



## **Specialty Pharmacy Welcome Packet**

### **Medications and Medication Safety**

#### **Address:**

531 E 7th St Brooklyn, NY 11218

(718) 921-8777 toll-free phone

(718) 921-9777 toll-free fax

#### **Website**

<http://www.michaelspharmacynyc.com/>

#### **Pharmacy Hours of Operation**

##### **Eastern Standard Time**

Monday-Friday

9:00 am to 7:00 pm

Closed

Saturday

Sunday

9:00 am to 5:00 pm

Pharmacy staff is available 24/7/365 days a year by calling the toll-free phone number.



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## MEDICATIONS AND MEDICATION SAFETY

### MANAGING YOUR MEDICATIONS

#### *Definition of Medication*

Medications are medicines that are prescribed or sold over-the-counter (OTC) and all homeopathic and herbals.

**Over the counters** are those medications you can go to the store and purchase like Tylenol, vitamins, CQ10, St. John Wort and fish oil, etc.

Many people need help in managing their medicines. One of our goals is to help you understand the purpose of your medicines and how to take them correctly. To help you maximize your independence in managing your medicines, please tell your pharmacist and/or doctor:

- If you have new medicines.
- If you have changed your medicines.
- If you have a change in the disease the drug is treating.
- All over-the-counter medications and herbals (examples: vitamins, Tylenol, St, John Wort) you are taking.
- If you do not fully understand the instructions related to your medications.
- If you do not think that your medicines help you.
- Are concerned or experiencing side effects.
- You do not always remember to take your medicines at the right time.
- Have trouble reading or seeing small print instructions on medicine bottles.
- Have trouble holding the small pills, or opening the packaging or medicine bottles.
- Have difficulty swallowing your pills.
- Have trouble paying for your medicines.
- Have old or expired prescriptions in your home.
- Use more than one pharmacy to have your prescriptions filled.

Carry a current list of your medications with you at all times and make the list available to all members of your healthcare providers.

When hospitalized your physician may change your medication, **MAKE SURE** after you are discharged from the hospital you take your medications as prescribed on your discharge medication list.

Dispose of medication as recommended by Federal and State laws and regulation.

It is important for you to be knowledgeable of all your medications including:

- What disease the medication has been prescribed for?
- General knowledge of how the medication works.
- Knowledge of potential side effects to prevent an injury to you or others, such as driving after taking a narcotic.



- How to take your medication such as frequencies, time, dose, and route (by mouth, SQ injection just under the skin)?
- What your medication will interact with such as alcohol or grapefruit juice.
- Ability to administer medication as prescribed, or the ability to give yourself injections when ordered.
- Does the medication have any special warnings like Black Box, take with food or take on an empty stomach?
- What to do if you miss a medication dose; sometimes you cannot take the missed dose.
- Can you chew or crush the medication?
- When to notify your pharmacist and physician.
- How to store your medication, i.e., do they need to be stored in the refrigerator or is it sensitive to light or the temperature range at which the medication needs to be stored?
- Inspect your medication after being filled: Does it look like the medication you have taken before? Is the label correct? Does it have your name on the package?
- If you have any QUESTIONS or CONCERNS, call the pharmacist.
- Call the Pharmacist if there is or if you suspect an error, errors do occur when dispensing medication.
- How to properly and safely dispose of your medications.

Inspect all medications when your medications are delivered for damage and appropriate temperature range. Maintaining appropriate manufacturer temperature ranges are extremely important for all medications also some medications require refrigeration. If you are concerned about the integrity of the medication call Michael's Pharmacy. Also, check medications to make sure they stay out of the reach of children or out of the reach of mentally impaired individuals.

Medications are to be stored as recommended by the manufacturer which is provided with each shipment. It is important that you review the information, however, if you have questions or suggestions regarding any of Michael's Pharmacy's process including medication selections, please give us call at (718) 921-8777.

## ***Drug Reaction/Adverse Event***

Michael's Pharmacy's pharmacists conduct a drug interaction review before dispensing of any medications. Also, the electronic pharmacy system performs a potential review at the time of dispensing, however, not all possible reaction or severity of a reaction can be predicted.

With each dispensing a printed medication information sheet is provided to the clients/caregivers. The information describes common, moderate and severe side effects.

IT IS EXTREMELY IMPORTANT that you have a list of all your medications, including over the counters, herbals and homeopathic. Also, it is important to give all healthcare providers a list of your medications and to inform all healthcare providers of changes to medications.

The staff will review your current allergies/sensitivities and medications that are currently in the 2Michael's Pharmacy database. This information is kept updated in Michael's Pharmacy's database(s) . The information regarding prescribed, over the counter medications, herbal, homeopathic, and allergies/sensitivities is used to ***identify potential risk*** of reactions. If you have a reaction please notify your physician and Michael's Pharmacy. **IMMEDIATELY**

***For moderate or to life threatening emergencies CALL 911 or GO TO YOUR NEAREST EMERGENCY ROOM.***



## **Definition**

An adverse drug reaction is defined as: "Any response to a drug that is noxious and unintended and that occurs at doses used in humans for prophylaxis, diagnosis or therapy, excluding failure to accomplish the intended purpose." Michael's Pharmacy has a formal Adverse Drug Reaction process.

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## **Medical Emergency**

**In the case of medical emergency, please call 911 or your local emergency services for immediate assistance.**

Notify Michael's Pharmacy and your physician when you are stable and no longer in immediate danger.

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## **Reporting Of Other Events**

Please notify Michael's Pharmacy if you are hospitalized, go to the Emergency Room, go to your physician's office for an unplanned visit or miss work or school because of your disease state.

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## **Returns**

All unused pharmaceuticals are to be returned to Michael's Pharmacy for proper disposal. Pharmaceuticals returned to Michael's Pharmacy are not re-dispensed. When returning medication to Michael's Pharmacy, please do the following:

- Re-package the medication in the original shipping material.
- Complete the "Reason for Return" form included in your shipment.
- Affix the enclosed prepaid, pre-addressed FedEx air bill to the outside of the package.
- Call FedEx at 1-800-GO-FedEx to arrange to pick up.

**DO NOT FLUSH UNUSED MEDICATION IN THE TOILET**

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## **Recalls**

In the event of medications being recalled, Michael's Pharmacy will follow the FDA or manufacturer's recommendations. Michael's Pharmacy will contact patients who



received the medication when advised by the FDA; Michael's Pharmacy will provide the patient with instructions per the FDA.

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## **Medication Administration**

It is the goal of the Michael's Pharmacy for you to manage your medication therapy. During the initial assessment, you will be asked about your confidence to comply with the prescribed pharmaceutical. Please ask questions or make staff aware you need additional training with medication administration.

As a client you have 5 rights with administration of your medications, these rights include:

- Right client
- Right route of administration
- Right dose/strength
- Right drug

Your clinicians at your doctor's office or those associated with the manufacturer of your medications may offer free administration training.

## **Administration by Injection**

If your medication is to be administered by inject be sure to ask if you need injection training. Training should include an overview of the skills necessary to carry out your injections at the doctor's office or your home or office. In case your clinicians do not offer these services, ask them if they can direct you elsewhere. Receiving injection training can help you manage your treatment, especially as you first start giving your injections.

STEP 1: Hand Hygiene

STEP 2: Set Up Medication

STEP 3: Prepare to give injection

STEP 4: Administer injection

STEP 5: Dispose of used needles/syringes

These steps are general, self-injection principles that are intended to be utilized as a supplement to your injection training with a clinician

Following the directions about your medication's specific storage, preparation and administration provided in the medication guide or package insert

If you are giving your injection with an injection device, also refer to the medication guide, package insert or website for injection instructions specific to the device.



## **Step 1: Hand Hygiene**

### **Wash your hands—Centers for Disease Control and Prevention recommendations**

It is important to begin by washing your hands thoroughly to prevent infection. A thorough hand washing includes scrubbing the backs of hands, fingertips, thumbs, under the fingernails and between fingers.

When washing hands with soap and water:

1. Wet your hands with clean, running water and apply soap. Use warm water if it is available.
2. Rub hands together to make a lather, and scrub all surfaces.
3. Continue rubbing hands for 15-20 second, the time it takes to sing the "Happy Birthday" song twice.
4. Rinse hands with water.
5. Dry hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet.

If hands are not visibly dirty and if soap and clean water are not available, use an alcohol-based hand sanitizer:

1. Apply product to the palm of one hand.
  2. Rub your hands together.
  3. Rub the product over all surfaces of your hands and fingers until dry.
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## **Step 2: Set Up Medications**

Gather your medication and supplies, take special note of any warning or instructions such as take with food.

## **Step 3: Preparing to Give an Injection**

### **Prepare your medication and syringe**

1. If your medication is stored in the refrigerator, remove it from the refrigerator about 30 minutes before you plan to inject so it can warm up to room temperature.
2. Put supplies on a clean, dry surface—perhaps a bathroom or kitchen counter or table.
3. It is important that you understand and follow directions for the preparation and administration of your medication contained within the medication guide or package insert.
4. Your medication may be supplied in a pre-filled syringe that does not require mixing. Because you are using a pre-filled syringe, you may not need to prime the syringe. It is important to check for air bubbles and to see if the level of the medication is at the top of the needle.
5. If you need to prime the syringe to remove all the air from it, hold the syringe pointing upwards, and gently tap the sides to force any air bubbles to the top. Push the plunger slowly until you see one or two drops come out from the tip of the needle. This ensures that all air is out.
6. If your medication preparation requires mixing diluent (liquid) with dry powder, follow the directions as specified in the medication information.



## **For pen devices, refer to the medication guide or package insert**

Alternatively you may check the manufacturer's website for injection instructions specific to the device, as each one is different.

### **Injection Site**

Your doctor will tell you whether your medication is injected into subcutaneous tissue or intramuscular tissue.

A subcutaneous injection involves depositing medication into the fatty tissue directly beneath the skin using a short injection needle. Body sites typically include the upper arm, abdomen or the top of the thigh. See Body Sites for Subcutaneous Injection image.

An intramuscular injection involves depositing medication into deep, muscle tissue using an injection needle longer than those used for subcutaneous injections. Body sites typically include the mid-thigh or upper, outer quadrant of the buttocks. See Body Sites for Intramuscular Injection image.

Before giving the injection, clean the injection site with an alcohol wipe starting at the puncture site, using firm pressure and working your way outward in a circular motion. Let the alcohol dry for a few seconds.

It is recommended that you alternate body sites each time you give an injection. Keeping a written record is also recommended as it can be helpful in recalling where you injected last.

### **Rotating injection sites**

It is extremely important to rotate sites to keep the skin healthy. Repeated injections in the same spot can cause scarring and hardening of fatty tissue that will interfere with absorption of the medication. Each injection should be about 1 inch apart. Each injection site can be measured with a small dot Band-Aid, providing the patient is not sensitive to the adhesive.

Start injections at the highest point of the area and continue down toward the point farthest away from the body (for example, upper arm down toward elbow). It is preferable to use all sites available on one body part (arm or leg) before moving on to another. However, some parents find that children are more accepting of injections if they are rotated from one body part to another (arm, leg, arm, leg). Avoid giving injections in areas that are burned, reddened, inflamed, swollen, or damaged by prior injections.

## ***Step 4: Administer injection***

### ***Subcutaneous (SQ) Injection***

#### **What is a subcutaneous injection?**

A subcutaneous injection is given in the fatty layer of tissue just under the skin.

#### **Why are subcutaneous (SQ) injections given?**

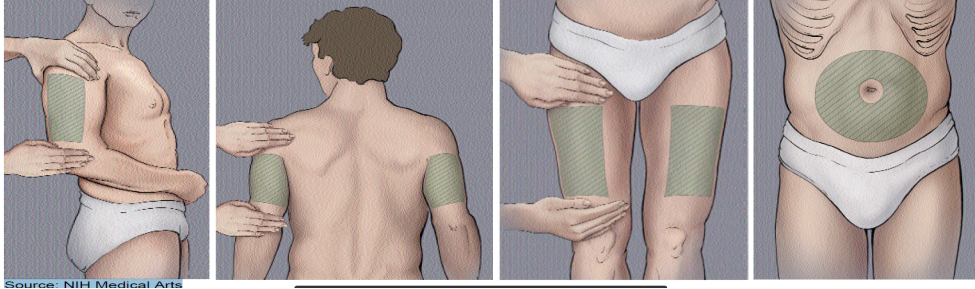
These injections are given because there is little blood flow to fatty tissue, and the injected medication is generally absorbed more slowly, sometimes over 24 hours. Some medications that can be injected subcutaneously are growth hormone, insulin, epinephrine, and other substances.





## SQ Injection

Remove the needle cover, being careful not to touch the needle. Hold the syringe as you would a pencil. Select your injection site



With your free hand, gently pinch the skin at the injection site. You should be pinching one to two inches of skin. See Example of Subcutaneous Injection image.



Holding the syringe straight up from the injection site, insert the needle using a quick motion. A slow, gentle push will cause more pain.

The next step of slowly "pulling back" on the plunger of the syringe to see if blood flows into the syringe—or not to do this—is specific to how you were instructed to give yourself an injection. It is important that you understand and follow your medication's specific instructions.

**A. If you were NOT instructed to pull back on the plunger, OR if you were instructed to do so and NO blood enters the syringe:**

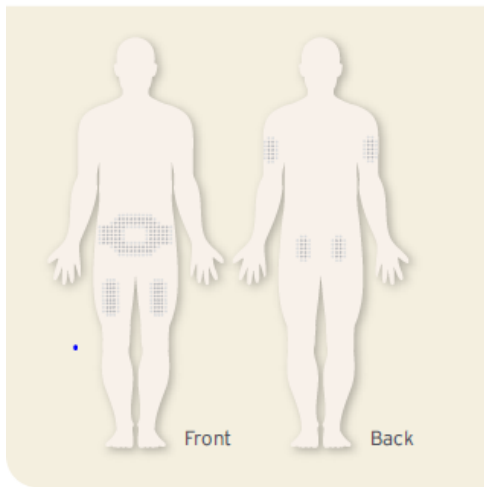
Slowly inject the medication by gently pushing the plunger until the syringe is empty.  
Remove the needle gently but quickly, and apply pressure to the injection site with an alcohol wipe.  
Apply a bandage if necessary.

**B. If you were instructed to pull back on the plunger AND blood entered the syringe (this does not happen often):**

1. Do NOT give the injection.
2. Remove the needle from the injection site.
3. Dispose of the needle and syringe as instructed.
4. Prepare another injection. Go back and begin instructions at Step 3. "Administer Injection/Subcutaneous Injection," No. 1 and proceed, as needed, for blood entering the syringe or not.



## ***Intramuscular Injection***



### **Example of Intramuscular Injections**

Remove the needle cover, being careful not to touch the needle. Hold the syringe as you would a pencil. With your thumb and index finger, stretch the skin of the injection site slightly. Try to relax the muscle you will be injecting; as injecting into tense muscles will be more painful.

Holding the syringe straight up from the injection site, insert the needle using a quick motion. A slow, gentle push will cause more pain. See Example of Intramuscular Injection image.

The next step of slowly "pulling back" on the plunger of the syringe to see if blood flows into the syringe—or not to do this—is specific to how you were instructed to give yourself an injection. It is important that you understand and follow your medication's specific instructions.

#### **A. If you were NOT instructed to pull back on the plunger, OR if you were instructed to do so and NO blood enters the syringe:**

- Slowly inject the medication by gently pushing the plunger until the syringe is empty.
- Remove the needle gently but quickly, and apply pressure to the injection site with an alcohol wipe.
- Apply a bandage if necessary.

#### **B. If you were instructed to pull back on the plunger AND blood entered the syringe (this does not happen often):**

1. Do NOT give the injection.
  2. Remove the needle from the injection site.
  3. Dispose of the needle and syringe as instructed.
  4. Prepare another injection. Go back and begin instructions at Step 3. "Administer Injection/Intramuscular Injection," No. 1 and proceed, as needed, for blood entering the syringe or not.
- Note: Some medication instructions may direct you to replace the needle only and proceed.*

## ***Using an Injection Pen***

1. Insert the pen needle at a 90-degree angle.

After the needle is completely inserted into the skin, release the skin that you are grasping. Press down on the plunger to release medication into the subcutaneous layer in a slow, steady pace.



**If using a pen**, press the injection button completely (or until it clicks). Count 10 seconds before removing the needle from the skin.

2. As the needle is pulled out of the skin, gently press a 2 x 2 gauze onto the needle insertion site. Pressure over the site while removing the needle prevents skin from pulling back, which may be uncomfortable. The gauze also helps seal the punctured tissue and prevents leakage,

3. If instructed to do so, press or rub the site for a few seconds.

4. It is not serious if you notice blood at the site after the needle is removed. You may have nicked a surface blood vessel when you injected, and blood is following the needle track out to the surface. Simply press the site with a 2 x 2 gauze pad. Also, a small amount of clear fluid may appear at the site. This may be the medication that is following the needle track to the surface. Again, apply pressure using a 2 x 2 gauze pad.

5. Untwist the needle from the pen and safely dispose of the needle. Replace pen cap and store as instructed.

## ***Dispose of used needles/syringes***

### **How to Dispose of Sharps**

Syringes and Lancets and other injectable supplies should be placed in a puncture-resistant container or a Sharps container. Medical waste disposal, including Sharps containers, varies by county. Contact your doctor's office for instructions or proper disposal in your county. **Please Do Not Send Used Sharps Containers Through The Mail Back To Michael's Pharmacy.**

Used sharps should be immediately placed in a sharps disposal container. FDA-cleared sharps containers are available through pharmacies, medical supply companies, healthcare providers and online. These containers are made of puncture-resistant plastic with leak-resistant sides and bottom. They also have a tight-fitting, puncture-resistant lid. If an FDA-cleared container is not available a heavy-duty plastic household container, such as a laundry detergent container can be used as an alternative.

## ***Importance of Safe Sharps Disposal***

Used needles and other sharps are dangerous to people and pets if not disposed of safely because they can injure people and spread infections that cause serious health conditions. The most common infections are:

- Hepatitis B (HBV),
- Hepatitis C (HCV), and
- Human Immunodeficiency Virus (HIV).

Safe sharps disposal is important whether you are at home, at work, at school, traveling, or in other public places such as hotels, parks, and restaurants.

Never place loose needles and other sharps (those that are not placed in a sharps disposal container) in the household or public trash cans or recycling bins, and never flush them down the toilet. This puts trash and sewage workers, janitors, housekeepers, household members, and children at risk of being harmed.

Pet owners who use needles to give medicine to their pets should follow the same sharps disposal guidelines used for humans.



## **What to Do If You Are Accidentally Stuck by a Used Needle or Other Sharp**

If you are accidentally stuck by another person's used needle or other sharp:

Wash the exposed area right away with water and soap or use a skin disinfectant (antiseptic) such as rubbing alcohol or hand sanitizer.

Seek immediate medical attention by calling your physician or local hospital.

Follow these same instructions if you get blood or other bodily fluids in your eyes, nose, mouth, or on your skin.

Thank you for choosing Michael's Pharmacy. Please call us with any additional questions, concerns or suggestions.

### **Michael's Pharmacy**

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