



**Dear Resident and Family Members,**

We are so pleased to have been given the opportunity to partner with the residents, families and staff at your community.

Saliba's Extended Care Pharmacy would like to serve your medication needs. In a licensed long term care setting, there are state rules and regulations that your community must adhere to, in compliance, providing the safest care for the residents. We work closely with your community to help them attain the highest level of care. Below, we have identified just some of the services we provide.

**Services Provided to Residents and Their Families**

**Specialized Packaging:** All ordered medications are packaged to meet the state's rules and regulations. The packaging label includes the resident name, the medication name, dosage, route by which it is taken, the time the medication is due, the prescription number and a description of the pill. It also includes the prescriber name and the date the medication was ordered. Medications are available in vials (bottles), or a medication punch card (like a bingo card containing one kind of medication per card) or a color coded medication cassette packaging system, colored according to the time the medication is due; single med or multiple meds per each day compartment of the 28 day cassette. (Please ask if you would like to see samples.) These packaging options assist the caregivers to provide the safest and most consistent medication administration/assistance to you or your family member.

**Delivery:** Medication and needed supplies are delivered directly to your community at no additional cost to you; meaning no packaging fee, no delivery fee. Routine medications are refilled automatically every 28 days and there is no need for you to obtain refill prescriptions, as our pharmacy staff obtain the refills from the prescriber for you. Additionally, when there is a change to a current medication or a new medication is prescribed, our service will eliminate the need for you or a family member to drive to a pharmacy to pick up the prescription/medication and deliver it to the community, as our pharmacy and delivery service is available 24 hours a day, 7 days a week.



**Dedicated Billing Professionals:** Statements are mailed on a monthly basis. Our billing team is familiar with many insurance plans, including Medicare Part D plans. They can help explain many aspects of insurance including deductibles, copays, and the doughnut hole. We encourage you to call our pharmacy and speak directly to one of our billing representatives with any questions. Call (623) 815-8965 and follow the prompts for billing.

**Insurance Coverage:** Saliba's Extended Care Pharmacy accepts most insurances.

**Support Staff:** Aside from our pharmacists and certified pharmacy technicians, your community is also supported by a registered nurse from Saliba's Extended Care Pharmacy to assist in meeting regulatory, staff and resident (and residents' family) needs. Our consultant pharmacist is also available to answer medication questions and review your medication regime.

Please feel free to call us directly with any questions or concerns. We look forward to working with you and thank you for the opportunity to serve your medication needs.

Sincerely,

**The Team at Saliba's Extended Care Pharmacy**