

Specialty Pharmacy Program



NEW PATIENT WELCOME PACKET

How To Contact Us

Sutter Health Specialty Pharmacy @ ABSMC is open during regular business hours, Monday through Friday. Pharmacy staff are available to help you with your prescriptions and questions about medication.

Pharmacists are available 24 hours a day, seven days a week, to address your needs. After business hours, we have an on-call pharmacist available to answer urgent clinical questions.



Telephone: 510-204-6550

Toll-Free: 855-744-1692

Fax: 510-204-5895

Address: Sutter Health Alta Bates
Summit Medical Center –
Herrick Campus
2001 Dwight Way, Suite 2182
(2nd Floor)
Berkeley, CA 94704

Located in the Comprehensive
Cancer Center (CCC)

Website: sutterhealth.org/shsp-pharmacy

Hours: Monday through Friday
9 a.m. to 5:30 p.m.

Sutter Health Specialty Pharmacy will be closed or may have reduced hours on major holidays.



ACCREDITED

Specialty Pharmacy
Expires 05/01/2024

Welcome

Welcome to Sutter Health Specialty Pharmacy @ ABSMC.

Thank you for the opportunity to serve your pharmacy needs. Please review this guide for important information about our services. Because you may need to refer to this guide in the future, please keep it in a safe place.



About Us

Sutter Health Specialty Pharmacy @ ABSMC helps treat complex medical conditions including (but not limited to) all types of cancers and inflammatory conditions. We offer hands-on support and educational services at our pharmacy.

Sutter Health Specialty Pharmacy is led by specialty pharmacists who are experts on your medications. We review your medications for safety and effectiveness, and we work in close partnership with your healthcare team to monitor your progress. As part of the Comprehensive Cancer Center (CCC), we can review your medical chart. This allows us to look for drug interactions, monitor your labs for safety and easily communicate with your healthcare team.

Tips for Success

At Sutter Health Specialty Pharmacy, we're by your side throughout your treatment. To get the most out of our services and medications, here are some tips:

1. Be Active in Your Care

Make sure you understand your medications, side effects and symptoms you should watch for. Keep your appointments with the clinic and pharmacy. If we call you, please promptly call us back. Let's work together to manage your health!

2. Follow Instructions

Please follow all instructions from your doctor and pharmacist regarding your medications. We seek to provide clear guidance to help you get the most out of your medications. If we're not being clear, please ask and allow us to explain it again; that's what we're here for.

3. Ask Questions

We welcome all questions and concerns. Let us know about any challenges you may have. The more you ask, the more you know.

4. Keep a List of Your Medications

Make sure you have a list of all your medications on paper or your smartphone. Include your prescriptions, over-the-counter (OTC) medications and herbal products. Update your medication list when it changes. Carry your list with you at all times.

5. Use Reminders and Pillboxes or Medication Trays

Set an alarm on your phone to remind you to take your medications on time. If you have rituals around the same time every day – for example, when you eat breakfast – place your medications where you'll be visually reminded to take them daily. Using a pillbox or a medication tray can also help you make sure you take the right medications, in the right amount, at the right time.

6. Get Help When You Need It

You may have days when it's harder to keep track of your medications. Ask your family or friends for support. Call us for ideas to help you stay on track with your medications.

Support for Therapy Management

Our goal is to support you and your medication therapy management. This means making sure that your medications are right for you and they'll help you reach your best treatment outcomes. Any time you start a new medication, we'll consult with you and your caregiver. We'll help you understand and take charge of your care.

Our pharmacists will support you to:

- ▶ Understand how to take your medications.
- ▶ Manage and stay on track with your medications.
- ▶ Manage side effects.
- ▶ Store and handle your medications.
- ▶ Answer any questions you may have regarding your therapy.

Pharmacist

- Teaches you about your medications, side effects, interactions and monitoring.
- Checks side effects, interactions and outcomes of the medicines.
- Reviews your medical chart and monitors your progress.
- Answers questions and concerns about medications and treatment.
- Communicates with you and your provider when necessary.
- Performs periodic assessments with you as part of the Patient Management Program.

Pharmacy Technician

- Collects patient information necessary for pharmacy processing.
- Processes prescriptions.
- Dispenses prescriptions.
- Communicates with you regarding insurance, copayments and when your medications will be ready.
- Helps with refills and setting up deliveries.

Prior Authorization Staff Member

- Works with prescribers and insurance companies to try to obtain medication coverage for non-formulary medications.

The Patient Management Program

The Patient Management Program is designed to help enhance your compliance with prescribed medication therapy and, as a result, achieve better control of your health. The program consists of one-on-one consultations, assessments and periodic reassessments with a pharmacist. The pharmacist uses current medical and scientific evidence and clinical guidelines to help devise a customized therapy plan in conjunction with your input and individual needs.

Benefits of the program include:

- ▶ Information about safe and effective use and handling of your medications to maximize therapy.
- ▶ Assistance in learning how to take or inject your medications correctly to decrease the risk of adverse events.
- ▶ Advice to help prevent and manage side effects.
- ▶ Refill reminder calls to ensure you always have enough medication on hand.
- ▶ Dedicated staff available to answer questions.

Limitations of the program may include:

- ▶ Your willingness to follow directions and adherence with your prescribed therapy.
- ▶ Your willingness to remain enrolled in the program.
- ▶ Your adherence with recommended interventions.
- ▶ Your willingness to interact with clinical staff.

There is no extra cost to you to enroll in this program. All patients are automatically enrolled into the Patient Management Program, but you have the right to opt out of (or opt back into) it at any time.

If you'd like to opt out of the program, please notify us by:

- ▶ Calling or visiting the pharmacy and speaking with a staff member regarding your wishes to opt out of the Patient Management Program.

Opting out of the Patient Management Program in no way affects the services available to you through Sutter Health Specialty Pharmacy. If at a later time you'd like to opt back in, please contact the pharmacy and speak with a staff member.

Know About Your Medications

Make sure you know about each of the medications you take. This includes:

- ▶ Why you take it.
- ▶ How to take it.
- ▶ How to store it.
- ▶ What to do with the sharps after administration (if you use an injectable medication).
- ▶ What you can expect while you're taking it.
- ▶ The medication's side effects and warnings.

Be sure to tell your doctor or pharmacist about:

- ▶ All the medications you take. This includes prescription and over-the-counter (OTC) medicines, vitamins, herbs and supplements.

Side Effects to Your Medications

Many medications can cause side effects. Some may go away after taking the medication over time, but some side effects can be a problem or become more serious. If you're having problems with side effects, call your provider or pharmacist. We're here to offer support.

Watch closely for changes in your health, and be sure to contact your provider if you have any problems with your medicine.

Ask your pharmacist or provider about what a bad or even life-threatening reaction to your medications might look like. **Call 911 immediately if you think you're having a life-threatening reaction.**

After treatment, contact your provider and our staff to discuss changes in medication.

What Questions Should I Ask About My Medications?

Here are some examples:

- What if I miss a dose or take it incorrectly?
- Can I drink alcohol with my medications?
- What if I think there's an error in my medication?
- What if I become pregnant?
- When should I call about side effects or reactions?

Accessing Your Medications

Once we receive your medication orders, our staff will contact you to keep you updated on when your medications will be ready. Please feel free to call us if you have questions.

New Medications

Your provider may send your prescription to our pharmacy. Once your health insurance company approves your claim, your medication should be available within the next few business days. We'll contact you when your prescription is ready. Alternatively, you may bring a written prescription from your provider to our pharmacy to fill.



Medication Refills

We keep track of your medications so you don't have to. Our staff will call you three to seven days before your next refill is due. During this call, you can:

- ▶ Arrange a pickup time or request a delivery of your medications.
- ▶ Verify your shipping address.
- ▶ Update us if you have any new or existing allergies or changes in your health.
- ▶ Connect with a pharmacist if you have any questions about your medications.

If we leave a voicemail, please return our call as soon as possible. We can't automatically ship medications to you without speaking to you first.

Refill Management and Medication Synchronization

We offer refill management and medication synchronization services. In refill management, we will ask your provider for refills of your medications well before you're due for your next fill. This will ensure you have uninterrupted therapy. Medication synchronization is when we coordinate the refills of all your medications so you can pick them up or have them delivered together once a month. Our pharmacy team is happy to organize your medications to make delivery or pickup easier for you.

Deliveries

We offer a once-monthly complimentary courier delivery of your medications to your home, work or another approved location within California. Unfortunately, we're unable to ship to a post office box or to any U.S. Postal Service mailbox at this time.

- ▶ Medications are usually delivered Monday through Friday. Same-day deliveries are available in urgent circumstances and depending on the destination location.
- ▶ Prior to every delivery, staff will contact you to confirm your address and date and time of delivery. They'll also collect payment if you have a copay for your medication.
- ▶ We'll need to speak to you and confirm your delivery address every time before delivering your medications to you.
- ▶ We require a signature for all deliveries.

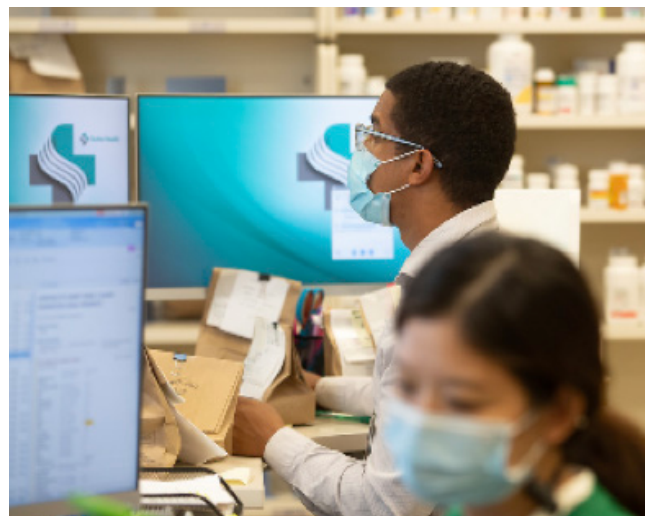
If you prefer, you may pick up your medication from the pharmacy during regular business hours.

Medication Delays or Unavailability

In the event that your medication is delayed or unavailable, we'll contact you as soon as possible. Our staff work creatively with alternative ordering and partner with other pharmacies to solve delays. In some cases, we may direct you to another pharmacy that has your medication in stock.

If there are situations (such as emergencies, natural disasters, etc.) that cause the medication to be unavailable, we'll work with your provider to obtain an alternative medication and will keep you informed.

If our pharmacy is unable to provide or order your medication, our staff will work with you to find a pharmacy that can provide your medication.



Safe Storage and Disposal of Medications and Sharps

Safe Storage of Medications

It's important to store all medications safely. Each medication may have different storage requirements. Please ask us how to store your medication.

Always store medications out of children's reach. In case of an emergency, know your local poison control number, call the National Capital Poison Center at 800-222-1222, or visit poison.org.

Using Injectable Medications: Needle-Stick Safety

Make sure you have a plan for handling and disposing needles before using them.

- ▶ Have a sharps container to dispose of used needles.
- ▶ Never replace the cap on needles and syringes.
- ▶ Throw away used needles immediately after use in a sharps container.
- ▶ Report all needle-stick or sharps-related injuries promptly to your doctor.



Preparing Unused Medications and Sharps for Trash Disposal

Always dispose of medications when they expire or are no longer needed. If you use an injectable medication, you'll need to dispose of the sharps containers regularly.

Preparing Medications for Disposal

- ▶ **Do not place medications in the regular trash.**
- ▶ Remove medications from their containers and place them in a clear plastic zippered bag. For creams or liquids, keep them in their original containers and cross out your name before you place them in the clear bag.

Preparing Sharps for Disposal

- ▶ **Don't place needles, syringes, lancets and other sharp objects in the regular trash.**
- ▶ Place all needles, syringes, lancets and other sharp objects into a sharps container.
- ▶ If a sharps container isn't readily available, use a hard plastic or metal container with a screw-on top or other tightly securable lid, such as a liquid detergent container. Don't use clear plastic or glass containers.
- ▶ Tape the top of the sharps container or hard plastic or metal container with heavy-duty tape, such as duct or masking tape. Containers should be no more than three-quarters full.
- ▶ For more information on safe needle disposal, please visit safeneedledisposal.org.

Preparing Supplies for Disposal

- ▶ Place all other non-sharp, non-medication used supplies in a bag that you cannot see through. Place this bag inside of a second bag.
- ▶ Place the (double-bagged) used supplies in your garbage with your other trash.

Special Disposal Bins

Dispose of unused or expired medications and sharps containers in a special bin located at a pharmacy or other location. **Please do not flush them** in a sink or toilet, and **do not** dispose of them with regular trash.

To find a bin near you:

- ▶ Go to the California Product Stewardship Council website at dontrushtoflush.org.
- ▶ Call your local law enforcement or public health department to find a bin. Some bins are for medications only. Other bins accept medications and sharps.

Billing, Payment and Insurance

Medication Cost

We'll bill your insurance company for your medications. However, you may still need to pay a portion of the cost. This is called a copayment or copay. You'll need to pay your copay each time we fill your medication. Copay amounts may vary for medications depending on your insurance formulary plan. A pharmacy staff member will inform you of the exact amount you need to pay for each medication.

Payment

We accept Visa, MasterCard, American Express and Discover credit cards. We also accept cash, personal checks, money orders and most flexible spending account cards.

Financial Assistance

Our pharmacy team has knowledge of and access to some financial assistance programs. These may include manufacturer discount coupons, copay cards, state or federal programs, or foundation assistance. If you're eligible, we'll help you enroll in these programs.

Insurance Prior Authorizations (PA)

Depending on your insurance plan, some medications may require prior authorization (PA) before we can fill your medications. A PA is approval from your health insurance provider to pay for your medications. This means that your insurance will pay either a portion or all of

the costs of your medications. Our staff work diligently to ensure you receive the maximum benefit from your insurance.

We'll work with your insurance company and providers to submit the necessary paperwork to complete a PA. This process may take a few days to weeks, depending on the insurance plan and the complexity of your case. Our staff will inform you if your medication needs a PA, and we'll be in contact with you during and after the PA process. We thank you in advance for your patience.

Insurance Denial

If your insurance denies coverage for your medication, you have the right to file an appeal with your health plan. We'll inform you and your provider if this occurs. Our pharmacy team has the knowledge and resources to help you and your provider with the appeals process.

Insurance Change

If your insurance changes, please call us as soon as possible to ensure no interruption in your therapy. We can reach out to your new insurance company to approve your medications.

Frequently Asked Questions (FAQs)

1. How Long Do I Have To Wait for My Medications?

When you have a new prescription, your prescription health insurance must receive and approve a prescription claim in order for them to pay part or all of the cost. Once your insurance approves your prescription claim, your medication will usually be available within the next few business days. A pharmacy staff member will contact you to let you know when a prescription is ready for you.

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2. Can I Get My Medication Transferred to Another Pharmacy?

We can transfer your medication to another pharmacy at your request. Please ask your preferred pharmacy to call us so we can transfer your prescriptions. After the transfer is complete, please follow up with the new pharmacy about the status of your medications.

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3. Will I Get Brand Name or Generic Medications?

Sutter Health Specialty Pharmacy fills cost-saving, generic-equivalent prescription medications as required by state law, unless you or your physician require otherwise. Many specialty medications do not have available generic equivalents, but if they do, we substitute only FDA-approved generic equivalents to brand-name medications.

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4. Can I Return Medications?

No. By California law, you can't return a medication once it leaves the pharmacy.

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5. What If My Medication Is Recalled?

A drug or medication recall occurs when a prescription or over-the-counter (OTC) medication is removed from the market because it's found to be either defective or potentially harmful. Sometimes, the makers of the medication discover a problem and voluntarily recall it. Other times, the Food and Drug Administration (FDA) requires a medication recall after receiving reports of problems from the public. Once a drug is recalled, the medication is removed from our pharmacy stock. Our pharmacy monitors recalls from federal and state agencies, manufacturers and distributors. We'll contact you and your prescriber if your medication is recalled, and inform you about next steps.

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6. What If I Need an Interpreter?

You may request an interpreter at any time if you are deaf or hearing-impaired, or if English is not your primary language. We'll help provide the means necessary for effective communication.

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7. Can I Opt Out of the Patient Management Program?

The Patient Management Program was created to help optimize patient medication outcomes. The program is designed to enhance your compliance with prescribed medication therapy and, as a result, achieve better control of your disease.

All patients are automatically enrolled into the Patient Management Program. You have the right to opt out of (or opt back into) the program at any time. If you'd like to opt out, please:

- ▶ Call the pharmacy and speak with a staff member regarding your wishes to opt out of the Patient Management Program.
- ▶ Or fill out the Patient Management Program Opt-Out Form and mail or hand it to a pharmacy staff member.

Opting out of the Patient Management Program in no way affects the services available to you through Sutter Health Specialty Pharmacy. If at a later time, you'd like to opt back in, please contact the pharmacy and speak with a staff member.

8. When Should I Call the Pharmacy?

Please don't hesitate to call us during regular business hours if:

- ▶ You'd like to check the status of your order or inquire about a delay in delivery.
- ▶ You have about five doses of your medication left, and we haven't contacted you. We'll work to process your refill as soon as possible.
- ▶ You have questions about your medication, its storage, administration or potential side effects.
- ▶ You believe you may be experiencing a non-life-threatening adverse drug reaction.

If you're experiencing what you think is a life-threatening reaction, immediately call 911.

- ▶ You need an early refill due to scheduled travel. Please call us at least five days ahead of your scheduled travel date.
- ▶ Your insurance has changed.
- ▶ You have concerns about access to your medications during natural disasters or emergencies.
- ▶ You believe an error may have occurred with your order.
- ▶ You need help obtaining a medication not available through Sutter Health Specialty Pharmacy.
- ▶ You have a question about a medication recall or safe disposal of your medication.
- ▶ You'd like to transfer your prescription to another pharmacy.
- ▶ You have questions about any substitutions we've made on your order, such as a generic substitution.

A pharmacist is available 24 hours a day, seven days a week, to answer any urgent or clinical questions you may have. To reach a pharmacist, please call us:

Local Telephone Number

510-204-6550

Toll-Free Telephone Number

855-744-1692

Patient Rights and Responsibilities

The following terms are in addition to Sutter Health's Patient Rights and Responsibilities and are exclusively applicable to the pharmacy services of the Sutter Health Specialty Pharmacy @ ABSMC and East Bay AIDS Center Pharmacy (each, the "Pharmacy") and their patient management programs (each, the "Patient Management Program").

The Patient Has the Right:

- ▶ To know about philosophy and characteristics of the Patient Management Program.
- ▶ To have personal health information shared with the Patient Management Program only in accordance with state and federal law.
- ▶ To speak with a pharmacist or health professional regarding questions or concerns about their medication.
- ▶ To identify the staff member of the Pharmacy and their job title, and to speak with a supervisor of the staff member if requested.
- ▶ To receive information about the Patient Management Program.
- ▶ To receive administrative information regarding changes in or termination of the Patient Management Program.
- ▶ To decline participation, revoke consent or disenroll at any point in time.

The Patient Has the Responsibility:

- ▶ To give accurate clinical, insurance and contact information and to notify the Pharmacy of changes in this information.
- ▶ To submit any forms that are necessary to participate in the Patient Management Program, to the extent required by law.
- ▶ To notify their treating provider of their participation in the Patient Management Program.

To view Sutter Health's Patient Rights and Responsibilities, visit sutterhealth.org/for-patients/patient-rights-responsibilities.

Other Patient Information

Patient Advocacy Support

We're here to serve you, and we want to help you get the most out of your specialty medication therapy. If you have a question or an issue, please contact us immediately and let us help to resolve the situation.

Listed below are resources to learn more and connect with support groups and organizations dedicated to educating patients about their conditions. They can also provide valuable support in dealing with complex and difficult healthcare needs.

Crohn's and Colitis Advocacy Network

800-241-0758

Cystic Fibrosis Foundation

800-344-4823

Hepatitis C Care Line

844-737-6676

HIV/AIDS Hotline

800-367-2437

MS Advocate for Change

800-344-4867

National Coalition for Cancer Survivorship

877-622-7937

National Psoriasis Foundation

800-723-9166

RA Advocate 101

844-571-4357

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To learn more about consumer protection and advocacy services, visit:

Department of Consumer Affairs

dca.ca.gov

National Association of Consumer Advocates

consumeradvocates.org

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To learn more about disease states, visit sutterhealth.org/diseases-conditions.

NOTICE OF HIPAA AND PRIVACY PRACTICES

A copy of the Sutter Health HIPAA and Privacy Practices is available at Sutter Health Specialty Pharmacy and can also be found on the Sutter Health website at sutterhealth.org/privacy/hipaa-privacy.

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