

In the Know With



Hudson Regional
LONG-TERM CARE PHARMACY

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Ask The **PHARMACY**

In This Issue:

What Would Hudson
Regional LTC Pharmacy Do?



**Our Goal: Provide
Service That Means A Smile**

PLUS

- August is National Immunization Awareness Month
- The State of New York is Protecting Your Privacy



Ask The Pharmacy!

If you are the Director of Nursing for a long-term care facility, you know that one of the most critical parts of your job is ensuring the residents get the medications they need.

- ✓ Are you tired of deliveries running late?
- ✓ Do you dread when you have to call your pharmacy?
- ✓ How quickly does your pharmacy address a problem?
- ✓ Are you sick of your patients' medications not arriving?

No More Excuses

No pharmacy provider is perfect, and there will be things outside anyone's control, but your Long Term Care Pharmacy should address problems and take ACTION when things go sideways!

Hudson Regional Long Term Care Pharmacy understands that and is here to help. We will work with the agencies we serve to ensure that all of your residents' medications are delivered on time and that any problems are addressed as quickly as possible. We want your nursing staff to focus on providing quality care for your residents and know that their medication is delivered in a timely fashion.



We want to hear from YOU!
Submit online your biggest headaches or most challenging problems you have or currently are facing with your LTC pharmacy provider, and we will tell you how we would handle them.

www.hrltcp.org



A Letter From Our CEO

The Most Important Link

As we gear up for back to school and begin to think about the fall months, now is the time to plan for the flu season by ordering vaccines for your residents so their immune systems are protected come fall time.

If you are new to our pharmacy, you should know that we are passionate about keeping your residents and loved ones safe and healthy and understand the unique challenges of caring for the ID/DD community. Our team of experts is committed to providing the highest quality of care, and we offer a full range of services to meet your facility's needs. We believe that every organization we serve can rely on prompt, dependable service when they work with Hudson Regional LTC Pharmacy.



Your pharmacy provider should be like the operating system in your computer - you shouldn't have to think about it or worry about it failing. It should just work--like the most important link.

My goal for our long-term care pharmacy is to be invisible but indispensable, like the operating system in your computer. When was the last time you worried about your computer turning on? You flip a switch, and it comes on, and your relationship with your pharmacy should be similar. Again, you shouldn't have to think about it. And if you do worry about your LTC pharmacy provider and are unhappy with your level of care, it's time to make the switch!

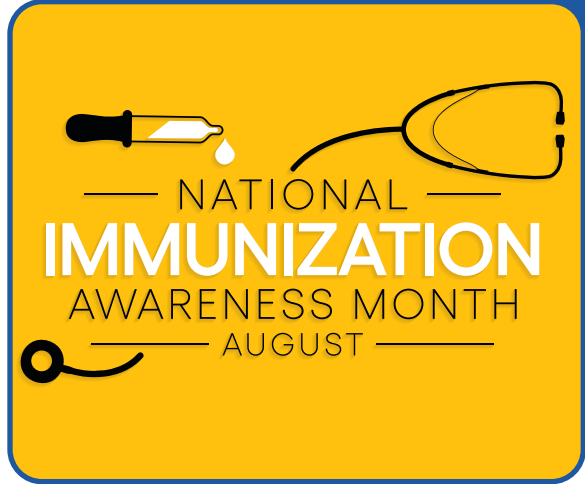
When you work with us, you have a partner in providing quality care for your residents that makes your staff members' jobs easier.

Yours in Health,
Angelo Angerame

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



Because, It's the Right Thing to DO!



Industry News

August is National Immunization Awareness Month

August is here, which means it's National Immunization Awareness Month. This annual observance is a great time to encourage your long-term care residents to stay up-to-date on their vaccinations. As the healthcare provider to your patients in residential homes, your recommendations are valued and trusted. Using this SHARE approach from the Centers for Disease Control and Prevention can help educate patients to make informed decisions about vaccination.

SHARE the tailored reasons why the recommended vaccine is suitable for the patient given their age, health status, lifestyle, or other risk factors.

HIGHLIGHT positive experiences with vaccines (personal or in your healthcare experience), as appropriate, to reinforce the benefits and strengthen confidence in vaccination.

In plain and understandable language, **ADDRESS** patient questions and any concerns about the vaccine, including side effects, safety, and vaccine effectiveness.

REMIND patients that vaccines protect them and their loved ones from many common and severe diseases.

EXPLAIN the potential costs of getting the disease, including serious health effects, time lost, and financial costs.

Here are three ways to observe National Immunization Awareness Month.

- 1) Educate your long-term care residents about the importance of vaccinations. Education can come from informational sessions, group activities, or one-on-one conversations.
- 2) Encourage your residents to get vaccinated. You can do this by providing information about where to go to get vaccinated, helping to schedule appointments, or even offering transportation to and from facilities.
- 3) Celebrate those who are vaccinated! This celebration is a great way to show your support for vaccination and help create a positive environment around the topic. For example, you could throw a party, give out prizes, or thank those vaccinated.

Time to Plan and Order Flu Vaccines

Flu vaccines will become available from the end of August through September. So now is the time to plan and order, and your residents will receive the influenza vaccine by the end of October. However, as long as flu viruses are circulating, vaccination should continue throughout the flu season, even in January or later. That's why getting vaccinated early before the peak of flu season is essential. The flu vaccine is the best way to protect yourself and your loved ones from this virus. It's safe and effective for people of all ages, and it's crucial for people at high risk of developing complications from the flu, such as pregnant women, young children, and people with chronic health conditions.



The State of New York is Protecting Your Privacy

We have all been to the pharmacy counter and had the pharmacist ask us for our insurance information. They type away at the computer, and sometimes we catch a glimpse of the total price before they even start to ring up our purchase. Have you ever wondered why the price of your medication varies so much from one visit to the next or why your insurance company won't always cover the cost? This fluctuation is due to pharmacy benefit managers (PBMs) in our healthcare system.

PBMs are mainly responsible for negotiating drug prices between insurers and pharmaceutical companies. As a result, they often use their clout to reduce the prices insurance companies will pay for medications. In turn, insurers pass on these savings to consumers through lower premiums. However, there is another side to this story. To get these low prices from PBMs, pharmacies sometimes have to accept lower reimbursement rates for the dispensed medications. These lower rates can strain their business, and many pharmacists have raised concerns that PBMs are putting profits ahead of patients.

The issue came to a head recently when PBMs began demanding that pharmacies send them copies of prescriptions filled for their customers. Copies of prescriptions would allow the PBMs to see which drugs were being prescribed and identify potential areas for cost savings. However, privacy advocates raised concerns that this practice could violate patient confidentiality. The state of New York stepped in to protect people's rights. Now, insurance companies can only access a copy of a prescription if they have a release from the patient with their permission.

According to the New York State Education Department Office of the Professions, the following recommendations are general guidelines for anyone who is presented with a request to share confidential information about patient records.

1. *May a patient be given a copy of an electronic or hard copy of a prescription for a controlled substance?*

No. Education Law Section 6810(3) states that "[a] prescription for a controlled substance shall not be furnished to the patient but may be furnished to any licensed practitioner authorized to write such prescription."

2. *May a patient be given a copy of a prescription for a non-controlled substance?*

Yes. Education Law Section 6810(3) states that "[c]opies of other prescriptions shall be furnished to the patient at [their] request, but such copies are issued for the informational purposes of the prescribers only, and shall be so worded." (Emphasis added).

3. *Does Education Law Section 6810(3) provide an exception that allows copies of prescriptions to be given to third parties, such as health insurance benefit managers?*

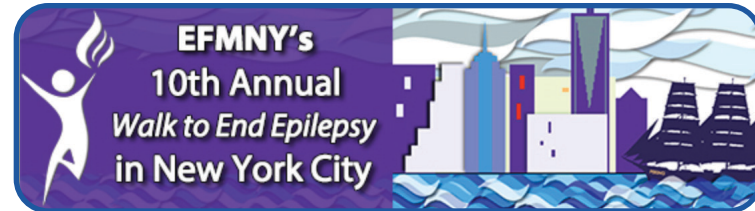
No. However, in particular instances, copies may be provided within the parameters of the law. For example, it is possible that in applying to participate in any given health plan, a patient, depending upon the specific terms of participation in the program, may grant consent for copies of non-controlled prescriptions to be provided to the insurer. It is recommended that any individuals who have questions regarding this topic direct such questions to their attorney.

Philanthropy



Eden II & Genesis Foundation Fundraiser

Michael Arvanites, an Eden II Board Member welcomed Hudson Regional LTC Pharmacy's CEO Angelo Angerame at their recent golf outing at Eden II & Genesis Foundation Annual Fundraiser in Staten Island.



EFMNY's 10th Annual Walk to End Epilepsy

Date: Sunday, September 25th, 2022
Location: Pier 25 at Hudson River Park, West Street, New York, NY, USA
New York, NY 10013

2022 Roy A. Gonyea, Jr. Fall Golf Classic

Date: Monday, September 12th, 2022
Location: Wiltyck Golf Club
404 Steward Lane, Kingston, NY 12401

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



17th Annual BILL VOLPE GOLF CLASSIC

The Arc Greater Hudson Valley is hosting its 17th Annual Bill Volpe Golf Classic in September to benefit the many programs and services it provides to over 2,000 people with intellectual and developmental disabilities in Sullivan, Orange, and Dutchess Counties. Bill Volpe was an outstanding advocate for the former Arc of Orange County since the 1960s. He was instrumental in helping acquire the first residence and the administrative center in Newburgh. He was also a member of The Board of Directors at The Powelton Club, where he and his family were long-time members. Unfortunately, Bill passed away in 2018, and this event is in his memory.

Date: Thursday, September 29, 2022, at 10:30 a.m.
Location: The Powelton Club, 29 Balmville Road, Newburgh, NY
For more information regarding registration and sponsorship opportunities: Contact Nicole Morris at 845-513-5720 or by email at nmorris@arcghvny.org.

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!

Service With A Smile!

Our seasoned professionals have extensive experience in long-term care residential pharmacy services. In addition, we pride ourselves on our ability to work closely with administrators, nursing directors, and other staff members to create strong, productive relationships. This foundation is essential for providing excellent service.

Hudson Regional LTC Pharmacy's goal is always to provide the highest quality of care possible and exceed our client's expectations. By working together as a team, we can accomplish this goal daily. We are committed to providing our residents with the best care and services. Here are a few of the many benefits you receive under our care umbrella.

Training Provided by Hudson Regional LTC Pharmacy

We know the process of reordering medications can be burdensome. That's why we supply all of our new facility partners with an ample amount of training on our web portal to fit your needs.

Here's what you can expect during the training process:

- Connecting our nurse consultants with your agency's nurses and staff on a Zoom call to introduce one another and the web portal
- Weekly, monthly, or as-needed training
- A training manual with detailed step-by-step directions for the web portal
- Access to our nurse consultants and team to troubleshoot any questions

With Hudson Regional LTC Pharmacy's Web Portal, you can reorder medications in just 15 minutes each week!

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**

Prescription: **Hudson Regional
Long Term Care 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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