

## Pharmacy Information

### **Genoa Pharmacy**

Pharmacist: Arti Patel

Address: 25 E Salem St. Hackensack, NJ 07601

Phone: (201) 546-5839

Fax: (201) 450-9000

Hours of Operation: Monday & Wednesday: 8:30am-5pm, Tuesday & Thursday: 8:30am-5:30pm & Friday: 8:30am-4pm Closed for Lunch: 12:30pm- 1pm

### **Background on Genoa Pharmacy**

Genoa Healthcare is the leading pharmacy provider serving the behavioral health and addiction treatment community for over 15 years. Our pharmacy and telepsychiatry services impact more than 500,000 individuals annually in 44 states and the District of Columbia. Our network of more than 345 pharmacies fills over 10 million prescriptions annually.

Although Genoa specializes in serving individuals with behavioral health and substance use disorders, we are a full-service pharmacy. This means we take care of all the medication needs of our consumers, including prescriptions written by psychiatrists, primary care providers, or other specialty prescribers.

Genoa's services are flexible to the many behavioral health, addiction treatment, and primary care delivery models across the country. We have developed services in pharmacy and telepsychiatry to meet the needs of those specific models. None of our service models or pharmacies are the same. We continue to seek opportunities nationwide to help behavioral health and addiction treatment organizations with their pharmacy services.

### Responses to Questionnaire

#### **Question: How do campers obtain their prescriptions?**

Genoa pharmacy in Hackensack can mail or hand-deliver the prescriptions to Camp Jaycee. We understand that you want the prescriptions to arrive on site prior to the campers' check in.

#### **Question: How are the prescriptions packaged?**

We offer 3 types of complimentary packaging: weekly multi-dose bubble packs, monthly single-dose bubble packs, and vials (standard bottles). The camper, or their guardian, would indicate which packaging they would like on our Client Enrollment Form (see attached).

#### **Question: What quantity will be dispensed?**

Whatever quantity is indicated on the script is what will be dispensed. In many instances, we can dispense 1 or 2 weeks at a time if that simplifies the camper's regimen

**Question: Can we obtain a 30-day supply even if our child is in camp for only 7 days? Will we only need to pay one copay?**

Yes; we would fill the 30-day supply and only charge one copay. We could send the camp a 7-day supply and then send the remainder of the script to the consumer's home, or, send the entire 30-day supply to the camp.

**Question: How can we shorten the wait time at camp check-in?**

I understand that your Nurses check the meds and get them ready on Thursdays and Fridays for campers arriving on Saturdays and Sundays, and we can certainly follow this protocol. We can also provide MARs to you as well.

**Question: How soon before camp check-in should we provide the prescriptions?**

As long as our pharmacy has the script we can dispense the medication(s) and get it over to camp. 5-7 days prior to the camper's arrival is fairly standard.

**Question: Can we order OTC medications?**

Yes; Genoa pharmacy dispenses all medications, including; over the counter's, vitamins, lotions, controls, and non-controls. Because our pharmacy specializes in behavioral health and has secured solid purchasing contracts with distributors, we are able to offer very low pricing on OTCs.

**Question: How do we pay for the prescriptions?**

Campers can pay for their prescriptions in a variety of ways, including: over the telephone or on our website with a credit/debit card, in person with cash, or through the mail via check. We do have the ability to designate rep payees (on our Client Enrollment Form) and mail monthly bills to the camper's homes.

**Question: What if you cannot fill a prescription because it is too soon to refill?**

We will always dispense a prescription to and retroactively bill the consumer. We are very flexible and willing to work with our consumers.