

Welcome

A Guide to Services at UofL Health – Specialty Pharmacy



UofL Health

Specialty Pharmacy

UofLHealth.org



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A specialty medication is a type of medicine that may:


- Need extra attention from your health care team
- Treat a rare, serious or chronic condition
- Have a high cost
- Be taken by mouth or injection

As a patient at UofL Health – Specialty Pharmacy, you have access to extra services such as:

- Service 24 hours a day, 365 days a year
- One-on-one counseling with our pharmacy staff in the pharmacy, over the phone or both
- Written medication information
- Help with your insurance and enrollment in financial support programs.
- Refill reminders
- Free home delivery services to Kentucky and Indiana

Here is what you can expect:

- Check ins to make sure you have your medications and work with you and your doctor to reach your goals
- Medicine checks by our pharmacists to make sure we have the right list and that you can take your medications together



The Specialty Pharmacy's mission is to make sure patients and their caregivers get the care and help they need to do well with their treatment. You can count on our help, care and teaching throughout the length of your treatment.

About Us

Location

UofL Health – Jackson Street Outpatient Center
550 S. Jackson Street (First Floor)
Louisville, KY 40243

Contact Information

You may contact us at any time:

- **Phone:** 855-681-1600 (toll free) or 502-681-1600
- **Website:** UofLHealth.org/services/specialty-pharmacy
- **Email:** ULHSpecialtyPharmacy@UofLHealth.org
- **Hours:** Monday-Friday, 9 a.m.-5 p.m.

Hours of Operation

We are closed on the following observed holidays, but offer on-call services for the below dates:

- New Year's Day
- Memorial Day (last Monday in May)
- Independence Day
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas Day

After-Hours Services

You can reach UofL Health – Pharmacy after-hours, at 855-681-1600. Please leave a message with your full name, birth date, phone number and question. A pharmacist will call you back, if requested.

Patient Concerns or Issues

You have the right to share concerns about the services you have received at any time. We want to correct any concerns or issues as quickly as possible. If the pharmacy staff is unable to fix your concerns, please ask to speak with the Specialty Pharmacy Manager.

You may also report any concerns to the following:

- Utilization Review and Accreditation Committee (URAC)
urac.org/file-a-grievance | 202-326-3941
- Accreditation Commission for Health Care (ACHC)
achc.org/contact | 1-855-937-2242

We Value Your Feedback

Patient opinions matter to our team! We want to know what we can do to better help you. A member of our pharmacy team may ask for your opinions, and you can share feedback at any time. The survey can be completed online at [SurveyMonkey.com/r/P6C3VR8](https://www.surveymonkey.com/r/P6C3VR8).

Patient Management Program

This program is for all patients taking specialty medications to help reach their treatment goals. This service is offered at no charge and using the program is completely up to you. **This program includes services such as:**

- Helping you find ways to remember to take your medicine
- Lowering medication costs
- Working through issues with your medicine

Clinical Support

A pharmacist will talk to you about your medicine at the pharmacy or on the phone. They can answer your questions, teach you how to take it, and talk to your doctor if needed. A pharmacist is always available to help with your medicine, even after work hours.

Support Tools and Products

Our team will give you the tools and supplies you need to do well in your treatment. These may include patient education sheets, disposal containers and other supplies.



How To Use Our Services

Filling a New Prescription

Usually, your provider will send a prescription to our pharmacy for your medication. You may also bring a prescription to the pharmacy, or we can call your provider for a new prescription.

Medications Not Available at UofL Health – Specialty Pharmacy

UofL Health – Specialty Pharmacy can fill many specialty medications. If we cannot order your medication, we will work with you and another pharmacy to make sure you get your medication.

Insurance

We take most insurances at UofL Health – Specialty Pharmacy. If your insurance wants you to use another pharmacy, we will help you switch so you can still get your medicine.

Easy Pickup and Delivery Options

- Pick-up in person
- Planned delivery

Delivery of Your Specialty Medications

We can deliver your specialty medications to your home or chosen location within Kentucky and Indiana. We will also send any supplies you may need. If your medication needs special handling or refrigeration, we will package and ship it correctly. You or a selected person over 18 years of age must sign for the delivery. Please share another person's phone number to reach out to in case we cannot reach you. You may also get email updates on your delivery, if requested.

We will try to deliver your medicines early during bad weather. In emergency situations that may cause the pharmacy to close without warning, UofL Health – Specialty Pharmacy will do our best to bring your medicine to you as soon as it is safe. Our pharmacy team will call you with instructions, starting with the most urgent cases. Please contact us by phone if you have any questions or concerns about our services during an emergency, including reporting a missed delivery of medication.

Medication Refills

The pharmacy will call you before your medicine runs out. You can always contact the pharmacy to check on your medicine. The team will check how you are doing, ask about any side effects, current instructions and help get you more medicine. Payment is required before your medication can be shipped. Refills can be requested by calling us at **855-618-1600**.

Language and Cultural Services

We want everyone to feel welcome and respected. UofL Health – Specialty Pharmacy can provide free help from language services.

This is for people who are:

- Limited-English Proficient (LEP)
- Deaf/Hard of Hearing (HOH)
- Or have other communication challenges

We want to make sure everyone feels comfortable and understood. If you speak a different language or have any unique requests, please tell our pharmacy staff. We are here to help and make sure you get the best care possible!

The Billing Process

Insurance and Financial Support

Specialty medications are commonly high cost and require steps called a “prior authorization” to be paid for by insurance. Our pharmacy team will work with your insurance company and your provider to get the prescription covered.

UofL Health – Specialty Pharmacy will bill your insurance company for you. However, you may still owe a portion of the cost, which is called a copayment or coinsurance. You will be responsible for paying your copayment when you order your medication or refills. We will let you know the amount you need to pay. You will not be charged additional fees after you receive your medication if your insurance does not pay the expected amount.

If your copayment is not affordable, we will work with you and available programs to try to lower your cost. We will let you know the exact amount that you will owe for your medication.

Payment Options

We accept cash, checks, credit/debit cards and flexible spending or health savings accounts.

General Information and Tips for Success

Before Taking Your Medication

Let us know if you:

- Have any drug allergies, reactions to medication, food or other materials such as latex
- Are taking any prescription or over-the-counter medications such as vitamins, supplements or dietary aids
- Are, may be, or are trying to become pregnant
- Are breastfeeding or chestfeeding
- Have any medical problems
- Are on a special diet

What You Should Know About Your Medication

Make sure you know:

- The name of your medication and what it is used for
- How to take it, what time of day and for how long
- How long it will take your medication to start working
- What kind of side effects to look for and what to do if they occur
- What to do if you miss a dose
- How to store your medications and if there are any storage requirements
- How to dispose of your medication and supplies

Adverse Drug Reactions

Patients who experience an adverse drug reaction with symptoms that require urgent attention should be seen in a local emergency room or call 911.

Medication Recalls

The specialty pharmacy will be notified if a medication is recalled. We will review the recalled medication list and compare it to medications we have provided to patients. If you have received a medication that was recalled that may cause a bad outcome, a specialty pharmacy team member will call you to talk about the situation and next steps to make sure you are safe.

Disposing of Your Medications and Supplies

How to Dispose of Chemotherapy or Hazardous Medication

- **DO NOT** throw medication in the trash or flush it down the toilet
- Give any leftover medication back to your doctor or pharmacy
- You can also ask people at your local health department or waste collection service how to throw away these medications safely.
 - Louisville Metro Public Health Department
400 E. Gray Street, Louisville, KY 40202
502-574-6520
 - Bullitt County Health Department
181 Less Valley Road, Shepherdsville, KY 40165
502-543-2413
 - Shelby County Health Department
615 11th Street, Shelbyville, KY 40065
502-633-1231

Needle-Stick Safety

- Never put the cap back on a needle
- Throw away used needles immediately after use in a sharps container
- Plan for safe handling and disposal before use
- Keep out of the reach of children and pets
- Report any needle sticks or sharps-related injuries to your pharmacy or provider

Sharps Containers

After you inject medicine, put the needles, syringes and lancets into a sharps container. Do not throw them in the regular trash or flush them down the toilet. If you do not have a sharps container, use a strong container with a lid that twists on tightly, like an empty container of liquid soap.

Disposal

Check with your local trash collection service or health department to learn of disposal methods for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at [cdc.gov/needledisposal](https://www.cdc.gov/needledisposal).

Patient Rights and Responsibilities

The following statements are a summary of your rights and responsibilities as a patient.

A PATIENT HAS THE RIGHT TO:

- Understand what the patient management program is all about and how it can help you
- Have your personal health information shared with the patient management program only if it follows the rules set by the state and federal laws
- Identify the program's staff members, including their job title and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Learn about the patient management program
- Receive information regarding changes in, or termination of, the patient management program
- The right to decline participation, withdraw consent, or opt out at any point in time
- Be informed in advance about the care or services you will receive. This includes who will provide the care and how often they will visit you. If there are any changes to the plan of care, they should tell you about it
- Be informed in advance of care being provided, of the charges, including payment for care/service and any charges for which the client/patient will be responsible
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and updates of the plan of care
- Refuse care or treatment once you understand what might happen if you refuse it
- Know about your rights under state law if you want to create an Advanced Directive if it applies to you
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
- Be able to identify visitors and staff members through proper identification
- Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misuse of client/patient property

- You have the right to express your concerns or complaints about your treatment or care. You can also suggest changes in policies, staff or the care you receive without concern for retaliation
- Have concerns regarding treatment or care that is provided or lack of respect properly investigated
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- Know about how the organization shares your medical records and protects medical information
- Choose the doctor or health care provider you want to see
- Receive the care you need and be treated fairly, following the provider's instructions
- Be informed of any financial benefits when referred to an organization
- Be fully informed of your responsibilities

PATIENT RESPONSIBILITIES INCLUDE:

- Patient should turn in all forms that are necessary to receive services
- Patient should give accurate medical and contact information and let the program know of any changes
- Let your doctor know if you are going to be apart of the services provided by the organization
- Take care of any equipment given to you
- Let the pharmacy know if you have any concerns about the care or services you are receiving
- Share a complete and correct history of your health information and past medical history
- Ask questions about your care and what is expected of you
- Follow the plan made by your primary doctor
- Accept negative outcome if you do not follow instructions or refuse the treatment
- Follow the hospital's rules and regulations for patient care and conduct
- Show respect and consideration for the rights and property of the hospital, staff and other patients
- Let the hospital know about any Advance Directives you have and the appointment of a surrogate to make decisions on your behalf
- Pay for your health care as timely as possible

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