

PATIENT WELCOME PACKET

Pyramids Specialty Pharmacy
3569 Business Center Dr. Suite 175
Pearland TX 77584
888.489.0038

Hours: Monday-Friday 8:30am-5pm (CT)

www.pyramidspharmacy.com

[CSCD1 (a i, ii, iii)]

Accreditations and Affiliations

Pyramids' pledge to provide outstanding services to our patient's and maintain the quality standard which is reflected by our accreditations and affiliations as listed below.

Pyramids has URAC accreditation as a specialty and mail-order pharmacy. Pyramids is in the process of ACHC accreditation as a specialty and mail-order pharmacy. This process is expected to finish by May 2022.

[CSCD1 (a iv)]



Patient Welcome Packet

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Contact and Hours of Operation

Name of pharmacy is located at: [CSCD1 (a i, ii, iii)]

3569 Business Center Dr. Suite 175 Pearland TX 77584

888.489.0038

Website: www.pyramidspharmacy.com

Email: SP@pyramidspharmacy.com

Hours of Operation: Monday-Friday 8:30 am-5 pm (CT)

Need to Speak with A Licensed Pharmacist / Professional:

During regular hours of operation: 888.489.0038

[CSCD1 (a i, ii, iii)]

For emergency situations after regular hours of operation: 888.489.0038

Non-English Speaker – Our on-site bilingual staff and Language Translation Services got you covered.

We are closed on following Holidays:

- New Year's Day
- Independence Day
- Thanksgiving Day
- Memorial Day
- Labor Day
- Christmas Day



Welcome to **Pyramids!**

Our state-of-the-art retail and compounding facility has been serving patients in the region for over 35 years.

Our communication with you will be over the phone, email or through paper mailings or memos. Should you want to access a pharmacist, request medication, or any available drug therapy or patient management services, please contact us at the provided address and phone number or review our website. [CSCD1 (a i, ii, iii)]

According to pharmacy law, the generic equivalent of a brand name drug will be dispensed (substituted), unless the brand name is specified by the doctor. If your insurance company will not pay for a brand name drug, the pharmacy will help find a solution. [CSCD1(d, i, vii) (e vi)]

We will work with your doctor and insurance company to gain coverage or change the drug to an agreed upon alternative.

If a medication prescribed is not available, the pharmacy will first contact the doctor and request an alternative medication that is available. Next, we will call a local pharmacy that has the medication in stock and transfer the prescription there until the medication is available again.

If you need a refill medication, please call the pharmacy 3 to 5 days in advance to request your refill. When you will be traveling and need medication earlier than usual, please call the pharmacy so that accommodations can be made for you to receive your medication when you need it. [CSCD1(d iii)]

You are responsible for payment of the co-pays, out of pocket costs (deductibles, co-pays, and co-insurance) assigned by your insurance plan. There is no additional cost for regularly scheduled shipment and adherence packaging. We will assist with finding coupons or financial support programs if requested. If you request a rush shipment, you will be responsible for the additional shipping charge. We accept payments in the following forms: credit card, check or money order. [CSCD1(b)]

Patients are welcome to pick-up their prescription in person or our facility offers free local delivery.

If your insurance plan has a “quantity limit” or benefit limitation on a prescribed medication, we will first consult with you and ask if the out of pocket price is acceptable. Should the price not be acceptable, the pharmacy will contact your physician for an alternative medication which is covered by the insurance plan. We may also recommend that the patient contact the insurance plan directly. [CSCD1(d ii)]

In case of an emergency, disaster or delay in medication delivery please call the pharmacy at **888.489.0038**. Speak to a pharmacy technician or pharmacist to coordinate a plan for medication receipt. Examples of solutions possibilities are Name of pharmacy calling a local pharmacy to fill all or a portion of medication needed, do an overnight shipment, or have the patient call 911. If the pharmacy is aware of a delay in advance, a pharmacy employee will call the patient/caregiver to give any information and an expected delivery date. [CSCD1(d iv f)]



For information on your order status, or information on a delay in shipment/receipt please call Name of pharmacy at **888.489.0038**. The tracking number can also be given to you over the phone or email, if not already sent, so that you can track the package at any time, for your convenience. [CSCD1(d v, vi)] f

Should your insurance change and/or we become an “out of network” pharmacy, you will be notified and given the option to change pharmacies if you wish. If the choice is to change pharmacies, the new pharmacy must call **Pyramids** to request a transfer of prescriptions. If you wish to continue to use Pyramids Pharmacy, the cost charged for medication will be provided in writing to you. If there is a change in your insurance company, we will reach out to the new organization and get your new cardholder information. We will have the updated insurance information and will bill to the new plan. [CSCD1(c), (d ii, iii, viii)]

If you have any questions or concerns about service, medication or suspected errors call Name of pharmacy at **888.489.0038** and speak to a pharmacist. Our professional staff will assist you.

If you have a reaction to a medication, call your doctor to report first, then call **Pyramids** and speak to a pharmacist. We will note the reaction in your personal file. All adverse drug reactions will be logged, reviewed by a pharmacist and reported as appropriate to the regulatory agencies. [CSCD1(e v)]

Please contact us if your medication arrives warm and should be cold.

For more information about **Pyramids** and information on drug recalls, disposal of medication, and health and safety information please visit our website: www.pyramidspharmacy.com [CSCD1(e, iii, iv)]

For information regarding Evidence based health information and content for common conditions, diagnoses, and the treatment diagnostics and interventions, please see our website at www.pyramidspharmacy.com [CSCD1(e ii)]

Pyramids Pharmacy’s customer service center may follow-up-call patients to make sure they received their medication, answer any questions that may have.

Thank you for choosing Pyramids Pharmacy. We appreciate your business. We strive to provide you the best service, medication, and communication all throughout the process.

Kind Regards,

The Team at Pyramids Pharmacy

Email: mailorder@pyramidspharmacy.com



Patient's Rights and Responsibilities

[CSCD1(e i)]

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

- Patient's be given appropriate and professional pharmacy services without discrimination against your race, creed, color, national origin, religion, gender, sexual preference, handicap or age.
- Speak with a pharmacist regarding any questions or concerns you may have about your medications.
- Speak with a pharmacist for emergency situations 24 hours a day, 7 days a week including holidays.
- Choose the pharmacy from which you receive services, change pharmacy providers at any time, and accept or decline any services offered (as allowed by law).
- Be sure that your pharmacy services records will be kept confidential.
- Say "yes" or "no" to giving those records to any other person or agency and to have personal health information shared only in accordance with state and federal law.
- Ask for the identity and job title of the staff member you are speaking with and to speak with a supervisor if requested.
- Know how we handle complaints.
- Get full explanations of the total bill for the services and the products you have received.

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

- Give correct and complete information about your health, medications, allergies and other important medical information and notify the pharmacy of any changes (such as in the case of divorce).
- Give accurate clinical and contact information and to notify the pharmacy of changes in this information.
- Notify Name of pharmacy of any problems, concerns or dissatisfaction with our services.
- Notify Name of pharmacy of any changes that may need to be made prior to a scheduled delivery.
- Complete and return any required forms.
- Ask for more information about anything you do not understand.
- Participate in the care you get from doctors and pharmacies.
- Pay for the services and care received.

Privacy Policy



Pyramids provide patients the privacy notice (in paper or electronically as the patient wishes) of our legal duties and privacy practices concerning their Protected Health Information, and also to tell our patients about their rights under Health Insurance Portability and Accountability Act (HIPAA).

Patient's rights:

- Receive a copy of HIPPA notice.
- Request confidential communication.
- Receive a copy of your medical record.
- Correct your medical record.
- Limit the information we share.
- Receive a list of those with whom we have shared your information.
- File a complaint if you believe that your privacy rights have been compromised.

Pyramids Pharmacy's Disclosure to use your information:

- Bill your medical coverage provider.
- Communicate with your health care providers.
- All our phone calls are recorded for training and quality purposes and in compliance with law.
- For public health and safety.
- As requested by workers' compensation, law enforcement, and other government authorities.
- In case of lawsuits and legal actions.



**Thank you for providing us
with the opportunity
to serve you**

**Please feel free to contact us with questions and
concerns regarding your prescription.**

Pyramids Specialty Pharmacy

Phone: 888.489.0038

Email: SP@pyramidspharmacy.com

Website: www.pyramidspharmacy.com