

In the Know with...



Hudson Regional
LONG-TERM CARE PHARMACY

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Your Health, Our Priority



PLUS

Problem-Solving Solutions for Industry Challenges &
The Crucial Role of Vaccines

Savoring Victory



We are gearing up for a scrumptious celebration as we honor the champions of our ugly sweater contest! The eagerly anticipated Pizza Party is just around the corner, scheduled for January 30th. Our CEO, Angelo Angerame, is not just looking forward to the party; he's downright excited to soak in the lively atmosphere with the fabulous crew at Woodbourne House and the trendsetting Benny B!

Get ready to savor the flavors, share laughs, and create memories that will linger long after the last slice is gone.

www.hrltcp.org



A Letter From Our CEO

As we enter 2024, we're eager to emphasize our ongoing commitment to supporting the agencies we serve. Beyond the standard prescription services, we're actively interested in engaging with your upcoming events. If you have any planned, reach out; we'd be delighted to be part of them.

What defines us is our dedication to surpassing conventional pharmacy services. Partnering with us means having a reliable ally, not just completing a transaction. We're steadfast in aligning with your vision and tailoring our services to meet your distinct needs. Whether it's supporting events, contributing to special projects,

participating in fundraisers, or making sure you enjoy exceptional pharmacy services, count on us to be your dependable and professional partner.

Thank you for being a part of our HRLTCP community. We're here for you, and we'll keep communicating, innovating, and making sure your needs are met every step of the way



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

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

Problem-Solving Solutions for Industry Challenges

Dealing with pharmacy-related challenges can be particularly demanding, especially when House Managers, Nurses, and Direct Support Professionals (DSPs) are already stretched thin. If you find yourself grappling with issues from your current long-term care (LTC) pharmacy provider, it might be opportune to explore alternative options. Below, we outline comprehensive solutions for common problems that community and group homes often face when working with a pharmacy provider that may not meet their needs adequately.

1. Medication Ran Out for Various Reasons

PROBLEM:

The predicament of running out of essential medications can be a significant concern, particularly during inconvenient times such as weekends.

SOLUTION:

To address this, it is crucial to establish a robust 24-hour emergency plan with your LTC Pharmacy provider. At HRLTCP, our commitment to your needs extends around the clock. By calling our main number and pressing 1, you can seamlessly connect to our dedicated On-Call Pharmacy staff, ensuring access to medication even in the middle of the night, 24 hours a day, 7 days a week.

2. Medication Errors

PROBLEM:

Working with the wrong LTC pharmacy may inadvertently lead to medication errors, posing serious risks and potential harm to patients.

SOLUTION:

Our pharmacy prioritizes the highest degree of accuracy by leveraging state-of-the-art barcode technology. This cutting-edge system ensures meticulous attention to detail when processing customer orders, significantly minimizing the risk of dispensing incorrect medications or dosages.

3. Lack of Communication

PROBLEM:

Insufficient communication between pharmacists and group home nurses or staff members can result in confusion and potentially dangerous mistakes.

SOLUTION:

We pride ourselves on a proactive approach, fostering open lines of communication with the agencies we serve. Expect timely updates, responsive communication, and quick resolution of any emergent issues. Our commitment begins with maintaining an active and transparent line of communication.

4. Late Deliveries Waking Up Residents

PROBLEM:

Late prescription deliveries have the potential to disrupt nightly routines, causing inconvenience to residents.

SOLUTION:

Recognizing the importance of undisturbed nightly routines, we ensure that all deliveries are completed well before bedtime. This commitment guarantees no interruptions to the residents' nightly schedules, demonstrating our understanding of the necessity to keep residents comfortable and well-rested.

5. Lack of Access to Materials for Agency Staff

PROBLEM:

When staff members lack the necessary resources to manage their residents' prescription and pharmacy needs effectively, it compromises their ability to provide optimal care.

SOLUTION:

Our innovative approach involves providing you with access to an online web portal. This portal assists staff members in tracking medication schedules and offering detailed medication records for appointments or trips. Additionally, it includes a resource section where staff can access guides on administering various medications, ensuring that they have the necessary information to deliver quality care.

Navigating the complexities of long-term care pharmacy services is a delicate task, and making the right choice in a provider is crucial. HRLTCP stands as a reliable ally, addressing challenges with a commitment to accessibility, accuracy, communication, and resident well-being. Elevate your long-term care experience with a pharmacy partner dedicated to excellence.

**We'd be delighted to Demo
Our Easy-to-Use Portal.**

**We'll also provide tips on streamlining
your medication management process
to enhance patient outcomes.**

Online Portal
for patients & caregivers

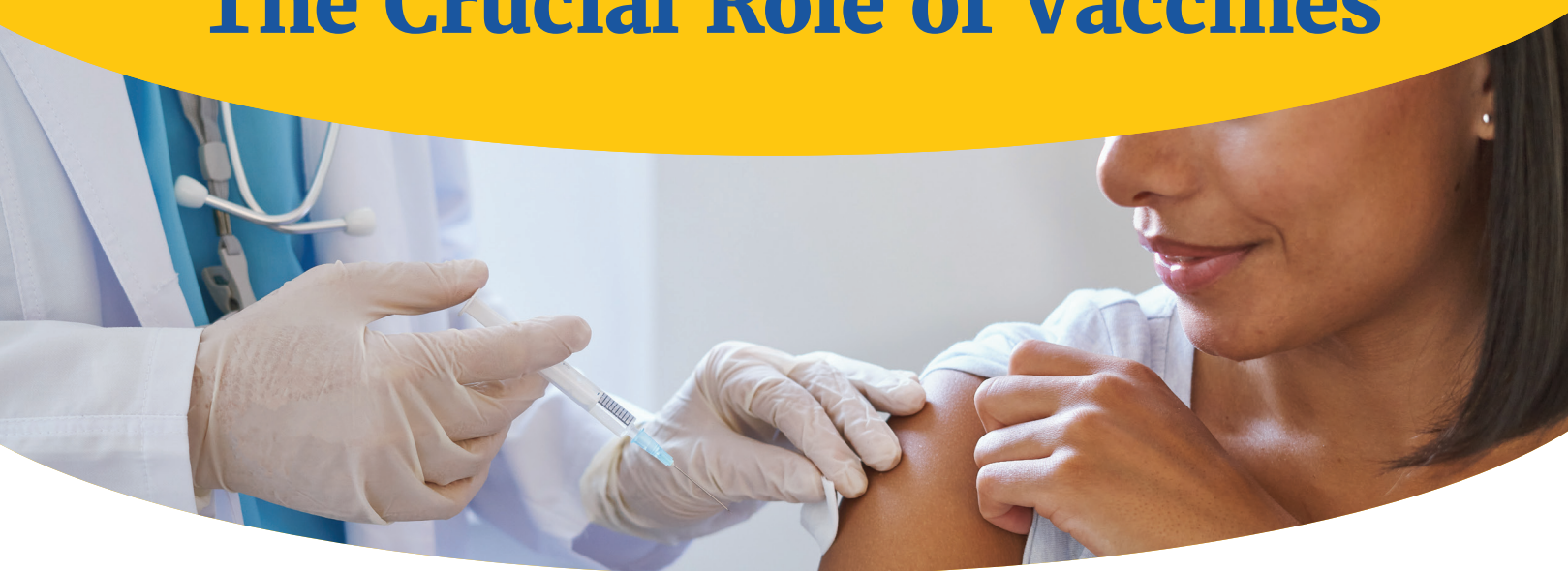


**No matter if you're working with another pharmacy or ours...
we're here to offer help and support.**

Contact Us: 845.341.2714

All consultations and meetings are strictly confidential.

The Crucial Role of Vaccines

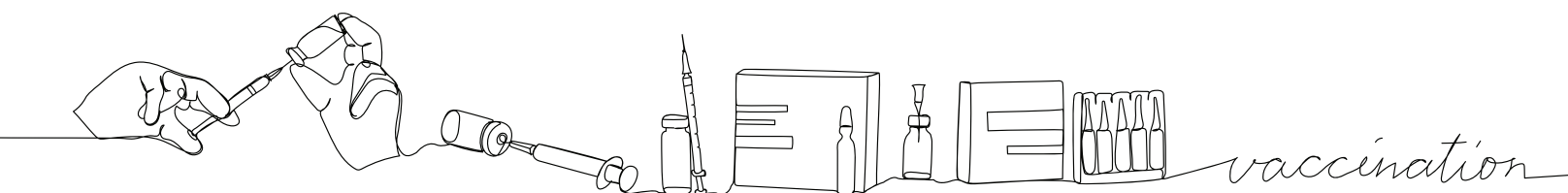


This month marks a crucial juncture as the flu season peaks, demanding our attention to prioritize health and well-being. While fall is an optimal time for a flu shot, January historically sees an escalation in flu activity. Contrary to misconceptions, it's not too late to get vaccinated.

Getting a flu shot is a proactive step to shield against heightened influenza risks. The flu can lead to severe complications, but the vaccine significantly reduces the chance of illness and associated risks like pneumonia. Beyond personal protection, the flu vaccine contributes to community immunity, safeguarding vulnerable populations.

Emphasizing the flu shot's importance is vital, but so is staying current on all vaccinations, including COVID boosters. This commitment extends beyond personal health, playing a pivotal role in collective well-being. By staying immunized, individuals fortify the community against various infectious diseases.

Remaining up to date on vaccinations, including COVID boosters, is paramount. These boosters enhance immunity and offer added protection against evolving virus variants. As we navigate health considerations in every season, prioritizing vaccination is a responsibility to ourselves and our communities, fostering a healthier and more resilient society.



Overcoming Challenges in Medicare Part D Plans

We understand that navigating the dynamic terrain of Medicare Part D plans brings forth its own set of challenges. At HRLTCP, we encountered nearly 400 rejected prescriptions by January 2nd, a direct consequence of the changes and cancellations in these plans. Despite these obstacles, we remain committed to ensuring uninterrupted services for our residents.

Throughout January, our dedicated team is actively working to identify alterations and cancellations in various insurance plans. We understand the significance of a smooth transition, and our goal is to navigate the complexities of transitioning from one Part D plan to another seamlessly.

In the face of obstacles posed by pharmacy benefit managers, our commitment to our recipients remains unwavering. We have gone above and beyond to address the rejected prescriptions promptly, ensuring that everyone receives the medications they need without any interruption.

Transitioning between Medicare Part D plans can be a daunting task, but rest assured, we are here to make the process as smooth as possible. Our team is actively engaged in streamlining the transition, so you can continue to access your prescriptions without disruption.

At HRLTCP, we believe in being proactive. We are reaching out to recipients and working collaboratively to navigate the changes, ensuring that every individual's needs are met during this transition period.

As we navigate the intricacies of Medicare Part D plan changes, our commitment to your health and well-being remains steadfast. Whether overcoming rejected prescriptions or ensuring a seamless transition between plans, HRLTCP is dedicated to making your healthcare experience as smooth and uninterrupted as possible. Stay informed and know that we are here to support you every step of the way.



Switching Long Term Care Pharmacies Can Seem Daunting.

We understand that if your facility is at a place to make the 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.

These are improvements your facility will notice when making the switch to Hudson Regional LTC Pharmacy.

There is no delay.

Your residents will receive their prescriptions when needed and on time.

A friendly voice.

We listen to your problems and do our best to solve them immediately.

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 Medication 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.

Training Provided

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 trainings.
- A training manual with detailed step-by-step directions of the web portal.
- Access to our nurse consultants and team to troubleshoot any questions.

With Hudson Regional LTC Pharmacy's Web Portal, reordering medications can be done in only 15 minutes each week!

Call Us Today to Discover the Difference in Your Pharmacy Care.

▶ **(845) 341-2714**



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LONG-TERM CARE PHARMACY

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