic therapy management in hematology/oncology.

GOALS OF SERVICE

The core value of the pharmacy is to take personal responsibility for identifying, resolving and preventing drug-related problems. Our goals are to focus on achieving optimal therapeutic outcomes, maintain an accurate medication dispensing system, provide education for all customers on the safe, effective and economical use of drugs, and to provide quality healthcare products and services that support an individual's desire to remain at home for therapy, and to assist patients and their families in achieving the highest possible level of independence during care.

DEFINITION OF PRACTICE AND ROLE IN MULTIDISCIPLINARY CARE

Specialty pharmacy services offered at the MCI Pharmacy are designed to provide therapy for the patient in his or her home. Our patient healthcare team consists of pharmacists, pharmacy technicians and billing personnel. Our retail pharmacy team provides patient and family education, medications and supplies, monitoring of drug interactions, follow-up calls for compliance assistance with medication refills, and follow-up communication with physicians as needed.

STAFFING PLAN

Hours of operation are 8 a.m. to 4 p.m. Monday through Friday.

PATIENT SAFETY AND QUALITY OF CARE

At the MCI Pharmacy, we regularly evaluate our services to make improvements and to maintain excellent quality. Some of these improvement areas include submission of clinical outcomes and patient satisfaction data, and routine audits of patient charts to ensure complete and accurate records.

PATIENT SATISFACTION

Patient satisfaction surveys are conducted periodically. Please complete and return as directed. Patient comments are very important to help improve our services, identify patient safety issues and to ensure that we meet patients' needs and expectations.

COMPLAINT PROCEDURE

We welcome and embrace patient, family and caregiver comments and complaints regarding the care and services provided. We will take advantage of opportunities to prevent complaints, but when they arise, we will work diligently to resolve identified problems. Complaints or patient safety concerns should be directed to the MCI Pharmacy manager. If you feel there are quality of care or safety issues that have not been resolved, please contact the compliance officer at 251-445-9825.

THE MITCHELL CANCER INSTITUTE PHARMACY: RETURN POLICY

If you are not satisfied with an item received from the MCI Pharmacy, please call for assistance at 251-410-6337 or toll free at 1-833-410-6337.

If an item is delivered in error, is damaged or is requested to be returned by a pharmacy representative, the item may be replaced or credited to your account as appropriate. Please note the following general information regarding medications and supplies:

MEDICATIONS

Medications are ordered upon request. Please allow five days for the pharmacy to process, order and dispense medication. Many factors are involved in decisions regarding the amount of medication shipped and the frequency of deliveries.

Unfortunately, we are unable to accept any unused medications or supplies for credit. We do, however, make every effort to be sure you receive the right amount of supplies without unnecessary waste. Inform your representative at the MCI Pharmacy if you accumulate a large amount of unused medications.

By law, once a medication is sent, it cannot be returned to the pharmacy except to be discarded or returned to the manufacturer in the event of a recall.

THE MITCHELL CANCER INSTITUTE PHARMACY: PATIENT EMERGENCY PREPAREDNESS

Emergencies and environmental disasters may occur. Please take the time to review the following information to prepare for these instances:

- For all medical emergencies, dial 911.
- Monitor TV and radio for up-to-date emergency information and instructions.
- Keep these numbers handy: American Red Cross, 251-544-6110; The Salvation Army, 251-438-1625.
- Notify the pharmacy staff if you plan to evacuate your home and provide an alternate address for medication shipments to avoid interruptions. Be sure to take your medications, supplies and medical information to your evacuation location.

POWER OUTAGES

- Fill a cooler with ice to store all refrigerated medications.

HURRICANES

- Monitor NOAA weather radio for critical information from the National Weather Service.
- Check your disaster supplies, and replace or restock the following as needed:
 - Water — at least a three-day supply of one gallon per person per day
 - Food — at least a three-day supply of nonperishable, easy-to-prepare food items
 - Flashlight
 - Battery-powered or hand-crank radio (NOAA weather radio, if possible)
 - Extra batteries
 - First-aid kit
 - Medications (seven-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes and walking cane)
 - Sanitation and personal hygiene items
 - Copies of personal documents (medication list and pertinent medical information; proof of address; deed lease to home; passport; birth certificate; insurance policies)
 - Cell phone and charger
 - Family member and emergency contact information
- Bring anything inside that could be tossed by the wind (bicycles, lawn furniture).
- Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- Turn the refrigerator and freezer to the coldest setting and keep appliance doors closed as much as possible in case of power outages.
- Turn off propane tanks and unplug small appliances.
- Fill your vehicle's gas tank.
- Talk with members of your household and create an evacuation plan.
- Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- Evacuate if advised by authorities. Be careful to avoid flooded roads and washed-out bridges.

FLOODS

- If you live in a flood-prone area, know your routes to higher ground.
- Stay alert to flash flood warnings over local radio, TV, weather radio or mobile device.
- If you are unable to evacuate, move to the highest floor in your home.
- Prepare a disaster kit with essential supplies including a battery-operated radio.

TORNADOES

- Stay alert to tornado watch and warning alerts on local radio, TV, weather radio or mobile device.
- If possible, seek shelter on a floor below ground. Alternatively, go to lowest possible level and shelter in a small, windowless room such as a bathroom, closet, inner hallway or under stairs.
- Stay away from doors and windows.
- Crouch or lie flat and protect your head. Cover with a coat or blanket.
- Leave mobile homes immediately to take shelter in a sturdy building – not a motor vehicle.

WINTER STORMS

- Maintain an emergency supply of food and water.
- Conserve energy by closing off unused rooms.
- Dress warmly in layers.
- Take caution when using kerosene and/or electric heaters.
- Use caution and good judgment with snow removal.

For more information about emergency preparedness, visit adph.org or call 1-866-264-4073. Go to ready.gov to learn about potential terrorist threats and other emergencies, or call 1-800-BE-READY (1-800-237-3239) for a free brochure.

THE MITCHELL CANCER INSTITUTE PHARMACY: HOME SAFETY CHECKLIST

ENTRANCES

- o Keep areas clear of any objects or clutter. Make sure that surfaces are non-slip and all railings are secure.
- o Ensure that the front door has a functional peephole and a secure deadbolt with a key that opens from inside.
- o Keep equipment and hazardous products or chemicals stored securely and make sure are properly marked.

INTERIORS

- o Ensure that doorways are wide enough to provide access and that thresholds are safe and level.
- o Make sure that doors lock, and windows open and close easily.
- o See that stairs are uniform in size and height. Apply glow-in-the-dark tape to increase visibility.
- o Purchase sturdy furniture with armrest supports.
- o Have a sturdy, non-skid stepstool with a handle for support.

KITCHEN

- o Keep appliances in working order, with ON / OFF buttons operable and clearly marked.
- o Keep electrical cords and appliances at a safe distance from sinks and tubs.
- o Keep flammable items away from heat sources and curtains away from appliances.
- o Ensure that tables and chairs provide adequate support for leaning, standing and sitting.
- o Have oven mitts and handheld reaching tools available.

BEDROOMS

- o Have a phone, emergency numbers, flashlight and whistle near beds.
- o Make sure that the mattress height is appropriate for the individual and has a firm edge for support.

BATHROOMS

- o Make bathrooms and showers accessible to wheelchairs, canes and walkers.
- o Apply nonskid strips, decals or rubber mats in bathtubs and showers.
- o Install grab bars near toilets, bathtubs and showers.
- o Install bathtub and shower seats, and handheld shower wands.
- o Elevate toilets for easy access.

GENERAL

- o Keep medications current, stored safely and clearly marked with instructions. Have sharps container available.
- o Have an emergency plan in place, and a freshly stocked first aid-kit and emergency response necklace available.
- o Know the location of all phones, including portable devices, and have a list of emergency numbers.
- o Maintain adequate lighting to accommodate limited vision. Locate light switches, lamps, flashlights and night lights, ensuring that they are located near to beds, kitchen, room entryways, stairways and hallways.
- o Ensure that carpet, rugs and mats have a non-slip surface and are secured with carpet tape.
- o Store medical equipment safely with all cords, such as oxygen tubing, tucked away.
- o Know the location of fire extinguishers, smoke detectors and carbon monoxide detectors, ensuring that they are in good condition.
- o Maintain appliances such as electrical heaters, blankets and fans in good condition. Automatic shut-off is preferred.
- o Mark faucets clearly for hot/cold water and keep main controls adjusted to prevent scalding.
- o Check water temperature before entering bathtubs and showers.
- o Follow smoking precautions by disposing of cigarettes safely. Avoid smoking during oxygen use.
- o Check the condition of pets, including handling, sanitation, sleeping conditions, feeding and exercise.
- o Conduct regular home maintenance and have furnace and fireplaces inspected annually.

FIRST-AID

Treat all blood as if it were contaminated with bloodborne viruses. Do not use bare hands to stop bleeding. Always use a protective barrier. Always wash exposed skin areas with hot water and soap after treating a victim.

Include the following in first-aid kits:

- o Latex gloves for use in stopping bleeding or dressing wounds
- o A mouth barrier device for rendering rescue breathing or CPR
- o Plastic goggles or other eye protection to prevent victim's blood from getting into rescuer's eyes
- o Antiseptic for sterilizing or cleaning exposed skin, particularly if there is no soap and water available.