

# In the Know With



Hudson Regional  
LONG-TERM CARE PHARMACY

December 2020 Issue

## In This Issue



### Update on the **COVID-19** Vaccine

#### **PLUS:**

- *Fun and Festive Ways to Help LTC Residents During the Holidays*
- *A Letter From Our CEO*



Our mission is to improve the **quality of life** of individuals living with developmental, physical or psychiatric disabilities, the elderly, and economically disadvantaged individuals by providing pharmaceutical stewardship with **caring, compassion and commitment**.





# Welcome to **In the Know** With Hudson Regional Long Term Care Pharmacy

**Welcome to the first edition of the Hudson Regional Long Term Care Pharmacy newsletter.** It is our ongoing commitment to be your trusted pharmacy provider caring for those living with long-term health challenges. Our hope is that this newsletter serves as a resource to the facility administrators, nurses, and communities serving and caring for long-term patients.

Our team is devoted to doing what is in the best interest of the patient. This is at the forefront of Hudson Regional

## Our **Commitment** to You



At Hudson Regional Long Term Care Pharmacy (HRLTCP), we are always here for you. Our caring, dependent, and courteous team offers a full range of pharmacy services tailored to the needs of long-term care communities. We encourage people to call us with any questions because we truly care about the patient's needs and serving your facility. Even though we are not physically located within your facility, we believe we are part of the care team and we want every nurse and administrator to use us as that type of resource.

## A Letter From Our **CEO**

It is with great pleasure to be writing this letter for Hudson Regional Long Term Care Pharmacy's inaugural newsletter. Although this year has been anything but normal, we have admired and been inspired by the perseverance and unwavering hard work of all the long-term facility staff, nurses and administrators. It is because of you that so many patients have received excellent care and support during unprecedented times. No matter what, we will continue to be an available extension to your facilities in any way we can along with providing your patients with long-term pharmacy care.

Navigating through a pandemic is unfamiliar to us all, but the challenges and issues that long-term facilities are faced with are why HRLTCP was created. Four developmental disability agencies (ARC of Orange, Sullivan ARC CRVI, and New Hope Community) had a mission to improve and upgrade standards in pharmacy services and sourcing for the developmental disabilities field. After joining forces with this mission in mind, HRLTCP was launched in 2010.

As CEO for the past six years, it has been a great honor to serve the



Hudson Valley, Long Island, Catskills, and Albany community. Our team services roughly 2,500 beds and fills about 300,000 prescriptions a year. We are geared up and ready to serve our long-term care facilities when the COVID-19 vaccine is released, and we will always work with your organization to produce the best patient outcomes.

For those who currently rely on HRLTCP, thank you for trusting us to serve your team and patients. And for those who we have not yet had the opportunity to partner with, we are committed to showing you the difference in service with our outstanding team at HRLTCP. May you, your team, your families, and your patients be well and safe during this holiday season.

**Sincerely,**  
**Angelo Angerame**

**CEO, Hudson Regional Long Term Care Pharmacy**



**2020 Innovation in Philanthropy Award  
presented by the Mid-Hudson Chapter of the  
Association of Fundraising Professionals**

**2019 Honoree for the  
Outstanding Service Award  
presented by the CLC Foundation**





## FDA Announces Advisory Committee Meeting to Discuss Second COVID-19 Vaccine Candidate

The U.S. Food and Drug Administration has scheduled a meeting of its Vaccines and Related Biological Products Advisory Committee (VRBPAC) on Dec. 17 to discuss the request for emergency use authorization (EUA) for a COVID-19 vaccine from Moderna Inc.

“In keeping with the FDA’s commitment to ensuring full transparency, dialogue and efficiency, the Vaccines and Related Biological Products Advisory Committee, made up of outside scientific and public health experts from around the country, will meet to discuss the totality of the safety and effectiveness data provided by Moderna for their EUA submission,” said FDA Commissioner Stephen M. Hahn, M.D. “The FDA understands there is tremendous public interest regarding vaccines for COVID-19. We remain committed to keeping the public informed about the evaluation of the data of a potential COVID-19 vaccine, so that once available, the public and the medical community can have trust and confidence in receiving the vaccine for our families and ourselves.”

SOURCE, U.S. FOOD AND DRUG ADMINISTRATION

### Our Commitment to Serving Your Facility and Patients

At Hudson Regional LTC Pharmacy, we start with the question, “what’s in the best interest of the patient?” It is our moral imperative and responsibility to make sure that the people we serve have the COVID-19 vaccine readily available when it is released. We are prepared to distribute this vaccine when the time comes as we have already purchased and secured the freezer to store it in. This vaccine must be stored at -70 degrees, which is not the average temperature in a standard freezer. Rest assured that our team will be here to work with your facility administrators, staff, and nurses when the vaccine is released to ensure your residents receive it.

## What Does the Vaccine Development, Testing, and Approval Process Look Like?

### Development of New Vaccines

The stages of the development cycle of a vaccine are:

- Exploratory stage
- Pre-clinical stage
- Clinical development
- Regulatory review and approval
- Manufacturing
- Quality control

Clinical development is a three-phase process. During Phase I, small groups receive the trial vaccine. In Phase II, the study is expanded and the vaccine is given to people who have characteristics (such as age and physical health) similar to those for whom the vaccine is intended. In Phase III, the vaccine is given to thousands of people and tested for efficacy and safety. Many vaccines undergo Phase IV, ongoing studies after the vaccine is approved and licensed.

The U.S. Food and Drug Administration’s (FDA’s) Center for Biologics Evaluation and Research external icon (CBER) is responsible for regulating vaccines in the United States.

The sponsor of a new vaccine product follows a multi-step approval process, which typically includes:

- An Investigational New Drug Application
- Pre-licensure vaccine clinical trials
- A Biologics License Application (BLA)
- Inspection of the manufacturing facility
- Presentation to FDA’s Vaccines & Related Biological Products Advisory Committee
- External icon
- (VRBPAC)
- Usability testing of product labeling

The FDA continually oversees the production to ensure continuing safety. Monitoring of the vaccine and of production activities, including periodic facility inspections, must continue as long as the manufacturer holds a license for the vaccine product.



## Things to Keep in Mind for the New Year: Check on Your Patient’s Medicare Part D Enrollment

*If a patient did not enroll during the Initial Enrollment Period for Part D, they can enroll in prescription drug coverage during the Annual Election Period (AEP), also called Open Enrollment Period for Medicare Advantage and Medicare prescription drug coverage, which occurs from October 15 to December 7 of every year.*

### How to Join a Drug Plan

Once you help your patient choose a Medicare drug plan, here’s how to get prescription drug coverage:

- Enroll on the Medicare Plan Finder or on the plan’s website
- Complete a paper enrollment form
- Call the plan
- Call us at 1-800-MEDICARE (1-800-633-4227)

When you join a Medicare drug plan, you’ll give your patient’s Medicare Number and the date your Part A and/or Part B coverage started. This information is on your patient’s Medicare card.

SOURCE, MEDICARE.GOV

## Make the Holiday Season Joyful and Special for Your Residents This Year

This year has been anything but usual, and for many residents, they won’t be leaving your facility or seeing family as often during the holidays. This can lead to feelings of being overwhelmed or even depressed. Here are some fun and festive things you and your staff can do to help create an environment where residents feel special during the holidays.

While the holiday season will look different for everyone this year, help residents see that they are still a part of the community. Even though things might not be the same, they are invited to make this joyful season just as special as they have in the past.

## Fun and Festive Ways to Help LTC Residents During the Holidays

- Decorate their room and the facility with holiday décor.
- Host a Christmas movie marathon during the month of December so residents can watch some of their favorite seasonal movies.
- Start a Secret Santa note exchange where residents are assigned another resident to send encouraging notes to throughout the season. On Christmas Day, they can find out who is the mystery author of their notes.
- Each day, a facility home staff hides a festive elf doll (or angel, or Santa), and the resident who finds it every day gets their name displayed as the day’s winner. This activity is beneficial for cognitive engagement.
- Connect with local organizations to see if they can send your resident hand-written holiday and Christmas cards.
- Display a large Christmas spirit board and encourage residents to write out their favorite Christmas memories. Residents will enjoy reviewing the board and sharing stories.
- Offer a virtual viewing of a local holiday parade or tree lighting ceremony.
- Help residents utilize technology to stay connected to family.



### Providing Value Beyond Medication

Hudson Regional LTC Pharmacy's mission is to improve the quality of life of individuals living with developmental, physical or psychiatric disabilities, the elderly, and economically disadvantaged individuals by providing pharmaceutical stewardship with caring, compassion and commitment. We provide quality pharmaceutical products, durable medical equipment and supplies, dependable service, specialized information, and customized training.



*Medications need to be ordered on a timely basis, and we know it is labor-intensive caring for your patients. HRLTCP's staff has the tools and resources you need to give your team peace of mind and time to focus on your residents.*

### Your Partner in Healthcare

Our goal is to provide our clients with the highest level of quality, accuracy, and efficiency in the management and coordination of pharmacy services. We accomplish this monumental task through the development of strong working relationships with clients, staff, nursing, and administration.

### Thorough Tracking & Regulatory Compliance

Combining the highest standards of pharmaceutical knowledge with modern management techniques and state-of-the-art technology, enables the pharmacy to effectively monitor client drug regimens for potential drug interaction issues, allergies, and therapeutic duplications in order to achieve desired outcomes.

*We recognize the importance of choosing the **best fit** when it comes to a **long-term care pharmacy** for your facility. We are dedicated to earning your patronage and helping you in taking the **best care** of your patients.*



*Hudson Regional LTC Pharmacy is Medicaid and Medicare (including Part B) approved and is accredited by the Joint Commission.*

### A Complete Range of Healthcare Products & Services

Starting with high-quality brand name and generic medications, purchased directly from approved wholesalers and distributors, our certified pharmacists can fill a wide range of prescriptions. To complement our extensive pharmacy services, we also stock a full line of healthcare products that can be conveniently ordered and delivered with your medication orders. We fully recognize the current market conditions and the impact of reduced funding and budget restrictions. We are committed to your complete satisfaction and will provide cost-effective solutions.

### Total Convenience & Efficiency

From ordering and daily deliveries to medication administration records and review, we offer a high level of convenience and efficiency to our clients. To expedite the ordering process, we accept E-Prescribing, facsimiles, and offer highly efficient web access ordering. We provide our clients with the ability to look up and print current prescriptions and print up-to-date MARs as needed.

## Services Provided

### Service That Lets You Focus More on Patients

Hudson Regional LTC Pharmacy, we understand that facilities are apprehensive when it comes to choosing a new pharmacy to partner with. But rest assured that we do as much of the heavy lifting as we can for our facilities. It can be overwhelming for staff and nurses to get all of a patient's information over to the pharmacy. We do everything we can to make sure the load is as light as possible so your healthcare staff can spend more time with the patients and not have to spend time dealing with problems.

We work directly with Administrators, Nursing Directors, and other staff to create strong working relationships which is the foundation for excellent service.

### We currently provide services to:

- Respite facilities
- Intermediate care facilities
- Assisted living facilities
- Residential care facilities
- Group homes and individual supported living
- Behavioral treatment and rehabilitation facilities
- Chemical Dependency recovery facilities

### Medical Records to Maximize Efficiency

We offer completely customizable medical record documents for our customers. Our medical records team will work directly with the facility nursing department to develop easy to use documents which will save your staff time and decrease medication errors. We can provide a wide range of documents to fit your needs.

### Drug Regimen Specialists

Our pharmacists and nurses are experts in drug regimen review.

A thorough review of each resident's profile is performed at a predetermined schedule developed with the facility nursing department in accordance with regulations and facility guidelines. We assist our customers in controlling medication use and controlling costs by identifying unnecessary and/or inappropriate medication orders and duplicate therapies.

If requested, our pharmacist will attend the facility's quality control committee meetings and provide periodic reports and recommendations to facility management.

### Quality Assurance That Gives Patients Timely & Accurate Medication Dispensing

**Our goal is 100% accuracy; every order, every day!**

We have implemented state-of-the-art technology throughout the pharmacy to provide outstanding attention to detail when processing customer orders. Utilizing barcode technology, we ensure the highest degree of accuracy. From scanning refills to NDC verified medications and electronic deliveries, our dedicated team ensures each order is accurate and processed in a timely manner.

### Access to 24/7 Service Support

**We are available for your urgent needs, holiday included.**

We are fully staffed during regular business hours of operation, 8:00 am to 6:00 pm, Monday through Friday. On Saturday, we are open from 9:00 am to 3:00 pm to handle emergency orders. Our evening and weekend on-call services are available during after-business hours and holidays for emergency needs and pharmacist consultation if required.

We are a paperless pharmacy. All orders coming into the pharmacy are electronically stored and accessible. Our pharmacy management system manages all documents for easy retrieval.



# Discover the Difference

Is your facility dealing with everyday pharmacy issues taking up unnecessary time out of your day? You should **not** have this problem.

Your pharmacy should work like the operating system on your computer. You never think about it, it's just there. That's the way the pharmacy you work with should be. You shouldn't have to worry and you should always have peace of mind in knowing that your patients are going to be taken care of. That's what we aspire to and that is the Hudson Regional Long Term Care Pharmacy difference.

**Call us today to Discover the Difference in your pharmacy care**

► **845-341-2700**

## Holiday Hours

**Closed on 12/25 Christmas and 1/1 New Years**

We always send out notice reminders about our closing so your facility can get orders in early to ensure that each patient will get the medication they need. If there is an emergency, our on-call team member will be

## Staff Spotlight



**Sarah Biaso**

**Pharmacy Services Manager**

*Sarah has been a part of our staff for 9 years!*

Here's what she had to say about her job:

"I love that we work together as a team with the same vision. Every employee is dedicated to our mission - to improve the quality of life of individuals living with developmental, psychiatric, and physical disabilities. It's what keeps us moving, knowing that they need their medication. I also have a strong desire to help & I feel useful here. I have many years of experience & I enjoy offering solutions."

## Testimonials

*"Sarah goes above and beyond."*

*"You have a nice team."*

*"I have billing questions from time to time. My questions are always addressed very quickly."*

*"Pharmacists are always willing to speak with nurses and answer questions."*



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