



university
health

Specialty Pharmacy Patient Guide

Important Numbers

911 in case of Emergency

Specialty Pharmacy:
816-404-4200 *Option #5*
1-800-255-3005

Interpreting Services:
816-404-3280

Hospital Operator:
816-404-1000 (downtown)

Hospital Operator:
816-404-7000 (Lakewood)

Transportation:
816-404-3375

Missouri Health:
866-269-5927

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BASIC INFORMATION

Contact Information

Location: 2101 Charlotte Street, Kansas City, Missouri 64108

Phone: 816-404-4200, option #5 or 1-800-225-3005

Email: SpecialtyPharmacy@tmcmed.org

Website: universityhealthkc.org

To ensure your privacy, do not send medical information through e-mail.

Hours of Operation

Hours: Monday through Friday 8:00 am - 4:30 pm

Closed: Saturday and Sunday (*Closed on New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the Day after Thanksgiving, Christmas Day*)

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters by calling 816-404-4200 or 1-800-225-3005.

Filling a Prescription

Your provider will send the prescription to University Health Pharmacy. Our staff will begin the process of enrolling you in our specialized patient management program service that includes education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluation and support. The benefits you will receive from University Health Specialty Pharmacy's patient management program are optimized when you are willing to follow directions and are compliant to therapy. University Health Pharmacy's patient management program is provided to you at no additional cost, and your participation is completely voluntary. If you do not wish to participate in the patient management program and would like to opt out, please contact the pharmacy via phone, email, or in person.

Refilling a Prescription

You may order refills by:

1. Stop by University Health Pharmacy located on the main floor of the University Health building at 2101 Charlotte Street, Kansas City MO 64108
2. Calling our specialty team at 816-404-4200 or 1-800-255-3005. When calling to request a refill, please allow two (2) business days for University Health Pharmacy to process and deliver your refill order.
3. Email one of our specialty pharmacists at SpecialtyPharmacy@tmcmed.org.

If you have lost your medication or supplies, or if you need your prescription(s) in advance of travel, please call University Health Pharmacy, and our staff will work with you and your insurance company to ensure that your medications are covered and that there is no lapse in therapy.

SERVICES OFFERED

Insurance, Billing and Financial Assistance

Our team works with your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost. Our team will research various financial assistance programs available to possibly lower your drug therapy cost. We may ask you to fill out a patient medication assistance program authorization form in order to provide these services.

Some medicines need documentation for costs to be covered. This process is called a prior authorization. Our team has the expertise to process this paperwork, which may take a few business days to complete. Our team keeps you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

If your insurance plan considers University Health Pharmacy an “out of network” pharmacy, we will inform you of the cost to fill your medicine with us in writing. Our staff will transfer your prescription to an “in network” pharmacy if there is a cost savings to you.

Payment

All balances must be paid at the time services are rendered. We accept credit/debit cards, cash, personal checks, money orders and most flexible spending accounts.

If you get a check from your insurance company, you should send it to University Health Pharmacy with a copy of the Explanation of Benefits (also known as the EOB) statement you received. If you have any questions regarding this, please call us.

SERVICES OFFERED

Pharmacist Assistance

University Health Pharmacy's specialty pharmacists are trained on the medication you are taking, and they are here to answer your questions about your therapy and care plan. Our pharmacists have direct access to your doctors, nurses, and other providers, and will reach out to them if needed.

Pharmacists will:

- Teach you how to take your medicine correctly and consistently and share why it's important.
- Ensure that you know how to use injectable medications.
- Help you understand and manage side effects and drug interactions.
- Discuss any problems you may have, such as administration difficulties or cost concerns.
- Work with your health care team to ensure your therapy is safe, effective and appropriate.

Please call one of our pharmacists if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs relating to your medication. After normal business hours, if you must leave a message, a pharmacist will promptly return your call, within no more than 30 minutes. In case of an emergency call 911.

Prescription Delivery

You can pick up your medication(s) from University Health Pharmacy. Or, a free overnight delivery, via FedEx to your home, can be scheduled. FedEx delivers Monday through Saturday (Tuesday through Saturday if the medicine requires refrigeration). We also have access to a courier who can deliver the medication to you Monday through Friday. Signature upon receipt is requested; however, if you cannot accept the package, it can be left at your home or another approved location. We are not able to ship to a PO Box. Our team will coordinate delivery of your specialty medication(s) to your home or an approved alternate location when necessary.

We will also include any necessary supplies, such as needles, syringes, sharps containers and alcohol swabs, at no cost to you. If your medication(s) require special handling or refrigeration, they will be packaged and shipped accordingly.

University Health Pharmacy will make every effort to deliver your medication and supplies early if a weather warning is in place. A University Health Pharmacy team member will attempt to call our patients, in order of disaster priority, with any special instructions. Please make sure we have your secondary contact information on file to ensure we can reach you in case of an emergency or a delivery delay so there is no lapse in therapy. In addition, please let our staff know if your contact information changes.

SERVICES OFFERED

Refill Reminders

A patient care coordinator or pharmacy technician will call you:

- One (1) week before your medication is scheduled to run out,
- To check your progress,
- To determine the shipment or delivery of your next refill, and
- To verify your therapy and get a new prescription if you do not have any refills left.

Our patient care coordinator or pharmacy technician will connect you to a clinical pharmacist if you have any questions or concerns about your therapy.

Interpreter Services

If you are deaf, hearing impaired or if English is not your primary language, an interpreter is available. There are special services available if you are visually impaired as well.

Medications not available at Pharmacy

University Health Pharmacy has access to most specialty medicines, but if our specialty pharmacy is unable to provide your medicine, our team works with both you and another pharmacy to ensure that you receive your medicine. Let us know if you want your prescription transferred to another pharmacy, and we will transfer your prescription on your behalf.



FREQUENTLY ASKED QUESTIONS

What is a specialty pharmacy?

A specialty pharmacy provides complex and costly medications, usually requiring special storage and handling that may not be available at your local pharmacy. The medications are injected, taken by mouth or infused. Sometimes, these medications have side effects that require monitoring by a trained pharmacist. University Health Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

Will my insurance company let University Health Pharmacy dispense my medication?

University Health Pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.

Will you ever substitute my medication with another?

From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of the University Health Pharmacy team will contact you prior to shipping the medication to inform you of the substitution.

When should I contact University Health Pharmacy?

You should call University Health Pharmacy if:

- Your address, telephone number or insurance information has changed.
- You have any questions regarding the status of your prescription.
- You have concerns regarding how you take your medication.
- You need to reschedule or check the status of your delivery.
- To start or stop a medication or if your dose changes.
- You have a reaction or allergy to your medicine.
- You would like additional information regarding your plan for therapy.
- If you suspect an error in shipping or dispensing has occurred.
- If you notice your medication has been recalled by the FDA.

You should also contact us with any other questions or concerns. Our staff is happy to assist you with your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy, including education materials and consumer advocacy support.

Is it important to take all my medication?

Yes. Follow your doctor's instructions for both the amount of the medication you should take and the length of time you should take it. We understand that some medications may have unpleasant side effects or be difficult to administer. Our pharmacists are available to offer practical advice about dealing with these issues and can help you to contact your prescriber about the medical management of these side effects.

What do I do if I have an adverse reaction to the medication?

Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening. Contact University Health Pharmacy or your doctor who prescribed the medicine to report the reaction.

Can I return my prescription?

Once your prescription is dispensed from the pharmacy it cannot be returned to the pharmacy. If you suspect your medication or device is defective, please call us and we will see if a new medication or device can be sent to you. If you believe the medication you are taking has been recalled, please call University Health Pharmacy, and our staff will assist you.

How do I dispose of unused medications?

For instructions on how to properly dispose of unused medications, please contact University Health Pharmacy or go to the below FDA websites for information and instructions:

- www.fda.gov/forconsumers/consumerupdates/ucm101653.htm
- www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm

PATIENT INFORMATION

Community Resources and Support

University Health Pharmacy staff will ensure that you have access to and information from community resources to help you optimize your medication therapy and better manage your disease state. Visit our website at universityhealthkc.org for more information.

Drug Recalls

University Health Pharmacy follows the drug recall guidelines by the FDA, the drug manufacturers and/or state and federal regulatory agencies. We contact you and your provider if a drug recall affects you.

Severe Weather and Disaster Information

We make every effort to deliver your medicines and supplies early if there is a weather event. If we are unable to deliver your medicines or supplies, we transfer your prescription to another pharmacy. If there is a disaster in your area, call 816-404-4200 or 1-800-225-3005 to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information on file is up to date to avoid delay or disruption in your therapy.



Adverse drug reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their primary care provider (PCP) or local emergency room, or call 911.

Sharps and sharps disposal

After using your injectable medication, place all needles, syringes and lancets and other sharp objects into a sharps container. Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at www.cdc.gov/needledisposal.

Needle-stick safety

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle sticks or sharps-related injuries promptly to your physician.

CONCERNS AND COMPLAINTS

Patient Complaint Policy (Verify)

You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns.

- Email us at SpecialtyPharmacy@tmcmcd.org.
- Share the concern with the staff involved or the manager in charge, either by phone or in person.
- Contact Guest Relations at 816-404-3325.

University Health Pharmacy has a formal complaint process that ensures your concerns, complaints and suggestions are reviewed and investigated within five (5) business days of receipt. You are notified, either by phone or in writing, of our resolution. There is no retaliation for filing a complaint.

If University Health Pharmacy cannot resolve your patient care or safety concern, you may contact:

- State Health and Human Services
- Office of Quality Monitoring for The Joint Commission, 800-994-6610, complaint@jointcommission.org
- Medicare beneficiaries may also submit complaints regarding concerns of quality of care, coverage decisions and premature discharge by mailing

Patient Rights and Responsibilities

As a specialty pharmacy patient, you have the right to:

- Receive information about University Health Pharmacy's patient management program, including its philosophy and characteristics.
- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Identify University Health Pharmacy staff members, including job titles, and to speak with a supervisor if requested.
- Speak to a health professional.
- Receive information about the patient management program.
- Receive administrative information regarding changes in, or termination of, the patient management program.
- Decline participation, revoke consent, or disenroll at any point in time.
- To help us better serve you, please:
 - Submit any forms that are necessary to participate in the patient management program, to the extent required by law.
 - Give accurate clinical and contact information, and to notify the patient management program of changes in this information.
 - Notify your treating provider of your participation in our patient management program, if applicable.

YOUR RIGHTS AS A PATIENT

Access – You have the right to:

- Receive medically necessary treatment and the appropriate level of care regardless of age, race, ethnicity, religion, culture, color, national origin, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, or source of payment for care.
- Obtain other services for your needs such as social services (including protective services), spiritual health services, financial counseling, etc.
- View your medical and billing records within a reasonable time frame and access, request amendment to and obtain information on the disclosures of your medical records according to law and regulations.
- Accept or refuse medical care and be informed of the possible consequences of any such decision.
- Have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital.
- Receive interpreting services, such as qualified sign language interpreters, and auxiliary aids and services at no cost to you.

Respect – We will:

- Listen to you and treat you with respect.
- Respect your cultural and personal values, beliefs, and preferences.
- Talk with you and answer any questions that you may have about your plan of care.
- Respect your right to confidentiality and the privacy of your medical records, in adherence to the federal HIPAA Privacy Rule and the federal HIPAA Security Rule.
- Tell you who we are and our role as a part of your care team.
- Tell you why you are here and how we will be able to help you feel better.
- Provide you with the highest level of privacy and dignity that we can.

Safety – We will:

- Care for you in a safe and clean environment.
- Protect you from all forms of abuse, neglect, or harassment.
- Provide care that is free from restraint or seclusion, except when restraint is needed to protect your safety or the safety of others.

Involvement in Your Care – You have the right to:

- Receive communication in a way that is easy for you to understand.
- Be involved in treatment decisions, your care and discharge plans, make informed decisions and be informed of unanticipated outcomes.
- Have any concerns regarding care or treatment reviewed and addressed.
- Have your pain managed.
- Make end-of-life decisions and request that staff document and follow those requests.
- Designate someone to speak on your behalf if you are unable to make decisions about your care.
- Participate in research or experimental treatments and clinical trials.

Your visitors – Most patients have the right to:

- Have visitors of your choice, including a spouse, domestic partner, same-sex domestic partner, family member or friend.
- Withdraw your consent to be visited by any visitor at any time.

Voice Concerns

- If you feel that we have not honored your rights as a patient, or if you believe TMC discriminated against you or violated your (or someone else's) civil rights, conscience rights, privacy rights, or religious freedom rights, please notify your doctor or nurse so we can work together to resolved your concerns.
- You may also contact Guest Services:
Health Sciences District: 816-404-3325
Lakewood: 816-404-7840
Behavioral Health: 816-404-6032

YOUR RIGHTS AS A PATIENT

- You can file a grievance in person or by mail, fax, or email:

2301 Holmes Street
Kansas City, Missouri 64108
Fax# 816-404-3326

email: guestservices@tmcmcd.org

- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

The Joint Commission

- At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

Your Responsibilities as a Patient or Visitor

So that we can provide you with patient-centered, quality care and services, we ask that you always:

- Keep the hospital a quiet and restful place.
- Respect the rights, privacy and property of other patients and staff. Follow TMC's rules and regulations, including the tobacco, alcohol-free and drug-free policy.
- Refrain from foul, threatening or inappropriate language.
- Refrain from hitting or threatening a family member, a patient or staff.

- Refrain from bringing a weapon into the facility.
- Ask questions of your healthcare team when you don't understand something.
- Adhere to the care plan that your medical team has developed for you.
- Be on time for your medical appointments or call in advance to reschedule.
- Provide a copy of your advance directive at every visit.
- Fulfill your financial obligations for your healthcare as promptly as possible.
- Provide accurate and complete information in order for TMC to receive payment for services.

Your Personal Belongings

TMC does not assume responsibility for the loss of any personal belongings brought with you to TMC. Please send all valuable items such as cell phones, jewelry, watches, money and credit cards home. If you have personal belongings you are unable to send home, inform staff who will contact the TMC Security Department.

Interpreting Services

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 816-404-3280 (TTY: 816-404-0002).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 816-404-3280 (TTY: 816-404-0002).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 816-404-3280 (TTY: 816-404-0002)。

Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 816-404-3280 (رقم هاتف الصم والبكم: 816-404-0002).

