

**Welcome to
Retail Pharmacy
specialty services**



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Contact us

Cook Children's Retail Pharmacy – Dodson

1500 Cooper St., Suite 1541

Fort Worth, TX 76104

682-303-3900 phone

cookchildrens.org/dodson-pharmacy



ACCREDITED
Specialty Pharmacy
Expires: 09/01/2027

Hours of operation

8 a.m.-5:30 p.m., Mon-Fri

Closed Sat-Sun and all major holidays

You can speak to a licensed pharmacist 24 hours a day, 7 days a week, for urgent matters.



Services we offer

Patient management program

Your provider will send the prescription to Cook Children's Retail Pharmacy – Dodson. Our staff will enroll you in our specialty patient management program. We will teach you about:

- How to take your medicine
- When to take your medicine
- How to handle possible side effects

Our patient management program is free. We will keep track of how you're doing and offer support. If you don't want to be a part of the program, you may opt-out by calling us at 682-303-3900.

Filling your prescription with us is also optional. If you would like to use another specialty pharmacy, please call us and we will help you transfer your prescription.

Refilling a prescription

You may order refills in person, by phone, or via the MyCookChildren's app.

1. In person: Stop by Cook Children's Retail Pharmacy – Dodson located at 1500 Cooper St., Suite 1541, Fort Worth, TX 76104.
2. Phone: Call our specialty team at 682-303-3900. When calling to request a refill, please allow two business days for Cook Children's Retail Pharmacy – Dodson to process and deliver your refill order.
3. Online: MyCookChildren's is a secure patient portal and app with many features to help you manage your child's health, including medicine refill requests. cookchildrens.org/mycookchildrens

If you have lost your medicine or supplies, or if you need your prescription(s) before travel, please call us. Our staff will work with you and your insurance company to make sure they cover your medicines and that you always have the medicine you need.

Insurance, billing and financial help

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a co-pay each time we fill a medicine. We will tell you the exact amount you need to pay. The co-pay amount for a specialty pharmacy medicine may still be high, even though your insurance pays for most of the cost. Our team will research financial assistance programs for you to lower your drug therapy cost. We may ask you to fill out an authorization form for these services.

Some medicines need documentation for insurance to pay. This process is called prior authorization. Our team has the skill to process this paperwork. It 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.

Cook Children's Retail Pharmacy – Dodson may be "out-of-network" for your insurance. We will inform you of the cost to fill your medicine with us. Our staff will send your prescription to an "in-network" pharmacy if this will save you money.

Payment plans

You must pay any balances before your next refill. We accept credit/debit cards, cash, personal checks, money orders, most flexible spending accounts and MyCookChildren's Patient Portal online payment.

If you get a check from your insurance company, send it to Cook Children's Retail Pharmacy – Dodson. Also send a copy of the Explanation of Benefits (also known as the EOB) from your insurance. If you have any questions about this, please call us.

If you need help making a payment plan for the money you owe, we will be happy to assist you in setting up a payment plan. Please call us and talk to us about your situation.

Pharmacist assistance

Our pharmacists have special training on the medicine you are taking. 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. We will reach out to them as needed.

Pharmacists will:

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

Please call one of our pharmacists if you have any questions about your treatment. You can talk to a licensed pharmacist 24 hours a day, 7 days a week for any urgent needs about your medicine. In case of an emergency, call 911.

The goal of our patient management program is to help you get the most out of our specialty medicine.

Benefits of being part of our program are:

- Working with expert, pediatric-trained pharmacists who are part of your health care team that work directly with your child's doctor.
- Better knowledge of medicine use.
- Unique patient plans to make sure you don't miss medicine doses and take the medicine regularly.
- Better ability to handle possible, difficult side effects .
- Greater self-management of medicines and medical conditions.
- Pharmacist and doctor working together for better health care experience.
- 24/7 access to a pharmacist or other clinical staff.

While our dedicated specialty pharmacy team can help you get the most benefits of your therapy, only your doctor can diagnose your condition and prescribe medicine. You should keep your visits with your doctor and take your medicine how your doctor tells you. This can avoid problems and help you get the best results from your therapy. It's important that you tell your doctor about other medicines you're taking, updates to your allergies, and any changes to your health. This information affects our care and coordination.

Prescription pick-up

You can pick up prescription medicines in person, 8 a.m.-5:30 p.m., Mon-Fri. Pharmacy parking spaces are in the P1 garage.

Prescription delivery

You can also schedule a delivery to your home. Deliveries go out Mon-Thurs. You will have to sign for the package. If you will not be home for the delivery, we can leave the package at another approved place. We are not able to ship to a P.O. Box. Our team will plan the delivery of your specialty medicine(s) to your home or another approved place when needed.

We will work with your doctor or insurance to get you any other needed supplies, such as needles, syringes, sharps containers and alcohol swabs. If your medicine(s) need special handling or refrigeration, we will package and ship them safely. We will make every effort to deliver your medicine and supplies early if a weather warning is in place. A team member will attempt to call our patients, in order of disaster priority, with any special instructions. Please make sure we have any other 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. Always, please let our staff know if your contact information changes.

Refill reminders

A patient care coordinator or pharmacy technician will call you:

- One week before your medicine is going to run out.
- To check your how you are doing.
- To verify your therapy and get a new prescription if you do not have any refills left.

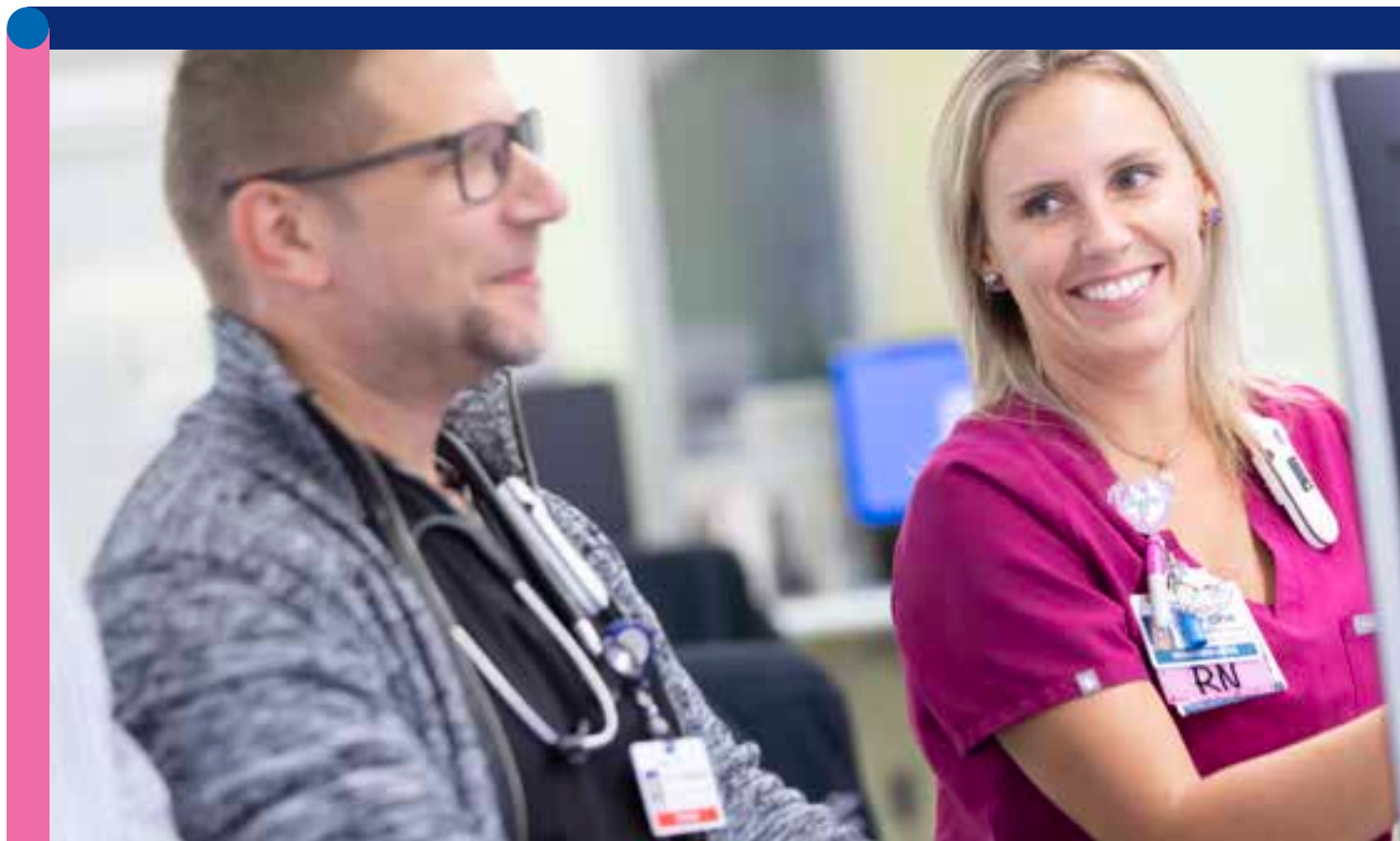
Our patient care coordinator or pharmacy technician will connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

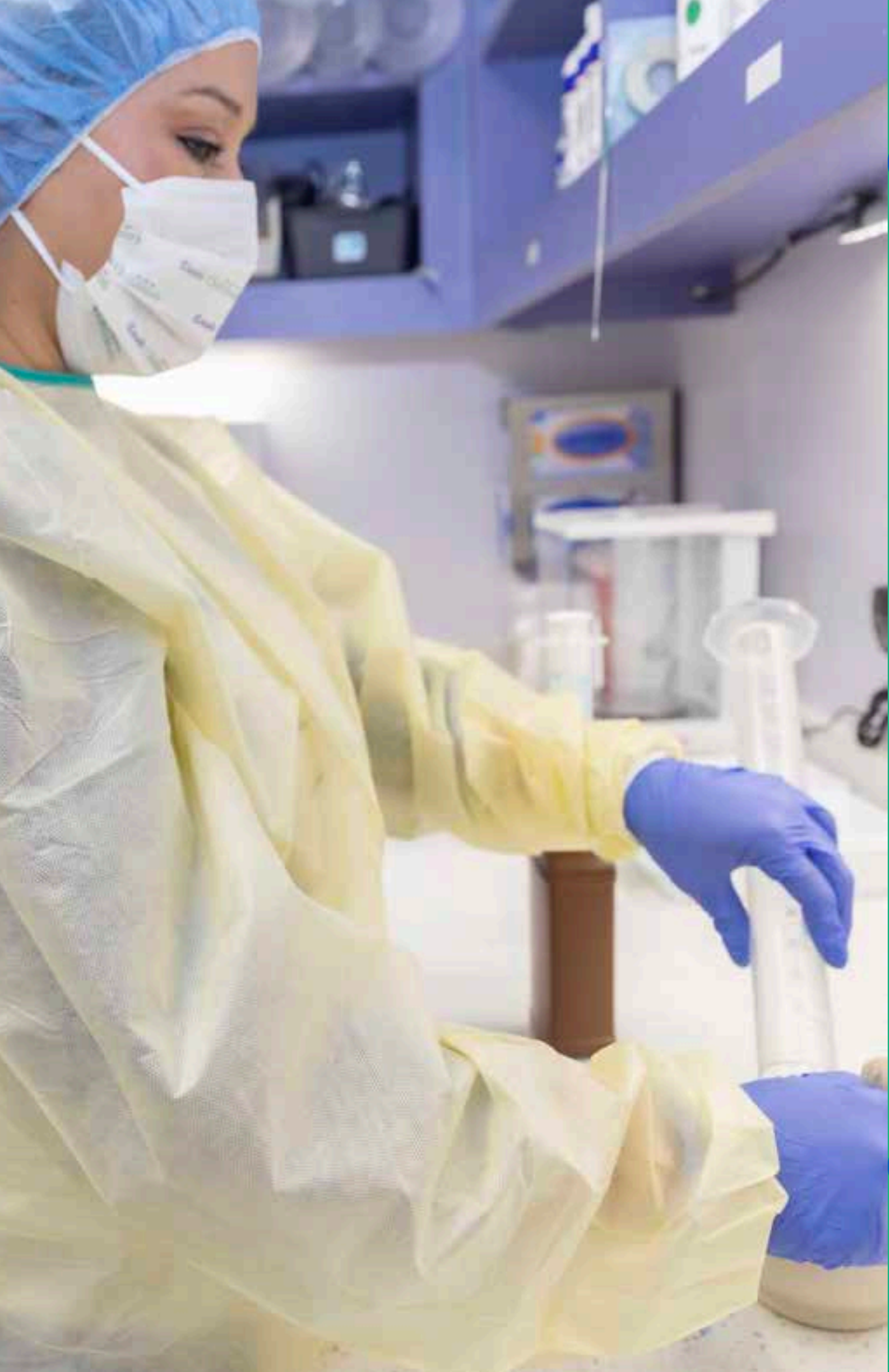
Interpreter services

If you are deaf, hearing impaired or speak a language other than English, we have an interpreter for you. We also have services if you are visually impaired.

Medicines not available at the pharmacy

We can fill most specialty medicines. If our specialty pharmacy is not able to fill your medicine, our team will work with both you and another pharmacy to make sure that you get your medicine. Let us know if you want your prescription sent to another pharmacy, and we will transfer your prescription for you.





Frequently asked questions

What is a specialty pharmacy?

A specialty pharmacy has complex and costly medicines that your local pharmacy may not have. These need special storage and handling. You may inject, take by mouth or infuse these medicines. Sometimes, they have side effects that a trained pharmacist will need to monitor. Cook Children's Retail Pharmacy – Dodson offers these medicines and provides you with excellent customer service and clinical support.

Will my insurance company let Cook Children's Retail Pharmacy – Dodson dispense my medicine?

We can dispense for most insurance companies. Sometimes, your insurance company will have you use another pharmacy. In these instances, we will send your prescription and have the new pharmacy contact you.

Will you ever substitute my medicine with another?

From time to time, we need to use generic drugs instead of brand-name drugs. Your insurance may prefer the generic drug or this may save you money. If we need a substitute, a member of the team will call to let you know before we process the medicine.

When should you call us?

You should call if:

- Your address, phone number or insurance information changes.
- You have any questions about the status of your prescription.
- You have concerns about how you take your medicine.
- You need to change or check the status of your delivery.
- You need to start or stop a medicine or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like more information about your plan for therapy.
- If you think there is a medicine issue or if there is a shipping error.
- If you see a Food and Drug Administration (FDA) recall on your medicine.

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

- Working with another specialty pharmacy to get your medicines.
- Helping you get medicines during an emergency or disaster.
- Giving you tools to manage your therapy, including education materials and consumer advocacy support.

Is it important to take all my medicine?

Yes. Follow your doctor's instructions for both the amount of the medicine you should take and the length of time you should take it. We understand that some medicines may have unpleasant side effects or be hard to take. Our pharmacists can offer practical advice about dealing with these issues. We can also help you call your doctor about how to handle any side effects.

What should I do if I have a bad reaction to the medicine?

Call 911 or have someone drive you to a hospital emergency room if the reaction is serious or life threatening. Call us or your doctor to report the reaction.

Can I return my prescription?

Once you get your medicine from the pharmacy, you cannot return it to the pharmacy. If you think there is a problem with your medicine or device is defective, please call us and we will see if we can send a new medicine or device to you. If you believe there is a recall on your medicine, please call us and our staff will help you.

How do I dispose of unused medicines?

For instructions on how to properly dispose of unused medicines, please call us or go to the below FDA websites for information and instructions:

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

We are a U.S. Drug Enforcement Administration (DEA) official collection location. This means you can throw away unused or old medicines in the green medicine disposal bins at our location(s). Learn more about the disposal of medicines at meddropbox.org.

Patient information

Community resources and support

Cook Children's Retail Pharmacy – Dodson staff will give you information about community resources to help you get the best results from your medicine therapy and better manage your health. Visit cookchildrens.org/dodson-pharmacy for more information.

Drug recalls

Cook Children's Retail Pharmacy – Dodson follows the drug recall guidelines by the FDA, drug manufacturers and/or state and federal regulatory agencies. We will call you and your provider if a drug recall affects you.

Getting medicines during an emergency or disaster

We make every effort to deliver your medicines and supplies early if there is a weather event. If we are unable to deliver your medicines or supplies, we will transfer your prescription to another pharmacy. If there is a disaster in your area, call 682-303-3900 to give us your new contact information and delivery location to make sure you always have therapy you need.



Patient safety

Adverse drug reactions

Patients having a bad drug reaction, sudden medical symptoms or other problems, should call their primary care provider (PCP), local emergency room, or call 911.

How to wash hands

Infections are serious. The best way to avoid an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medicine.

1. Collect the things you need:
 - 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 briskly together for at least 30 seconds.
5. Don't forget the in-betweens of your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off your 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.

If you do not have a water supply, use an alcohol-based antibacterial hand cleanser.

Sharps disposal

After injecting your medicine, put all needles, syringes, lancets and other sharp objects into a sharps container. Do not dispose of sharps in the trash unless they are in a sharps container. Do not flush them down the toilet. If you do not have a sharps container, use a hard plastic or metal container with a screw-on top or other tightly securable lid. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Do not fill containers more than three-quarters-full.

Check with your local waste collection service or public health department to check 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 [cdc.gov/needledisposal](https://www.cdc.gov/needledisposal).

Needle-stick safety

- Never put the cap back on needles.
- Throw away used needles right after use in a sharps container.
- Know how you will dispose the needle before you use it.
- Report all needle sticks or sharps-related injuries right away to your physician.

Patient information on emergency preparedness

We want you and your family to live in a safe environment. Here are 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.

- Keep the floor clean. Clean up spills right away.
- If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
- Use a non-slip mat or install adhesive strips in your tub or shower.
- Keep telephone, computer and electrical cords out of walkways.
- 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.
- Keep all walkways well lit and use night-lights if you need them.
- Have a flashlight that works.

Poisoning

- Keep all hazardous materials and liquids where children cannot reach them.
- Keep medicines where children cannot reach them.
- Know your local poison control number or dial 800-222-1222 if a poisoning occurs.

Fire and burn prevention

- Have smoke detectors in the home and change the batteries at least once a year.
- Test each smoke detector once a month.
- Have a fire plan and be sure all family members know what to do if there's 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. Stay near the stove while cooking.
- Keep matches and lighters where children cannot reach them.

Fire

- Rescue anyone from danger.
- If you are safe, alert the fire department. Otherwise, leave the area and get to safety.
- Turn off oxygen (if using), and try to contain the fire by closing doors.
- Try to put out the fire only if it is in a small area. Exit the building and notify the fire department once you're safe.
- If you need to stay somewhere else, please call Cook Children's Retail Pharmacy – Dodson to give us your new contact information and delivery location to make sure you always have therapy you need.

Natural disasters (flood, earthquake or tornado)

- If you live where disasters happen often, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries. If you are on a nebulized medicine or other medicine that needs electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize getting your electricity back.
- 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 the area if needed.
- If you need to leave, go to the nearest shelter and notify the organizers of any special needs you have. Please call Cook Children's Retail Pharmacy – Dodson to give us your new contact information and delivery location to make sure you always have therapy you need.

Power outage

- Tell your gas and electric companies if there is a loss of power. If you are on a nebulized medicine or other medicine that needs electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize getting your electricity back.
- Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

Winter storm

- Have an emergency kit with:
 - Water.
 - Shelf-stable food.
 - Battery-operated radio.
 - Flashlights and new batteries.
 - First-aid kit with 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 with a supply of dry firewood.
- Never use a charcoal grill or portable gas camp stove inside your home. These put off deadly fumes.
- Avoid using candles as they can lead to house fires. If you use candles, always stay nearby to avoid a fire.

Concerns and complaints

You have a right to voice complaints and suggest changes in care or services without fear of retaliation or loss of services. There are many ways for you to inform us of your comments or concerns.

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

Cook Children's Retail Pharmacy – Dodson has a formal process that makes sure we review and look into your concerns, complaints and suggestions within five 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 we cannot resolve your patient care or safety concern, you may contact:

- Cook Children's Patient Representatives
 - Phone: 682-885-5325
 - Email: patientrepresentative@cookchildrens.org
- Accreditation Commission for Health Care
 - Online: achc.org/contact/
 - Toll-free: 855-937-2242
 - Mail: 139 Weston Oaks Ct., Cary, NC 27513
- Texas State Board of Pharmacy
 - Online: pharmacy.texas.gov/complaint
 - Toll-free: 1-800-821-3205 (select option 1)
 - Mail: 1801 Congress Ave., Suite 13.100 Austin, TX 78701

Rights and responsibilities

At Cook Children's, our number one concern is you and your child. We are committed to providing the highest quality of care and safety possible and to do everything we can to earn and keep your trust. This is part of how we keep our Promise to you and every family who relies on Cook Children's for care.

In keeping with our Promise, we have created a Patient and Parent Bill of Rights and Responsibilities. Should you have a concern regarding your child's care, please let us know right away. While it's always nice to hear when we're doing a good job, it is every bit as important to know if there is something we can do better.

Rights and responsibilities of the patient management program

Patients have the right to:

- 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.
- To speak with a staff member's supervisor if needed.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time.
- Receive a copy of Patient Rights and Responsibilities. If I cannot understand my rights, the hospital will translate or explain in a language I understand.
- Receive all information I need about my condition in words or a language I understand. This includes tests, procedures, treatment options, possible risks and benefits.
- Give my informed consent for any suggested treatment.
- Be able to access the medical record.
- Receive answers to any questions or concerns I have about treatment.
- Share how I feel about the treatment plan with the health care team.
- Get an explanation from my health care team for each procedure, test or exam that requires contact with the body. Know this care will be as gentle and private as possible.
- Receive medical care regardless of my age, race, gender, religion, cultural, economic, educational background or disability.
- Make decisions, after talking with my doctor, about my medical and general health care. This includes the right to accept or refuse medical care as allowed by law. I will be told in a language I can understand about what will happen if I refuse medical care.
- Participate in decision-making on ethical issues.
- Know that my health care team will check on my pain. They will listen to me and do the best they can to relieve my pain.
- Be involved in developing a plan for pain control.
- Be free from restraints or seclusion for managing behavior unless medically necessary.
- Be treated respectfully regardless of my race, gender, religion, cultural, economic, educational background, or disability.
- Receive care in a safe setting free from harassment or abuse.
- Receive answers to requests for services provided by Cook Children's according to governing laws and regulations.
- Know the names of my health care team members.
- Feel free and comfortable to make a complaint and receive feedback.
- Get angry, cry or express my feelings in a non-threatening manner.
- Have help in contacting protective services, if needed.
- Be told of experiments, research, or educational projects affecting my care or treatment. Be able to refuse to take part in any such project.
- Have a family member, a representative of my choice or my doctor notified of my child's admission.
- Complete an advance directive (living will) for me (if I am a patient) or for my child, if allowed by law. Expect my health care team to follow this directive.





- Receive comfort and respectful care if my child is nearing death. This includes managing pain, recognizing cultural and spiritual concerns and providing compassionate care during our time of grief.
- Have times and places to play and learn.
- Have my family with me as much as I want during Cook Children’s established visiting hours.
- Have friends visit my child during visiting hours, when possible.
- Be told if there is any reason for not allowing visitors to see my child.
- Have a phone to make and receive calls while in the hospital.
- Cook Children’s will not restrict, limit or deny visitors based on race, national origin, religion, sex, gender identity, sexual orientation or disability.

Patients (or guardians of child patients) have the responsibility to:

- Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the patient management program.
- Know my responsibilities for ongoing health needs.
- Provide a copy of my current advance directive (Texas Directive to Physicians and Family or Surrogates, Medical Power of Attorney, or Out-of-Hospital DNR), if one exists.
- Ask questions if I do not understand information or instructions.
- Follow the agreed-upon treatment plan. Know and be responsible for any consequences of refusing treatment or not following instructions.
- Give accurate and complete information about all matters relating to health. Report any unexpected changes in my or my child’s condition.
- Discuss any pain problems with the doctor or nurse. Work with the medical team to develop plans for controlling pain.
- Keep my appointments and be on time. If I cannot keep my appointment, I will call as soon as possible to schedule a new one.
- Tell my child’s doctor, nurse or patient representative if I have concerns or am not happy about the care my child is receiving.
- Act appropriately and be considerate in my attempts to resolve conflicts, if they arise.
- Keep cell phones on silent/vibrate mode when around patients or the health care team.
- Pay the medical bills for which I am responsible.

Patients, families and visitors responsibilities:

- Learn and follow Cook Children’s rules and regulations.
- Know that Cook Children’s does not allow the use of tobacco, illegal drugs, alcohol, guns and other weapons.
- Not take photos of other people or patients with a cell phone or camera.
- Follow the rules for the number of visitors allowed, when they can visit, and how long they can stay.
- Dress appropriately.
- Not use swearing, threats or any action that interferes with health care.
- Not allow anyone to visit while under the influence of any substance.
- Be thoughtful of the rights of other patients and the health care team by controlling noise levels and the number of visitors.
- Be respectful of the rights and property of other patients and the Cook Children’s care team.
- Respect the privacy and confidentiality of all children and families receiving care at Cook Children’s.
- Know if I break the Cook Children’s rules and regulations, security will be called and we may be escorted off the property.



Cook Children's
CHRIS
CHRISTINE ATWELL, RPH
PHARMACY
MANAGER, PHARMACY RETAIL

A large, stylized heart shape is formed by a thick pink line. Five cyan-colored circles are placed at various points along the pink line: one on the upper left curve, one at the top center dip, one on the lower left slope, one at the bottom center point, and one on the lower right slope. The heart is centered on the page.

**Knowing every child's life is sacred,
we promise to improve the well-being of
every child in our care and our communities.**



cookchildrens.org/dodson-pharmacy