



althiqa
الثقة pharmacy
صيدلية

althiqa specialty pharmacy is a leading specialty pharmacy focused on providing personalized patient care for high complex diseases and beyond



Welcome Letter

We are pleased to serve you for all your specialty pharmacy needs. You can count on our team to provide safe, high-quality health care to you. As part of our program, we provide patient care in collaboration with your healthcare providers. Together, we will ensure that you continue to have access to quality care during your journey with the specialty medications.

This welcome packet will describe the services we offer, including:

- Adherence Program Services
- 24/7 access to clinically trained staff
- Clinical outcome measures (Targeted interventions)
- Medication profile review
- Non-pharmacological Condition Management
- Supply chain management
- Insurance Claim Coordination
- Financial/Copay Assistance
- Rent or other services as applicable medical equipment, prosthetics, orthotics, and supplies (DMEPOS)

We look forward to providing you with the best service possible. Thank you for choosing us as your specialty pharmacy!

Sincerely,
Al Thiqa Pharmacy





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Who we are:

Al Thiqa Pharmacy is one of the leading providers of pharmaceutical and consumer health products.

We were officially established on the 1st of February, 2016 through the ratification of United Arab Emirates Health Authority. We are currently a group of 8 pharmacies.

We pride ourselves on providing our consumers with quality products backed by our people's expertise and unwavering commitment to ensure that the products we endorse are indeed safe and reliable. Thus, consumers' satisfaction is highly prioritized by us.

Furthermore, by practicing evidence based medicine, our qualified medical professionals strive to offer the most predictable treatment in an optimal and ethical practice environment.

How to contact us?

Pharmacy Location and Contact Information:

- ▶ TOLL FREE: 800 VITAMIN (8482646)
- ▶ Email: specialty@thiqapharmacy.com
- ▶ Location: Al Danah - Zone 1 - Abu Dhabi (<https://goo.gl/maps/bmAj16JoQdnr4XFT8>)

Hours of Operation:

You can access care at Al Thiqa Al Almyiah Pharmacy throughout the 24 hours daily, 7 days a week.





Patient Rights and Responsibilities

PATIENT RIGHTS (DRX2-2A)

The rights that should be offered to all patients include:

1. Patients have the right to be educated on the terms of their prescription drug benefit coverage. This information should be easily accessible by the patient. (DRX2-2B)
2. Patients have the right to have their individually identifiable prescription drug utilization information protected. This right does not prevent the use of patient-specific information for healthcare purposes, such as quality improvement purposes, peer review, disease management, mandatory reporting, adjudication of claims, or for use in adherence and compliance programs. (DRX2-5A)
3. Eligible patients have the right to access prescription services, regardless of sex, age, ethnicity, national origin, religion, genetic information, disability, disease state(s) or source of payment. (DRX2-2B)
4. Patients have the right to receive timely decisions, including expedited decisions for exigent circumstances, and explanations regarding prescription drug coverage limitations, including explanation of decision rationale and procedures for appealing decisions. However, the appeal process does not guarantee access to healthcare services that are excluded from the benefit that is purchased. (DRX2-1A)
5. Patients have the right to receive information to help them make the best use of their medications. (DRX5-2C, DRX5-5F)
6. To receive care that is considerate, respectful of the patients' preference, personal values and spiritual and religious beliefs. (DRX2-2B)
7. To receive the highest professional standards of healthcare on the basis of clinical need and healthcare facility resources by appropriately licensed, qualified and experienced pharmacists in appropriately licensed approved facilities. (DRX4-2B)
8. To receive complete, accurate and easily understood information regarding their medication. (DRX5-2C)
9. To have access to their medical records and medical information. (DRX5-1D)
10. To have privacy during clinical care/treatment. (DRX2-5A)
11. Be informed, in advance of care/service being provided and their financial responsibility (DRX3-4B)
12. 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 (DRX2-1A)
13. To receive information about the scope of services that the organization will provide and specific limitations on those services (DRX2-1A)
14. To ensure that all clinical records are fully updated and relevant information are fully documented; confidentiality of records and communications concerning the care and treatment is observed; clinical records are protected from loss and misuse and circumstances of release of information are clear and permission is sought. (DRX2-5A)
15. To participate in decision making about their drugs and treatment choices. (DRX3-4B, DRX5-4A)



16. To be able to identify visiting personnel members through proper identification (DRX2-2B)
17. To refuse care or treatment after the consequences of refusing care or treatment are fully presented (DRX2-6A)
18. To discuss and request information related to their specific drug therapy, possible adverse side effects and drug interactions. (DRX5-5F)
19. To have drug therapy monitored for safety and efficacy and to make reasonable efforts to detect and prevent drug allergies, adverse reactions or contraindication. (DRX5-7A)
20. To be provided with Arabic/English interpreter services; all other language barriers will be accommodated based upon availability of interpreter resources. (DRX2-8A)
21. To be provided information on how to file a complaint/differing opinion/disagreement; complain or raise differing opinion or disagreement against his/her health plan, healthcare staff and healthcare facility; to be provided with fast and objective review of the complaint and the result of its investigation. (DRX2-4A, DRX2-4A)
22. To be protected from physical assault and protect patients' possessions from misappropriation of their property by pharmacy staff & theft, or loss during their visit/stay in the healthcare facility. (DRX2-2B, DRX2-3A)
23. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property (DRX2-3A)
24. To have appropriate protection if they are children, disabled, elderly or vulnerable. (DRX2-3A)





Warranty

ATP will help customers with manufacturer warranty and repairs on equipment purchased from our pharmacy. Our team will assist you with service and replacements of the durable medical equipment or parts for it.



Rental Equipment

Patients are responsible for routine maintenance and cleaning of rented equipment according to the instructions provided during the initial set-up. Service, parts and labor are provided free of charge on rental equipment (except in the case of misuse or abuse). If the rented equipment has been damaged through misuse or abuse, the maintenance and repair costs become the patient's responsibility.



Complaints Procedure

If we fall short of your expectations, we encourage you to immediately voice your concerns about your safety and the standard of our service to:

Any member of Al Thiqa Specialty Pharmacy staff

The manager and/or director of Al Thiqa Specialty Pharmacy

The email or telephony contact information provided above

If you believe that any of your concerns or complaints have not been addressed, you can file a formal Complaint Report with the management and leadership team of Al Thiqa Specialty Pharmacy.

You will be contacted by the appropriate pharmacy personnel to discuss your concerns and start the review process. The information will be reviewed by the appropriate personnel and leadership involved in your care. Within five (5) working days, you will receive a notice with the results of the review or a statement that the assessment is ongoing.

Within fourteen (14) working days, you will receive the outcome or result of the report in writing or via phone.

If you decide not to use the of Al Thiqa Pharmacy Complaints procedure or if we are unable to satisfactorily address your concern(s), you also have the option to get in touch with the Accreditation Commission for Healthcare (ACHC): +1-855-937-2242



Emergency Preparedness & Community Support Channels

There are many different types of natural disasters that could happen and have a serious impact on you and your house. Al Thiqa Pharmacy intends to assist you with your urgent medical requirements. Numerous community and social organizations offer vital information on how you may get ready for an emergency. To find out more about emergency preparedness, Al Thiqa Pharmacy invites you to look into the resources listed below.

The National Emergency Crisis and Disasters Management Authority NCEMA



<https://www.ncema.gov.ae/>
T: 024177000

UAE Red Crescent



www.rcuae.ae
T :+971 4 883 2233

In case of an emergency, you can call the following numbers while anywhere in the UAE:

- 999 for Police
- 998 for Ambulance
- 997 for Fire Department (Civil Defence)
- 996 for Coastguard
- 991 for electricity failure
- 922 for water failure.

In order to help you and your loved ones get ready, a variety of these resources provide information, tips, and checklists. If you have any difficulties or are unable to use the internet, please let a staff member know so that we may discuss the options with you and assist you in getting printed copies of the documents you need.

In the event of a natural disaster, Al Thiqa Pharmacy maintains an emergency preparedness strategy to ensure that we support and prioritize patients using life-saving or specialty medications. Al Thiqa Pharmacy team or other local emergency management resources may offer assistance if staff safety is at risk.

For patients who receive specialty or life-saving medications from the Al Thiqa Pharmacy, it's crucial that you start early planning steps which include:

1. Your Al Thiqa Pharmacy patient record should be updated with the name and phone number of your emergency contact.
2. Make sure you or a designated caregiver is present to receive your usual delivery on time on a regular schedule, if you receive deliveries. If you know in advance that you won't be available, you can make the necessary arrangements in alignment with Al Thiqa Pharmacy.
3. Keeping the Al Thiqa Pharmacy personnel informed of your stock of backup supplies on a regular basis.
4. Creating your own emergency management strategy with the pharmacy staff's assistance, if necessary, in the event that you have to travel or relocate.



For patients who merely get products from an Al Thiqa Pharmacy which are not life-saving, it's crucial that you make advance preparations as well by:

1. Being aware of how frequently your insurance covers the purchase of new items and requesting refills when necessary.
2. Taking into account other sources where your goods might be available in the event that your regular order is disrupted (partnered pharmacies or other home medical vendors as informed by the pharmacy team).
3. Making your own emergency plan, including a list of the items you'd need on hand in case you have to relocate or travel.

Keep Al Thiqa Pharmacy phone number handy at all times, and no matter what kind of medications or products you get, we will do everything we can to meet your demands in the event of a natural disaster.

If you have questions or are identified as a person from the "people of determination" (including physical, mental, cognitive impairment, or sensory disabilities), an Al Thiqa Pharmacy staff member can provide you the following information concerning the special centers and considerations for "people of determination".



Patient & Population Safety

We encourage you to immediately report any Adverse Drug Reactions or medical concerns you experience to:

- Any member of Al Thiqa Specialty Pharmacy staff
- The email or telephony contact information provided above
- Your treating doctor



MASKS

Should you put on a mask when you go to the doctor or the pharmacy?

Yes. If it's required by law in the region or if you exhibit any of the following signs:



Sneezing or coughing



Wheezing or shortness of breath



A fever or the feeling of a fever



Sore throat

These are symptoms of an infection that affects the respiratory system. If you cough or sneeze close to someone, you could make them sick. If you require a mask, request one. When speaking with someone, keep the mask on. They will request that you speak up if they can't hear you.

Your immune system, which defends against pathogens, isn't functioning properly if you're feeling ill. Wearing a mask also helps to protect you from dangerous germs. You might be able to avoid getting sicker if you wear a mask. Help in halting the spread of infections!

SNEEZING AND COUGHING

How do you cover your coughs and sneezes?

When you sneeze or cough, cover your face to prevent spreading your microbes. Two effective methods exist for doing that:

1. After using a tissue, throw it in the trash.
2. Cough or sneeze into your sleeve, your shirt, or your jacket.
3. Always wash your hands thoroughly after coughing or sneezing. Cleaning your hands frequently throughout the day is one of the healthiest things you can do for your health.



Patient & Population Safety

CLEANING YOUR HANDS

So how would you thoroughly clean your hands?

1. Wash your hands with soap and water if you notice any "dirt" on them.
2. You can use soap and water or hand sanitizer if you cannot see any debris.

Using a waterless gel or foam hand sanitizer to clean:

1. Make use of a product that contains at least 60% alcohol.
2. Put a portion the size of a quarter in one palm.
3. Thoroughly rub your hands together. Include your hands' backs, the spaces between your fingers, the area around your thumbs, and your fingernails.
4. Rub for at least 15 seconds to completely dry your hands.

To clean with soap and water:

1. Wash your hands with soap and clean, running water, either warm or cold.
2. To create lather, rub your hands together. Rub your hands vigorously. Include your hands' backs, the spaces between your fingers, the area around your thumbs, and your fingernails.
3. Rub for 15 seconds or more.
4. After thoroughly rinsing your hands under running water, rub them.
5. Use a fresh towel to towel your hands dry.





Patient & Population Safety

SHARPS & THEIR DISPOSAL

1. Always store medications in their original containers.
2. To totally hide personal information on prescription bottles, use a thick marker or another object.
3. Put bottles in an opaque container with a tight-fitting lid, such as a yogurt container, or wrap them in a plastic bag of a dark color. Place the container in the garbage and cover it up.
4. Avoid recycling.
5. Avoid flushing any medication down the toilet or drain.
6. Avoid keeping extra or outdated medication lying around the house.
7. Prevent children from accessing any drugs.
8. Used sharps should be placed in sharps containers are submitted to Al Thiqa Specialty Pharmacy

Needle-Stick Safety

Follow this first aid advice right away if needle punctures or pierces your skin:

1. Ideally, hold the wound under flowing water to make it bleed.
2. Wash the injury with plenty of soap and running water.
3. Avoid rubbing the wound when washing it;
4. Avoid sucking the wound when washing it;
5. After the wound has been dried, apply a waterproof dressing or plaster.
6. You should also get immediate medical help since you might need to receive therapy to lower your chance of contracting an infection.



Documents to Receive From the Pharmacy Team

1. Copy of the patient Enrollment Form
2. Copy of the individualized comprehensive care plan
3. Copy of the patient treatment educational material and complementary equipment, if any

Component	Collected by patient (Signature)	Date of Collection
1. Who are we?		
2. How to contact us?		
3. Patient Rights and Responsibilities		
4. Warranty		
5. Rental Equipments		
6. Complaints Procedure		
7. Emergency Preparedness & Community Support Channels		
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Welcome Package Checklist

Al Thiqa Specialty Pharmacy Services

- | | |
|--|---|
| <input type="checkbox"/> Treatment Compliance Support | <input type="checkbox"/> CaringSharingMatters |
| <input type="checkbox"/> 24/7 access to clinically trained staff | <input type="checkbox"/> CareerGo |
| <input type="checkbox"/> Clinical outcome measures | <input type="checkbox"/> TPVigilanceRx |
| <input type="checkbox"/> Medication profile review (prescription and non-prescription medications) | <input type="checkbox"/> TPVigilanceProof |
| <input type="checkbox"/> Non-pharmacological condition management | <input type="checkbox"/> SmartReg Service |
| <input type="checkbox"/> HealthBoost | <input type="checkbox"/> TrialCard |
| <input type="checkbox"/> TPTech | <input type="checkbox"/> PrescriberTick List coverage |
| <input type="checkbox"/> Lab and vaccination services | <input type="checkbox"/> RxValue |
| <input type="checkbox"/> Supply chain management | <input type="checkbox"/> SmartData |
| <input type="checkbox"/> Care coordination | <input type="checkbox"/> TPReporter |
| <input type="checkbox"/> Insurance claim coordination | |
| <input type="checkbox"/> Financial/Copay Assistance | |
| <input type="checkbox"/> EasyTravel services | |

