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OUR MISSION ..... 4  
AT OUR PHARMACIES WE BELIEVE ..... 4

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THE JOURNEY TO UNDETECTABLE	

Vivent Pharmacy is a full-service HIV pharmacy with multiple locations nationwide. Our pharmacies are customized to meet the needs

Milwaukee, WI 53212  
Phone: 414-223-6820  
Toll Free: 1-800-359-9272 Ext. 6820  
Text: 414-246-0405  
Hours: Monday-Thurs 8:30 am- 5:30 pm  
Friday 8:30 am- 5:00 pm

2653 Locust St.

We will explore all options to help you pay the least amount of money out of pocket for your medications. Our pharmacy staff are skilled in utilizing resources such as copayment assistance cards, patient assistance foundations, and state and local programs.

We offer One-on-one consultation to help you overcome medication side effects, drug interactions, and to help you reach your healthcare goals. Private consultation rooms are available at your request. Pharmacists are available to you via phone, text message, in person, or via email during all open pharmacy hours. (For after-hours support, See the section on Emergency Access)







Please contact our pharmacy staff to discuss any concerns. Pharmacy Managers are available daily at all pharmacy locations, and Pharmacy Supervisors are available upon request.

Local State Board of Pharmacy:

Colorado: 303-894-7800

Missouri: 573-751-0091

Wisconsin: 608-266-2112

Texas: 512-305-8000

Accreditation Commission for Health Care (ACHC)

855-937-2242

FDA MedWatch

800-FDA-1088

Poison Control Hotline

800-222-1222

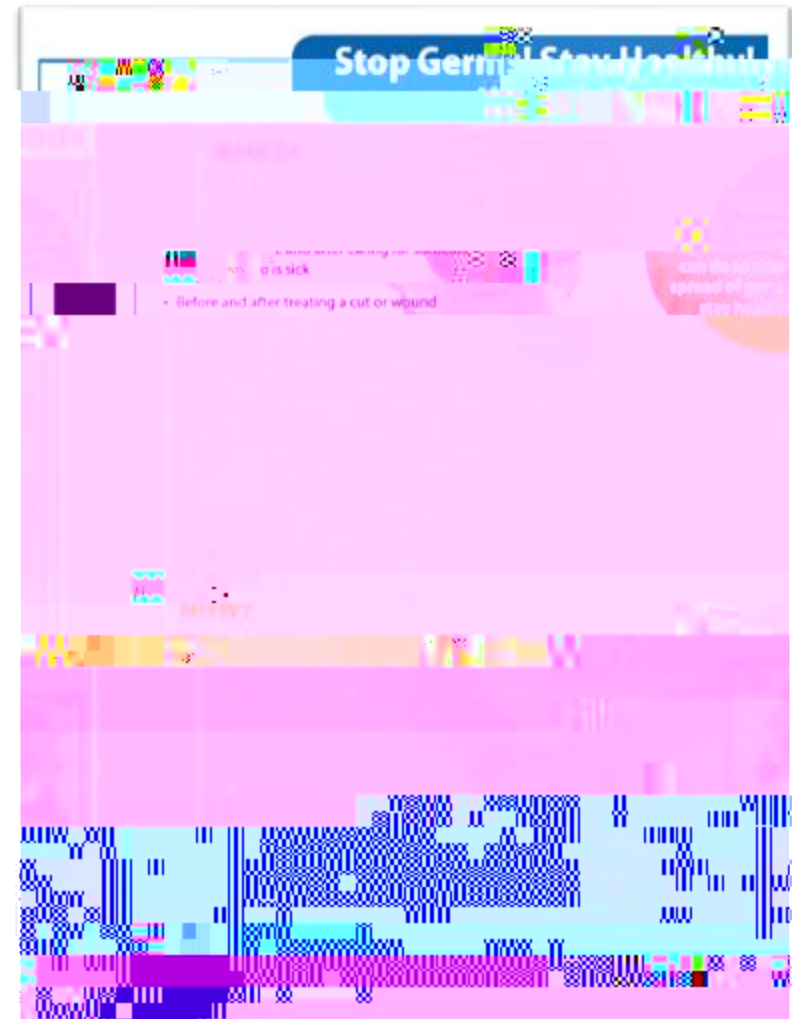
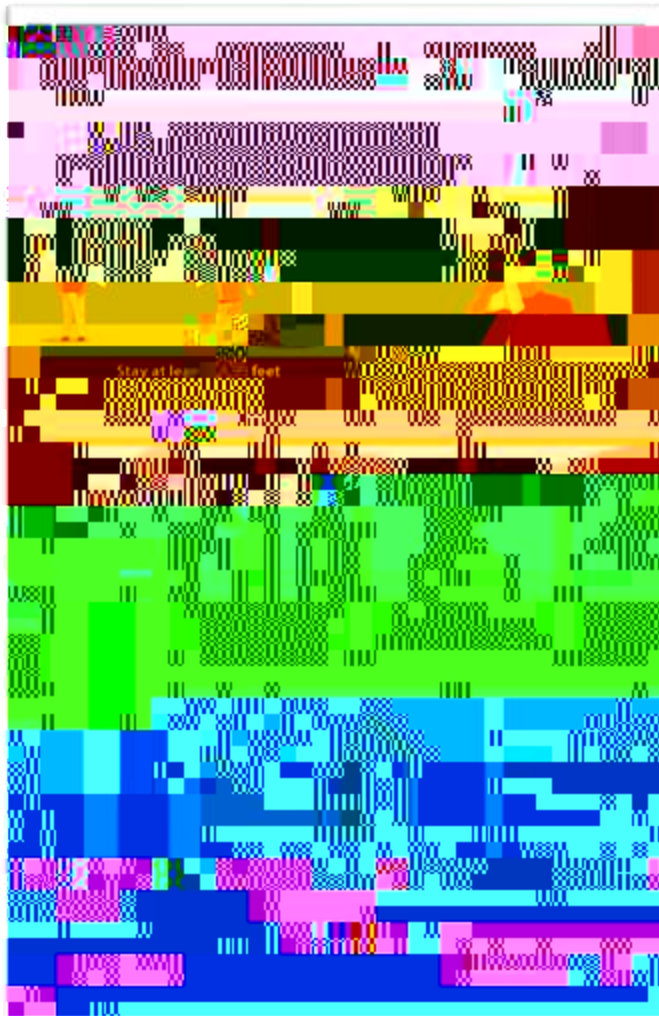
Our pharmacies follow all FDA medication recall regulations.

If a Drug Manufacturer or the FDA issues a medication recall that requires action, the pharmacy will reach out to you to notify you that you have received a recalled product and we will work with you to create an action plan.

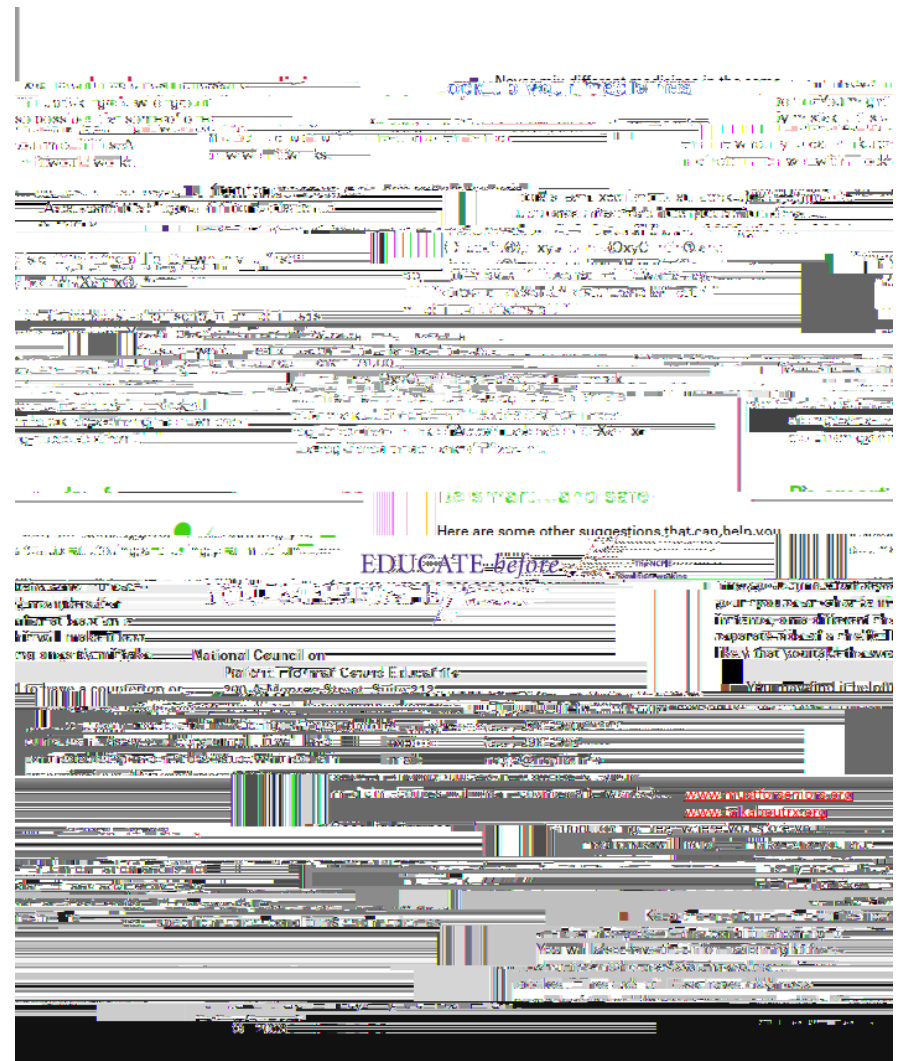
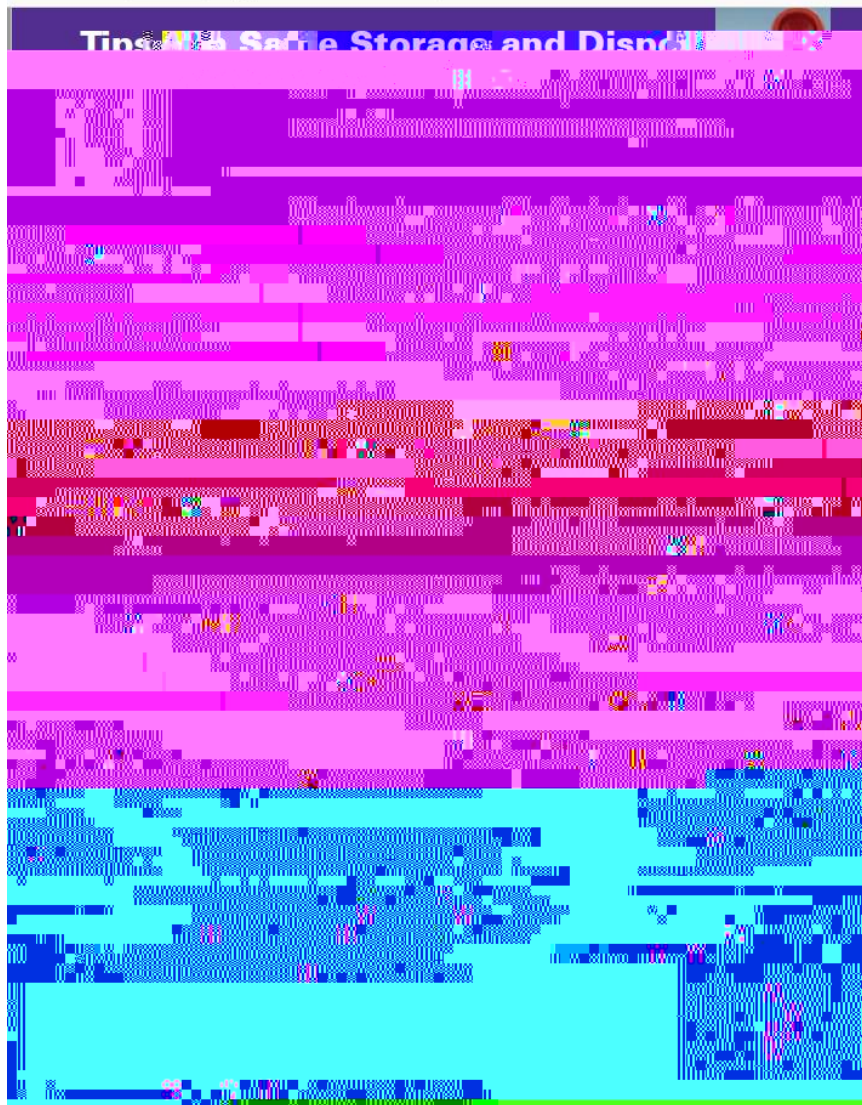
For more information on current FDA drug recalls visit the FDA's website:

[www.fda.gov/safety/recalls-market-withdrawals-safety-alerts](http://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts)

If you are having est.



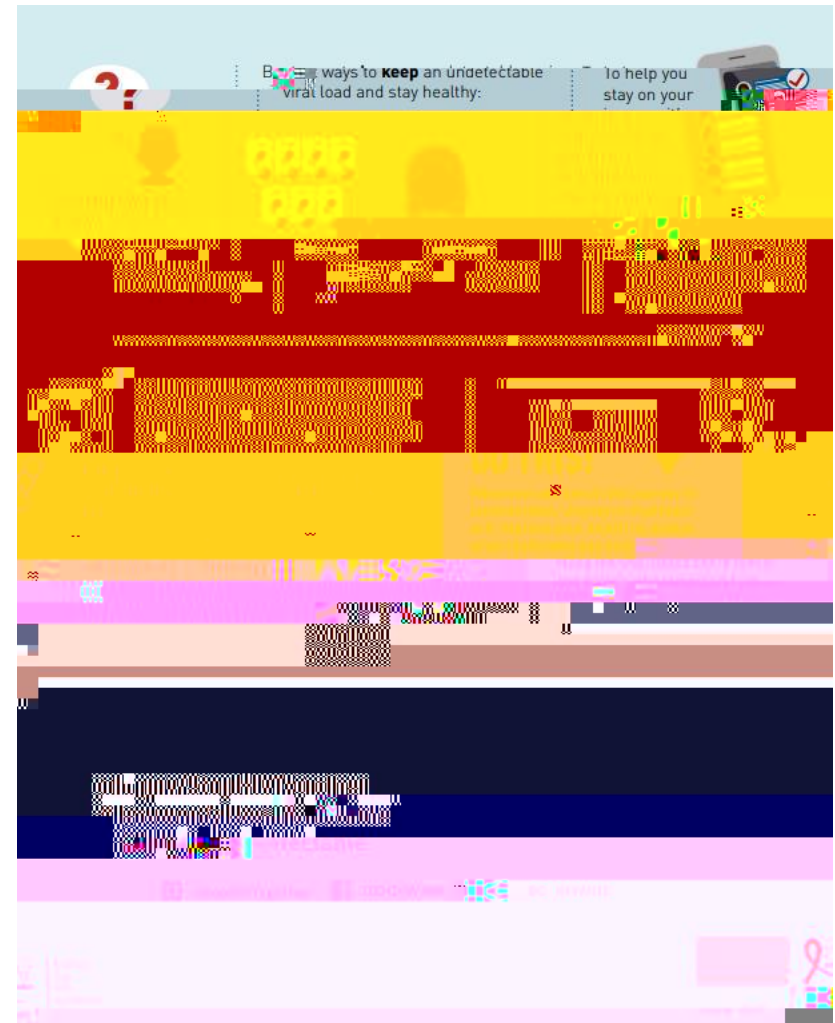
<https://www.cdc.gov/>



[www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](http://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know)







Where do you go from here? Follow our roadman to help you live well with HIV

GET IN CARE

STAY UNDETECTABLE

GET ON TREATMENT

PubNo. 300931 March 2021

canerxpresser.











- Disaster relief efforts
- Other areas as provided by law

#### WHEN WE MAY NOT USE OR DISCLOSE YOUR HEALTH INFORMATION

Except as provided in this Notice of Privacy Practices or as required or allowable by law, our organization will not use or disclose your health information without written authorization from you. If you do authorize our organization to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. If you revoke your authorization, we will no longer be able to use or disclose health information about you for the reasons covered by your written authorization, though we will be unable to



Updated DEC 2018

(To be translated or read aloud to client/patient if they are unable to read or understand this document)

Service Rights: Each patient/client receiving services from Vivent Health has the following rights:

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- To receive meaningful access to services and treatment, regardless of limited English proficiency, including oral interpretation and translated vital documents in a language or format understandable to the client/patient
- To receive accessible and reasonable services and treatment regardless of disability.
- To dis-enroll or opt ou

Updated November 2018

The purpose of the Vivent Health Patient Grievance Procedure is to work to resolve grievances related to Vivent Health service delivery. Vivent Health will respond to a grievance in a timely and effective manner to assure that conflicts are resolved and consumer service needs are met.

Consumers have the right to file a grievance related to any Vivent Health program or service. The grievance procedure will assist those who have complaints related to accessing or receiving any Vivent Health services.

In filing a grievance, patients/clients are assured that:

- there will be no repercussions from Vivent Health staff, volunteers, or other service users;
- services will continue to be provided to them without interruption or discrimination;
- the grievance procedure is confidential;
- there is no cost to consumers to file a grievance.

Vivent Health will assist the patient/client through the steps of the grievance procedure. A person filing a grievance may be represented by a parent or a legal guardian.

Grievances should be filed within 90 days of the incident or from the time the patient/client learned of the incident. The time limit can be extended for good cause16(s)-8(o)-5(n)-7( )26(f)-27(i)30(l)30(i)30(n)-7(g)4( )JTJETQ.



Patients/Clients can file their complaint with Vivent Health staff in writing or verbally. If a grievance is filed verbally, Vivent Health staff will put the basis and major points of the complaint in writing and the complainant will then sign the grievance prior to Vivent Health proceeding with it.

: The patient/client will complete the Vivent Health Grievance Report Form and present it for discussion to the primary service delivery staff person. Through discussion, resolution of issues will be pursued. If the grievance cannot be resolved through discussion, or if the grievance directly involves the service delivery staff person, proceed to step 2.

: The patient/client will complete and present the Vivent Health Grievance Report Form to the appropriate supervisory staff. The appropriate supervisor will contact the complainant within 5 working days of receipt of the grievance to investigate and discuss the issue of the grievance and attempt resolution. The appropriate supervisor will then respond in writing to the complainant, within 5 working days of the discussion with the complainant, with a strategy to resolve the grievance.

: The patient/client will complete and present the Vivent Health Grievance Report Form to the appropriate Program Director. The Program Director will contact the complainant within 5 working days of receipt of the grievance to investigate and discuss the issue of the grievance and attempt resolution. The Program Director will then respond in writing to the complainant, within 5 working days of the discussion with the complainant, with a strategy to resolve the grievance.

: If the patient/client is dissatisfied with the response from the Program Director, or if the complaint specifically involves the Program Director, the complainant will direct the Vivent Health Grievance Report Form to the Chief Operating Officer or Chief Pharmacy Officer. The Chief Operating Officer or Chief Pharmacy Officer will investigate and address the issue and contact the complainant within 10 working days of receiving the grievance. If a mutual satisfactory resolution is not achieved within this grievance process, Vivent Health will consult with the State AIDS/HIV Program for final disposition of the grievance.