



**DENVER HEALTH  
PHARMACY™**

**DENVER HEALTH  
SPECIALTY PHARMACY SERVICES**



## TABLE OF CONTENTS

Our Services	2-3
How to Use Our Services	4
Insurance, Billing and Financial Assistance	5
Frequently Asked Questions	6-10
Delivery Program Tips	11
Patient Information	12
Patient Safety	13
Patient Infection Control	14
Patient Information on Emergency Preparedness	15-17
Patient Concerns and Complaints	17-18
Rights and Responsibilities	19-21

## CONTACT INFORMATION

Our specialty pharmacy is conveniently located on the first floor of the Denver Health Outpatient Medical Center at 660 N. Bannock Street, Pav L, on the Denver Health main campus, in the heart of downtown Denver, Colorado.

**Main Phone:** 303-602-7960

**Specialty Pharmacy Service Team:** 303-602-8726 or toll free number of 1-888-664-0373

**Email:** [DHSpecialtyPharmacy@dhha.org](mailto:DHSpecialtyPharmacy@dhha.org)

**Main Pharmacy Website:** <https://www.denver-health.org/patients-visitors/prescription-refill-pharmacy-services>

**Specialty Pharmacy Service Team Website:** <https://www.denverhealth.org/patients-visitors/prescription-refill-pharmacy-services/specialty-pharmacy>

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

## Specialty Pharmacy Services Hours of Operation

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

Closed on major holidays.

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

## Welcome

We are the Denver Health Specialty Pharmacy Service Team and we would like to welcome you to Denver Health. Our Specialty Pharmacy Service Team assists 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 Specialty 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 includes 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 Service Team 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](mailto:DHSpecialtyPharmacy@dhha.org)**

# Our Services

## SPECIALTY MEDICATIONS

Denver Health Outpatient Pharmacies offer 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 services 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 providers, 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 you to ensure medication doses aren't missed.
- Improved ability to manage potential, difficult side effects.
- Greater self-management of medications and medical conditions.
- Improved coordination of healthcare services through the collaboration of your pharmacist and provider.
- 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**.

While our dedicated specialty pharmacy team can help you maximize the benefits of your therapy, only your physician can diagnose your condition and prescribe medication. You should maintain your appointments with your physician and take your medication as prescribed to avoid complications and achieve the best results from your therapy. It is also important that you share accurate and up-to-date information about the other medications you are taking, updates to your allergies and any changes to your health with our clinicians because this information impacts the care and coordination we provide.

## PRESCRIPTION DELIVERY

You can always pick up your medication(s) from one of our Denver Health Pharmacy locations or a free overnight delivery via USPS to your home can be scheduled. USPS delivers Monday through Friday (Tuesday through Friday if the medicine requires refrigeration). Or a courier can be scheduled same day Monday through Friday between 9 a.m. to 5 p.m. 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 call the pharmacy at 303-602-8726 to coordinate delivery options.

**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 Denver Health Outpatient Pharmacies 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 schedule the shipment or delivery.
- To verify your therapy and get a new prescription if you do not have any refills left.

One of our medication assistance coordinators or pharmacy technicians 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 one of our Denver Health Outpatient Pharmacies. Our staff will begin the process of enrolling you in our specialty 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.

Denver Health 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 the Specialty Pharmacy Service Team.

Filling your prescription at one of the Denver Health Pharmacies 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

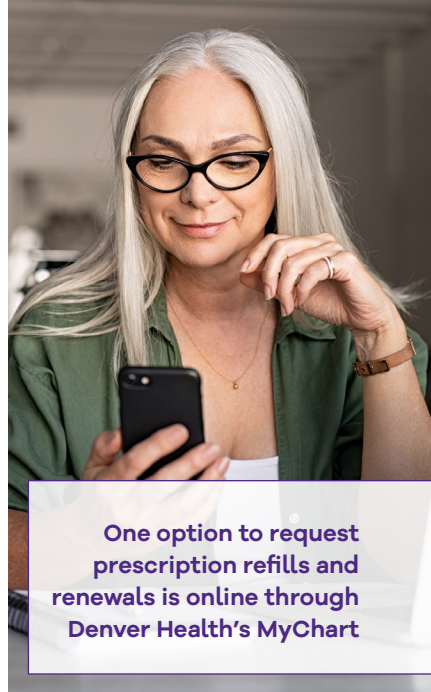
You may order refills by:

- Stopping by the Denver Health Outpatient Medical Center Pharmacy at 660 N. Bannock St, Pavilion L on the 1st floor.
- Calling our specialty team at 303-602-8726. When calling to request a refill, please allow two (2) business days for our Denver Health Pharmacies to process and deliver your refill order.
- Requesting prescription refills and renewals online through [Denver Health MyChart\\*](#). One of our service 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 your order status by stopping by a Denver Health Pharmacy, calling our Specialty Pharmacy Service 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 service team 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 provider informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your provider file an appeal.

### OUT-OF-NETWORK

If your insurance plan considers our Denver Health 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 call our specialty pharmacy service team to review the explanation of benefits (also known as the EOB) and to coordinate the check to a Denver Health Pharmacy. 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 one of the Denver Health Pharmacies to dispense my medication?

Denver Health Pharmacies 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 Service 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 Service 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 medication 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 my medication exactly as prescribed?

Yes. Follow your provider'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 Service Team or your provider who prescribed the medicine to report the reaction.

### What if my medication is not available at the pharmacy?

Denver Health Pharmacies have 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 Service Team 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 Service Team or go to the FDA websites below for information and instructions:

- [www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
- [www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicine-safely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm](http://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:

#### Denver Health Outpatient Medical Center Pharmacy

660 N. Bannock St  
Denver, CO 80204  
7 a.m. - 8 p.m.  
Open 7 days a week

#### Webb: Main Campus Pavilion G

301 W. 6th Ave.  
Denver, CO 80204  
M-F | 8:30 a.m. - 6 p.m.  
Closed Weekends

#### La Casa

4545 Navajo St.  
Denver, CO 80211  
M-F | 9 a.m. - 5 p.m.

#### Montbello

12600 E. Albrook Dr.  
Denver, CO 80239  
M-F | 9 a.m. - 5 p.m.  
(Closed 12:30 - 1 p.m.)  
Sa | 8 a.m. - noon

#### Eastside

501 28th St.  
Denver, CO 80205  
M-F | 9 a.m. - 5:30 p.m.

#### Westside

1100 Federal Blvd.  
Denver, CO 80204  
M-F | 9 a.m. - 5:30 p.m.  
Sa | 8 a.m. - noon

#### Lowry

1001 Yosemite St.  
Denver, CO 80230  
M-F | 8 a.m. - 7 p.m.

#### Pena

1339 S. Federal Blvd.  
Denver, CO 80219  
M-F | 9 a.m. - 7 p.m.  
Sa | 9 a.m. - 1 p.m.

## 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 will the Specialty Pharmacy Service Team coordinate?

You can always pick up your specialty medication(s) from our pharmacy or a free overnight delivery via USPS to your home, can be scheduled. USPS delivers Tuesday through Friday. Or a courier can be scheduled within the Denver Metro Area for same day delivery, Monday through Friday between 9 a.m. to 5 p.m. 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 one of the Denver Health Pharmacy locations. 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, Denver Health Pharmacies 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. The Specialty Pharmacy Service Team will also call 7 days in advance.

### What if a drug is not covered by my insurance?

If your insurance does not cover a specific drug, our Specialty Pharmacy Service Team will contact you to discuss your options.

### How do I refill my prescriptions?

You may order refills by calling 303-602-8726, [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, one of the Denver Health Pharmacies 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 Service Team immediately at 303-602-8726 option 1 to change it.

**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 Service Team 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 the 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. 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.



All orders are delivered by USPS via priority shipping or same day delivery.

## Denver Health Specialty Medication Delivery Tips

- Prescriptions must be written by a Denver Health provider.
- Call the pharmacy to coordinate delivery.
- Please allow up to 7-10 work days for delivery.
- Credit card is the only method of payment and card information must be on file.
- All orders are delivered by USPS via priority shipping or same day delivery.
- To refill specialty prescriptions:
  - Call 303-602-8726
  - Order online at [MyChart](#)
  - Use the MyChart smartphone app
  - The Specialty Pharmacy Service Team will also call 7 days in advance.



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 Service Team 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?

Denver Health Pharmacies follow 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

If you experience an adverse drug reaction, acute medical symptoms, or other problems, you should contact your 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](https://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.



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



# Patient Infection Control

## HAND-WASHING INSTRUCTIONS

Infections are serious. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

1. Get the supplies:
  - Soap
  - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands together for at least 30 seconds.
5. Don't forget to wash between your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off the faucet with the towel.
9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.

If no water supply is available, the next best alternative is to use an alcohol-based antibacterial hand cleanser.



**Have smoke detectors in the home and replace the batteries at least once a year.**

## Patient Information on Emergency Preparedness

**We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.**

### FALLING

*(This is the way people are most often injured in their homes.)*

1. Keep the floor clean. Quickly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lit and use nightlights as needed.
7. Have a flashlight that works.

### POISONING

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 1-800-222-1222 if a poisoning occurs.

### FIRE AND BURN PREVENTION

1. Have smoke detectors in the home and replace the batteries at least once a year.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there is a fire.

- Place covers over electrical outlets.
- Check to make sure your water heater is set no higher than 120 degrees Fahrenheit.
- Keep children away from the stove and never leave the stove unattended while cooking.
- Keep matches and lighters out of the reach of children.
- Install carbon monoxide detectors and check batteries twice a year.

#### **FIRE**

- Rescue anyone from immediate danger.
- If you are safe, alert the fire department. Otherwise evacuate the area.
- Turn off oxygen (if you have it in the house), and try to contain the fire by closing doors, windows, etc.
- Try to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department once you are safe.
- If relocation is necessary, please call our Specialty Pharmacy Service Team to let us know your updated contact information and new medication delivery location to ensure that you continue to get your medication.

#### **NATURAL DISASTERS (FLOOD, EARTHQUAKE, OR TORNADO)**

- In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries. If you are on a nebulized medication or other medication that requires electricity to use, please call your local electric company to report your special needs. They may be able to help get your electricity back faster.
- Check for injuries.
- Check your home for any gas or water leaks, and turn off appropriate valves.
- Stay away from windows or broken glass. Wear shoes at all times.
- Leave or evacuate the area if necessary.
- If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have. Please call Denver Health Outpatient Medical Center Pharmacy to let us know your updated contact information and new medication delivery location to ensure that you continue to get your medication.
- If there are uncertainties of medication storage conditions (i.e excessive moisture or excessive heat) or ineffectiveness, call our Specialty Pharmacy Service Team to look into potential replacement programs.

#### **POWER OUTAGE**

- Notify your gas and electric companies if there is a loss of power. If you are on a nebulized medication or other medication that requires electricity to use, please call your local electric company to report your special needs. They may be able to help get your electricity back faster.

#### **Prepare an emergency kit with:**

- Water
- Nonperishable food
- Battery-operated radio
- Flashlights and fresh batteries
- First-aid kit, including prescription medicines

- Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

#### **WINTER STORM**

- Prepare an emergency kit with:
  - Water
  - Nonperishable food
  - Battery-operated radio
  - Flashlights and fresh batteries
  - First-aid kit, including prescription medicines
- Keep a full charge in your cell phone.
- Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
  - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
  - A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
- Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
- Avoid using candles as they can lead to house fires. If you do use candles, never leave lit candles unattended.

## **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](mailto:DHSpecialtyPharmacy@dhha.org).
- Share the concern with the staff involved or the manager in charge, either by phone or in person.

Our Specialty Pharmacy Service Team 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 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 Service Team cannot resolve your patient care or safety concern, you may contact:**

- Denver Health Patient Advocates. Call 303-602-2915, email [Patient\\_advocates@dhha.org](mailto:Patient_advocates@dhha.org) or write to 777 Bannock Street, MC 0255, Denver, CO 80204. You have 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 your 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 disenroll 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 you:
  - 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.



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