



# OHS Process for Ordering, Receiving, Transferring and/or Disposing of Medications.

## OHS Dispensary Information

**333 Route 46 West  
Mountain Lakes, NJ 07046**  
(P) 973-394-9901  
(F) 973-316-1708  
Toll Free – 888-708-8585

### Weekday Hours

#### Mon – Fri:

8:30 am - 5:00 PM

#### CLOSED:

Saturday, Sunday & Major Holidays.

### After-Hours Service:

An answering service will answer OHS dispensary phones after normal business hours. You may leave a message or inform the operator that you wish to speak to a company representative and the on-call staff will be contacted.

### Grievances/Complaints:

Please Contact the OHS Compliance Officer:

**Christie Oakes**

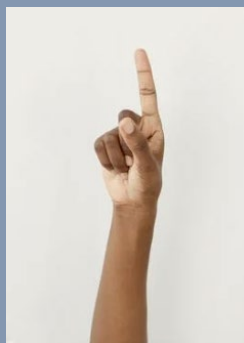
(p) 973-532-8603

(e) [coakes@ohsnj.com](mailto:coakes@ohsnj.com)

## How is our pharmacy doing?

Take our survey at:

<https://ohsnj.com/survey/>



## Helpful Tip:

In order to serve you best, **please call 72 hours prior to prescription pick-up** when requesting your refill. The office is closed weekends and major holidays.

### 1. ORDERING/REFILLING PRESCRIPTIONS

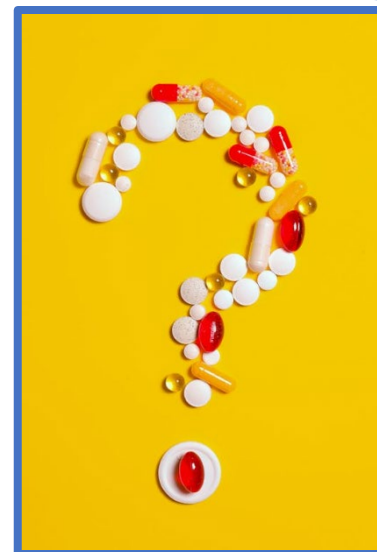
All new prescriptions will be e-scribed by a physician or mid-level practitioner. To refill an existing medication please call OHS at any one of the listed telephone numbers and a billing/tech specialist will serve you.

### 2. ACCESSING MEDICATIONS IN CASE OF EMERGENCY/DISASTER:

In the event of an emergency/disaster that is immediate please go to the nearest emergency department or dial "911". You may also call the OHS Dispensary for assistance in obtaining your medication as quickly as possible.

### 3. CHECK ON PRESCRIPTION STATUS:

To obtain information on your prescription status please call any one of the listed telephone numbers and an OHS specialist will assist you.



### 4. TRANSFERRING PRESCRIPTIONS:

A prescription can be transferred to another pharmacy by letting OHS dispensary know the name of the patient, medication, and phone number of the pharmacy to be transferred to. The pharmacy can also request a transfer by calling OHS directly.

### 5. OBTAINING MEDICATIONS NOT AVAILABLE AT OHS:

If a medication is not able to be filled, OHS will contact a contracted pharmacy within the patient's network to obtain the medication.

### 6. MEDICATION RECALLS:

In the event of a medication recall, OHS will directly communicate if your prescription medication is affected and will advise you to return remaining portion back to OHS for proper return to manufacturer.

## **7. MEDICATION DISPOSAL:**

Clean out your medicine cabinet to prevent accidental ingestion by children or pets and abuse or misuse. Proper disposal will prevent medication from entering soil/ground water. The US Food and Drug administration encourages you to consider following guidelines when disposing of medications.

- Remove all medications from their original containers. Scratch out or remove all identifying information on the prescription label on the original container to protect your identity and the privacy of your personal health information before throwing it away.
- Place the medication in an impermeable, non-descript container (such as an empty laundry detergent bottle or coffee can) and mix with water or coffee to dissolve the medications.
- Mix with an undesirable substance such as used coffee grounds or kitty litter (the medication will be less appealing to children and pets and unrecognizable to people who may intentionally go through your trash.)
- Tightly seal the container and throw it away.

## **8. TRANSFER UNUSED MEDICINE TO AUTHORIZED COLLECTORS FOR DISPOSAL:**

Consumers and caregivers should remove expired, unwanted, or unused medicines from their home as quickly as possible to help reduce the chance that others may accidentally take or internally misuses the unneeded Medicine.

Medicine take-back programs are a good way to safely dispose of most types of unneeded medicines. The US Drug Enforcement Administration (DEA) periodically hosts national Prescription Drug Take-Back events where collection sites are set up in the communities nationwide for safe disposal for prescription drugs. Local law enforcement agencies may also sponsor Medicine take-back programs in your community. Likewise, consumers can contact their local police departments or waste management authorities to learn about medication disposal options and guidelines for their area.

## **9. DISPOSAL IN HOUSEHOLD TRASH:**

If no medicine take-back programs or DEA-authorized collectors are available in your area, you can also follow these simple steps to dispose of most medicines in the household trash:

- A. Mix medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds.
- B. Place the mixture in a container such as a sealed plastic bag.
- C. Throw the container in your household trash.
- D. Scratch out all personal information on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then dispose of the container.

