HOLLY HILL PHARMACY
Home Infusion Services

Patient handbook

Holly Hill Pharmacy

1702 Ridgewood Avenue Suite A - G

Holly Hill, Florida 32117

Phone: (386) 677-7377 Fax: (386) 677-0739

Toll Free Phone: (844) 724 -2567

Hours of operation

Monday- Friday 9:00am – 5:30pm

Saturday CLOSED

Sunday- CLOSED

Our mission: provide personalized pharmaceutical care with the kind of attention and expertise that large chain pharmacies can’t offer.

A clinical pharmacist and nurse are on call 24/7 for home infusion and nursing patients. Call (386) 677-7377 if you need us.

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Welcome to Holly Hill Pharmacy!

Welcome to Holly Hill Pharmacy, a family-owned pharmacy serving Florida since 1983. Our pharmacists and nurses work with your doctors to support your care.

Home infusion therapy

Our Clinical Specialist can provide you with your home infusion needs. Whether you require IV antibiotics, hydration therapy, or parenteral supplementation, we can assist you. Call today and ask our IV department for more information. Please understand that home infusion comes with risks and benefits. Any complications, injuries, or adverse results cannot be given immediate emergency medical attention in the home as in the hospital setting. With any drug therapy, there are risks that are known as well as unknown. It is recommended to discuss any of these matters/concerns with your physician.

Pharmacy counseling

Our pharmacists are available when you have questions concerning your medications. Our pharmacists are knowledgeable professionals and will gladly take the time to show you how to use the medications or supplies prescribed by your doctor. Call (386) 677-7377 for pharmacy counseling or questions about your medications and supplies.

Additional services

Acute and nutritional infusion: IV antibiotics, antifungals, hydration, customized total parenteral nutrition (TPN), and other physician-directed IV therapies.

Specialty infusion and IVIg: Biologic and immunoglobulin therapies for chronic neurological, inflammatory, and immune conditions, with pharmacist oversight and ongoing monitoring.

Home infusion nursing: Medication administration, IV and PICC-line care, patient education, and treatment monitoring. When covered, use our nurses or choose your own agency.

Ambulatory infusion suite: Infusions in a private setting with on-site nursing oversight, including specialty biologics and IVIg.

Retail and specialized pharmacy: Prescription and over-the-counter medicines, HIV and hepatitis C services, PrEP and PEP, refill synchronization, medication therapy management, and prescription transfers.

Care coordination and support: Insurance and authorization assistance, doctor coordination, and medication delivery. A clinical pharmacist and nurse are on call 24/7 for home infusion and nursing patients. Call (386) 677-7377 if you need us.

Patient information

- A clinical pharmacist and nurse are on call 24/7 for home infusion and nursing patients. Call (386) 677-7377 if you need us. For a medical emergency, call 911; do not wait for a callback.
- Complaint Procedure: You have the right and responsibility to express concerns, dissatisfaction or make complaints about services you do or do not receive without fear of reprisal, discrimination, or unreasonable interruption of services. The telephone number is (386) 677-7377. When you call, ask to speak with the pharmacy manager.
- Holly Hill Pharmacy has a formal grievance procedure that ensures that your concerns will be reviewed and an investigation started within 48 hours. Every attempt shall be made to resolve all grievances within 14 days. You will be informed in writing of the resolution of the complaint/grievance.
- If you feel the need to further discuss your unresolved concerns, dissatisfaction, or complaints with other than Holly Hill Pharmacy staff, contact the Florida State Attorney General Citizens Services at (850) 414-3990.
- The toll-free number for Medicare to file a complaint or to speak with customer service is 1-800- MEDICARE or 1-800-633-4227.
- You may also contact ACHC at (919) 785-1214 or (855) 937-2242. ACHC will document and investigate all complaints and/or allegations received against currently accredited organizations.

Patient rights and responsibilities

Holly Hill Pharmacy supports the patient's bill of rights. You have the right to be notified in writing of your rights and obligations before treatment has begun. The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent. Holly Hill Pharmacy has an obligation to protect and promote the rights of their patients, including the following rights:

Rights

As the patient/caregiver, you have the RIGHT to:

- Be treated with dignity and respect.
- Confidentiality of patient records and information pertaining to a patient's care
- Be presented with information at admission in order to participate in and make decisions concerning your plan of care and treatment.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Be notified in advance of the types of care, frequency of care, and the clinical specialty providing care.
- Participate in the development and periodic revision of the plan of care.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be provided equipment and service in a timely manner.
- Receive an itemized explanation of charges.
- Be informed of company ownership.
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Be informed of potential reimbursement for services under Medicare, Medicaid, or other third-party insurers based on the patient's condition and insurance eligibility (to the best of the company's knowledge)
- Be notified of potential financial responsibility for products or services not fully reimbursed by Medicare, Medicaid, or other third-party insurers. (to the best of the company's knowledge)

- Be notified within 30 working days of any changes in charges for which you may be liable.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- Purchase inexpensive or routinely purchased durable medical equipment.
- Have the manufacturer's warranty for equipment purchased from “Holly Hill Pharmacy” honored.
- Receive essential information in a language or method of communication that you understand.
- Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Patients have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Choose a healthcare provider, including an attending physician*, if applicable
- The patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her health information as permitted under applicable law.
- 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.
- Be able to identify visiting personnel members through proper identification.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
- Be informed of any financial benefits when referred to an organization.

Client responsibilities

As the patient/caregiver, you are RESPONSIBLE for:

- Notifying the company of a change of address, phone number, or insurance status.
- Notifying the company when service or equipment is no longer needed.
- Notifying the company in a timely manner if extra equipment or services will be needed.
- Participation in the plan of care/treatment.
- Notify the company of any change in condition, physician orders, or physician.
- Notifying the company of an incident involving equipment.
- Meeting the financial obligations of your health care as promptly as possible.
- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters pertinent to your health.
- Your actions if you do not follow the plan of care/treatment.

Our rights

As your pharmacy of choice, we have the right to:

- Terminate services to anyone who knowingly furnishes incorrect information to our pharmacy to secure medication or durable medical equipment.
- To refuse services to anyone who enters our pharmacy and is threatening, intoxicated by alcohol, drugs, and/or chemical substances and could potentially endanger our staff and patients.

Emergency preparedness plan

Holly Hill Pharmacy has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility, chemical spills in the community, hurricanes, tornadoes, and community evacuations. Our primary goal is to continue to service your healthcare needs. It is your responsibility to contact Holly Hill Pharmacy regarding any medications you may require when there is a threat of disaster or inclement weather so that you have enough medications to sustain you.

If a disaster occurs, follow instructions from the civil authorities in your area. Holly Hill Pharmacy will utilize every resource available to continue to service you. However, there may be circumstances where Holly Hill Pharmacy cannot meet your needs due to the scope of the disaster. In that case, you must utilize the resources of your local rescue or medical facility. Holly Hill Pharmacy will work closely with authorities to ensure your safety.

Home safety information

Here are some helpful guidelines to help you keep a careful eye on your home and maintain safe habits. The safe way is always the right way to do things. Shortcuts may hurt. Correct unsafe conditions before they cause an accident. Take responsibility. Keep your home safe. Keep emergency phone numbers handy.

Medications

- If children are in the home, store medications and poisons in childproof containers and out of reach.
- All medicines should be labeled clearly and left in their original containers.
- Do not give or take medicines that were prescribed for other people.
- When taking or giving medicines, read the label and measure doses carefully. Know the side effects of the medicines you are taking.
- Use a medicine take-back or mail-back program for unused medicines. Do not routinely flush medicines. See disposal instructions on page 20.

Mobility items

When using mobility items to get around, such as; canes, walkers, wheelchairs, or crutches, you should use extra care to prevent slips and falls.

- Use extreme care to avoid using walkers, canes, or crutches on slippery or wet surfaces.
- Always put the wheelchairs or seated walkers in the lock position when standing up or before sitting down.
- Wear shoes when using these items and try to avoid obstacles in your path and soft and uneven surfaces.

Slips and falls

Slips and falls are the most common and often the most serious accidents in the home. Here are some things you can do to prevent them in your home.

- Arrange furniture to avoid an obstacle course.
- Install handrails on all stairs, showers, bathtubs, and toilets.
- Keep stairs clear and well-lit.
- Place rubber mats or grids in showers and bathtubs.
- Use bath benches or shower chairs if you have muscle weakness, shortness of breath, or dizziness.
- Wipe up all spilled water, oil, or grease immediately.
- Pick up and keep surprises out from underfoot, including electrical cords and throw rugs.
- Keep drawers and cabinets closed.
- Install good lighting to avoid groping in the dark.

Lifting

If it is too big, too heavy, or too awkward to move alone –GET HELP. Here are some things you can do to prevent lower back pain or injury.

- Stand close to the load with your feet apart for good balance.
- Bend your knees and “straddle” the load.
- Keep your back as straight as possible while you lift and carry the load.
- Avoid twisting your body when carrying a load.
- Plan ahead – clear your way.

Electrical accidents

Watch for early warning signs – overheating, a burning smell, sparks. Unplug the appliance and get it checked right away. Here are some things you can do to prevent electrical accidents.

- Keep cords and electrical appliances away from water.
- Do not plug cords under rugs, through doorways, or near heaters. Check cords for damage before use.
- Extension cords must have a big enough wire for larger appliances.
- If you have a broken plug, outlet, or wire, get it fixed right away.
- Use a ground on 3-wire plugs to prevent shock in case of electrical “fault.”
- Do not overload outlets with too many plugs.
- Never remove a grounding prong or use an adapter to defeat grounding. Use a properly grounded outlet and follow the equipment instructions.

Smell gas?

- Leave the building or area immediately. Do not try to find or stop the leak.
- Do not smoke, use flames, operate switches, phones, garage doors, vehicles, or anything that could cause a spark near the suspected leak.
- From a safe location, call 911 and your gas utility. Do not return until emergency responders or the gas utility say it is safe.

Fire

Pre-plan and practice your fire escape. Look for a plan at least two ways out of your home. If your fire exit is through a window, make sure it opens easily. If you are in an apartment, know where the exit stairs are located. Do not use the elevator in a fire emergency. You may notify the fire department ahead of time if you have a disability or special needs. Here are some steps to prevent fires:

- Install smoke alarms, test them monthly, and replace batteries and alarms according to the manufacturer’s instructions. Never disable an alarm.
- Throw away old newspapers, magazines, and boxes.
- Empty wastebaskets and trashcans regularly.

- Make sure smoking materials and matches are completely extinguished and cool before disposal. Never place hot ashes in a trash container.
- Have your chimney and fireplace checked frequently. Look for and repair cracks and loose mortar. Keep paper, wood, and rugs away from areas where sparks could hit them.
- Be careful when using space heaters.
- Follow instructions when using a heating pad to avoid serious burns.
- Have heating equipment inspected and maintained by a qualified professional. If walls or ceilings near it become unusually hot, stop using it and obtain professional help.
- Keep a fire extinguisher in your home and know how to use it.

If you have a fire or suspect fire

1. Take immediate action per plan –Escape is your top priority.
2. Get help on the way – with no delay. CALL 9-1-1.
3. If your fire escape is cut off, close the door and seal the cracks to hold back smoke. Signal help from the window.

If you depend on powered medical equipment, ask your utility and local emergency management office about available assistance programs. Registration does not guarantee uninterrupted power or priority restoration. Plan backup power and evacuation with your care team.

Medicare DMEPOS supplier standards

The Medicare-covered durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) furnished by Xinim Corp., doing business as Holly Hill Pharmacy and Holly Hill Pharmacy Home Infusion Services, are subject to the Medicare supplier standards in 42 CFR § 424.57(c). These standards address professional and business operations, including warranties, delivery and instructions for safe use, and responses to beneficiary questions and complaints. Read the full standards at www.ecfr.gov/current/title-42/section-424.57. We will provide a written copy upon request. Call (386) 677-7377 for a copy or questions.

Notice of privacy practices

Xinim Corp., doing business as Holly Hill Pharmacy and Holly Hill Pharmacy Home Infusion Services

Effective date: November 12, 2026

Privacy contact: Tom Hill, PharmD, Privacy and Security Officer 1702 Ridgewood Avenue, Suite A - G, Holly Hill, Florida 32117 (386) 677-7377

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Market our services and sell your information

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues

- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

To the extent that we have your substance use disorder patient records, subject to 42 CFR part 2, we will not share that information for investigations or legal proceedings against you without (1) your written consent or (2) a court order and a subpoena.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home, office, or cell phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no," for example, if it could affect your care. If we agree to your request, we may still share this information in the event that you need emergency treatment.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If someone has authority to act as your personal representative, such as if someone has your medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on the first page of this notice.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting https://www.hhs.gov/hipaa/filing-a-complaint/index.html.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care or payment for your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

We do not use or disclose your health information for fundraising.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: Our pharmacist contacts your prescriber about your prescription or coordinates your infusion care with your nurse.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

- We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.
- In all cases, including those listed below, if we have substance use disorder patient records about you, subject to 42 CFR part 2, we cannot use or share information in those records in civil, criminal, administrative, or legislative investigations or proceedings against you without (1) your consent or (2) a court order and a subpoena.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described in this notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/hipaa/for-individuals/notice-privacy-practices/index.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Additional Florida privacy protections

When Florida law provides greater protection than HIPAA, we follow that law. Florida law limits disclosure of prescription and dispensing records to authorized persons and other legally permitted circumstances. Disclosure in a civil or criminal proceeding requires the applicable legal process, including a court-issued subpoena and proper patient notice where required. HIV test results and information identifying the person tested receive additional protection: we disclose them only with a legally effective authorization or under a specific exception permitted by Florida law, such as qualifying treatment or public-health disclosures. A general medical-information release alone may not authorize disclosure of HIV test results.

As a patient of Holly Hill Pharmacy, you acknowledge that you understand the following:

Collection of Social Security numbers notice

Holly Hill Pharmacy collects Social Security numbers when needed to identify the correct patient and insurance information and to process insurance claims and billing. We protect this information and use or disclose it as permitted by applicable law and our Notice of Privacy Practices. Ask our billing staff if you have questions about why your number is needed.

Lifetime authorization assignment of benefits and information release

I certify that the information I furnish is true and correct. I know it is a crime to fill out this form with facts that I know are false or to leave out facts that are important. I authorize Holly Hill Pharmacy to submit claims to my insurance carrier or its intermediaries for covered prescriptions, infusion equipment and supplies, and direct payment to Holly Hill Pharmacy. I authorize release of information needed to process those claims as permitted by law. I am responsible for copayments and balances that may lawfully be billed to me after insurance payments, including collection costs or legal fees only to the extent permitted by law and applicable agreements. This authorization does not waive Medicare, Medicaid, QMB, or other applicable billing protections.

Medicare authorization

I request that payment of authorized Medicare benefits be made to me or on my behalf to Holly Hill Pharmacy for medications, infusion equipment and supplies ordered by my physician. I authorize release of information needed to determine benefits and pay claims to the Centers for Medicare & Medicaid Services (CMS), its contractors, and other insurers identified on the CMS-1500 or other approved paper or electronic claim. For assigned Medicare claims, Holly Hill Pharmacy accepts the Medicare-approved amount as payment in full for the covered item or service. I am responsible only for deductibles, coinsurance and noncovered items that may lawfully be billed to me. Qualified Medicare Beneficiary (QMB) patients cannot be billed for Medicare Part A or Part B cost sharing for covered services. Applicable notice and billing protections continue to apply.

Consent for third party review

I understand that there may be occasions when my medical record would need to be provided for review by an outside third party (such as accreditation or other), and I have given you my consent for such review as needed.

Special needs/disability information

If you or someone within your household has a Disability or a Special Need, you may have to take additional steps to protect yourself and your family in an emergency. Here are some helpful tips to consider following before an emergency occurs:

- Form a support network of people in your area to help you in an emergency. (Neighbors, nearby friends, or family members)
- Create an Emergency Kit containing supplies specific to your special needs. (Suggested items to have in your emergency kit are provided below)
- Inform your support network about your emergency kit and where you store it.
- Give a member of your support network a key to your house or apartment.
- Contact your local emergency management office about special-needs registration, shelters and evacuation assistance available in your area. Register in advance when appropriate; registration does not guarantee immediate assistance.
- Wear medical alert tags/bracelets to help identify your Disability/Special Need
- If you are dependent on dialysis or other life-sustaining treatment, know the locations and availability of more than one facility in your area.
- Show your support network and others how to operate your wheelchair.
- Know the size and weight of your wheelchair, in addition to whether it is collapsible, in case it has to be transported.

As mentioned above, it is important that you create an Emergency Kit of special items in advance. Here are some supplies to consider keeping in your Kit:

- Extra supply of prescription medicines, a list of medications and their dosages
- Extra set of eyeglasses and extra hearing-aid batteries.
- Extra walking-device or wheelchair batteries and other essential medical supplies, as appropriate
- List the styles and serial numbers of medical devices you use.
- Extra copies of medical insurance documents and Medicare/Medicaid cards
- List of doctors, relatives, and friends who should be notified if you are injured.

For more information about emergency planning for people with disabilities, visit www.ready.gov/people-disabilities. General preparedness guidance is at www.ready.gov.

Patient financial responsibility

Recognizing the need for patients to understand payment for infusion equipment, supplies and services, we have established this financial policy. We aim to remain sensitive to our patients' needs while providing quality goods and services. Contact our office if a problem arises regarding your account. All payment and collection terms below are subject to applicable law, insurance contracts and patient billing protections.

- All co-pays and co-insurance required by your insurance company must be paid at the time the goods/services are rendered. We accept cash, checks, Visa, MasterCard, and American Express.
- It is the patient's responsibility to be aware of the contract benefits of his/her insurance carrier. If your insurance requires referrals/documentation for full benefits to be paid, it is your responsibility to verify the referrals/documentation are in place prior to contacting us for equipment/services.
- Our facility will file both primary and secondary insurance claims for equipment/services we provide. Claims for a third insurance contract will not be filed unless required by our contract with the carrier. We cannot file claims correctly without accurate information from you. Proof of insurance must be provided.
- If you do not have insurance, Payment in full is expected at the time of service unless financial arrangements have been made in advance with our billing department.
- You will receive a statement from our office within 45 days of your insurance company's response. If you are dissatisfied with their payment, please contact your insurance carrier. Payment for the patient's portion of the balance is due upon receipt of the statement.
- For assigned Original Medicare claims, we accept the Medicare-approved amount for covered equipment and services. Original Medicare Part B generally pays 80% of the approved amount after the deductible; the remaining lawful cost sharing may be paid by secondary coverage or the patient. Coverage and cost sharing vary by item, service and plan, including Medicare Advantage. We submit secondary claims as applicable. Patients in the Qualified Medicare Beneficiary (QMB) program cannot be billed for Medicare Part A or Part B deductibles, coinsurance or copayments for covered services. We do not bill patients for amounts that law or our payer contracts prohibit us from collecting.
- Accounts with a lawful patient balance 60 days or more past due will be referred to a collection agency. Holly Hill Pharmacy may discontinue equipment or services subject to applicable law, payer requirements, and appropriate notice and care-transition arrangements. We will not refer prohibited patient charges for collection.

It is our hope that you find this information helpful. If you have any questions, please speak with our billing staff at (386) 677-7377

Disposal of waste

Return the pharmacy's pump

Do not discard your CADD-Solis VIP pump. It belongs to Holly Hill Pharmacy. You will be charged its full retail price (currently $5,000) if it is not returned. Call us to arrange return. Our routine equipment pickup is limited to our pump; it is not a household waste-collection service.

Sort used supplies safely

Ordinary empty, nonsharp tubing, flush syringes without needles and disposable home pumps from your nonhazardous therapy may go in household trash when they are not contaminated with blood or other potentially infectious material. Remove identifying information. Do not put needles, sharps, unused medicine or biomedical waste in ordinary trash.

We provide sharps containers. Place sharps in the container immediately after use; do not overfill. Close and secure the container for an approved local household-sharps collection site. Other biomedical waste may require different handling. Call before visiting to confirm accepted materials, hours and fees. For biomedical waste generated by visiting nurses, the provider must arrange removal as required by Florida law; follow your patient-specific nursing packet. Household collection sites may not accept provider-generated waste.

Find household-sharps disposal guidance and local programs: www.floridahealth.gov/community-environmental-public-health/environmental-public-health/home-management-of-sharps/.

Unused medicines

Use an authorized take-back or mail-back program first. If unavailable, flush only medicines on the FDA flush list. For other medicines, follow product instructions; most may be mixed with dirt, used coffee grounds or cat litter, sealed in a container and placed in household trash. Remove personal information from packaging. Ask our pharmacist about leftover infusion medicine or any uncertain item.

FDA instructions: www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines.

Ordering your supplies

We schedule regular supply replenishment and equipment service for home infusion patients. You are responsible for notifying us when additional supplies are needed. Call (386) 677-7377 at least 2 business days before you need supplies so we can arrange delivery.

Equipment care

The equipment supplied to you by Holly Hill Pharmacy requires little or no maintenance by you. If you are required to do maintenance or clean your equipment, you will be instructed on how to do so by our service/delivery technician on your initial visit. A clinical pharmacist and nurse are on call 24/7 for home infusion and nursing patients. Call (386) 677-7377 if you need us.

Equipment warranty information form

For Medicare Beneficiaries

Warranty coverage varies by product and manufacturer. Holly Hill Pharmacy will explain applicable warranty coverage and honor all express and implied warranties required by applicable law.

Holly Hill Pharmacy will not charge you or Medicare for repair, replacement, or services covered under warranty for Medicare-covered equipment. We will provide available owner's manuals and warranty information and document the warranty information supplied to you.

Damage caused by misuse may be excluded under the applicable warranty terms. This does not eliminate rights or warranties that cannot be excluded under law. Call us if equipment is damaged or fails to work properly.

I have been instructed and understand the warranty coverage on the product I have received.

Elastomeric home pump



1. About 2 hours before your infusion, remove your elastomeric device from your refrigerator - you want it to come to room temperature before your infusion if possible (whatever you do, DO NOT try to warm it in your microwave or hot water).
2. Clean and disinfect your workspace.
3. Take out all your supplies: medication, flushes, and alcohol wipes.
4. Wash your hands.
5. Swab the end of your IV line with alcohol for 20 to 30 seconds and let dry.
6. Flush your line with a normal saline syringe flush.
7. Remove the cap at the end of the tubing and open the clamp. You want to see fluid drip out of the end of the tubing. Re-clamp the device (it is now primed)
8. Attach the device to your line and open the clamp on the tubing.
9. Your infusion is complete when the ball has gone flat. It should take about the time listed on your prescription label.
10. Disconnect the tubing from yourself.
11. Flush your line as directed by your nurse.
12. Clean your workspace.
13. Wash your hands.

Important safety information

** This information is for reference only and should only be performed after being taught by your nurse.*

** Please call us at (386) 677-7377 if you have any questions or experience: redness, swelling at the IV site, unable to flush or infuse your medication, IV becomes dislodged, IV dressing has fallen off, you have a temperature over 101, you begin to experience any negative side effects of the medication.*

**** Call 911 if you are having shortness of breath or chest pain***

CADD-Solis VIP pump instructions



Front view • Battery compartment (circled) • Cassette hooks in here (circled)

Circled features: battery compartment (angled top view); cassette hook attachment (underside view).

1. Clean and disinfect your workspace.
2. Take out all your supplies: medication, tubing, flushes, and alcohol wipes.
3. Wash your hands.
4. Stop the pump and disconnect the tubing from your IV line.
    a. The AA batteries should be changed every 3 days. Now is the best time to change them. Turn off the pump, change the batteries (found on top of the pump), and turn the pump back on.
5. Remove the port protector on the IV bag.
6. Open the tubing, remove the white cap protecting the spike, and attach the administration set to the bag.
7. Remove the blue tab on the administration set “cassette.”
8. Remove the old tubing from the pump (cassette) and attach the new one. When looking at the front screen of the pump, pull the silver lever toward you to open it.
9. Attach the new tubing (cassette) by inserting the hooks on the cassette into the hinge pins on the bottom left of the pump. Swing the cassette up and then push the silver lever closed.

10. After you attach the new tubing, you will receive two messages on your screen (reset reservoir volume and prime tubing). The answer should be “YES” to both questions.
11. Swab the end of your IV line with alcohol for 20 to 30 seconds and let dry.
12. Flush your line with a normal saline syringe flush.
13. Connect the CADD tubing to your IV line.
14. Press “Start” on the pump.
15. Place medication and CADD pump into the carrying bag.
16. Clean your workspace.
17. Wash your hands.

Important safety information

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** Please call us at (386) 677-7377 if you have any questions or experience: redness, swelling at the IV site, unable to flush or infuse your medication, IV becomes dislodged, IV dressing has fallen off, you have a temperature over 101, you begin to experience any negative side effects of the medication.*

**** Call 911 if you are having shortness of breath or chest pain***

Batteries and power — reference

Insert batteries

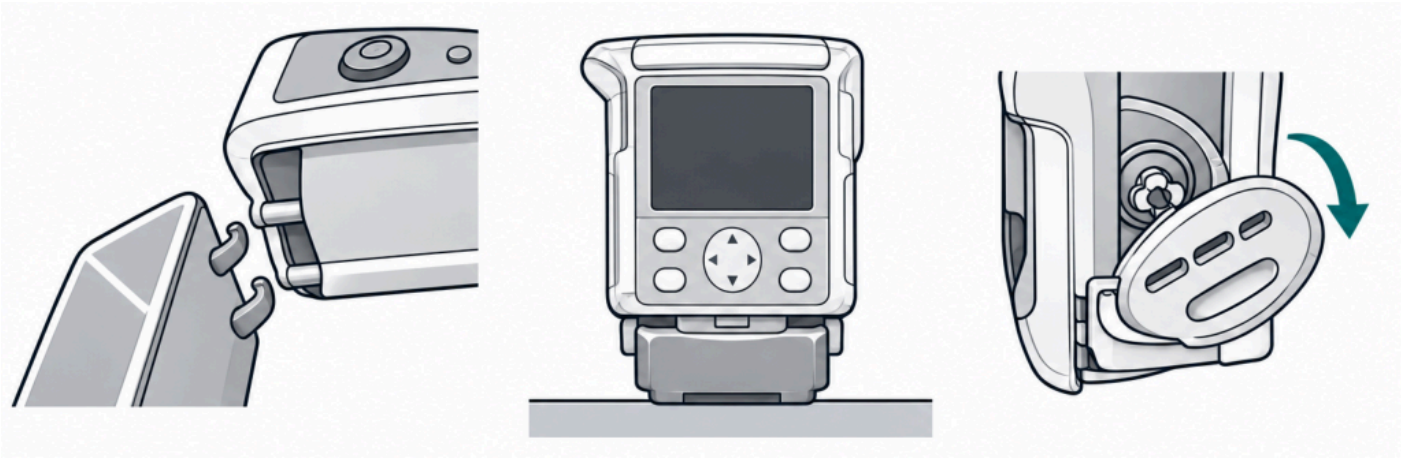
1. Open the battery compartment and insert four AA batteries matching the + and – markings inside the battery compartment
2. Close the compartment cover when the batteries are in place

Power on

1. Press and hold the power switch
2. The pump carries out self-tests and sounds six beeps when the tests are complete
3. Home screen is displayed

Cassette attachment and removal

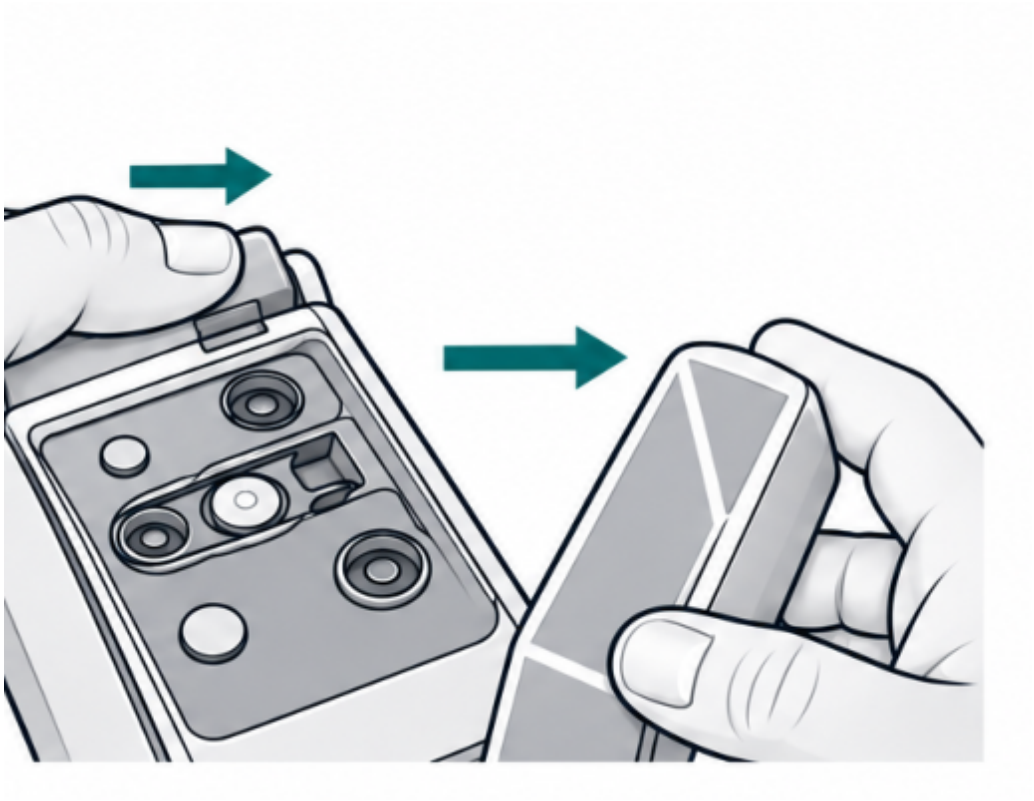
Attaching a cassette



Step 2: Cassette hooks • Step 3: Upright pump • Silver lever / lock detail

1. Clamp the tubing. When looking at the front screen of the pump, pull the silver lever toward you to open it.
2. Insert the cassette hooks into the hinge pins on the bottom of the pump. Swing the cassette to the attachment position.
3. Place the pump upright on a firm, flat surface, and press down on the silver lever side of the pump so the cassette fits tightly against the pump
4. Push the silver lever closed. If you experience resistance when pushing the silver lever closed, do not force it. If the pump doesn’t latch easily, unlatch the cassette and repeat the process.
5. Verify the cassette is attached properly. Looking from left to right, the top of the cassette should line up evenly with the bottom of the pump and be securely attached. If an uneven gap exists, unlatch the cassette and repeat the process.
6. To lock the cassette, insert the pump key into the lock and turn it clockwise into the locked position

Removing a cassette



Cassette release detail

1. Make sure the pump is stopped and clamp the tubing
2. When looking at the front screen of the pump, pull the silver lever toward you to release the cassette.

Priming and reservoir volume

Priming the tubing

Ensure that the pump is stopped, the tubing is disconnected from the patient, and the tubing clamps are open.

After changing a cassette

1. If a cassette is attached after the pump is powered on, a Prime Tubing? screen will appear. Select Yes (unlock the keypad if required)
2. Select Prime
3. Select Stop Priming when the air is removed or the delivery will stop at 10mL (or 20mL if a high volume set is attached)

No cassette is changed

1. In the Tasks menu, press ▲ or ▼ to highlight Prime Tubing and press Select (unlock the keypad if required)
2. Select Prime
3. Select Stop Priming when the air is removed or the delivery will stop at 10mL (or 20mL if a high volume set is attached)

Resetting the reservoir volume

After attaching a new cassette

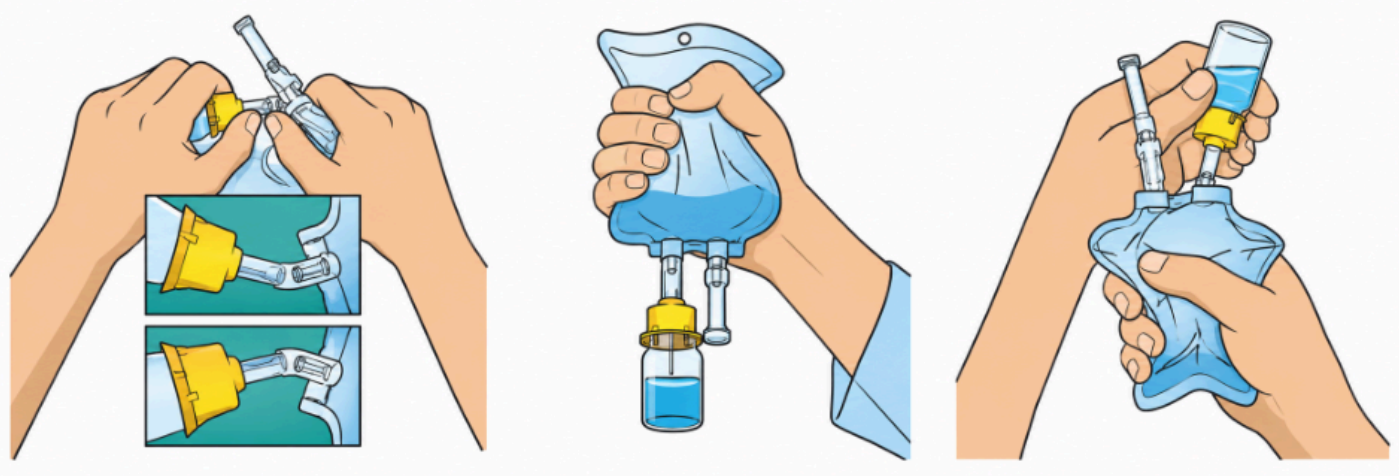
1. The screen displays Reset reservoir volume to XX mL?. Select Yes to reset the volume or No to keep the volume at the current setting

Without changing the cassette

1. Stop the pump if it is running
2. In the Tasks menu, press ▲ or ▼ to highlight Reset Reservoir Volume and press Select
3. The screen displays Reset reservoir volume to XX mL?. Select Yes to reset the volume or No to keep the volume at the current setting

Sources: CADD-Pump-Instructions.pdf (5.30.2023 | PH9050 | 299994706); Home Infusion New Start 12.16.25, physical page 14.

Mini-Bag Plus instructions



3a • 3b • 3c

1. Clean and disinfect your workspace.
2. Take out all your supplies: medication, tubing, flushes, and alcohol wipes.
3. Mix the medication.
    a. Bend up, then down to break the seal.
    b. Hold the bag with the vial down. Squeeze the solution into the vial until half full. Shake gently to mix the powder.
    c. Hold the bag with the vial upside down. Squeeze the bag to force air into the vial. Release the bag, and the medication should drain out of the vial and into the bag.
    d. Ensure the medication is completely dissolved. Repeat steps B and C until the vial is empty of the medication and the solution is thoroughly mixed. Leave the vial attached.

4. Wash your hands.
5. Swab the end of your IV line with alcohol for 20 to 30 seconds and let dry
6. Flush your line with a normal saline syringe flush
7. Remove the port protector and attach the administration set.
8. Hang your bag on the IV pole, unclamp the clamp on the administration set, prime the admin set, set the flow rate as indicated on the label, connect the admin set to your injection site, and infuse the medication.
9. When the bag is empty, disconnect the admin set from yourself.
10. Flush your line as directed by your nurse.
11. Clean your workspace.
12. Wash your hands

Important safety information

** This information is for reference only and should only be performed after being taught by your nurse.*

** Please call us at (386) 677-7377 if you have any questions or experience: redness, swelling at the IV site, unable to flush or infuse your medication, IV becomes dislodged, IV dressing has fallen off, you have a temperature over 101, you begin to experience any negative side effects of the medication.*

**** Call 911 if you are having shortness of breath or chest pain***