

Welcome to Lake Cumberland Rheumatology!

Thank you for choosing Lake Cumberland Rheumatology to be your specialty pharmacy provider. Our dedicated and highly trained team is excited to provide you with the highest quality of care and support with your medication(s).

As our patient, you will have direct contact with our pharmacists and clinical staff who will develop a personalized treatment plan that is tailored to you.

Our services are designed to help you achieve the most benefit from your therapy including:

- Training, Education, and Counseling
- Comprehensive Medication Review
- Plan of Care
- Co-Pay, Patient Assistance, and other Financial Assistance Programs
- Free Local Medication Delivery To Our Office Locations For Pick Up
- Refill Reminders
- 24/7 Access to Clinical Personnel In Emergency Situations

We look forward to providing you with the highest level of service and support with your specialty medication needs. We thank you for choosing Lake Cumberland Rheumatology.

Sincerely,

The Lake Cumberland Rheumatology Team

CONTACT INFORMATION

Hours of Operation:

- Monday-Friday: 8:00 AM - 4:00 PM
- Saturday: Closed
- Sunday: Closed
- We will be closed on the following holidays:
 - New Year's Day
 - Memorial Day
 - Independence Day (Observed 7/3)
 - Labor Day
 - Thanksgiving
 - Christmas Day
- We will also be closed on the following dates in 2026 for Practice Meetings:
 - March 19
 - July 16
 - November 12

Contact Information:

- Local/Toll-Free: (859) 654-0160
- In-Person: 11 Prosperous Place - Suite 350, Lexington, Kentucky 40509

24/7 Support:

- Clinically-trained personnel are available 24 hours a day and 7 days a week, including holidays and weekends in emergency situations.
- Our after-hours clinicians are available to assist you with urgent clinical questions.

When To Contact Us:

- When you need to place an order.
- When you need to fill a prescription, including refills.
- You have questions or concerns about your medication and/or status of medication.
- When you have any questions or concerns regarding equipment provided, if applicable.
- You suspect a reaction or allergy to your medication.
- A change has occurred in your medication use.
- Your contact information or delivery address has changed.
- Your insurance information or payment source has changed.
- To check the status of your order, discuss an order delay, or reschedule your delivery.
- To receive claims related information.

IMPORTANT INFORMATION

- Patient Management Program:
 - Specialty medication patients will be auto-enrolled in the Patient Management Program. The program provides patients with comprehensive training, education and counseling.
 - Our team of trained clinicians will provide you with continuous clinical evaluation, ongoing health monitoring, assess your educational needs, and help with the management of your medication use.
 - This program is provided to you at no additional cost, and your participation is completely voluntary. If you wish to opt-out of the Patient Management Program, please call and speak to a specialty pharmacy team member.
 - The Patient Management Program provides benefits such as managing side effects, increasing compliance with drug therapies, and promoting the overall improvement of your health when you are willing to follow your treatment plan.
 - Not following your treatment plan or the directions provided by your prescriber or pharmacist may limit these benefits.
- Financial Information:
 - Before your care begins, a staff member will inform you of your out-of-pocket costs such as deductibles, co-pays, and co-insurance.
 - We will submit claims to your health insurance carrier and, if your claim is denied, a staff member will notify you so that we can work together to help resolve the issue.
 - We will notify you if we are an out-of-network pharmacy and will provide you with the cash price of your medication upon request.
 - Our team has access to financial assistance programs to address financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs if they are available.
- Filling a Prescription, Including Refills:
 - You will be contacted by a team member 5-7 days prior to your refill date.
 - If you would like to contact us for a refill, you can call and speak to a pharmacy team member to process your refill request.
- Prescription Transfers:
 - If our pharmacy can no longer service your medication, our team will transfer your prescription to another pharmacy. We will inform you of this transfer of care and ensure that you are supported through this process.
 - Please call us if you would like to receive your medications from another pharmacy. We will assist you in transferring your prescription to the appropriate pharmacy of your choice.
- Drug Substitution:
 - Our pharmacy strives to find the most cost-efficient option for you. From time to time, it may be necessary to substitute brand name drugs with a generic drug option.
 - This could occur due to your insurance carrier's preference or to help reduce your co-pay.
 - If a substitution needs to be made, a member of the pharmacy staff will contact you prior to dispensing the medication to inform you of the substitution.
 - When available, our pharmacy will default to generic to save you money. We will use brand name medication at you or your prescriber's request.

- Proper Disposal of Sharps:

- Place all needles, syringes, and other sharp objects into a sharps container. This will be provided to you by our team if you are prescribed an injectable medication.
- Proper Disposal of Unused Medications:
 - For instructions on how to properly dispose of unused medications, check with your local waste collection service.
 - You can also check the following websites for additional information:
 - [Where and How to Dispose of Unused Medicines | FDA](#)
 - [Disposal of Unused Medicines: What You Should Know | FDA](#)
- Drug Recalls:
 - If your medication is recalled, we will contact you with further instructions as directed by the FDA or drug manufacturer.
- Accessing Medications During an Emergency or Disaster:
 - In the event of an emergency and/or disaster in your area, please contact our pharmacy to assess potential medication delivery options.
 - If the pharmacy may be impacted by an emergency or disaster, you will be contacted to discuss the possible transfer of your medications to another pharmacy to ensure your therapy is not interrupted.
- Medication Safety:
 - If children are in the home, store medications and poisons in child-proof containers and out of reach.
 - Keep all hazardous materials and liquids out of the reach of children.
 - Contact our team if you would like instructions on how to properly dispose of hazardous materials or medications.
 - Know your local poison control number or dial 1-800-222-1222.
 - All medication should be labeled clearly and left in original containers.
 - Do not give or take medications that were prescribed for other people.
 - When taking or giving medication, read the label and measure doses carefully.
 - Know the potential side effects of the medication you are taking.
 - Throw away outdated medication by mixing medications with dirt, cat litter, or used coffee grounds. Place the mixture in a container, such as a sealed plastic bag, and place it in the trash.
- Medication Concerns:
 - Please contact the pharmacy as soon as possible to report concerns such as suspected counterfeit medication, potential errors, adverse drug events, etc.
 - We want you to be completely satisfied with the care we provide. If you or your caregiver have concerns, please contact us by phone, email or in writing to discuss your concerns.
 - If you wish to seek further review of concern, you may contact:
 - ACHC Accreditation:
 - Website: [ACHC Complaint Process](#)
 - Telephone: (855) 937-2242 or 919-785-1214 (Request Complaints Department)
 - Kentucky Board of Medicine:
 - Telephone: (502) 429-7150

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of Lake Cumberland Rheumatology, you have the **RIGHT** to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, in advance both orally and in writing, of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible.
- Receive information about the scope of services that the program will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is [or fails to be] furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI).
- Be advised on the program's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Have personal health information shared with the Patient Management Program only in accordance with state and federal law.
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional.
- Receive information about the Patient Management Program.
- Decline participation, or disenroll, at any point in time.

As a patient of Lake Cumberland Rheumatology you have the **RESPONSIBILITY** to:

- Give accurate clinical/medical and contact information and to notify the Patient Management Program of changes in this information.
- Notify the treating prescriber of their participation in the services provided by the pharmacy, such as the Patient Management Program.
- Submit forms that are necessary to receive services.
- Maintain any equipment provided.
- Notify the program of any concerns about the care or services provided.

CLINICAL RESOURCES

Arthritis:

- Arthritis Foundation: [Get Involved with Arthritis Foundation](#)
- Rheumatoid Arthritis Support Network: [Rheumatoid Arthritis Resources](#)

We are not affiliated, associated, authorized, endorsed by, or officially connected with the above-mentioned organizations.

EMERGENCY/DISASTER PREPAREDNESS PLAN

Lake Cumberland Rheumatology has a comprehensive emergency preparedness plan to help ensure continued treatment during an emergency or disaster such as severe storms, hurricanes, tornadoes, earthquakes, fire, and flooding. Our primary goal is to continue to service your prescription needs. When there is a threat of disaster, we will ensure you have enough medication to sustain you.

- The pharmacy will call you 3-5 days before an anticipated local weather emergency.
- If you are not in the pharmacy's local area but are currently in a location that will experience a weather disaster, you are responsible for calling the pharmacy 3-5 days before the occurrence to discuss your medication needs.
- The pharmacy will send your medication via local courier during any suspected weather emergencies.
- If the pharmacy cannot get your medication to you before a weather emergency, the pharmacy will transfer your medication to another pharmacy that is not impacted by the emergency, so you do not go without medication.
- If a local disaster occurs and the pharmacy cannot reach you, or you cannot reach the pharmacy, please listen to your local news and rescue centers for advice on obtaining medication or contact your local hospital immediately.
- If you are in danger of running out of your medication, please contact us immediately. We will assess and coordinate potential delivery options with you. If you are unable to reach our team and may run out of your medication, please go to the nearest emergency room if it is safe to do so.
- If your medication is potentially damaged or in an unsafe location, please contact us immediately. We will coordinate replacement medication for you.

INFECTION CONTROL

According to the Centers for Disease Control (CDC), the most important step to prevent the spread of germs and infections is hand washing. You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

Follow these five steps every time you wash your hands:

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

How to use hand sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.