

HomeMed Patient Management Program

HomeMed Specialty Pharmacy patients are automatically enrolled* in our Patient Management Program while admitted to our services. The Patient Management Program is designed to support patients and caregivers with complex medical conditions. We want to provide you with resources needed to be successful with your therapy, help manage your symptoms, and keep you out of the hospital.

Resources include:

- Access to clinically-trained pharmacists and nurses 24 hours a day, 7 days a week
- A customized program that empowers you to take part in your medical care
- Coordination of care with your physician, nurse, pharmacy, and you, to ensure your team has the best available information to help you reach your therapy goals
- Assistance with verifying insurance benefits and understanding your copay responsibilities
- Obtaining additional financial assistance when available

Please feel free to contact us to discuss our Patient Management Program and the plan for your specialty care:

Business Hours: Monday through Friday 8:00 a.m. to 5:30 p.m.

Phone: (734) 975-3006 or 800-862-2731

Fax: (734) 975-3079

Calls are answered by office staff Monday thru Friday 8:00 a.m. to 7:00 p.m. Calls received on weekends, holidays, and after 7:00 p.m. on business days, will have the option to leave a message or be routed to the answering service.

Urgent needs: A pharmacist and a nurse are available 24 hours/day, 7 days/week to address urgent needs. If calling during non-business hours, the caller should inform the operator that they are a HomeMed patient and ask to be routed to the answering service.

Non-urgent needs: For non-urgent needs, the caller may choose to leave a message. Messages are routed to the appropriate team for follow-up during the next business day.

*Patients may opt out of the Patient Management Program at any time by contacting a pharmacy representative

HomeMed Pharmacy
Patient Management Program
Patient Rights and Responsibilities

Michigan Medicine Post-Acute Care Services is committed to supporting and protecting your fundamental human, civil and legal rights. We will not condition the provision of your care, or otherwise discriminate against you, based on whether you have exercised your rights. Recognizing the unique and individual needs of each person, we strive to extend the highest level of respect and care to our patients and their families. As a member of your healthcare team, in addition to your rights, you also have certain responsibilities.

Patient Rights

- To select those who provide you with pharmacy services
- To receive the appropriate or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap
- To be provided with adequate information from which you can give your informed consent for commencement of services, the continuation of services, the transfer of services to another health care provider, or the termination of services
- To express concerns, grievances, or recommend modifications to our staff in regard to services or care, without fear of discrimination or reprisal
- To request and receive complete and evidence-based health information and content for common conditions, diagnoses, and the treatment diagnostics and interventions.
- To receive treatment and services within the scope of your plan of care, promptly and professionally, while being fully informed as to our policies, procedures and charges
- To be given information as it relates to the uses and disclosure of your plan of care
- To have your plan of care remain private and confidential, except as required and permitted by law
- To receive instructions on handling a drug recall
- To confidentiality and privacy of all information contained in your patient record and of Protected Health Information (PHI); PHI will only be shared with the HomeMed Pharmacy Patient Management Program in accordance with state and federal law
- To receive information on how to access support from consumer advocates groups
- To receive pharmacy health and safety information such as how to safely dispose of drugs based on state and federal laws and regulations
- To know about the philosophy and characteristics of the HomeMed Pharmacy Patient Management Program

- The right to identify the program's staff members, including their job title, and to speak with a supervisor of the staff member if requested
- The right to speak to a health professional
- To receive information about the HomeMed Pharmacy Patient Management Program
- To receive administrative information regarding changes in or termination of the HomeMed Pharmacy Patient Management Program To decline participation, revoke consent or dis-enroll at any point in time

Patient Responsibilities

- To provide accurate and complete information regarding your past and present medical history and contact information and/or report any changes
- To agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments, including delivery of medication
- To participate in the development and updating of a plan of care
- To communicate whether you clearly comprehend the course of treatment and plan of care
- To comply with the plan of care and clinical instructions
- To accept responsibility for your actions, if refusing treatment or not complying with, the prescribed treatment and services
- To respect the rights of HomeMed Pharmacy staff
- To notify your physician and pharmacist with any potential side effects and/or complications
- To notify HomeMed Pharmacy via telephone when medication supply is running low so a refill may be shipped to you promptly
- To submit any forms that are necessary to participate in the program to the extent required by law
- You are responsible for disposing unused medication in a safe method (Our pharmacists can provide instructions for disposal if necessary)
- To give accurate clinical and contact information and to notify the *patient management* program of changes in this information
- To notify your treating physician of participation in the HomeMed Pharmacy Patient Management Program, if applicable

If you have questions, concerns or issues that require assistance, please HomeMed Pharmacy at 800-862-2731.

To view the Michigan Medicine health system Patient Rights and Responsibilities, please visit:
<http://www.uofmhealth.org/patient-visitor-guide/patients-rights-responsibilities>