



Specialty Pharmacy

What You Need to Know

Welcome to Loyola University Medical Center Specialty Pharmacy.

Our service is designed to assist patients who are taking high cost and complicated medications, called specialty medications. Our team of professionals will work closely with you and your doctor to provide you with prompt, personalized service and help you succeed on your medication. This welcome packet contains information about our operation, our services and important patient safety information. Please take a few moments to read through this information and keep in a safe place for future reference.

Location

Loyola University Medical Center
2160 S. 1st Ave., Building 150, Room 1600
Maywood, IL 60153

Hours of Operation

Monday - Friday, 8:00 am - 4:00 pm
The pharmacy closes for lunch daily between 1:00 pm and 1:45 pm

Loyola University Medical Center (LUMC) Specialty Pharmacy is happy to provide services, including specialty pharmacy services, five days a week. For after-hour emergencies, patients can call 708-216-2705 and follow the prompts to speak with a pharmacy team member. The pharmacy is closed on all major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

How to Contact Us

Phone: 708-216-2705
Fax: 708-216-1850
LUMCSpecialtypharmacy@trinity-health.org
loyolamedicine.org/pharmacy

Emergency Services

In the event of an emergency, having a non-stop supply of medications is a top priority of our specialty pharmacy services team. If you are experiencing a medical emergency, please dial 911. If there is a disaster in your area, call 708-216-2705 and provide us with information on where to deliver your medication.

Commitment to Excellence

Loyola University Medical Center Specialty Pharmacy is accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a healthcare provider that has achieved ACHC accreditation, you can take comfort in knowing that you will receive the highest quality of care. If you have any concerns about the product or service that you receive from Loyola University Medical Center Specialty Pharmacy, you may contact ACHC directly at (855) 937-2242.



Filling and Receiving Your Medication

Getting Started with Us

Your doctor will send a prescription to our specialty pharmacy services team. We will begin the process of enrolling you into our Patient Management Program. Enrollment in this program is optional and you can opt out at any time by calling us at 708-216-2705.

Delivery, Mail and Pick-up Options

As a patient using the specialty pharmacy service at LUMC, you can choose to pick up your medication at our pharmacy, have it delivered or mailed to you at no additional cost. We will work with you for each refill to coordinate which option best meets your needs each month.

All medications may require a signature upon delivery. One of our staff members will work with you to schedule a day and time that is most convenient with your schedule to ensure your availability. We can arrange for packages to be delivered to your home or an alternative location.

For medications that require refrigeration or special handling, they will be packaged and shipped to you accordingly.

We can also include any necessary supplies, such as needles, syringes and alcohol swabs at your request.

Refill Reminders

We work to proactively fill your medications to be ahead of your needs. A staff member will contact you before your next refill to check on your progress, answer any questions and determine the shipment of your next package.

In the event you are not contacted by our staff within three days of your next fill, contact the specialty pharmacy at 708-216-2705.



Additionally, at any time, you are encouraged to reach out to our staff to inquire about your current or future medication needs.

Medication Delays

In the event of a delay (emergency or natural disaster), we will attempt to contact you as soon as possible. If necessary, we will work with another specialty pharmacy to ensure continuous access to medications. It is important to you, as the patient, to notify us of any change in contact information, including address and phone number.

Medications Not Available at LUMC Specialty Pharmacy

If you cannot get a medication at our pharmacy, a staff member will work with you and another pharmacy to ensure you receive your drug.

If you want your prescription transferred to another pharmacy, please contact us and we will transfer your prescription on your behalf.



Payment

Drug Claims

LUMC Specialty Pharmacy will bill your insurance company for you. However, you may still have to pay a portion of the cost, which is called a copayment. You will be responsible for paying your copayment when you order your medication or refills. We will tell you the exact amount you need to pay.

Financial Assistance Programs

The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost. We will research various financial assistance programs made available by drug manufacturers and/or charities to possibly lower your drug therapy cost. We will review and discuss options available if you qualify.

Outstanding Balance

If for any reason you owe a balance, the balance will need to be paid prior to your next refill. We accept cash, personal checks, Visa, MasterCard and Discover credit cards.

If you need help in arranging a payment plan for the money you owe, we will be happy to assist you in setting up a payment plan. Please call us at 708-216-2705 and let us know of your situation.

Patient Information and Safety

Patient Management Program

LUMC Specialty Pharmacy offers a patient management program for specific medical conditions, through our specialty pharmacy service. This program provides clinically based information specific to your therapy to improve your health. It includes education about how and when to take your medication, how to manage potential side effects, and ongoing health monitoring and support. This program is provided to you at no additional cost, and your participation is completely voluntary.

Adverse Drug Events

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

Drug Recalls

In the event of a drug recall, you will be contacted by pharmacy staff with proper instructions on how to proceed.

Generic Substitutions

If your medication is available generically, we will dispense the generic substitute unless your prescriber specifies otherwise. This may occur for new prescriptions, refills, therapeutic changes and prescription transfers.

Medication Disposal

Properly disposing of your unused medications, both over-the-counter and prescription, reduces the risk of accidental poisoning, environmental contamination and misuse. Please follow instructions from your local municipality for proper disposal of medications.

You may also go to the following FDA websites for information and instructions:

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



Sharps Containers

After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid (for example, an empty hard can like a coffee can or liquid detergent container) could be used.

Do not dispose of sharps in the trash unless they are contained within a sharps container. Do not flush them down the toilet.

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. For disposal, please follow instructions from your local municipality regarding proper disposal of sharps containers.

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 stick or sharps-related injuries promptly to your physician.

Tips for Success

We are here to help you get the most out of your medication. Pharmacists and support staff are available 24 hours a day, 7 days a week to answer your questions

and provide the support you may need. Below are a few tips that can help you achieve the best results from the therapy prescribed by your doctor:

Follow Directions — It is especially important that you follow the directions given by your doctor for your medication in order to get the best results. That includes taking the right dosage at the right time and for the prescribed length of therapy.

Don't be Afraid to 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 coping with the changes you are experiencing.



Ask your doctor or pharmacist for any other educational resources specific to your condition.

Call Us! If you have any unanswered questions, or need any further support, call us at 708-216-2705. Our pharmacists are here to help you!

Frequently Asked Questions

Why do I need specialty pharmacy services?

These medications may not be readily available at a local pharmacy because they are complex and costly medications that usually require special storage and handling. Sometimes these medications also have side effects that require monitoring by a trained pharmacist. We focus on providing these medications while offering excellent customer service and clinical support to you and your caregivers.

What if my insurance company doesn't cover my medication?

Our staff works directly with your physician and insurance company to obtain coverage for your therapy. If it is denied, your physician will discuss other options with you.

Will my insurance company let LUMC Specialty Pharmacy dispense my medication?

We 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.

What do I do if I lose my prescription or will be out of town when my prescription is due?

We will do our best to work with you to make sure you have your specialty medications when you need them.

What are my responsibilities as the patient in the patient management program?

The patient management program can be a resource and support system to help manage your disease; however, it requires your active participation by answering questions and voicing your concerns. We believe that you are your best advocate when it comes to your health. Let us help you!

Does LUMC Specialty Pharmacy have access to ALL specialty medications?

We have access to most specialty medications. If we do not have access, we will transfer your prescription to a pharmacy that does and have the new pharmacy contact you.

When should I contact specialty pharmacy services at LUMC?

You should call us 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.
- You would like additional information regarding your plan for therapy.
- If you suspect an error in shipping or dispensing has occurred.
- If you suspect your medication has been recalled by the FDA.
- If you suspect you have received a counterfeit medication

Important Information

Notice of Privacy Practices

Our top priority is protecting the privacy and security of your health information. The Notice of Privacy Practices, found in the welcome folder, describes our privacy practices in relation to your protected health information. The notice also describes how your health information may be used and disclosed and how you can access this information.

Patient Rights and Responsibilities

Patient Rights

1. Be fully informed in advance about service care to be provided, including frequency of contact as well as any modifications to the plan of service/care
2. Participate in the development and periodic revision of the plan of service/care
3. Decline participation in the patient management program, revoke consent or disenroll at any point in time
4. Informed consent and refusal of service/care or treatment after the consequences of refusing service/care or treatment are fully presented
5. Be informed, both orally and in writing, in advance of the service/care being provided, of the charges, including payment for service/care expected from third parties and any charges for which the patient will be responsible
6. Patients will be treated with respect, consideration and recognition of dignity and individuality
7. Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse
8. Voice complaints about care/service without restraint, interference, coercion, discrimination or reprisal
9. Have complaints regarding care investigated and resolved
10. Patients will have access to the identity of the staff members, including their job title, and to speak with a staff member's supervisor if requested
11. The right to speak to a health professional
12. Confidentiality and privacy of all information contained in the patient record and of protected health information in accordance with state and federal law
13. Be advised on company policies and procedures regarding the disclosure of clinical records
14. Receive appropriate service/care without discrimination in accordance with physician orders
15. Be informed of any financial benefits when referred to an organization
16. Be fully informed of one's responsibilities
17. Be informed of provider scope of services and any specific service/care limitations
18. Be informed of patient rights under state law to formulate advanced care directives
19. Be informed of anticipated outcomes of service/care and of any barriers in outcome achievement
20. The right to know about the philosophy and characteristics of the patient management program

Patient Responsibilities

21. To provide accurate and complete information about the patient's state of health including past illness and the use of medication
22. To submit any forms that are necessary to receive services
23. To ask questions if instructions or treatments are not understood
24. To tell the physician/pharmacist and other caregivers when unable to follow the prescribed treatment care plan
25. To follow the treatment plan recommended by the physician/pharmacist.
26. To notify treating provider of participation in the patient management program, if applicable
27. To provide copy of advance directives, if applicable
28. Patient is responsible for payment of any non-covered charges
29. To notify the organization of any concerns about the care or services provided
30. Patient must inform pharmacy of any changes in the following as soon as possible:
 - a. Address
 - b. Phone number(s)
 - c. Name (i.e., marriage, divorce, etc.)
 - d. Other contact information
 - e. Physician
 - f. Prescription(s)
 - g. Insurance information
 - h. Allergies
 - i. Adverse reactions to medications
 - j. Health status/clinical information

Patient Satisfaction Survey

We want to hear about your experience with our pharmacy so that we may better serve you. Please complete this survey and mail it back to us using the enclosed postage paid self-addressed envelope. You may also return this to Hackley or complete it at MercyHealth.com/Specialty-Pharmacy.

Patient Complaints and Concerns

Complaint Procedure

LUMC Specialty Pharmacy strives to provide you with the highest level of customer service. If you have a concern or issue about our specialty pharmacy services we want to hear from you so that we can make things right and keep your business.

You may file a complaint with us at 708-216-2705. Once a complaint is received, we will respond back to you within two business days.

Please feel free to also contact:

- **Accreditation Commission of Healthcare (ACHC)**
Complaint Department
855-937-2242
- **Amr Elrehaimy, PharmD**
Pharmacy Operations Coordinator
708-216-5166
Amr.Elrehaimy@luhs.org
- **Illinois Board of Pharmacy**
320 W Washington St #3,
Springfield, IL 62786

Emergency Preparedness in Your Home

Each year more than 20 million family members suffer injuries in the home. We want you and your family to live in a safe environment. We have provided some suggestions that could help you prevent an injury within your home. Check every room in your house and make your home safer.

Falling

This is the way people are most often injured in their homes.

- Keep the floor clean. Promptly clean up spills.
- If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
- Use a non-slip mat or install adhesive strips in your tub or shower.
- Tuck away telephone, computer and electrical cords out of walkways.
- All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
- Have all walkways well-lit and use night lights as needed.
- Have a flashlight that works.

Poisoning

- Keep all hazardous materials and liquids out of the reach of children.
- Keep medications out of the reach of children.
- Know your local poison control number or call 1-800-222-1222

Fire and Burn Prevention

- Have smoke detectors in the home, and replace batteries at least once per year.
- Test each smoke detector once a month.
- Have a fire plan and be sure all family members know what to do if there's a fire.
- Place covers over electrical outlets.
- Check to make sure your water heater is set no higher than 120°F.
- Keep children away from the stove and never leave it unattended while cooking.
- Keep matches and lighters out of the reach of children.

Fire

- Rescue anyone from immediate danger if possible.
- If safe, alert the fire department. Otherwise evacuate area.
- Turn off oxygen (if applicable), and try to contain the fire by closing off any access, such as doors.
- Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department when you are safe.

Natural Disasters (Earthquake, Hurricane and Tornado)

- In disaster-prone areas, store food and extra bottled water. Have a transistor radio, flashlights and extra batteries. Report any special needs for a backup generator to electric and gas companies.
- Check for injuries.
- Check your home for any gas or water leaks and turn off appropriate valves.
- Stay away from windows or broken glass. Wear shoes at all times.
- Evacuate area if necessary.
- If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.

Power Outage

- Notify your gas and electric companies if there is a loss of power. Report any special needs for a backup generator to the electric and gas companies.
- Have a transistor radio, flashlights, batteries and/or candles available.
- Never go near down power lines. Call 911 and wait for assistance.

Flood

- In flood-prone areas, store extra food and extra bottled water. Have a transistor radio, flashlights and batteries available. Get a pipe wrench to shut off valves for gas and water. Report any special needs for a backup generator to the electric and gas companies.
- Evacuate the area.
- Contact the local law enforcement, civil defense and/or emergency preparedness.

OUR MISSION

We, Loyola Medicine, serve together in the spirit of the Gospel
as a compassionate and transforming healing presence within our communities.

OUR VISION

As a mission-driven innovative health organization, we will become
the national leader in improving the health of our communities and each person we serve.
We will be the most trusted health partner for life.



**Share your
feedback with
us by taking
our patient
satisfaction
survey.**



A Member of Trinity Health

©2024 Loyola Medicine. All Rights Reserved. • August 2024 • LMIL-W09837-2408



**LOYOLA
MEDICINE**

2160 S. First Ave. • Maywood, IL 60153
708-216-2705 • loyolamedicine.org