

At Twin Waters Pharmacy, we want to ensure that you or your loved one's entry into a St Mary's Nursing Home is a pleasant experience. Sometimes it is easy to overlook some things and therefore extra charges and problems occur. This pack will hopefully answer your questions and provide you with all the necessary forms.

In this pack you will find enclosed:

- A Direct Debit form: This will allow us to do a direct debit each month (within the first 5 days of the month) of the amount owing from the previous month.
- A Frequently asked question form
- A Pharmacy Supply Agreement form
- Resident Information for Medication Supply form
- Our contact details



## Pharmacy Supply Agreement

Twin Waters Pharmacy (herein referred to as “the Pharmacy”) will:

1. Charge only for medication and items supplied to the resident listed above (herein referred to as “the Resident”) at standard retail prices.

**The following products and services will be provided to the Resident at no cost**

2. provide medication to the resident in the manner requested by St Mary’s Aged Care (herein referred to as “the Facility”)
3. Provide regular delivery to requested medication and other personal products to the Facility each weekday
4. Provide emergency delivery of medication after hours, on weekends and public holidays
5. Record the supply and usage of all packed medications and when requested provide these records to the Resident or their POA
6. Monitor medication usage to minimise potential over supply to the Facility
7. Provide professional and medication advice and monitoring as requested by the Facility or the Resident’s Prescriber at any time
8. Make available a Pharmacist and other staff during business hours to discuss with the Resident or their POA any questions or concerns about their medication or the Pharmacy account
9. Manage the Resident’s medication profile, medication charts, identification charts and required prescriptions
10. Maintain emergency medicines (antibiotics, laxatives, palliative medicines) at the Facility to urgent use by the Resident as directed by the Prescriber
11. Liaise with the Resident, the Facility and the Resident’s prescriber to maintain ongoing therapy at the lowest possible cost to the Resident
12. Send monthly account statements to the preferred address or email address listed above

I/We:

1. request that the Pharmacy supply medication for the resident
2. authorise the Pharmacy to contact the Resident’s previous care providers and Medicare Australia or other Government organisations for the purpose of information collection and medication provision.
3. agree to reimburse the Pharmacy within 30 days from the statement issue date for any medicines and products supplied to the Resident.
4. Agree to contact the Pharmacy if there are issues with ability to pay to organise a suitable payment plan
5. Update contact details for the account payer if they change within 30 days
6. Acknowledge that late payment fees or restriction of supply may occur if payment is not received within 30 days of statement date.



## **Medication Supply in a nursing home frequently asked questions**

### **Is the medication cost separate to the nursing home costs?**

Yes, it is charged separately by Twin Waters Pharmacy

### **How is medication supplied to residents at the nursing home?**

Regular oral medication is prepared in a Webster Pack each week and sent to the nursing home on the Friday before the pack is due to start. To have these packs prepared and ready to go we start packing the week before they are delivered.

Other medication, such as creams, injections and oral medication that cannot be packed, will be sent when requested by the nursing home. If a request seems too early, we will clarify with the staff at the nursing home.

### **Can previously dispensed medication be used in the future packs.**

Yes, we can use medication that was dispensed before entering the Nursing Home. Unfortunately, we cannot use medication dispensed elsewhere after admission.

### **Why was there medication dispensed despite previous medication being sent to the pharmacy?**

When we start to supply medication for a resident, we may need to prepare a medication pack before the previous medication is received at the pharmacy. Rest assured that the medication we receive will be used before more medication is dispensed.

### **Why were medications charged multiple times in one month?**

To ensure accurate and on time delivery of packed medications, when a resident enters the facility we may need to prepare as many as 3 full packs (3 weeks' worth) of medication. Depending on when they enter the facility we may use as much as 7 weeks' worth of medication in the first month.

The above also applies to individual medications when they are started.

Once through the initial catch up phase we will only need to dispense 1 month's medication at a time. Due to most months being more than 28 days there may be months where a medication is dispensed at the beginning of the months and the end. There will also be months where no medication needs to be dispensed.

### **Why is the first month's bill larger than expected?**

Please see the above question. Also, for some over the counter (OTC) medications such as laxatives, vitamins and paracetamol. We usually dispense larger amounts to reduce overall medications costs. This often means that OTC meds only need to be dispensed every 2-3 months.

### **Is medication usage tracked at the pharmacy?**

Yes. All regular medication that we pack is tracked down to the tablet. If you believe that something is being dispensed too often, we are happy to review the records and can send you a copy if requested.

**What payment options are there for the medication charges?**

We accept cash, cheque, credit card (in person and over the phone), bank transfer and direct debit. Direct debit forms have been included with this information.

**What options do I have to receive account statements?**

We can email or post statements monthly.

**I have a safety net card. Can I use this for medications supplied in St Mary's Aged Care?**

Absolutely! If you (or the new resident) have reached the Safety Net let us know and we will continue to use the number for the remainder of the year.

If you usually reach the safety net but are not quite there yet either send the records through to us or let us know of the previous pharmacy and we will ensure the records are up to date.

**Why are Twin Waters Pharmacy supplying the medications?**

Although we may not be around the corner from the Nursing home, we do have a contract with both Coolum and Pelican Waters St Mary's Nursing homes which states we are their preferred supplier for medication. The benefits of this arrangement are explained more in the next FAQ.

**I can find some items cheaper at a discount pharmacy. Why is there a price difference?**

As an independently owned and operated pharmacy we cannot always compete on price with large discount pharmacies however, when requested we will attempt to match their price.

Our non-prescription pricing is in line with the industry average and prescription pricing is set using either the Medicare or Pharmacy Guild pricing structure.

We provide at no cost to you; management of the medication profile, prescriptions, packing and delivery of medication and allow for deferred payment for all medication costs through the monthly customer accounts. We also provide a 24-hour 7 day per week emergency call out service for urgently required medication.

If you are experiencing any financial difficulty with paying the account, we are happy to organise for deferred payment options to help reduce the burden.

**I have other questions. How do I get in contact with the pharmacy?**

You can call us on 07 5457 0009 between 8:30am and 5:30pm Monday to Friday. You can also email us at [shop@twinwaterspharmacy.com.au](mailto:shop@twinwaterspharmacy.com.au) or you can drop into the store. We are located at Shop 6 175 Ocean Drive Twin Waters. Right next to the Twin Waters Golf Club



<p>Ophir Health Services Pty Ltd ATF Ophir Trust  T/A Twin Waters Pharmacy  ABN: 93914663879  Shop 6 175 Ocean Drive Twin Waters Qld 4564  Phone: 07 5457 0009  Email: shop@twinwaterspharmacy.com.au</p>	<h2>DIRECT DEBIT REQUEST</h2>
<p><b>Request and Authority to debit the account named below to pay</b>  <b>OPHIR HEALTH SERVICES PTY LTD ATF OPHIR TRUST</b></p>	
<p><b>Request and Authority to Debit</b></p>	<p><b>Last Name or Company Name:</b> _____</p> <p><b>Given Names or ABN/ARBN:</b> _____ <i>“(you)”</i></p> <p>request and authorise <b>OPHIR HEALTH SERVICES PTY LTD ATF OPHIR TRUST</b> User id 6206742020 to arrange, through its own financial institution, a debit to your nominated account any amount <b>OPHIR HEALTH SERVICES PTY LTD ATF OPHIR TRUST</b> has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
<p><b>Insert the name and address of financial institution at which account is held</b></p>	<p><b>Financial Institution name:</b> _____</p> <p><b>Address:</b> _____</p> <p><b>Suburb:</b> _____ <b>State:</b> _____ <b>Postcode:</b> _____</p>
<p><b>Insert details of account to be debited</b></p>	<p><b>Account name:</b> _____</p> <p><b>BSB:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><b>Account Number:</b> <input type="text"/> <input type="text"/></p>
<p><b>Acknowledgment</b></p>	<p>By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and <b>OPHIR HEALTH SERVICES PTY LTD ATF OPHIR TRUST</b> as set out in this Request and in your Direct Debit Request Service Agreement.</p>
<p><b>Insert your signature</b></p>	<p><b>Signature</b> _____  <small>(If signing for a company, sign and print full name and capacity for signing eg. director)</small></p> <p><b>Date</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<p><b>Second account signatory (if required)</b></p>	<p><b>Signature</b> _____  <small>(If signing for a company, sign and print full name and capacity for signing eg. director)</small></p> <p><b>Date</b> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>



## Direct Debit Service Agreement

The following is your Direct Debit Service Agreement Ophir Health Services Pty Ltd ATF Ophir Trust T/A Twin Waters Pharmacy ABN: 93914663879. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

### Definitions

- account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- agreement means this Direct Debit Request Service Agreement between you and us.
- banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- debit day means the day that payment by you to us is due.
- debit payment means a particular transaction where a debit is made.
- direct debit request means the Direct Debit Request between us and you.
- us or we means Agreement Ophir Health Services Pty Ltd ATF Ophir Trust T/A Twin Waters Pharmacy, (the Debit User) you have authorised by signing a direct debit request.
- you means the customer who signed the Direct Debit Request.
- your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

### 1. Debiting your account

By signing a Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Amendments by us

We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days' written notice.

### 3. Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days' notification by writing to: Twin Waters Pharmacy Shop 6 175 Ocean Drive Twin Waters Qld 4564 or by telephoning us on 07 5457 0009 during business hours or arranging it through your own financial institution.

### 4. Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

### 5. Dispute

If you believe that there has been an error in debiting your account, you should notify us directly on 07 54570009 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

### 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

### 7. Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

### 8. Notice

If you wish to notify us in writing about anything relating to this agreement, you should write Twin Waters Pharmacy Shop 6 175 Ocean Drive Twin Waters Qld 4564.

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

Any notice will be deemed to have been received on the third banking day after posting.