



KEYSTONE UROLOGY SPECIALISTS

Our Services

- Keystone Urology currently services central Pennsylvania.
- Our patients can reach the dispensary staff to check prescription order status during regular business hours at 717-393-1771 ext. 4595.
- Patients can reach the physician for clinical questions at 717-393-1771.
- Keystone Urology identifies insurance information and addresses any prior authorization requirements in-house. Our staff will notify you of your financial responsibility and assist in identifying patient assistance foundations if needed.
- Keystone Urology will request a prescription be sent to a preferred pharmacy if we are not in-network with your insurance provider.

Contact Us:

Hours:

Monday	8:00 AM - 5:00 PM
Tuesday	8:00 AM - 5:00 PM
Wednesday	8:00 AM - 5:00 PM
Thursday	8:00 AM - 5:00 PM
Friday	8:00 AM - 5:00 PM
Saturday	Closed
Sunday	Closed

Phone: 717-393-1771

Email: IOD@keystoneurology.com

Web: www.keystoneurology.com



Who We Are

About Us

Keystone Urology Specialists.

Keystone Urology Dispensary is committed to providing our patients the highest quality care. Our team of physicians, nurses, technicians, and administrators has the experience and expertise to help you manage your therapies, assist with your paperwork, and keep your costs to a minimum. Keystone only provides medications that have been prescribed for our patients by our physicians.

Keystone Urology
2106 Harrisburg Pk
Lancaster, Pa 17601

Patient Rights & Responsibilities

As a patient, you have a right to:

- Be fully informed in advance about the services, and modifications, to those services we provide.
- Be informed, both verbally and in writing, in advance of care being provided.
- Be informed, both verbally and in writing, of any charges including payment for service expected from third parties, and charges for which you will be responsible.
- Receive information about the scope of services that the dispensary will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences are fully presented.
- Be informed of patient rights under the state law to formulate an Advanced Directive, if applicable.
- Be advised of the confidentiality and privacy of all information contained in the patient record, and of protected health information.
- Be informed of our policies and procedures regarding the disclosure of clinical records.
- Be protected by additional state, local and federal laws pertaining to patient safety and care.

- All patients have the right to choose their pharmacy. If you do not wish to get your prescription filled through our dispensary, then a prescription will be provided to a pharmacy of your choice.

Patient Rights & Responsibilities cont.:

- Receive information about the patient management program.
- Receive administrative information regarding changes in, or termination of the patient management program.
- Be informed about philosophy and characteristics of the patient management program.
- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Know the name of the staff member and his/her title when communicating with the dispensary.
- Speak with a supervisor of the staff member if you request it.
- Decline participation, revoke consent or disenroll at any point in time.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.

- 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.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.

As a patient, you have the responsibility to:

- Inform Keystone Urology if there are any issues with the product.
- Inform Keystone Urology if the product is lost or stolen.
- Inform Keystone Urology if the directions for taking the medication have changed or if you are no longer taking the medication.
- Inform Keystone Urology of any changes to your insurance or provider.
- Pay the applicable co-pays or co-insurance.
- Submit any forms that are necessary to participate in the program, to the extent required by law.

Patient Concerns and Grievances

Patients have a right to report any concerns, complaints, medication errors, and grievances they experience with Keystone Urology. Complaints and grievances are addressed promptly upon receipt by the Physician in Charge and Dispensary Manager. To submit a concern, complaint, or grievance, please do the following:

1. Call us at 717-393-1771 and ask to speak to a supervisor.
2. Discuss in person at the dispensary.
3. Mail the Patient Concerns & Grievance Form to us at the below address:
Keystone Urology
2106 Harrisburg Pike
Suite 200
Lancaster, Pa 17604

We will conduct our review and respond with the results within 14 business days.

Privacy Complaint

Federal and State law provide for confidentiality of your Protected Health Information (PHI), including the information maintained in your medical record. Our policy is to maintain confidentiality of all PHI and to not use or disclose it, without the consent or authorization of the patient, as specifically allowed by law. Please submit a privacy complaint form if you have any concerns related to our use or disclosure of your PHI. Keystone Urology will conduct a review and respond within 14 business days.

Patient Information

Refill, Status, and prescription information

- You can check the status of your prescription at any time by calling Keystone Urology.
- Dispensary staff will call to notify you of any upcoming refills that are due of your scheduled medications. They will also ask how many doses you have left of the current medication to ensure compliance.
- Please call 717-393-1771 ext. 4595 and request to speak with a dispensary employee to refill your prescription.
- Leave a detailed message with your name, Rx Number, medication name and date of birth on the dispensary voicemail.

Recalled Medications

- If a manufacturer issues a recall on a medication that you received, Keystone Urology Dispensary staff will notify you of the recall and provide instructions given by the manufacturer.

Discontinued and Out of Stock Medications

- If a medication you are taking is unavailable, we will contact your physician before your next refill for an alternative.

How to dispose of medications

- If you have any unused enzalutamide, do not throw it in the trash and do not flush it down the sink or toilet. Talk to your care provider or pharmacist about proper disposal

Patient Information

Medication Substitutions

- Keystone Urology Dispensary has the right to dispense a generic substitution of the medication prescribed as determined by the law and your physician.

Emergency or Disaster

- Please call the dispensary at 717-393-1771 ext. 4595 in the event of an emergency or disaster. Our technicians, or after-hours answering service, will contact the on-call physician to give you further instructions.

Language Support Services

- Please inform Keystone Urology of your needs for language assistance. We will arrange for a translator to be available during your appointment.

Adverse reactions

- If you are having an allergic reaction to a newly prescribed medication and it is an emergency, please call 911.
- Non-emergency reactions can be reported to Keystone Urology at 717-393-1771.

Preventing the spread of germs

The most important step to prevent the spread of germs and infections is hand washing. Wash your hands often.

Be sure to wash your hands each time you:

- Cough
- Sneeze
- Blow your nose
- Before you eat
- Touch any blood or body fluids
- Use the bathroom

Here's how you should clean your hands with soap and water:

- Wet your hands and wrists with warm water.
- Use soap. Work up a good lather and rub hard for 15 seconds or longer.
- Rinse your hands well.
- Dry your hands well.
- Use a clean paper towel to turn off the water. Throw the paper towel away.

Here's how you should clean your hands with hand sanitizers (waterless hand cleaners):

- For gel product use one application.
- For foam product use a golf-ball size amount.
- Apply product to the palm of your hand.
- Rub your hands together. Cover all surfaces of your hands and fingers.

Keystone Urology

In-Office Dispensary