Emory Specialty Pharmacy

Patient Welcome Packet



This packet includes important information.
Please keep it in a safe place.

EMORY HEALTHCARE
Specialty Pharmacy

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Welcome to Emory Specialty Pharmacy

We look forward to partnering with you on your complex health condition. As a patient of Emory Specialty Pharmacy, you will receive services beyond the traditional retail model that include refill reminders, and regular check ins about your medications and how they are working for you. We also offer services related to financial help, including enrollment into medication assistance programs and foundations, if needed.

We are here to help with your specialty medication. We can help you get your medication, find ways to lower the cost, learn how to use it and better manage your condition. To make this time in your life smoother, our staff is dedicated to providing you with personalized services to ensure you benefit from your therapy.

Our services include:

- Individualized clinical monitoring from a team of specialty-trained clinical pharmacists who work directly with your provider to optimize your care
- Free, on time and safe home delivery or pick-up of your medications
- An after-hours clinical support line for urgent questions on your medications 365 days a year including holidays
- Prescription insurance benefits investigation, prior authorization and medication assistance support to help you receive your medications at an affordable price and in a timely manner
- Reminders for when it is time to refill your medication(s)

We look forward to working with you and providing the best service possible. We know you have many options, and we thank you for choosing Emory Specialty Pharmacy.

About Emory Specialty Pharmacy

MISSION

We improve lives and provide hope.

VISION

Emory's Woodruff Health Sciences Center will fundamentally re-imagine and transform health and academic healthcare

VALUES

We exemplify excellence, innovation and collaboration. We treat everyone with respect, caring and compassion. We steward our resources responsibly to optimize value. We serve with integrity.



Contact Us

PHONE & HOURS OF OPERATION

404-686-5020 or toll-free at 833-315-0915
8 a.m. – 5 p.m.
Monday through Friday

PHONE

For after hours medication related clinical questions, please call the number above and follow the prompts to leave a message. A specialty pharmacist will respond within 30 minutes to help you with your concerns. For emergencies, always call 911

HOW ARE WE DOING?

We value our patients and your opinions. Please take a few minutes to complete this survey which represents an important step in our journey to service excellence. Scan the QR code for the survey or visit the link below.

emoryhealthcare.org/pharmacy/specialty-pharmacy

HOLIDAYS EMORY SPECIALTY PHARMACY IS CLOSED

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

Services Offered

GETTING STARTED

The decision has been made to start you on a specialty medication. We know this time can be stressful and full of complex decisions. As experts of medications, our goal is to help take some of the stress off of you. Your prescription has already been sent to our pharmacy; however, prior to receiving and starting your medication, a few things will need to be done.

INSURANCE NAVIGATION

Our team will contact your insurance company to request coverage of the medication. This process is called a "prior authorization" or "PA" and typically takes 2-3 business days to complete, but may be longer depending on your insurance or medication.

COLLABORATION WITH YOUR PHYSICIAN

In addition to having expert knowledge of your condition and medications, our clinical pharmacists work directly with your care team to understand your care plan.

ACCESS TO EXPERTS FOR CLINICAL SUPPORT AND REGULAR FOLLOW UP

Our clinical pharmacists are trained to provide complete therapy management of your specific condition. We will reach out to you to discuss your new medications and are available throughout your treatment period to answer any questions or address any concerns.

MEDICATION ASSISTANCE

Despite your insurance company approving your medication, often times your copayments or coinsurance may remain high. We will research available medication assistance programs that may help lower your drug therapy cost.

PRESCRIPTION DELIVERY

Emory Specialty Pharmacy serves patients across Georgia. We offer free medication delivery. Our team will keep your medication(s) safe and secure throughout the delivery process.

When scheduling your delivery, you may have the option to receive your medication through a local courier or by a trusted national shipping carrier.

PRESCRIPTION PICK UP

If you would rather come to the pharmacy to pick up your medication(s), we can work with you to schedule that as well. Ask our pharmacy team about available outpatient pharmacy pick up locations. Please coordinate this pick up with us ahead of time to ensure your medications are available and ready.

REFILL REMINDERS

We will notify you to remind you when your refills are due in order to prevent a delay in your therapy.

LANGUAGE ACCESS SERVICES

Do you prefer a language other than English? We can provide free language help to help you understand your medication, instructions, and treatment plan.

We also offer help for patients who are deaf or hard of hearing. This may include a sign language interpreter or other communication tools.

CULTURAL SUPPORT SERVICES

We respect your culture, values, beliefs, and choices. Please tell us about any cultural needs that may affect your care or treatment. We will work with you to provide care that respects what matters to you and your family.

Obtaining Medication

FREE DELIVERY

If you live in the state of Georgia, we offer free delivery of your medication(s) to your home or to an alternative location. We also include other supplies such as a sharps container, as requested.

We coordinate all refills to make sure that you or an adult family member is available to receive the delivery.

If your medication requires refrigeration, we have a validated delivery process with our couriers to ensure your medication is stored at appropriate temperatures. Upon receipt of medication, please be sure to refrigerate your medication immediately.

If the package is damaged, please call us at 404-686-5020.

HOW TO FILL A PRESCRIPTION

A specialty pharmacy staff member will notify you before your medication is due for a refill to check your progress and to determine the delivery of your next refill. If you have any questions or need assistance, please call 404-686-5020 during normal business hours.

TRANSFER OF CARE

Your insurance plan may require you to use a certain pharmacy. If Emory Specialty Pharmacy cannot fill your medication, one of our team members will send your prescription to the correct pharmacy. If this happens, you will be notified about the transfer.

If you no longer want to fill your medication(s) through Emory Specialty Pharmacy, please contact us, and we will transfer your prescription to your preferred pharmacy.

PATIENT MANAGEMENT PROGRAM

As a patient, we monitor your medications and progress through a disease specific patient management program. This program is designed to provide benefits such as managing side effects, increasing adherence to drug therapies and overall improvement of your health. This service is provided to you at no cost and your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt out.

Please understand we support you on this journey and ask you follow your provider's instructions, respond to our outreach calls, take your medication on time, and provide accurate health information to your care team.

Billing and Payment Process

Before your care begins, we will explain the costs that you may need to pay. We can also tell you if our pharmacy is in your insurance network.

Your insurance may not pay the full cost. You may ask us for the cash price of your medication.

INSURANCE CLAIMS AND COPAYMENTS

Emory Specialty Pharmacy may send a claim to your health insurance on the day your prescription is filled. You may still need to pay part of the cost. This amount may be called a copay or copayment.

Your costs depend on your insurance plan. They may include:

- Deductibles
- Copayments
- Coinsurance
- Annual out-of-pocket limits

If your insurance rejects the claim, a staff member will contact you when needed. We will work with you to address the issue.

We may also help you find programs that can lower your medication costs. This may help you start your medication.

PAYMENT POLICY

When you accept medication or supplies from Emory Specialty Pharmacy, you allow your insurance plan or pharmacy benefit manager to pay Emory Specialty Pharmacy.

You must pay all copayments and deductibles required by your insurance plan. If you have a copayment, you must pay for it before your medication is shipped or picked up. We accept all major credit cards. You may ask us to securely save your card information for future payments. This is optional.

Tips for Success

Emory Specialty Pharmacy is here to help you get the most out of your medication. Below are a few tips that can help you achieve the best results from the therapy prescribed to you:

1. **FOLLOW YOUR DOCTOR'S INSTRUCTIONS**
   Take your medication as directed by your doctor. Tell your pharmacy team if you have questions or trouble following your treatment plan. We are here to help.

2. **ASK QUESTIONS**
   Educating yourself on the medications you are taking and the disease for which you are being treated is a very important part of dealing with the changes you are experiencing. Ask your doctor or pharmacist for any other educational resources specific to your condition.

3. **CALL US**
   If you have any unanswered questions or need any further support, call us at any time, day or night. Our pharmacists are here to help you!

Please call Emory Specialty Pharmacy at 404-686-5020 for more details.

HELPFUL QUESTIONS TO ASK YOUR PHARMACIST:

- What is my medication supposed to do?
- How and when do I take it?
- For how long should I take it?
- Should I avoid alcohol or any foods?
- Can I take other drugs with my medication?
- Should I expect any side effects?
- What should I do if I forget to take my medication or take it incorrectly?
- Is it safe to become pregnant or breastfeed while taking this medication?
- How should I store my medications, and how long can I keep them?

Frequently Asked Questions

WHAT IS A SPECIALTY PHARMACY, AND WHY DO I NEED ONE?

The medication(s) you have been prescribed requires special storing, handling and education. A specialty pharmacy, such as Emory Specialty Pharmacy, is designed to help educate patients on their specific medication(s) but also work with their providers to ensure successful outcomes. In addition to clinical and educational expertise, Emory Specialty Pharmacy has a team of specialists dedicated to ensure you receive your medication at an affordable price and in a timely manner.

HOW DO I CONTACT THE SPECIALTY PHARMACY?

You may call us at 404-686-5020 to speak to a specialty pharmacy employee, or ask to speak to a pharmacist at your next clinic visit.

HOW DO I ORDER REFILLS?

Our clinical pharmacists work directly with the pharmacy to authorize your prescription refills protectively based on safety and adherence monitoring. A specialty pharmacy team member will call you before your medication(s) is/are due for refill. If you are running low on mediation or needing an early refill please feel free to call us.

WHEN SHOULD I CONTACT THE SPECIALTY PHARMACY?

You should call Emory Specialty 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 to take your medication
- If you suspect an error or delay in delivery or dispensing has occurred
- If you suspect 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 medication(s) delivered
- Helping you get access to medication(s) during an emergency or disaster
- Providing you with tools to manage your therapy, including educational materials and consumer advocacy support

HOW MUCH WILL MY MEDICATION COST?

Your copayment will vary based on your insurance plan. We will tell you this amount after we have processed your prescription and before we ever charge your account.

Frequently Asked Questions

WHAT IF I CANNOT AFFORD MY MEDICATION?

Some patients are eligible for medication assistance through drug companies or other foundations. Emory Specialty Pharmacy has a team dedicated to reviewing options available to you and helping you enroll into these programs. Please let a pharmacy staff member know if you are having trouble affording the medication, as we have a trained medication assistance team ready to help you out.

We have staff dedicated to working with your insurance company and your provider to obtain coverage for your medication. If the medication is not approved through your insurance company, despite these efforts, we will inform your physician who will discuss other options with you.

DOES THE EMORY SPECIALTY PHARMACY HAVE ACCESS TO ALL SPECIALTY MEDICATIONS?

Emory Specialty Pharmacy has access to most specialty medications. If we do not have access to the medication you need, we will work with you to transfer your care to the appropriate pharmacy.

WHAT IF I DO NOT HAVE PRESCRIPTION INSURANCE?

Some drug companies offer a free drug program. If it is available, we have a team of individuals who can help you enroll in the program.

WHAT SHOULD I DO IF I HAVE A REACTION TO MY SPECIALTY MEDICATION?

If it is a serious or life-threatening event, call 9-1-1 or have someone drive you to your local emergency room. If you have an adverse reaction to your medication, you should contact Emory Specialty Pharmacy at 404-686-5020 or your prescribing physician.

HOW DO I DISPOSE OF UNUSED MEDICATIONS?

Check with your specialty pharmacist to see if any Emory Healthcare sites near you have a medication disposal bin.

If there is not one close to you, for instructions on how to properly dispose of unused medications, check with your local waste collection service.

You can also check the following websites for additional information:

- prescriptiondrugdisposal.com
- fda.gov

Frequently Asked Questions

YOUR VOICE MATTERS

Your feedback helps us improve our care and services. Please contact us if you have a question, concern, or suggestion. We will listen to and help address your needs.

Patients and caregivers may share concerns or ideas about our pharmacy services at any time. You may contact us by phone, email, or mail. Our team can help with your medication, delivery, or any other part of our service.

Call us right away if you think there was an error or that a medication may be fake or counterfeit. We will respond within 24 hours or by the next business day.

You have the right to file a formal complaint, also called a grievance. You may use the Patient Concern Form in this packet. We will confirm that we received your complaint within 5 business days. We will give you a final response within 14 days.

If you are not satisfied with our response, you may contact one of the groups below.

Emory Healthcare Patient Relations
Email: patient.relations@emoryhealthcare.org

State Board of Pharmacy
Website: gbp.georgia.gov
Address: 2 Martin Luther King Jr. Drive SE 11th Floor - East Tower Atlanta, GA 30334
Telephone: (404) 651-8000

URAC - Utilization Review Accreditation Commission
Website: urac.org/contact/file-a-grievance
Address: 1220 L Street NW, Suite 900 Washington, DC 20005
Telephone: 202-216-9010



Patient Safety

ADVERSE DRUG REACTIONS

If it is a serious or life-threatening event, call 9-1-1, or have someone drive you to your local emergency room. If you have an adverse reaction to your medication, you should contact Emory Specialty Pharmacy at 404-686-5020 or your prescribing physician, directly.

POISONING

Keep all hazardous materials, liquids and medications out of the reach of children. Know your local poison control number or dial 800-222-1222 if a poisoning or suspected poisoning occurs.

DISPOSAL OF SHARP OBJECTS

Place all needles, syringes and other sharp objects into a sharps container. This will be provided upon request by Emory Specialty Pharmacy if you are prescribed an injectable medication. You may also check the following website for additional information: safeneedledisposal.org

DRUG RECALLS

If your medication is recalled, the specialty pharmacy will contact you with further instructions as directed by the FDA or drug manufacturer.

EMERGENCY DISASTER INFORMATION

In the event of a disaster in your area, please contact our pharmacy to instruct us on how to deliver your medication. This will ensure your therapy is not interrupted.

PATIENT COMPLAINTS AND SUSPECTED ERRORS

We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services rendered or any other issues related to your order, please contact us directly, and speak to one of our staff members.

Patients and caregivers have the right to voice complaints and/or recommendations on services to the pharmacy.

DRUG SUBSTITUTION PROTOCOLS

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 team member will contact you prior to delivering the medication to inform you of the substitution.

Patient Safety

KEEPING YOUR HANDS CLEAN AND GERM-FREE

Clean hands help protect you and others from illness. Clean hands are very important when you handle medication or care for someone who is sick.

PROPER HAND HYGIENE

Wash your hands before you prepare or take your medication. Also wash them after caring for someone who is sick.

The Centers for Disease Control and Prevention (CDC) recommends these steps:

1. Wet your hands with clean, running water. The water may be warm or cold.
2. Turn off the water and apply soap.
3. Rub your hands together to make a lather. Clean the backs of your hands, between your fingers and under your nails.
4. Scrub your hands for at least 20 seconds. You can hum the "Happy Birthday" song twice to help track the time.
5. Rinse your hands under clean, running water.
6. Dry your hands with a clean towel or let them air-dry.

USING HAND SANITIZER

If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Check the label to find the alcohol amount.

Hand sanitizer can lower the number of germs on your hands, but it does not remove every type of germ. It may not work well if your hands look dirty or greasy. It may not remove harmful chemicals, such as pesticides or heavy metals.

Apply enough sanitizer to cover all parts of your hands. Rub your hands together until they are dry.

Patient Safety



DRUG FACTS

For current drug facts on most medicines prescribed today, visit the National Library of Medicine: dailymed.nlm.nih.gov/dailymed/index.cfm

For specifics about your disease state or your medication, please visit the following websites:

CROHN'S/COLITIS: crohnsandcolitis.com

HEPATITIS B/C: liverfoundation.org

MULTIPLE SCLEROSIS: nationalmssociety.org

ONCOLOGY/HEMATOLOGY: cancer.gov/publications/patient-education

RHEUMATOLOGY: rheumatology.org

CARDIOLOGY: amyloidosissupport.org/support_groups/georgia_alabama.html

amyloidosis.org

thefhfoundation.org/

heart.org

DERMATOLOGY: dermatologyfoundation.org

PULMONOLOGY: cff.org

ASTHMA/ALLERGY: aafa.org/

Patient Rights

AS A PATIENT OF EMORY SPECIALTY PHARMACY, YOU HAVE THE RIGHT:

- To have personal health information shared with the patient management program only in accordance with state and federal law
- To identify the program's staff members and their job title and to speak with a staff member's supervisor if requested
- To speak to a health care professional
- To receive administrative information regarding changes in or termination of the Patient Management Program
- To confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information; that information will only be shared with the Patient Management Program in accordance with state and federal law
- To decline participation, or disenroll, at any point in time
- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care
- Know who is responsible for coordinating your care; know the identity of each member of your health care team
- Receive considerate and respectful care without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, as well as source of payment for care
- Expect care to be given in an environment free from neglect, exploitation, and verbal, mental, physical and sexual abuse
- Receive information in a manner that meets your needs when you are impaired by vision, speech, hearing, language barriers or cognitive impairments
- Request and/or refuse treatment, with the right to receive a clear explanation of the consequences of refusal of treatment
- For all of Emory Healthcare's Patients' rights, please visit emoryhealthcare.org/patient-rights

YOUR PRIVACY MATTERS TO US

We work to protect your health information. We also want you to know how we may use or share it as part of your care.

The Notice of Privacy Practices explains your privacy rights and how we protect your information. Please read it to learn how we handle your information.

View our privacy practices here: emoryhealthcare.org/privacy-notice

Patient Responsibilities

AS A PATIENT OF EMORY SPECIALTY PHARMACY, YOU HAVE THE RESPONSIBILITY:

- To provide accurate and complete information regarding your past and present medical history and contact information and provide notification when there is a change
- To notify your treating provider of your participation in the patient management program, if applicable
- Provide complete and accurate health, medical and insurance information, including an advance directive, if available
- Be considerate and respectful of other patients, hospital staff and hospital property, and encourage their visitors to do the same
- Maintain civil language and conduct
- Respect and follow hospital rules including those that prohibit offensive, threatening, and/a abusive language or behavior, and to ensure patient safety, privacy and comfort
- Understand that language and actions that are threatening, abusive, or disrespectful will not be tolerated, and may affect access to the facility
- Be aware that it is a felony to assault a health care worker.
- Ask questions when in doubt
- For all of Emory Healthcare's Patients' rights, please visit emoryhealthcare.org/patient-rights



EMORY
HEALTHCARE

Specialty Pharmacy

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