

Please feel free to use this template to create your document for the patient's home.

The guideline is below:

- Must have policy and procedures for both the pharmacy and each patient's home
- Can be an information sheet with how to contact pharmacy, when and who to call for emergencies, when to expect deliveries, community resources, safe medication disposal, medication refrigeration, how to solve problems with medications, delivery, etc. available for review with PBMs.

Welcome to [Program or Pharmacy Name]!

We are committed to providing you with the best care and support through our Pharmacy Care at Home program.

Here's some important information to help you get started:

Contact Information

- **Pharmacy Phone Number:** [Your Pharmacy's Phone Number]
- **Emergency Contact:** [Emergency Contact Number]
- **Email:** [Your Pharmacy's Email Address]

When to Call Us

- **Emergencies:** Call the emergency contact number [Number] immediately.
- **Medication Questions:** If you have any questions about your medications, please call the pharmacy.
- **Delivery Issues:** Contact us if you experience any problems with your medication deliveries.

Delivery Information

- **Delivery Schedule:** [Days and Times of Delivery]
- **What to Expect:** Medications will be delivered to your home. Please ensure someone is available to receive them as they will need to be signed for.

Community Resources

- **Local Support Groups:** [List of Local Support Groups]
- **Health Services:** [List of Nearby Health Services]

Safe Medication Disposal

- **Disposal Locations:** [Locations for Safe Disposal]

- **Instructions:** Follow the guidelines for safe disposal of unused or expired medications.

Medication Storage

- **Refrigeration:** Some medications need to be refrigerated. Please store them as instructed.
- **General Storage:** Keep medications in a cool, dry place away from children and pets.

Solving Problems

- **Medication Issues:** If you encounter any problems with your medications, please contact the pharmacy immediately.
- **Delivery Problems:** Report any delivery issues to us as soon as possible.