



**DENVER HEALTH
PHARMACY™**

**DENVER HEALTH
SPECIALTY PHARMACY**



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CONTACT INFORMATION

Our specialty pharmacy is conveniently located on the fifth floor of 605 Bannock Street, on the Denver Health main campus, in the heart of downtown Denver, Colorado.

Phone: 303-602-8726 or toll free 1-888-664-0373

Email: DHSpecialtyPharmacy@dhha.org

Website: <http://www.denverpublichealth.org/clinics-services/pharmacy>

To ensure your privacy, do not send medical information through e-mail.

HOURS OF OPERATION

Hours:

Monday through Friday
8AM to 5:30PM

Closed:

Saturday and Sunday

Major Holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss any urgent, clinical matters by calling 303-602-8726.

Welcome

We are the Denver Health Medical Center I.D. Pharmacy located in the Denver Public Health building and we would like to welcome you by letting our Denver Health Specialty Pharmacy Service Team assist you with complex and costly medications. These medications usually require special storage and must be handled at certain temperatures that may not be available at your local pharmacy. These medications can be injected, taken by mouth or infused. Sometimes these medications may have side effects, which require monitoring by a trained pharmacist which we are happy to provide.

The Denver Health Specialty Pharmacy Service Team focuses on providing these medications while providing you with excellent customer service and clinical support. We want to make sure that all of our patients feel well educated and comfortable with their prescriptions. The benefits received from the Denver Health Medical Center I.D. Pharmacy's patient management program are optimized when our patients are willing to follow directions and are compliant to therapy.

To provide excellent customer service we offer:

- Pharmacy assistance that include thorough one-on-one counseling by specialty pharmacists, so you always feel comfortable with what you are prescribed.
- Clinical support for specialty medications since we know that some medications can be very complex.
- Refill reminders because we all know that life is busy.
- Insurance navigation and financial support so you know all of the options that are available to you.
- Free and convenient delivery and pickup options throughout the day.
- Interpreter/translation services to make sure that we understand your needs.

Our specialty pharmacy would like to **thank you** for allowing us to be part of your health care team! We hope to provide you with friendly and helpful service now and always.

If you have any questions or concerns and would like to speak to one of our helpful team members, you can reach us at:

PHONE:
(303) 602-8726

EMAIL:
DHSpecialtyPharmacy@dhha.org

Our Services

SPECIALTY MEDICATIONS

Our specialty pharmacy offers medications that can be difficult to find for rare and chronic health conditions. Because of the complex nature of some conditions and their treatment, patients who use our specialty pharmacy typically need more services than a traditional pharmacy can provide.

PHARMACIST ASSISTANCE

Our specialty pharmacists are trained on the medication you are taking and they are here to answer your questions about your therapy and care plan. Our pharmacists have direct access to your doctors, nurses and other providers and will reach out to them if needed.

Our patient management program is designed to help you get the most out of our specialty medication. Benefits of participation in our program include:

- Improved knowledge of medication use and administration.
- Improved medication compliance by creating an individualized plan for the patient to ensure medication doses aren't missed.
- Improved ability to manage potential, difficult side effects.
- Greater self-management of medications and medical condition.
- Improved coordination of healthcare services through the collaboration of your pharmacist and doctor.
- 24/7 accessibility to a pharmacist or other clinical staff.

Pharmacists will:

- Teach you how to take your medicine correctly and consistently and share why it's important.
- Ensure that you know how to use injectable medications.
- Help you understand and manage side effects and drug interactions.
- Discuss any problems you may have, such as administration difficulties or cost concerns.
- Work with your health care team to ensure your therapy is safe, effective and appropriate.

Please call one of our pharmacists if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs relating to your medication. After normal business hours, you must leave a message, and a pharmacist will promptly return your call, **within no more than 30 minutes**. In case of an emergency **call 911**.

PRESCRIPTION DELIVERY

You can always pick up your medication(s) from our specialty pharmacy or a free overnight delivery via FedEx to your home can be scheduled. FedEx delivers Monday through Saturday (Tuesday through Saturday if the medicine requires refrigeration). Or a courier can be scheduled same day Monday through Friday between 9am to 5pm with a signature upon receipt. If you cannot accept the package, it can be left at another approved location; however, a signature of the recipient upon receipt is requested.

Please complete both sheets of the Denver Health Delivery Program Sign-Up Form found at the end of this packet .

We are not able to ship to a PO Box. Our team will coordinate delivery of your specialty medication(s) to your home or an approved alternate location if and when necessary.

We will also include any necessary supplies, such as needles, syringes, sharps containers and alcohol swabs, at no cost to you. If your medication(s) require special handling or refrigeration, they will be packaged and shipped accordingly.

Our specialty pharmacy will make every effort to deliver your medication and supplies early if a weather warning is in place. Our team member will attempt to call our patients, in order of disaster priority, with any special instructions. Please make sure we have your secondary contact information on file to ensure we can reach you in case of an emergency or a delivery delay so there is no lapse in therapy. In addition, please let our staff know if your contact information changes.

REFILL REMINDERS

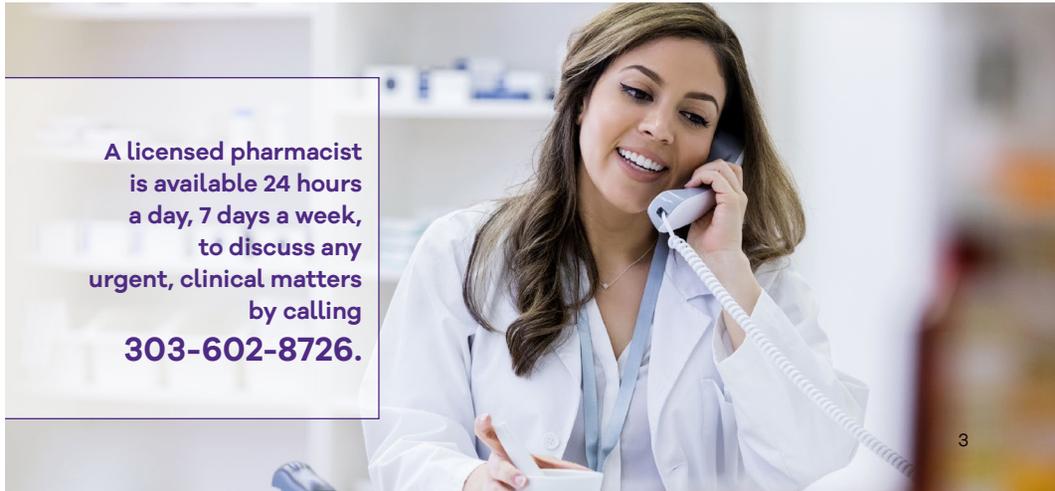
A member of our team will contact you:

- One (1) week before your medication is scheduled to run out.
- To check your progress.
- To determine the shipment or delivery of your next refill.
- To verify your therapy and get a new prescription if you do not have any refills left.

Our patient care coordinator or pharmacy technician will connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

INTERPRETER/TRANSLATION SERVICES

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. There are also special services available if you are visually impaired.



A licensed pharmacist
is available 24 hours
a day, 7 days a week,
to discuss any
urgent, clinical matters
by calling
303-602-8726.

How to Use Our Services

FILLING A PRESCRIPTION

Your provider will send the prescription to our specialty pharmacy. Our staff will begin the process of enrolling you in our specialized patient management program service that includes education about how and when to take your medication, how to manage potential side effects and ongoing clinical evaluation and support.

Our specialty pharmacy's patient management program is provided to you at no additional cost and your participation is completely voluntary. If you do not wish to participate in the patient management program, please call 303-602-8726 and ask to speak to a specialty patient management program representative.

Filling your prescription with our specialty pharmacy is also optional. If you would like to use another specialty pharmacy, please call 303-602-8726 and ask to speak to a specialty patient management program representative. We will help you with the transfer of your prescription.

REFILLING A PRESCRIPTION

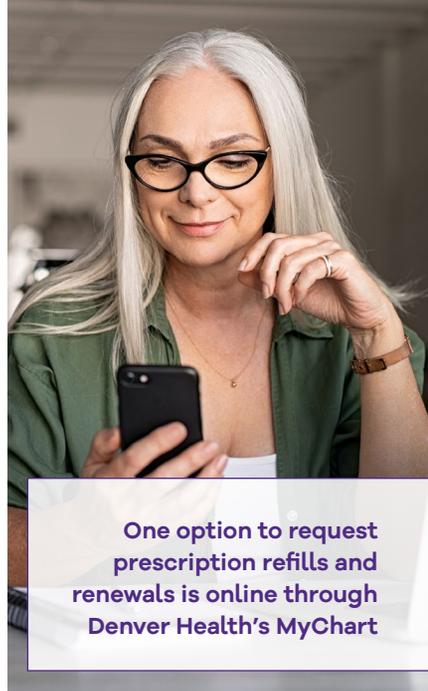
You may order refills by:

- Stopping by our specialty pharmacy located at 605 Bannock St, Pavilion H on the 5th Floor.
- Calling our specialty team at 303-602-8726. When calling to request a refill, please allow two (2) business days for our specialty pharmacy to process and deliver your refill order.
- Requesting prescription refills and renewals online through [Denver Health MyChart](#). One of our specialty pharmacy team members will contact you to confirm receipt of your request and to provide you with a date and time when your prescription will be ready for pick up or when it will be delivered.

*MyChart is a secure online service that provides direct, anytime access to your or your family's health information and allows simple health care management from any smartphone or computer. Read our [MyChart Explainer](#) to learn how MyChart works improve your care experience at Denver Health.

You can also check you order status by stopping by our specialty pharmacy, calling our specialty pharmacy team or using the MyChart online service.

If you have lost your medication or supplies, or if you need your prescription(s) in advance of travel, please call our specialty pharmacy and our staff will work with you and your insurance company to ensure that your medications are covered and that there is no lapse in therapy.



Insurance, Billing and Financial Assistance

INSURANCE COVERAGE AND COPAYS

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost. Our team will research various financial assistance programs available to possibly lower your medication therapy cost. We may ask you to fill out a patient medication assistance program authorization form in order to provide these services.

PRIOR AUTHORIZATION

Some medicines need documentation for costs to be covered. This process is called prior authorization. Our team has the expertise to process this paperwork, which may take a few business days to complete. Our team keeps you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

OUT-OF-NETWORK

If your insurance plan considers our specialty pharmacy an out-of-network pharmacy, we will inform you of the cost to fill your medicine with us in writing. Our staff will transfer your prescription to an in-network pharmacy if there is a cost savings to you.

PAYMENT PLANS

Any balances must be paid prior to your next refill. We accept credit/debit cards, cash, personal checks and most flexible spending accounts.

If you get a check from your insurance company, you should send it to our specialty pharmacy with a copy of the Explanation of Benefits (also known as the EOB) statement you received. If you have any questions regarding this, please call us at 303-602-8726.

If you need help arranging a payment plan for the balance you owe, we will be happy to help you set up a payment plan. Please call us to discuss your situation.

FAQ

Frequently Asked Questions

Will my insurance company allow this specialty pharmacy to dispense my medication?

Our specialty pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.

Will you ever substitute my medication with another?

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of our specialty pharmacy team will contact you prior to shipping the medication to inform you of the substitution.

When should I contact Denver Health Specialty Pharmacy Service Team?

You should call our specialty pharmacy team if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns regarding how to take your medication.
- You need to reschedule or check the status of your delivery.
- You need to start or stop a medication or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like additional information regarding your plan for therapy.
- You suspect an error in shipping or dispensing has occurred.
- You notice your medication has been recalled by the FDA.

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support.

Is it important to take all my medication?

Yes. Follow your doctor's instructions for both the amount of the medication you should take and the length of time you should take it. We understand that some medications may have unpleasant side effects or be difficult to take or give. Our pharmacists are available to offer practical advice about dealing with these issues and can help you contact your prescriber about the medical management of these side effects.

What do I do if I have an adverse reaction to the medication?

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact our specialty pharmacy or your doctor who prescribed the medicine to report the reaction.

What if my medication is not available at the pharmacy?

Our specialty pharmacy has access to most specialty medicines, but if we are unable to provide your medicine, our team works with both you and another pharmacy to ensure that you receive your medicine. Let us know if you want your prescription transferred to another pharmacy and we will transfer your prescription on your behalf.

Can I return my prescription?

Once your prescription is dispensed from our pharmacy, it cannot be returned to us. If you suspect your medication or device is defective, please call us and we will see if a new medication or device can be sent to you. If you believe the medication you are taking has been recalled, please call our specialty pharmacy and our staff will help you.

How do I dispose of unused medications?

For instructions on how to properly dispose of unused medications, please contact our specialty pharmacy or go to the FDA websites below for information and instructions:

- www.fda.gov/forconsumers/consumerupdates/ucm101653.htm
- www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicine-safely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm

Denver Health Medical Center is a U.S. Drug Enforcement Administration (DEA) authorized collection location. This means you can throw away unused or old medicine in the green colored medicine disposal bins in the locations below:

Webb: Main Campus Pavilion G

301 W. 6th Ave.
Denver, CO 80204
M-F 8AM-7PM
Sa-Su 9AM-5PM

La Casa

4545 Navajo St.
Denver, CO 80211
M-F 9AM-5PM

Montbello

12600 E. Albrook Dr.
Denver, CO 80239
M-F 9AM-5PM:
(Closed 12:30-1PM)
Sa 8AM-12PM

Eastside

501 28th St.
Denver, CO 80205
M-F 9AM-5:30PM

Westside

1100 Federal Blvd.
Denver, CO 80204
M-F 9AM-5:30PM
Sa 8AM-12PM

Lowry

1001 Yosemite St.
Denver, CO 80230
M-F 8AM-7PM

Pena

1339 S. Federal Blvd.
Denver, CO 80219
M-F 9AM-7PM
Sa 9AM-1PM

Pitch in to Protect Your Community



Communities throughout the United States are pitching in to protect children from inadvertent drug ingestion or drug abuse and to keep citizens safe from contaminated drinking water resulting from flushing, trashing or tossing of expired or unused prescription drugs.

Healthcare-related businesses and government agencies are joining the effort by providing convenient, secure collection receptacles expressly for the safe disposal of pharmaceutical-controlled substances as specified by the U.S. Drug Enforcement Administration (DEA).

The MedDrop collection system provides a simple and effortless way for individuals to safely dispose of unused or expired medications. It is also an easy-to-manage program for DEA-registered collectors, such as pharmacies and law enforcement agencies.

WHAT CAN BE ACCEPTED?

YES.

All expired, unused or unwanted controlled, non-controlled and over the counter medications, including pet medications. Liquid products such as cough syrup must be tightly capped.

NO.

Trash, regulated medical waste, sharps, syringes, thermometers, hazardous waste, aerosols, illicit drugs or commercial waste.



All returned contents are witness-destroyed by incineration, ensuring that the pharmaceuticals are non-retrievable and environmentally harmless.

What prescription delivery option does the Specialty Pharmacy provide?

You can always pick up your specialty medication(s) from our pharmacy or a free overnight delivery via FedEx to your home, can be scheduled. FedEx delivers Monday through Saturday (Tuesday through Saturday if the medicine requires refrigeration). Or a courier can be scheduled same day Monday through Friday between 9am to 5pm with a signature upon receipt. If you cannot accept the package, it can be left at another approved location; however, a signature of the recipient upon receipt is requested.

How do I sign up for the Specialty Pharmacy delivery Program?

Call or make an appointment to see your Denver Health provider. Ask your provider to electronically send prescriptions for all of your specialty medications to the Denver Health I.D. Pharmacy. Complete the sign-up form and drop off or mail form to Denver Health I.D. Pharmacy, MC2600, 605 Bannock Street, Denver, CO 80204. To use this service, prescriptions MUST be written by a Denver Health provider.

How long will it take to receive my prescriptions?

Although most orders are shipped within 48 hours, please allow 7-10 business days prior to running out of medication. For most medications, specialty pharmacy will not refill prescriptions until insurance pays for the prescription (i.e. insurance will not pay for prescriptions too early). Additionally, refills are not sent automatically. You must request refills through the telephone or online by using the [MyChart](#) app.

What if a drug is not covered by my insurance?

If your insurance does not cover a specific drug, specialty pharmacy staff will contact you to discuss your options.

How do I refill my prescriptions?

You may order refills by calling 303-602-8726 option 1, [ordering online at MyChart](#), or by using the MyChart smartphone app.

How do I refill my prescriptions online?

[Go to MyChart](#). If this is your first time using MyChart, please have the MyChart Activation Code given to you by your physician's office readily available.

Do I have to send in a new prescription each time I order my medication?

No. As long as your prescription has remaining refills and is not expired, the specialty pharmacy will be able to refill it. A new prescription is needed only when there are no refills remaining, your prescription expires, or your provider changes your medications. Check your medication bottle label for the number of refills remaining and expiration date.

What if I decide I do not want the prescription after I receive it?

Due to pharmacy regulations, the pharmacy is not allowed to return medications once they have left the pharmacy. Once the prescription is dispensed and shipped, your copay cannot be refunded. Our specialty pharmacy service team will confirm medications before setting up a delivery.

What if I want my prescriptions shipped to a different address?

Due to pharmacy regulations, we can only deliver your prescriptions within the state of Colorado. If your address changes within the state of Colorado, please call our specialty pharmacy immediately at 303-602-8726 option 1 to change it or complete and mail an updated sign-up form to Denver Health I.D. Pharmacy, MC2600, 605 Bannock Street, Denver, CO 80204. Please be sure to mark on the form that this is a change of address.

What if I want to pick-up my prescriptions?

You can always pick up your specialty medication(s) from our pharmacy. Our specialty pharmacy service team will confirm pick up and/or delivery options with each specialty medication refill. If a delivery option was set up but modifications needs to be made, please call our specialty pharmacy immediately at 303-602-8726 option 1 to discuss the changes.

How do I know what my copayment is?

You will receive a receipt with your prescriptions for the amount charged to your credit card, if payment is required. You can find copay information in your plan's member handbook or call your plan at the phone number listed on the back of your ID card. Remember, your plan might require use of generic drugs when available. This means if you fill a prescription with a brand name drug when a generic is available, you will have to pay the copay plus the difference in cost between the generic and the brand name drug. If your provider feels you need the brand name drug, they can fill out a prior authorization request form to tell your health plan why the brand is needed. If it is approved, you will only need to pay the brand copay.

How do I pay for my prescriptions?

Prescriptions can be paid for by Visa, MasterCard, or Discover when using the Specialty Pharmacy delivery program. Please include the credit card number on the sign-up form or for your convenience; the pharmacy can maintain an account for you with credit card information for future payments. This information is kept in an encrypted file to ensure security and confidentiality; however, you do have the option of declining to keep this information on file. If you choose to keep this information on file with the pharmacy, future prescriptions will be charged to this credit card, unless otherwise specified. If there is no credit card on file, your prescription delivery will be delayed until the pharmacy can obtain payment.



Visit our website at <https://www.denverhealth.org/conditions> for community resource information to help you manage your health.

Patient Information

COMMUNITY RESOURCES AND SUPPORT

Our specialty pharmacy will ensure that you have access to information from community resources to help you optimize your medication therapy and better manage your disease state. Visit our website at <https://www.denverhealth.org/conditions> for more information.

WHAT IF MY DRUG IS RECALLED?

Our specialty pharmacy follows the drug recall guidelines by the FDA and the drug manufacturers and/or state and federal regulatory agencies. We will contact you and your provider if a drug recall affects you.

WHAT IF THERE IS SEVERE WEATHER OR A NATURAL DISASTER?

We will make every effort to deliver your medicine(s) and supplies early if there is a weather event. If we are unable to deliver your medicine(s) or supplies, we will transfer your prescription to another pharmacy. If there is a disaster in your area, call 303-602-8726 to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information on file is up to date to avoid delay or disruption in your therapy.

Patient Safety

ADVERSE DRUG REACTIONS

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their provider, go to a local emergency room or call 911.

SHARPS AND SHARPS DISPOSAL

After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. **Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet.** If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid containers could also be used. Before discarding, seal the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at www.cdc.gov/needledisposal.

NEEDLE-STICK SAFETY

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle sticks or sharps-related injuries right away to your physician.

Patient Concerns and Complaints

PATIENT COMPLAINT POLICY

You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns.

- Email us at DHSpecialtyPharmacy@dhha.org.
- Share the concern with the staff involved or the manager in charge, either by phone or in person.

Our specialty pharmacy has a formal complaint process that ensures your concerns, complaints and suggestions are acknowledged within 5 business days. We also review, investigate and respond to the concern, complaint



Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area.

and/or suggestion within 7 business days of receipt. You are notified either by phone or in writing of our resolution. There is no retaliation for filing a complaint.

If our specialty pharmacy cannot resolve your patient care or safety concern, you may contact:

- Denver Health Patient Advocates. Call 303-602-2915, email Patient_advocates@dhha.org or write to 777 Bannock Street, MC 0255, Denver, CO 80204. The patient has a right to have the concern reviewed and to receive a response that explains the outcome or resolution of the review, the steps that were taken to investigate the complaint and the name of the person who investigated on the patient's behalf.
- Colorado Department of Public Health and Environment. Call 303-692-2800 or write to 4300 Cherry Creek Drive South, Building A, 2nd Floor, Denver, CO 80206.
- KEPRO (for Medicare beneficiaries with concerns about quality of care or coverage decisions or to challenge a discharge). Call 888-317-0891, fax to 833-868-4062, or visit <https://www.keprogio.com/>.
- The Joint Commission. Call 800-994-6610 or write to the Quality Monitoring Office, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
- The U.S. Department of Health and Human Services, Office for Civil Rights (for privacy-related or discrimination related complaints). Call 303-844-2024 (TDD 303-844-3439) or write to 999 18th Street, Suite 417, Denver, CO 80202.
- Colorado Department of Regulatory Agencies (DORA). Call 303-894-7855 or toll-free at 800-886-7675, write to 1560 Broadway, Suite 110, Denver, CO 80202, or visit <https://www.colorado.gov/dora>.

Upon enrollment of an eligible patient, the patient management program conveys information on rights and responsibilities to participating patients including:

- (a) The right to know about philosophy and characteristics of the patient management program.
- (b) The right to have personal health information shared with the patient management program only in accordance with state and federal law.
- (c) The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- (d) The right to speak to a health professional.
- (e) The right to receive information about the patient management program.
- (f) The right to receive administrative information regarding changes, in or termination of, the patient management program.
- (g) The right to decline participation, revoke consent, or dis-enroll at any point in time.
- (h) The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law.
- (i) The responsibility to give accurate clinical and contact information, and to notify the patient management program of changes in this information.
- (j) The responsibility to notify their treating provider of their participation in the patient management program, if applicable.

Rights and Responsibilities

AS A DENVER HEALTH PATIENT YOU HAVE THE RIGHT TO:

- A. Receive a copy of your rights as a patient and have them explained to you in a language and manner you understand when you are receiving care or any time you ask.
- B. Receive care and treatment that is respectful, recognizes your dignity, cultural and personal values, and religious beliefs, promotes a positive self-image, and provides for your personal privacy to the extent possible during the course of treatment.
- C. Receive care and access to Denver Health programs free from restrictions based on age, race or ethnicity, color, national origin, religion, culture, socio-economic status, sex, sexual orientation, gender identity or expression, genetic information, or mental or physical disability.
- D. Get information about your medical conditions and care in a manner you understand—regardless of language spoken, impairment, or disability—including receiving auxiliary communication aids or translation services through a qualified medical interpreter as needed.
- E. Be told the status and outcomes of your medical care, including any unanticipated outcomes of care.
- F. Understand and participate in the creation and implementation of your treatment, pain management, and hospital discharge plans.
- G. Make informed decisions about treatments and procedures you may receive as part of your care, including getting information about the potential benefits, risks, and side effects. Your right to make informed decisions about your care also includes the right to request treatment, drugs, tests, or procedures you believe are necessary, to change your mind about having a procedure done, and to refuse treatment.
- H. Choose whether or not to participate in research or clinical trials and have your rights respected during the research.
- I. Know the name, professional status, and experience of physicians or other health care providers who provide your care, treatment, and services.
- J. Know that Denver Health is a teaching facility and some care may be provided by health care providers in training.
- K. Get care that is right for you and your family's emotional, spiritual, and developmental needs.
- L. Have Denver Health notify your physician and/or a person of your choice when you are admitted to the hospital or when your illness worsens.
- M. Have a family member, friend, or other individual with you for emotional support while you are in the hospital, unless it is medically or therapeutically unsafe for either of you or it infringes on others' rights or safety.
- N. Have a personal representative (as allowed under state law) remain informed and make direct care decisions when you are not able to make decisions about your care because of a mental or physical condition. This person may also exercise your rights to access your health information.
- O. Expect that Denver Health will follow the law and its policies and procedures on medical record confidentiality and access, including the following:
 - i. Give you a Notice of Privacy Practices that explains how Denver Health protects your health information and your rights to your health information.
 - ii. Allow you to access, request changes to, and obtain information on disclosures of your personal health information, as described in the Notice of Privacy Practices.
 - iii. Allow you to access information contained in your medical records within a reasonable time frame.
 - iv. Allow you to give or withhold consent for Denver Health to make or use pictures, recordings, or other images of you for purposes other than your medical care.
- P. Receive billing information upon request, including:
 - i. Estimated charges for non-emergent services prior to receiving the care or treatment. The estimated charges may be based on an average patient with a similar diagnosis.
 - ii. Help applying for health insurance or financial aid programs.
 - iii. Help with understanding your share of the cost of medical services, such as insurance deductibles and copays.
 - iv. A copy of Denver Health's general billing procedures.
 - v. An itemized bill.
 - vi. Answers to questions about a bill for services.
- Q. Request access to and have help in getting guardianship and advocacy services, conservatorship, and/or child or adult protective services.
- R. Get care in a safe setting that is free from neglect, exploitation, and verbal, mental, or physical abuse.
- S. Except for persons in custody, be free from the use of seclusion and restraints of any form which are not medically necessary or which are used as a means of coercion, discipline, convenience, or retaliation.
- T. Have your personal wishes followed for life support and organ gifts.
- U. Create an advance directive. An advance directive is a legal document that allows you to give directions about future medical care or to direct another person to make medical decisions for you if you cannot make

decisions yourself. Advance directives include living wills, CPR directives, medical durable powers of attorney, and medical orders for scope of treatment (MOST) forms.

- V. Have your care providers comply with advance directives when they are valid, apparent, and available. You have the right to be informed when an advance directive cannot be followed. If you are undergoing anesthesia or invasive procedures and have a CPR directive, we will ask you prior to the procedure to decide whether to temporarily suspend the CPR status during the procedure. If a clear decision is not reached prior to the procedure, the CPR directive will be suspended during the procedure/anesthesia and during immediate recovery, but typically not longer than 24 hours following the procedure.
- W. Voice complaints and give feedback freely without fear that it will result in coercion, discrimination, retaliation, or an unreasonable interruption in care.
- X. Receive information about Denver Health's complaint resolution process and file a concern with:
 - i. Denver Health Patient Advocates. Call 303-602-2915 or write to 777 Bannock Street, MC 0255, Denver, CO 80204. You have the right to have your concern

reviewed and to receive a response that explains the outcome or resolution of the review, the steps that were taken to investigate your complaint, and the name of the person who investigated on your behalf.

- ii. Colorado Department of Public Health and Environment. Call 303-692-2800 or write to 4300 Cherry Creek Drive South, Building A, 2nd Floor, Denver, CO 80206.
- iii. KEPRO (for Medicare beneficiaries with concerns about quality of care or coverage decisions or to challenge a discharge). Call 844-430-9504, fax to 844-878-7921, or visit <https://www.keproqio.com/>.
- iv. The Joint Commission. Call 800-994-6610 or write to the Quality Monitoring Office, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
- v. The U.S. Department of Health and Human Services, Office for Civil Rights (for privacy-related or discrimination related complaints). Call 303-844-2024 (TDD 303-844-3439) or write to 999 18th Street, Suite 417, Denver, CO 80202.
- vi. Colorado Department of Regulatory Agencies (DORA). Call 303-894-7855 or toll-free at 800-886-7675, write to 1560 Broadway, Suite 110, Denver, CO 80202, or visit <https://www.colorado.gov/dora>.

AS A DENVER HEALTH PATIENT YOU HAVE THE RESPONSIBILITY TO:

- A. Treat all Denver Health staff, patients, and visitors with courtesy, dignity, and respect.
- B. Follow Denver Health rules, including the visitor policy and posted signs. Patients or visitors who violate Denver Health rules and policies may be asked to leave Denver Health property.
- C. Keep your appointments and be on time. If you can't keep your appointment, call the Appointment Center (303-436-4949) as soon as possible to reschedule.
- D. Give correct and complete information about your:
 - 1. Present symptoms;
 - 2. Past illnesses;
 - 3. Other hospitalizations;
 - 4. Current medications.
- E. Take part in your care and follow the treatment plan you and your providers agree on.
- F. Be aware of what will happen if you refuse treatment or do not follow instructions and take responsibility for those actions.
- G. Give Denver Health copies of any advance directives you have created.
- H. Contribute to a safe environment for all patients, visitors, and staff by not making threats or being abusive or violent to others. This includes never bringing unauthorized weapons onto Denver Health property or encouraging others to engage in hostile behavior.
- I. Not smoke (including e-cigarettes) or use tobacco anywhere on Denver Health property, including in public spaces outside the buildings and in the parking areas.
- J. Not use illegal drugs, marijuana, or alcohol on Denver Health property.
- K. Be thoughtful of other patients and staff by helping to control noise or other potential disturbances.
- L. Never take pictures or record videos of staff, equipment, or any non-family members on Denver Health property except with prior permission.
- M. Tell your provider if you want to leave your care area when you are getting care in the hospital, including if you want to refuse treatment and leave or if you want to walk around. Stay with your staff escort if you and your medical team agree that is safe for you to walk around outside your care area while you are getting care in the hospital.
- N. Tell care providers or Patient Advocates about any safety or care concerns.
- O. Upon request, give Denver Health copies of records needed for registration, financial screening, and billing purposes.
- P. For parents, guardians, and legally authorized representatives, provide records to Denver Health upon request that show your authority to consent to care for your child or for the patient you represent.
- Q. Pay the amount you owe for your medical care and services on time.
- R. Ask questions.

Denver Health Specialty Pharmacy Delivery Program

PHARMACY DELIVERY TIPS

- Prescriptions must be written by a Denver Health provider.
- Send the sign-up form and prescriptions to Denver Health I.D. Pharmacy, MC2600, 605 Bannock Street, Denver, CO 80204.
- Please allow up to 7-10 work days for delivery.
- Credit card is the only method of payment.
 - Denver Health Medicaid Choice - a credit card is not needed unless you wish to receive medications that are not a covered benefit by your drug plan.
 - Call your health plan at the phone number on the back of your ID card to find out what drugs are not covered.
 - All other plans must have a credit card on file.
- All orders are delivered by the FedEx via priority shipping or same day delivery.
- To refill specialty prescriptions:
 - Call 303-602-8726 option 1
 - Order online at [MyChart](#)
 - Use the MyChart smartphone app

SIGN-UP FORM

Please fill out this form to sign up for the Denver Health Specialty Pharmacy delivery program. This program can only be used for deliveries within the state of Colorado. By filling out this form you understand your address and contact info must be up-to-date.

If medication is delivered to the wrong address because you did not update your address, your drug plan may not cover a new order to be shipped.

PRIMARY PATIENT INFORMATION

Name: _____ Date of Birth: _____

Address: _____

City, State, Zip: _____ Phone Number: _____

Email address (so we can contact you when prescriptions have shipped and/or if any issues come up): _____

Please check box if this is a change of address



INSURANCE INFORMATION

Please write down the insurance information on your card below:

- 1 Plan Name: _____
- 2 Medical Record #MRN: _____
- 3 RxGrp: _____
- 4 Rx ID# _____
- 5 Pharmacy plan phone number (back of card) _____

PAYMENT INFORMATION

Orders with copayments or that are not covered by your insurance plan will not be sent without payment - Credit Card only.

Denver Health Medicaid Choice members do not need to have a credit card on file, unless you wish to receive medications by mail that are not a covered benefit by your drug plan.

Credit Card Number*: _____

Credit Card Expiration _____ Circle one: Visa Mastercard Discover

Signature: _____ Date: _____

Credit card will be kept on file unless declined by checking this box

Have questions or need to change your address?

Call Specialty Pharmacy Service Team at **303-602-8726, option 1** or Toll free at 1-888-664-0373 Monday-Friday, 8am-5:30pm

Denver Health and Hospital Authority does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, sex, sexual orientation, gender identity or expression, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Denver Health directly or through a contractor or any other entity with which Denver Health arranges to carry out its programs and activities.



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