



Patient Centered Specialty Pharmacy

**Welcome to NYBC RX, a Specialty Pharmacy
operated by New York Blood Center Enterprises**



 **New York Blood Center Enterprises**

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Mission Statement

With an unwavering commitment to excellence, quality, service, innovation and leadership in every area, NYBC RX embraces and values the highest ethical, humanitarian, medical and scientific standards, including compassion, respect, integrity, and caring for all people, including the donor and patient, and the acquisition, sharing and application of knowledge, thus fostering a corporate and civic culture continually to earn and maintain the public trust.

About our Specialty Pharmacy

Obtaining Medications and Services

NYBC RX has partnered with select [Hemophilia Treatment Centers \(HTCs\)](#) to provide pharmacy services.

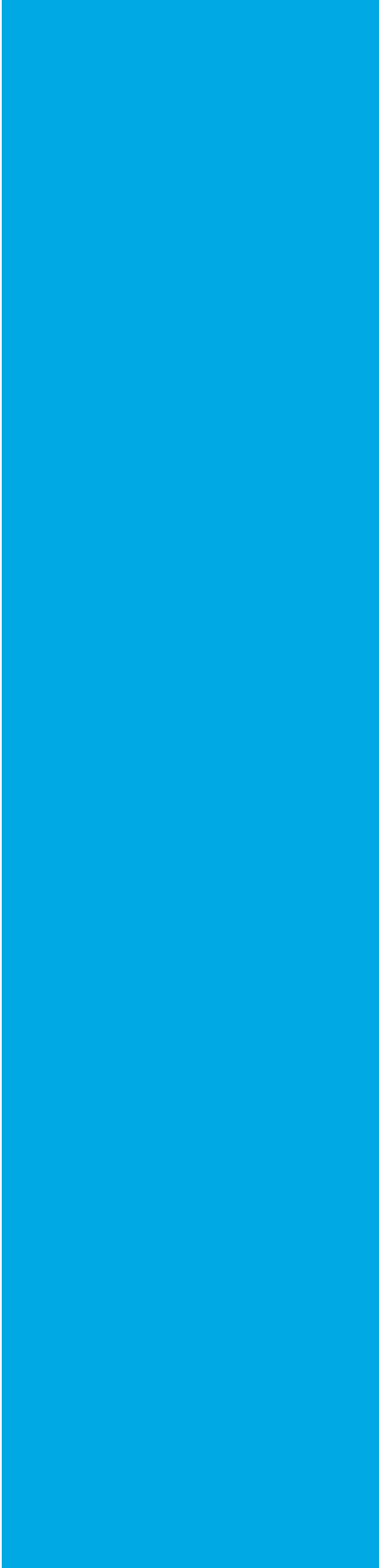
NYBC RX works with the HTC's team of physicians, nurses, administrators, and the consumer-based organization [Hemophilia Association for New York](#) to provide a successful, multidisciplinary approach to caring for patients with bleeding disorders. NYBC RX also works with [hospital Blood Banks to provide medications that help treat inpatients](#) with bleeding disorders.

NYBC RX clients have access to:

- On-site customer service staff available 24/7 via a toll-free number.
- Medication monitoring to maintain each patient's prescribed dosing schedule.
- Delivery of medication by our privately owned and operated transportation fleet is available. Simply select a time that works best for your personal schedule. For patients outside of the Metro New York and Long Island areas, we arrange shipment through a private courier service.
- ETA: an optional service to let you know when your delivery will arrive within your delivery time frame.
- Interpreting services available in any language for customer convenience and comfort.
- NYBC RX is licensed to distribute factor medication and devices in New York, New Jersey, Connecticut and other states.
- All prescribed infusion supplies.
- A full line of factor concentrates in all sizes ordered directly from the manufacturer.
- Free sharps containers with an optional waste removal service.
- To ensure bleeding disorder patients have access to the care and medication they need, NYBC RX helps monitor legislation and advocate on their behalf.

Prescriptions and Billing

NYBC RX works in partnership with your Hemophilia Treatment Center (HTC) to ensure the highest level of care. Through our



partnership, NYBC RX dispenses medications to you and your HTC will bill your insurance plan. Your HTC will provide all necessary prescriptions to NYBC RX. Once processed, NYBC RX will deliver your order to you free of charge and at your convenience. NYBC RX is available to help answer questions about your medication, therapy, administration, and other clinical or prescription-related questions. Your HTC will help answer any questions related to billing or charges. Our staff will send a reminder before your medication is scheduled to run out to prevent any disruption in therapy.

Delivery and Waste Pickup

NYBC RX provides free, convenient medication delivery. Choose a time that works for you, and our staff will schedule each order accordingly. NYBC RX provides sharps containers at no cost to you and will arrange pickup.

Clinical Management

NYBC RX offers free clinical counseling services to ensure your success. Your participation is voluntary, and you can opt out at any time. These services include:

- Collaborating with your HTC to ensure your medication is appropriate.
- Teaching you how to reconstitute your medication correctly
- Training you to identify side effects
- Reminders to prevent disruption of treatment
- Proper storage and handling

Contact Information

Contact Us

We're always glad to help if you have any questions. We are available 24/7 to answer questions about your medications and your medical condition. If a specialty pharmacist is not immediately available, your call will be returned promptly. Call us immediately if you think there's a problem with your medications. Feel free to call us for any questions related to your prescriptions.

A licensed pharmacist is available 24/7 for any urgent needs relating to your medication. Please call us if you have any questions about your treatment. In case of an emergency, call 911.

Ask for an interpreter if you are deaf or hearing-impaired, or if English is not your primary language.

Please contact us at:

1200 Prospect Ave,
Westbury, NY 11590
516.478.5048 / 1.800.487.8751

[nybce.org/ pharmacy](https://nybce.org/pharmacy)

Hours of operation are Monday - Friday 9AM-5PM
Customer service is available 24 /7



Frequently Asked Questions

1. How can I reach NYBC RX?

- Our staff is located at 1200 Prospect Ave, Westbury, NY 11590
- Hours of operation are Monday - Friday 9AM-5PM
- Customer service is available 24/7
- Contact us at 516.478.5048 or 1.800.487.8751
- Visit our website to learn more about pharmacy services and view additional resources at nybce.org/pharmacy

2. When should I contact the NYBC RX?

- Your address, telephone number, or insurance information has changed.
- You have any questions about the status of your prescription.
- You have concerns about how to take your medication.
- You would like more information about your treatment plan.
- You suspect an error in shipping or dispensing has occurred.
- You suspect the FDA has recalled your medication.
- You are running low on medication and have not received a call.

3. When will NYBC RX call me?

- Counsel you on the medication, if this was not completed during your physician visit
- Confirm your prescription is filled and ready for delivery at a convenient time. During this step, we'll review all medications and supplies prescribed by your physician.
- Notify you of any FDA recalls of your medication

4. Can I return my prescriptions?

- Most prescription medications cannot be returned to the pharmacy. Please call us if you have any concerns about your medication or if you experience mechanical problems with your injectable drug or supplies.

5. How do I dispose of unused medicines?

- Always follow your doctor's instructions and take medications as prescribed. If your therapy changes, you may have leftovers. Unused medicine must be disposed of safely

to protect people, pets, and wildlife—never flush or pour it down the drain.

For safe disposal:

- NYBC RX offers free waste pick-up at your convenience, and sharps containers are provided at no cost.
- You can also drop off unused or expired medications at designated disposal stations in fire stations, police stations, and some pharmacies.
- Additional information can be found here: www.fda.gov/consumers/consumer-updates
- Or here: www.fda.gov/drugs/ensuring-safe-use-medicine/safe-disposal-medicines
- If you have any questions, please consult your NYBC RX pharmacist.

6. Adverse Drug Reactions

- Patients experiencing adverse drug reactions, acute medical symptoms, or other problems should contact their primary care provider, local emergency room, or call 911.

Patient Rights and Responsibilities

As a customer of NYBC RX, your rights are:

1. Understand and use these rights. If for any reason you do not understand or you need help, we will provide assistance, including an interpreter.
2. Be fully informed in advance about care/services to be provided.
3. Receive competent professional services.
4. Select those who provide you with pharmacy services.
5. Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, or age.
6. Receive considerate and respectful care, free of mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
7. Receive emergency care if you need it.
8. Be informed of the name and position of staff members coordinating your care.
9. Verify the credentials of licensed professionals and to know the names and titles of licensed professionals who provide service.
10. Communicated confidentially with NYBC RX staff.
11. Refuse any services offered.
12. Receive easy to understand information about your medication therapy.
13. Privacy and confidentiality of all information and records regarding your medications.
14. Review your medication profile record without charge. Our staff is available to answer any questions about disclosure of medical records.
15. View a list of the standard charges for medications.
16. Participate in the development of your plan of care and understand that you may request to change the plan if issues arise.
17. Provide confidential feedback about any matter that occurs related to NYBC RX without reprisal. Methods include direct contact with the pharmacy, feedback surveys, or contact through relevant agencies.

18. Have all grievances/complaints investigated.
19. Be fully informed of any financial benefits when referred to an organization.
20. Be fully informed of one's responsibilities.

As a customer of NYBC RX, your responsibilities are to:

1. Provide complete medical information as it pertains to current treatment and promptly report any changes.
2. Provide up-to-date contact information.
3. Submit all requested documentation to NYBC RX in a timely manner.
4. Report unexpected changes in your condition to your health care providers.
5. Inform your health care providers whether or not you understand the plan of care and what is expected of you.
6. Notify NYBC RX of any concerns about the care or services provided.
7. Follow the treatment plan recommended by your health care providers.
8. Be responsible for the results of your own actions if you refuse treatment or do not follow the providers' instructions.

Concerns or Errors

Concerns or Suspected Errors

Patients and caregivers have the right to voice complaints and/or recommendations on services to the pharmacy. Patients and caregivers can do so by phone, fax, in writing, or by email here: SpecialtyPharm@nybc.org

1200 Prospect Ave,
Westbury, NY 11590
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Fax 516.478.5040

nybce.org/pharmacy

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Emergency & Disaster Preparedness

NYBC RX has a comprehensive Business Continuity Plan to prevent downtime in case of emergency or natural disaster such as severe weather, IT disruption, flood, pandemic, civil unrest. We strive to service all patients under all circumstances. However, in some instances this may not be possible. NYBC RX will make reasonable effort to monitor weather and other threats to communicate in advance with our patients who may be affected. If you are experiencing a personal emergency and need your medication, please contact NYBC RX and we will assist you.

Family Emergency Kit Checklist

This resource was developed by the National Health Foundation (NHF) Emergency Preparedness Task Force in collaboration with the Centers for Disease Control and Prevention. It was part of the NHF Preparedness Initiative. To download additional copies visit bleeding.org

To develop your family emergency plan, you need to be able to answer the following questions:

1. What are the possible emergencies you/your family might face in your area of the country?
2. How will you evacuate/escape from your home if you need to?
3. Where will you meet your family members if you are all not home at the time of evacuation?
4. What route will you take out of your neighborhood and town if it becomes necessary?
5. Do you have an alternate route?
6. What supplies will you take with you?
7. What will you need to "shelter in place"? Do you have enough of those items?
8. Does your neighborhood/community have a warning signal system? Do you know what they sound like and what they mean?
9. What resources/other organizations/emergency services exist in your community that can help you in the event of an emergency? What is your backup plan if they are unable to reach you?
10. Have you contacted local organizations to let them know that your family has special needs in the event of an

emergency? (Local ER, United Way, neighborhood or block association, Red Cross, Salvation Army, etc.)

11. Do you have a place for your pets if you need to evacuate? Can you bring them with you?
12. Who is your out-of-state emergency contact person? Does everyone in your family/ chapter/hemophilia treatment center (HTC) know that person's phone number and to call that person if they need to get in touch with you?
13. Have you practiced your plan with your children?
14. Do you have a go-bag prepared?
 - Does everyone know where it is in the house?
 - Is someone assigned the responsibility of taking it on the way out?
 - Who is the back-up person to check on the go-bag?
 - Do you have a system for rotating the supplies in your go-bag so that they do not expire? (e.g., every first day of the month?)
15. Do you know the emergency plan(s) of the school(s) your children attend?
16. Do you know your office's emergency plan?
17. Have you discussed emergency plans, and where you can access factor medications, with your HTC and/or homecare company?

Bleeding Disorders-Specific Preparedness

General Tips:

- Wear a medical alert bracelet or necklace
- Place multiple ice packs in the freezer
- Always keep enough cash or change in the same place for parking at the HTC/hospital, or for cab, bus, or subway fare to reach the HTC or ER.
- Always take factor and supplies with you when you leave home
- Keep important phone numbers (HTC, homecare company, physicians, insurance, ER, etc.) in multiple locations: on fridge, in wallet, on child's car seat in school bags/work bags/go-bag, with your car insurance papers, etc.

- Keep as much factor and supplies on hand as your insurance will allow
- Teach extended family and friends how to infuse, as circumstances may require others to infuse the patient
- Keep a reference notebook with pertinent family medical information, directions on mixing and infusing factor, maps of the area for the HTC/hospital, important phone numbers, diagnosis and treatment regimens, location of back-up HTC, etc.
- Keep an infusion log and take it with you in case there is a need for evacuation
- Keep a go-bag or small suitcase packed with factor and supplies so it's easy to grab and go. Rotate supplies regularly to stay within expiration dates.
- Program your emergency contact into your phone under "ICE" (In Case of Emergency). EMS responders now look for it in cell phones and call that number if needed
- Program 1.800.42.HANDI into your phone in case you need access to HTC and chapter contact information.
- Bookmark bleeding.org on your laptop or smartphone to connect with NHF.

Vehicle Safety

- Ensure that you have adequate fuel in vehicle prior to evacuation and keep extra fuel near your vehicle.
- Always carry a first aid kit, blankets and other roadside emergency supplies
- Attach an emergency information card to all child car seats; keep one in your wallet and glove compartment, and/or on the visor
- Ensure your vehicle is up to date on inspections and preventive maintenance.

Money and Documents

- Put aside emergency cash in small bills (ones, fives, tens) and traveler's checks. You may also keep an ATM account that provides access to a multi-bank network.
- Collect important identification documents in one central, waterproof container (preferably in your go-bag). Include copies of Social Security cards, birth certificates, marriage records, driver's licenses, and your complete insurance policy.

- Keep insurance policies (home, health, vehicle) and savings/checking account records together. You may not need these during the emergency itself, but they can be essential afterward.
- Personal information: This includes medical information for each family member, as well as any wills or powers of attorney

General Supplies

- Two pairs of latex or other sterile gloves
- Sterile dressings to stop bleeding
- Cleansing agents or soap and antimicrobial towelettes to disinfect
- Antibiotic ointment to prevent infection
- Burn ointment to prevent infection
- Adhesive bandages in a variety of sizes
- Eye wash solution to flush the eyes
- Thermometer
- Prescription medications such as insulin, heart medicine and asthma inhalers
- Prescribed medical supplies, such as glucose and blood pressure- monitoring equipment and supplies
- Petroleum jelly or other lubricant to prevent dryness, chafing, or cracking of the skin during extreme weather conditions
- Nonprescription drugs, such as non-aspirin pain relievers, feminine supplies and personal hygiene items, antidiarrhea medications, antacid for upset stomachs, and laxatives
- Flashlights with extra batteries
- Battery-powered radios with extra batteries or crank radio
- Dust masks and work gloves
- Plastic garbage bags and ties
- Whistle
- Cloth face masks to help filter contaminants in the air
- Towelettes or diaper wipes
- Plastic sheeting and duct tape for sheltering-in-place
- Power pack or battery powered phone charger.
- Matches in a waterproof container

- Games/activities for children

Food and Water

- Three-day supply of water (one gallon per person per day, or more if you live in a warm climate)
- Three-day supply of ready-to-eat foods, such as canned meat, canned fruits and vegetables, and pasteurized milk
- High-energy foods like peanut butter and other nuts, dry cereal, granola and crackers
- "Stress foods" such as hard candy or cookies
- Manual can opener
- Eating utensils (mess kit, paper plates, plastic utensils, etc.)

Clothing

- One complete change of warm clothing and shoes per person, including:
 - Jacket or coat
 - Long pants
 - Long-sleeved shirt
 - Sturdy shoes
 - Hat and gloves
 - Sleeping bag or warm blanket

Other miscellaneous items:

- Emergency reference material, such as a first aid book, or a photocopy of it
- Rain gear
- Paper towels
- Fire extinguisher
- Tent
- Compass
- Signal flare
- Paper and pencil
- Medicine dropper
- Household chlorine bleach: Use as a disinfectant (dilute 1 part bleach to 9 parts water). In an emergency, you can purify water using 16 drops of regular household liquid bleach per gallon. Do not use scented, color-safe, or bleach with added cleaners.

Dispose of Home Biomedical Waste

Examples of Home Biomedical Waste include:

- Used needles, syringes, lancets (sharps)
- Bandages or gauze with blood or body fluids
- Used glucose strips or test kits
- Expired or unused medications
- Incontinence products (i.e. adult diapers)
- Home dialysis waste

General Guidelines:

1. Sharps (needles, syringes, lancets)

- a. Do NOT throw loose sharps into the trash or recycling.
- b. Use an FDA-cleared sharps container (rigid, puncture-proof, leak-resistant).
- c. Or use a heavy-duty plastic container (like a laundry detergent bottle) with a tight-fitting, puncture-resistant lid.
- d. Once full, seal and label as "Sharps—Do Not Recycle."

Disposal Options:

- Community sharps disposal programs
- Mail-back programs
- Drop-off at pharmacies, hospitals, or clinics
- Household hazardous waste collection events
- NYBCE will arrange free waste pickup at your convenience. We will also provide free sharps containers. Please contact the pharmacy to arrange service.

2. Soiled Bandages, Gauze, Gloves

- a. Place in a sealed plastic bag, then dispose of it in the regular trash.
- b. Double bag if it's heavily soiled or odorous.
- c. Wash hands thoroughly after handling.

3. Expired or Unused Medications

- a. Do not flush medications unless the label specifically says it's safe.

Take to:

- Pharmacy take-back programs
- Drug Enforcement Agency (DEA) drug take-back events (usually twice a year)
- Authorized collection sites (check DEA's search tool)

4. Incontinence Products

- a. Wrap in a plastic bag and discard in the regular trash.
- b. Deodorizing disposal bags can help reduce odor.

5. Dialysis or Other Home-Care Waste

- a. Follow the medical provider's instructions.
- b. After bagging and sealing, waste can usually go in the regular trash, but local rules may vary.

Local Regulations

- Disposal rules can vary by city or state.



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