



## RESIDENT SCOPE OF SERVICES

**Clients and Geographic Service Area:** M Chest Institutional Pharmacy Group, LLC through its subsidiary pharmacies (“M Chest”) provide comprehensive care to the residents and staff of nursing facilities, assisted living facilities and retirement communities. We provide services to facilities located throughout Texas.

**Our Approach:** A pharmacy team prepares each resident’s medication in appropriate dose- packages using state-of-the art bar code technology. Resident files are reviewed by our pharmacist each time a prescription is filled, and our pharmacists work in consultation with professional staff to ensure the safety and effectiveness of all medications provided.

New orders are received and once the prescriptions have been completed and double- checked by a pharmacist, they are then delivered directly to the facility. An on-call pharmacist is available 24 hours a day to meet emergency needs and answer questions. Pharmacist recommendations are generated and reported to the attending physician and director of nursing as needed.

**Customized Support:** M Chest Pharmacy pledges to treat each and every resident and staff at the facility with the utmost respect, and to meet the specific needs and cares of each resident and facility. We provide Medicare/Medicaid reimbursable products.

**Contact Us (24 hours/day, 365 days/year):**

**Address:** PO Box 6397 Tyler, Tx 75711  
**Phone:** 855-MCHEST1 (855-624-3781)  
**Fax:** 903-767-4247  
**Email:** [info@mchest.com](mailto:info@mchest.com)  
**Web:** [www.mchest.com](http://www.mchest.com)

**Hours:** M Chest works exclusively with residents and staff in long-term care facilities; we are not open to the public. Our regular hours of operation for each of our pharmacies are listed on our website at [www.mchest.com](http://www.mchest.com).

**List of Services:**

- 24-hour emergency medication ordering and emergency access to pharmacist for drug related questions
- In-facility emergency pain control medications and starter dose kits
- Complete IV Infusion therapy services
- Complete drug interaction and allergy monitoring
- Billing assistance for both private and government insurance programs
- Protective heat sealed card distribution system



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- When feasible, we recommend less expensive drug therapies
- Quarterly reporting of psychotropic medication utilization reports, average prescription utilization reports and potentially inappropriate medications
- Quality Assurance meetings with facility staff
- Facility staff in-service and training programs
- Complete up-to-date Policy and Procedure Manuals and IV Infusion Manuals
- New admittance and prescription ordering forms available online
- On site meeting with facility staff monthly or more often, if needed with classroom space for use by our customers
- Electronic interface with most facility software for automated prescription ordering and patient record updates

### **Emergency or Disaster Planning:**

M Chest Pharmacies have developed Emergency Preparedness and Disaster Plans. In case of an emergency or disaster, we will work closely with facility staff to ensure you have access to medications and a pharmacist.