

# SERVICE DESCRIPTION AND SCOPE OF SERVICES

APPROVED BY: Leadership

ORIGINAL APPROVAL DATE: 08/05/2025

DATE(S) REVISED:

ACHC STANDARD: DRX2-1A, DRX2-1B

SwyftScripts specializes in providing Specialty Drugs (SRX) services and Mail Order Pharmacy (MORX) services. Quality patient care, service, and our patient's satisfaction are our primary concerns. The trademark of SwyftScripts is its dedicated attention to each patient's needs in order to maintain and improve his or her quality of life.

It is our goal to provide the highest quality of pharmacy services and products, in a cost-effective manner, to all our patients in our geographical coverage area.

SwyftScripts will publish and make available brochures and written information that are appropriate for distribution to staff members, patients and the public that detail the following:

- Types of care/service available
- Charges or patient responsibility for care/service and/or products before or at time of delivery
- Eligibility criteria
- Hours of Operation
  - Monday-Friday 9:00am-5:00pm CST
  - Closed all Federal Holidays
  - On Call Pharmacist Consultation-Available 24/7/365
- Contact information and referral procedures

Patients will receive information about the scope of care/services that the organization provides. The patient will receive this information prior to or at the time of initiating care/service with evidence documented in the patient record.

Patients will receive the following information prior to or at the time of initiating care/service:

- Geographic service area
- How to contact the pharmacy
- How to contact patient support services and obtain prescription order status
- How to contact the pharmacy for claims-related information
- Whether the pharmacy is in network or out of network and the differences in cost

All marketing and patient brochures will be written in lay language for easy reading by non-professional persons. SwyftScripts will review all patient information and marketing material; revise material as needed and include revision dates. All outdated patient information and marketing materials are disposed of.

Employees are required to be familiar with the care/services offered by the pharmacy so they may provide accurate information in response to all inquiries.

