



Welcome to Vital Care. Our purpose is to provide you with quality infusion services through our dedicated and trained staff. During the course of your care, we hope you will find our staff to be friendly, accommodating, professional, and caring.

## About Us...

Vital Care is a for-profit company owned by KCC, Inc. Our pharmacy provides services to all eligible patients and is non-discriminatory towards patients based on race, color, national origin, disability, limited English proficiency, or age.

Our scope of services provided include:

- Specialty Pharmacy
- Home Infusion Services
- Ambulatory Infusion Suites
- Nutritional Support

## Pharmacy Hours

Our pharmacy and office hours are 8:00 a.m. until 5:00 p.m., Monday through Friday. After these published business hours and on holidays, we may be reached through our after-hours service. To access our after-hours number please call (877) 361-2407 and follow the instructions provided. A member of our staff will be notified and will promptly return your call.

## Disability Accommodations

Our facility is compliant with ADA requirements. If you plan to visit our facility and require any assistance to accommodate your disability, please inform our staff and we will be pleased to collaborate with you to make your visit convenient and safe. Also, if you are unable to read or comprehend any of our training materials or consent forms, please let us know and we will be happy to read, explain, or translate any of those materials for you.

## Delivery of Medication and Supplies

At Vital Care, every effort will be made to prepare your medication as soon in advance as practical for your treatment. Considerations for stability of drugs, dosage adjustments by your prescriber, and your lab test results may affect when your products are prepared and delivered. Our staff will keep an open line of communication with you to make sure the time we arrange for delivery of your medication and supplies is convenient for you.



For our home infusion patients, after your first delivery we will contact you on a regular basis to review supply and medication items remaining in your home and calculate how many doses of medications and supply items you will need us to deliver. This regular inventory is required to ensure that you receive the correct items, and to assure that you are using your medications and supplies at the correct rate and on the correct schedule. If we determine that there is an issue with your use of supplies, we will discuss it with you and possibly your home care agency and/or prescriber. We will also ask several follow-up questions about your therapy that will help us provide you with the best possible services.

## **Compliments, Grievances, Complaints, and Concerns**

If for some reason you are not satisfied with the level of service provided to you by our pharmacy, please feel free to call or write to us so that we may resolve any issue that may arise. Telling us your concern is something we welcome and would never hold against you. You may call us at (877) 361-2407. Letters may be mailed to the address below. As per our policy, you should expect to receive notification from our pharmacy within five (5) days of our pharmacy receiving a complaint or concern that it has been received and is being investigated. A written response detailing the results of the investigation will be provided within fourteen (14) business days.

Vital Care

8625 Line Avenue

Shreveport, LA 71106

As our pharmacy is accredited by the Accreditation Commission for Health Care (ACHC), you may contact them to express a concern, a complaint, or a compliment regarding our services. They can be reached at (919) 785-1214.

To file a complaint with the State Board of Pharmacy, they can be reached at (225) 925-6496.

To file a complaint with the State Board of Nursing, they can be reached at (225) 755-7500.

To file a complaint with Centers of Medicare & Medicaid Services (CMS) at (800) 633-4227

*The Food and Drug Administration (FDA) requires that we provide the following information to you: "Call your doctor for medical advice about side effects. You may report side effects to the FDA at 1-800-FDA-1088".*



Receiving care at home or in the ambulatory infusion suite setting can be a most rewarding experience. We will do everything possible to provide you with high-quality infusion therapy by providing local, safe, convenient, and professional infusion services.

Sincerely,

Brad Gilchrist, VP Pharmacy Operations