

# In the Know With



Hudson Regional  
LONG-TERM CARE PHARMACY

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## **TOP CHALLENGES** **FOR LTC AGENCIES & THEIR PHARMACIES**

PLUS

- *Problem-Solving Solutions for Industry Challenges*
- *Navigating the Tripledemic: Flu, RSV, and COVID-19*





## New Year, New Insurance?

### *What to do if your patients have an insurance change*

Keeping your residents' insurance information up-to-date with your long-term care pharmacy is very important, as changes typically happen in January.

If there are any updates to your patients' insurance, reach out to our Hudson Regional LTC Pharmacy team so we can make the necessary changes in our system to ensure your residents don't skip a beat in receiving the medications they need. We are here to support your staff and ensure every individual receives the best quality health care possible.

**Call us with any changes to your patients' insurance at 845-341-2714!**



## The Need for Medicaid to Cover Community Based Services



The National Council on Disability (NCD) recently published a "Strengthening the HCBS Ecosystem" report that stated that 820,000 people with disabilities are on waiting lists for home and community-based services across the nation, but the demand could be even greater. NCD also found that 14 million Americans need community-based services, 40% of whom are under the age of 65. These findings support the desperate need for affordable, accessible housing for home and community-based services and higher pay for direct care workers, as there is a significant labor shortage.

According to Disability Scoop, the NCD calls on Congress to enact legislation within the next year making home and community-based services mandatory under Medicaid and adding significant funding to the program, among other changes.

# 2023

H A P P Y N E W Y E A R

## A Letter From Our CEO

### *Ring in the New Year With Solutions to Your Biggest Pharmacy Headaches*

As we begin 2023, I would like to wish everyone a happy and healthy new year! Our team is prepared for January's busy season and insurance plan changes by continuing to be devoted long term care pharmacy providers to all our agency partners.

Our goal as a company this year—and always—is to provide our clients with the highest quality, accuracy, and efficiency in managing and coordinating pharmacy services. So, if you are an Direct Support Professional, House Manager, Administrator or Nursing Director frustrated for too long with headaches from your long-term care pharmacy provider, this is the year to make a switch!

Those headaches no longer have to disrupt operations or burden your staff. Our team of highly-trained staff provides personalized support backed by state-of-the-art technology and an

interactive web portal that streamlines pharmacy tasks for your staff. This means they spend MORE time with the individuals they care for and LESS time on pharmacy tasks.

Our staff also remains eager and ready for anything that comes our way - no matter what Mother Nature has in store for us this winter. Please know that we don't stop serving our customers even during inclement winter conditions; only a state-issued emergency will close us down. Our motivated staff guarantees all individuals we serve will receive their medications and quality care without interruption.

We're here to help, don't hesitate to reach out to our team!

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

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



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

# Industry Insights

## Top 6 Challenges LTC Agencies have with their Pharmacies & How to Resolve Them

### *Problem-Solving Solutions for Industry Challenges*

Pharmacy problems can be a pain. House Managers, Nurses and Direct Support Professionals (DSPs) are already stretched thin. If you are facing any of these problems with your current long-term care pharmacy provider, it might be time to make a switch. Here are solutions for common problems that community and group homes face when working with the wrong pharmacy provider.

### 1 Medication Ran Out for a Variety of Reasons

What do you do when you have no meds? Is the pharmacist willing to leave their home on a Sunday because somebody forgot to re-order medication?

**SOLUTION:** You should have a 24-hour accessibility emergency plan with your LTC Pharmacy provider who has staff to deliver in the middle of the night. At HRLTCP, you would call our main number then press 1 to be routed to our On-Call Pharmacy who is available in the middle of the night, 24 hours a day / 7 days a week. Also check your portal for medication inventory.

**House Manager Pro Tip:** Add the LTC Pharmacy phone number to speed dial on appropriate phones.

### 2 Medication Errors

One of the potential problems that can arise from working with the wrong LTC pharmacy is medication errors. This can occur when a pharmacy dispenses the wrong medication or dosage or gives incorrect medication instructions. These errors can be extremely harmful and even fatal for patients.

**SOLUTION:** We ensure the highest degree of accuracy by utilizing barcode technology. This state-of-the-art technology provides outstanding attention to detail when processing customer orders.



### 3 Lack of Communication

Pharmacists must keep open lines of communication with group home nurses and staff members to ensure everyone is on the same page regarding medications. However, some pharmacies may offer a lower level of communication, which could lead to confusion and potentially dangerous mistakes.

**SOLUTION:** Expect over-communication, timely responses, and any arising issues to be immediately handled. We take a proactive approach with the agencies we serve, starting with an open and active line of communication.





## 4 Late Deliveries Waking Up Residents

Late prescription deliveries can be a significant disturbance to nightly routines. Individuals can miss a prescription they need, be awakened by the delivery, or be disturbed by the interruption.

**SOLUTION:** All deliveries are completed before bedtime to ensure no interruption to nightly routines or disturbance to your residents. We understand the importance of keeping your residents comfortable and well-rested and not creating more work or worry for group home staff.



## 5 State Shows Up Looking for Copy of Prescriptions

**SOLUTION:** Look for prescriptions and “how to” information in your portal. The State accepts prescriptions and information found in your online portal.

## 6 Agency Staff Doesn't Have Access to Materials They Need

When staff members don't have the resources to manage their residents' prescription and pharmacy needs effectively, they cannot give the proper time and attention to caring for the individuals in the home.

**SOLUTION:** Our customers use an online web portal that assists staff members with knowing when medications will run out. This system can also provide detailed lists of current medication records in case residents need to bring them to doctor appointments or on trips. There is also a resource section so staff can access guides on administering ear or eye drops and so much more!



**To discuss the challenges with your LTC Pharmacy providers and how to resolve them, we're here to help. Please reach out at (845) 341-2714.**



# Expect More. Worry Less.

# Navigating the Tripledemic: Flu, RSV, and COVID-19

We are facing an unprecedented health crisis: the combination of the flu season, the Coronavirus, and the Respiratory Syncytial Virus (RSV) has caused an extraordinary number of cases of respiratory illnesses. This 'tripledeemic' leaves many people wondering how to protect themselves and their families from these illnesses. So let's dive into what this means for your health and safety.

## What is RSV?

RSV stands for Respiratory Syncytial Virus. It is an infection that affects the lungs and breathing passages. Most people recover from an RSV infection in one to two weeks, but it can be more severe for seniors and young children. In addition to a sore throat or fever, some symptoms include coughing, difficulty breathing, chest pain, runny nose, or sneezing. It is also highly contagious, so contact with an infected person can quickly spread the virus.

## How Does RSV Relate to Flu & COVID?

The most common symptoms of all three illnesses are fever, cough, shortness of breath, or difficulty breathing. That being said, some critical differences between them make it important to understand which one you are dealing with. The combination of these three viruses has created a unique situation for health professionals.



However, the flu and COVID-19 vaccines will provide some protection against the two viruses. Health professionals suggest that if you plan on getting a flu shot this year, you should get it as early as possible so it can offer maximal protection during the winter months when all three viruses are most active.

Additionally, all three of these viruses have similar symptoms, so it is essential to seek medical attention if you feel any of these symptoms arising to determine which virus you may have contracted. Finally, good hygiene practices such as handwashing and social distancing are still essential to help prevent the transmission of all three viruses.



Navigating a 'tripledeemic' like today can be difficult and overwhelming, but understanding how the various viruses interact can help protect you from contracting any of them. In addition, knowing the signs and symptoms associated with each virus can help you identify which one you may have contracted in case you fall ill this winter season—as well as taking necessary precautions such as getting your flu shot early on in the season as well as practicing good hygiene habits like regular handwashing and social distancing where possible! By being proactive about our health, we can help reduce our risk of contracting any virus and its spread within our communities.

## Get Your Vaccinations

Get ahead of the game and stay protected against seasonal flu this season! Vaccination triggers your body to develop antibodies that protect you from influenza virus infection. Be sure to get immunized before any spread occurs in your community! If your residents are to contract the flu, our pharmacy is stocked and is available 24/7 for emergencies. **Call us with questions at 845-341-2714!**

# Because.....They Matter

# Staff Spotlight



**Name:** Kristen Decker  
**Job title:** RN Consultant

## **Tell us about your experience as a nurse.**

I have been a nurse for 36 years as a traditional clinical and bedside nurse. I got into nursing because I recognized early on in life that I enjoy being a natural helper, especially when people are in need. So nursing was a natural career choice.

This is a change of pace from working in a traditional clinical setting. However, I have strong attention to detail from my nursing career, which is very important in pharmacy care.

## **Tell us about a favorite memory from your nursing career.**

I will always remember a specialized group from when I worked in outpatient radiology and active hematology and oncology practice. Those patients were the most special to work with. They were the sickest group I've worked with throughout my career, yet they were the most accepting of care and support. They were the highlight of my day and vice versa. I'll always remember patients popping by the office to say thank you or when they would send something special. Of course, that's not why you do this, but this group made you feel most appreciated.

## **What do you enjoy most so far about working at HRLTCP?**

I am so appreciative of the teaching opportunities available and the wealth of knowledge from the team.

## **What are some fun facts about yourself?**

I am a travel enthusiast and a high-peak, mountain, and rock climber. A recent climb I did was at the Rocky Mountain National Park, and the peak is around 12,000 feet. I am also a member of the Catskill 3500 Club. I have climbed all 37 peaks in the Catskill area.

Let our experienced team serve your facility with dependable pharmacy care in 2023!

**Discover the Difference at 845-341-2714.**

## **Google Makes Strides in Accessibility**

Google has taken a significant step forward in making their maps more accessible with the introduction of Accessible Places. Introduced to Google Maps, this feature allows users to check if businesses are wheelchair accessible and free of stairs simply by enabling the accessibility setting for the app. Then a wheelchair icon will show on the location's profile page, indicating whether it has an accessible entrance. Additionally, users can view if there is accessible seating, restrooms, and parking available.

Individuals can also easily lend their knowledge and insight to a business profile by simply clicking "about," going into "edit features," and then tapping "accessibility features."



# **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 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 012345      Permission \_\_\_\_\_



**Hudson Regional**  
LONG-TERM CARE PHARMACY

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