

# In the Know With



Hudson Regional  
LONG-TERM CARE PHARMACY

July 2022 • Issue #020



## WE'RE ALL IN THIS TOGETHER

**In This Issue:** Caring for the Intellectually  
& Developmentally Disabled



**PLUS**

- Know the Signs of Heat-Related Illnesses
- Our Primary Focus





# Hudson Regional

## LONG-TERM CARE PHARMACY

### We Want to Serve You!

Do you work for an organization or agency that offers services to the intellectual or developmentally disabled? If so, we want to serve you!

At Hudson Regional Long-Term Care Pharmacy, we are committed to serving the intellectual and developmental disabilities (ID/DD) community with unparalleled pharmacy care. We understand the unique challenges of caring for these individuals, and we are dedicated to providing the highest quality of care possible.

Our pharmacy offers a wide range of services specifically designed to meet the needs of ID/DD patients, including medication management, accessible prescription refills, and 24/7 on-call support. In addition, our staff is highly trained in ID/DD care and can provide information and resources on various topics. We encourage you to contact us to learn more about how we can serve you.



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

**845-341-2714**



### A Letter From Our CEO

#### Competition

"Competition." It's a business dynamic that drives HRLTCP from a variety of perspectives.

HRLTCP is always mindful of competitors. We respect our competition. We understand how our competitors are seeking the same opportunities that HRLTCP wants. Therefore, we must compete and earn our customer relationships.

Whether it is coming in first place in track, emerging as the champ in boxing, scoring the most touchdowns in football---or providing long-term care pharmacy services---we strive to be supreme in our space.

The winners become the organizations and people served who are our clients. Fair, rigorous competition means the services our clients receive should be the finest available.

I am so proud of the HRLTCP team. Every day at HRLTCP, we see our activities as more than just dispensing medications and equipment...more than simply dropping off a delivery. The HRLTCP staff members view their efforts as: ---providing essential support to the nursing staff, the residential staff, and the admin people at the

agencies we serve. We recognize how the thought and quality we exercise in carrying out our procedures bring benefit and value to them. We want to pro-actively connect with them beyond just being voices on the phone.

---providing medications and equipment to individuals with developmental disabilities and autism---where we help to make their lives comfortable.

---being part of successful outcomes in patient care. We want to make an impact in the way they care for the people served.

---participating in the special events, fundraisers, and goals of our client organizations.

We welcome and encourage competition. We want our client organizations to feel that HRLTCP means excellence.

***Yours in Health,  
Angelo Angerame***

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



**Because, It's the Right Thing to DO!**





# Industry News

## How Heat Can Affect Your Residents Health:

### Ways to Stay Cool and Protected

As the summer heats up, it's essential to take steps to stay cool and avoid heat-related illnesses. So before you hit the lake, pool, park, or any other fun in the sun activities this summer with your residents, do not forget to lather up with sunscreen. All it takes is 15 minutes of exposure to sunlight for the ultraviolet (UV) rays to damage skin and increase the risk of skin cancer. Protect your skin from aging, showing signs of wrinkles, dryness, freckles, and dark blotches by following these skin safety tips.

1. **Apply sunscreen often.** Even before you leave your house, lather up. Opt for a broad-spectrum sunscreen and make sure you reapply (to dry skin) every two hours.
2. **Always wear a hat.** Whether it's a baseball hat or a wide-brimmed hat, anything to keep the sun away will help. If you are wearing a baseball hat, don't forget to apply sunscreen to your ears and neck.
3. **Use protective gear and clothing.** Even if you're wearing a hat, sunglasses protect your eyes from UV rays and help reduce the risks of cataracts. The best type of sunglasses to choose for the most protection is ones that block both UVA and UVB rays.
4. **Stay cool in the shade.** Whether it's an umbrella, outdoor tent, or tree, make sure you find some shade while enjoying the outdoors. Midday tends to be the hottest part of the day, so ensure you protect your skin by staying in the shade as much as possible.

## How to Prevent Heat-Related Illnesses

To avoid heat-related illness, it is important to stay hydrated, avoid strenuous activity in hot weather, wear loose-fitting, light-colored clothing, and take breaks in cooler, shaded areas when you are outside. If you start to experience symptoms of heat exhaustion, remove any unnecessary clothing and apply cool water to your skin. If your condition worsens, seek medical attention immediately. Taking these precautions can minimize your risk of becoming ill during hot weather.

### SUN SAFETY

SUMMER SKIN PROTECTION

WEAR BROAD HAT

USE SUNGLASSES

WEAR PROTECTIVE CLOTHING

AVOID SUN BETWEEN 11 AM AND 3 PM

USE SUNSCREEN

DRINK MORE WATER

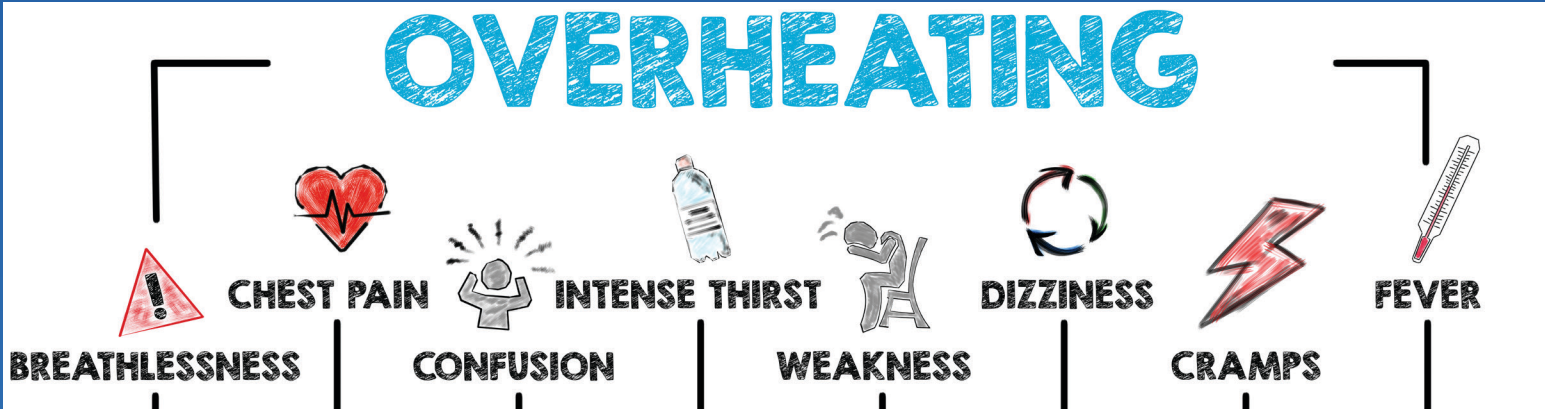
REFLECTION CAUTION

SEEK SHADE

AVOID DIRECT SUNLIGHT

## Know the Signs of Heat-Related Illnesses

Increased core temperature can be hazardous, especially for those who are intellectual and developmentally disabled. This is because these individuals may not be able to communicate that they are too hot or thirsty, may not be able to sweat normally, or may not be able to move to a cooler location. In addition, many people with ID/DD take medication(s) that can impair their ability to regulate their body temperature. Therefore, caregivers and loved ones need to be aware of the signs of heat-related illness and know how to prevent it.



### Heat Cramps

Heat cramps are a type of muscle cramp that can be experienced during periods of high heat and humidity. The cramps typically affect the muscles of the legs and abdomen, and they can range from mild to severe. Heat cramps are caused by a loss of electrolytes, which can occur through sweating.

#### Signs and symptoms

- Muscle pain or spasms
- Fatigue
- Thirst

#### Treatment

Typically, the treatment for heat cramps involves replenishing fluids and electrolytes. For more severe cases, rest in a cool environment may be necessary. In most cases, heat cramps resolve independently with proper hydration and rest. However, suppose cramping persists or is accompanied by other symptoms such as nausea or vomiting. In that case, it is crucial to seek medical attention as these may be signs of a more severe condition such as heat stroke.

### Heat Exhaustion

Heat exhaustion is a condition that can occur when someone is exposed to high temperatures, usually combined with high humidity. The body's natural cooling mechanisms, such as sweating, are unable to keep up, and the body's temperature begins to rise. If left untreated, heat exhaustion can progress to heat stroke, which is a potentially life-threatening condition.

#### Signs and symptoms

- Headache
- Nausea
- Dizziness
- Fatigue

#### Treatment

If you experience any of the symptoms listed above, seek shade or air conditioning and drink plenty of fluids. With prompt treatment, heat exhaustion is usually not serious. However, it is important to be aware of the symptoms and take steps to prevent them.

### Heat Stroke

Heat stroke is a severe condition that occurs when the body cannot regulate its core temperature. The body's natural cooling mechanisms, such as sweating, become overwhelmed in hot conditions, and a person's core temperature rises. This rise can happen suddenly and without warning. People with heat stroke often have a temperature of 104 degrees or higher. Heat stroke can lead to organ damage and even death if left untreated.

#### Signs and symptoms

- Dizziness
- Confusion
- Nausea
- Headache
- Hot, red, dry skin
- Rapid heart rate

#### Treatment

If someone is experiencing these symptoms, it is vital to call 911. You can help someone experiencing a heat stroke by providing them with cold water and applying ice packs to help cool their body.



## What's Happening



### Annual HRLTCP Staff BBQ This Month

Every year, we look forward to gathering as a team outside of the pharmacy so our staff can relax and enjoy some good food. We are excited to show our appreciation to the Hudson Regional Long-Term Care Pharmacy team at our annual BBQ for their hard work and dedication on July 13th!



### 27th Annual Catskill Cup

The Arc Greater Hudson Valley New York is proud to host its 27th annual Catskill Cup at Villa Roma Resort on July 17, 2022. This organization's annual fundraising event supports people with unique abilities to live as valued and contributing members of the community.

Spotlight your next ID/DD philanthropy event in our next newsletter or on our website!  
Submit your information on <http://www.hrltcp.org>

## Staff Spotlight

*Meet Shamira! She has worked at HRLTCP for 5 years!*

*What does a day in the life of a DME Specialist entail?*

I fill scripts for durable medical equipment. It could be for wheelchairs, walkers, canes, or crutches. Then, I bill the equipment to Medicare. There are a lot of crazy rules when it comes to billing Medicare, and it's complicated. 5% of the 2,000 prescriptions we fill daily at our pharmacy are for durable medical equipment. Our team also delivers these larger items to the agencies we serve.

*What is something you enjoy about working at HRLTCP?*

It feels like a family here! I can call on anyone here if I'm stuck on something, and they are willing to help.

*Tell us something about yourself.*

I sing; it's one of my hobbies. I love singing around my loved ones.



**Shamira Gillian**  
Durable Medical  
Equipment (DME)  
Specialist

## Expect More and Worry Less!

### What **You Need** is Less Time with Pharmacy Care and **More Time** to Provide **Direct Patient Care**. WE CAN HELP!

**Switching LTC pharmacies can seem daunting.** But we understand that if your facility is at a place to make a move, things aren't going the way they should be. Our team members are experts at prescription transferring, facility/pharmacy transitioning, training, and ensuring your pharmacy needs are met with excellence and consistency.

*Your facility will notice these instant improvements when you switch to Hudson Regional LTC Pharmacy.*

**There is no delay.** Your residents will receive your prescriptions when needed and on time.

**A friendly voice.** We listen to your problems and do our best to solve them.

**LTC nurses can focus on patient care, not pharmacy issues.** We want your medical staff to do what they do best—care for patients. Your nurse administration staff shouldn't have to worry about pharmacy problems or worry if prescriptions will be delivered.

**Positive pharmacy experience.** Our team is here to serve your facility, your staff, and your residents. It's hard to put a value on excellent care until you don't have it.

**Staff time is spent with residents.** We don't want your staff stuck on the phone trying to figure out where medical administration records are or when you will receive them. You can count on MARs to show up the same day every month with Hudson Regional LTC Pharmacy.

## Switching is as easy as...

- 1 Have a Discovery Call with Us & Your Dir. of Nursing**  
Call us at: **845-341-2714**
- 2 Allow Us to Schedule an On-Boarding Call with Our Transition Team**
- 3 Sit Back & Relax :)**

## Because, It's the Right Thing to DO!



# Hudson Regional

## LONG-TERM CARE PHARMACY

### Here's What **People** **Are Saying** About Our Pharmacy!

"One of the most **caring, attentive, and reliable pharmacies** I've ever worked for. A **welcoming and professional** environment where you're treated as family from day one. Highly recommended."  
– Heather D.

"**Best customer service** ever!!"  
– Trish S.

"Never worry. **Always a solution.**"  
– Kevin L.

**Rx**      Date \_\_\_\_\_  
Patient **Dir of Nursing &**  
Address **Exec. Director**

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Prescription: **Hudson Regional  
Long Term Pharmacy**

- **Service That Means A Smile**
- **All Deliveries Before Resident Bedtimes**
- **We Take Care Of You, So You Can Take Care of Patients**

*Because... It's the Right Thing to Do*

Refil 0 1 2 3 4 5      Permission \_\_\_\_\_



**Hudson Regional**  
LONG-TERM CARE PHARMACY

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