

# New Patient Pharmacy Information Guide



# Contents

- 1 My Information  
Rx To Go Information
- 2 What is a Specialty Pharmacy?  
What are Oral Oncolytic Chemotherapy Drugs?
- 3 Rx To Go is your Treatment Partner  
How We Work for You
- 4 Medication Refills  
Disposing of Your Medications & Supplies
- 6 Patient Emergency Plan
- 8 Infection Prevention



### My Information

Medication Name: \_\_\_\_\_

Directions/Dosage: \_\_\_\_\_

Additional Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Our Information

Phone: (239) 275-5357 or (866) 979-8646

Hours: M–F 8 a.m.–8 p.m. (EST)

**We offer 24/7 days pharmacist support for any after-hours clinical questions.** You will be directed to a live operator, and a pharmacist will return your call within 30 minutes.

## What is a specialty pharmacy?

The Academy of Managed Care Pharmacy defines "specialty pharmacy" with reference to the additional services provided, writing:

*"Specialty pharmacies are distinct from traditional pharmacies in coordinating many aspects of patient care and disease management. They are designed to efficiently deliver medications with special handling, storage, and distribution requirements with standardized processes that permit economies of scale.*

*Specialty pharmacies are also designed to improve clinical and economic outcomes for patients with complex, often chronic and rare conditions, with close contact and management by clinicians. Healthcare professionals employed by specialty pharmacies provide patient education, help ensure appropriate medication use, promote adherence, and attempt to avoid unnecessary costs. Other support systems coordinate sharing of information among clinicians treating patients and help patients locate resources to provide financial assistance with out-of-pocket expenditures."*

## What are Oral Oncolytic Chemotherapy Drugs?

Oral oncolytic chemotherapy drugs are cancer-fighting medications given by mouth in a tablet or capsule form to kill cancer cells or stop them from dividing. They are usually prescribed in "rounds or cycles." This method is usually easier than getting chemotherapy by infusion at the doctor's office because the medicine can be taken at home. It's important to understand that these medications can be just as strong as the infusion form of chemotherapy. Make sure you know exactly to safely handle and take your medication by speaking with your physician or one of our trained clinical pharmacists.

If you have any questions, call us at **(866) 979-8646**

## Rx To Go is Your Treatment Partner

The Rx To Go pharmacy is directly integrated with Florida Cancer Specialists & Research Institute (FCS), with direct access to your physician and medical records. As a specialty pharmacy, we can coordinate many aspects of patient care and disease management.

Rx To Go provides convenient dispensing of specialty medications to FCS patients. Under the supervision of a qualified pharmacist and trained staff, we assist our patients to achieve optimal clinical outcomes while effectively managing the cost of therapies.

### Some of the many benefits our specialty pharmacy provides to you:

- Coordination with your FCS doctor
- Direct access to your electronic medical records
- Clinical lab value monitoring
- Therapy support
- Adherence monitoring
- Copay assistance options, if available

## HOW WE WORK FOR YOU

### OUR PHARMACY WORKFLOW

#### Intake

We receive a new prescription for you into our system. We will verify your pharmacy insurance benefits and contact you if there are any concerns.

#### Prior Authorization

Optional Step: A requirement from the insurance company requiring documentation to determine if the medication will be covered under the insurance plan. The expedited timeframe takes 2–3 business days.

#### Patient Assistance

Optional Step: If you cannot afford your copay, our team will look into potential assistance options through a foundation or manufacturer assistance. This can take up to 30 days turnaround time due to processing paperwork.

#### Process

Our team will bill your insurance and/or copay card or foundation/manufacturer providing assistance.

#### Pharmacist

Our team will check the prescription information and review your FCS medical chart. If questions arise regarding the prescription, our team will communicate with the physician's office for clarification.

#### Adherence

We will confirm the correct dosage of your medication, your copay amount and schedule a delivery or pickup date.

#### Dispensing

Our team will provide educational material (if available), fill the prescription, package it for you and prepare for delivery or pick up.. Most deliveries are next day to your home or preferred delivery or pickup location.

#### Initial Counseling

Our trained clinical pharmacist will contact you to discuss your medication and answer any questions you may have.



## How to Refill Your Medication

An Rx To Go team member will call 5–7 days before your refill date to coordinate your medication refill, confirm or update your insurance information and schedule a date for delivery or pickup.

We provide free delivery of your prescription to your home, workplace or another location—unless you're covered by Medicare and/or Medicaid.

- Shipments are sent via carrier anywhere in Florida.
- If you will be traveling, please be sure to let us know as we are licensed to ship to select states throughout the U.S.

If we are unable to fulfill your prescription (due to insurance or supply) or if you have a pharmacy of choice, we will coordinate with your physician and the appropriate pharmacy to coordinate dispensing of your medication. We will contact you with any pertinent updates to your prescription, whether filling with Rx To Go or with another pharmacy.

## Disposing of Your Medications & Supplies

The Environmental Protection Agency recommends the public take advantage of pharmaceutical take-back collection programs for prescriptions or over the counter drugs. These programs are a safe and environmentally-conscious way to dispose of unwanted medicines. There are many drop-off locations such as local law enforcement agency, retail pharmacy, hospital or clinic.

To find a local law enforcement agency that participates in National Prescription Drug Take Back Days, visit **TakeBackDay.DEA.gov**. To find other collection programs in your community, visit the U.S. Department of Justice Diversion Control Division.

## How to Dispose of Medications Properly

**DO NOT:** Flush expired or unwanted prescription and other over-the-counter drugs down the toilet or drain unless the label or patient information sheet specifically instructs you to do so.

**DO:** Return unwanted or expired prescription and over-the-counter drugs to a Drug Take Back program or follow the steps for household disposal below.

Call your city or county government for “household trash and recycling service” and ask if they have a **Drug Take Back program**. Some counties offer a central location for household hazardous waste collection where prescriptions and over-the-counter drugs are accepted.



## Household Disposal Steps

(Drug Disposal Guidelines, Office of National Drug Control Policy)

Follow these simple steps to dispose of medicines in the household trash



### MIX

Mix medicines (do not crush tablets or capsules) **with an unpalatable substance** such as dirt, cat litter, or used coffee ground.



### PLACE

Place the mixture **in a container** such as a sealed plastic bag.



### THROW

Throw the container **in your household trash**.



### SCRATCH OUT

Scratch out **all personal information** on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then dispose of the container.

## Disposal of Sharps Containers

Check with your local management collection service or public health department to verify disposal procedures for sharps containers in your area. You may also contact the Safe Needle Disposal Program at (800) 643-1643.

# Patient Emergency Plan

Weather-related disasters can happen at any time. It is important to be prepared ahead of time with a basic emergency plan. The following list can assist you with preparing your emergency plan.

## General

- ☐ List of emergency numbers
- ☐ Closest emergency shelter location
- ☐ Emergency bag ready to go
- ☐ Arrange for assistance if you cannot evacuate yourself
- ☐ Flashlights
- ☐ NOAA weather radio  
*Battery operated or hand cranked*
- ☐ Cash  
*Banks and ATMs may not be available after a storm*
- ☐ Cell phone chargers
- ☐ Have a plan for your pets

## First Aid

- ☐ First aid manual
- ☐ Sterile adhesive bandages of different sizes
- ☐ Sterile gauze pads
- ☐ Hypoallergenic adhesive tape
- ☐ Triangular bandages
- ☐ Scissors
- ☐ Tweezers
- ☐ Sewing needle
- ☐ Moistened towelettes
- ☐ Antiseptic
- ☐ Disinfectant wipes
- ☐ Hand sanitizer
- ☐ Thermometer
- ☐ Tube of petroleum jelly
- ☐ Safety pins
- ☐ Soap
- ☐ Latex gloves
- ☐ Sunscreen
- ☐ Aspirin or other pain reliever
- ☐ Anti-diarrheal medicine
- ☐ Antacid
- ☐ Laxative
- ☐ Cotton balls
- ☐ Q-tips



## Medical

- ☐ One week minimum supply of medication on hand
- ☐ A list of allergies
- ☐ Copies of Health Insurance Cards
- ☐ Medical documents

Should you have any questions about your prescription or in the event of an emergency, do not hesitate to call your Rx To Go Pharmacy pharmacist at **(866) 979-8646**.

## Food and Water

- ☐ Food  
*Nonperishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary items to last at least 7 days.*
- ☐ Water  
*1 gallon per person per day*
- ☐ Non-electric can opener
- ☐ Paper plates
- ☐ Napkins
- ☐ Plastic cups
- ☐ Utensils

## Vehicle

- ☐ Keep your motor vehicle tanks filled with gasoline

**Florida hurricane season runs from June 1st to November 30th.**

**Mid-August through late October is the most likely time for a hurricane to make landfall in Florida.**

# Preventing Infections

## During Chemotherapy

If you develop a fever during chemotherapy, treat it as a medical emergency. It may be the only sign of an infection, which can be life-threatening during treatment.

### 1. Watch Out For Fever

**Take your temperature any time you feel warm, flushed, chilled or not well.**

**If you get a temperature of 100.4°F (38°C) or higher, call your doctor immediately, even if it is the middle of the night. DO NOT wait until the office re-opens before you call.**

You should also:

- Keep a working thermometer in a convenient location and know how to use it.
- Keep your doctor's phone numbers with you at all times.
- If you have to go to the emergency room, it's important that you tell the person checking you in that you are a cancer patient undergoing chemotherapy and should be seen quickly.

## 2. Clean Your Hands

### **Keeping your hands clean is important in preventing infections and don't be afraid to ask others to wash their hands, too.**

Everyone around you—including household members, doctors, nurses and visitors—should follow this. If soap and water aren't available, an alcohol-based hand sanitizer is acceptable.

#### **Clean your hands:**

- Before, during, and after cooking food
- Before you eat
- After going to the bathroom
- After changing diapers or helping a child to use the bathroom
- After touching trash
- After touching your pet or cleaning up after your pet
- After blowing your nose, coughing, or sneezing
- Before and after treating a cut or wound or caring for your catheter, port or other access device

## 3. Know the Signs and Symptoms of an Infection

### **While you're on chemotherapy, your body can't fight infections as well as it normally does. Even a small infection can become serious.**

**Call your doctor immediately if you notice any of the following signs and symptoms of an infection:**

- Fever (this is sometimes the only sign of an infection)
- Chills and sweats
- Change in cough or new cough
- Sore throat or new mouth sore
- Shortness of breath
- Nasal congestion
- Stiff neck
- Burning or pain with urination
- Unusual vaginal discharge or irritation
- Increased urination
- Redness, soreness, or swelling in any area, including surgical wounds or ports
- Diarrhea
- Vomiting
- Pain in the abdomen or rectum
- New onset of pain
- Changes in skin or mental status

**Find out from your doctor when your white blood cell count is likely to be the lowest since this is when you're most at risk for infection (also called nadir).**



**96% patient  
satisfaction rate**  
over the past five years



**97,000+  
prescriptions filled**  
for patients in 2024



**Access to 99% of  
oral oncology medications**  
currently on the market



### **We value your feedback.**

In the future, you may be selected to complete a satisfaction survey. If, at any time, you wish to share any feedback about Rx To Go or want to learn more, contact us or visit our website: **[FLCancer.com/RxToGo](https://FLCancer.com/RxToGo)**.

**Phone:** (239) 275-5357  
or (866) 979-8646

**Hours:** M–F: 8 a.m.–8 p.m. (EST)

### **On-Call Service**

We offer 24/7 pharmacist support for any after-hours clinical questions. Call us at (866) 979-8646. You will be directed to a live operator and a pharmacist will return your call within 30 minutes.

To learn more about Rx To Go, LLC and download a digital version of this packet, please visit: **[FLCancer.com/RxToGo](https://FLCancer.com/RxToGo)**

