



WELCOME TO THE DEACONESS SPECIALTY PHARMACY PATIENT MANAGEMENT PROGRAM!

Thank you for choosing us to be your specialty pharmacy provider. Our dedicated pharmacy team is excited to work with you, your physician and your insurance company to ensure all your needs are met.

As a specialty pharmacy patient, you'll have one-on-one direct contact with our pharmacists, who will develop a program tailored to you based on your specific needs. This is to make sure you can understand and follow your prescription guidelines.

Our services are designed to help you achieve the most benefit from your therapy. Services include:

- Training, Education and Counseling
- Comprehensive Medication Review
- Copay, Patient Assistance and other Financial Assistance Programs
- Refill Reminders
- 24/7 Access to Clinically Trained Personnel

Please visit us on the web at deaconess.com/SpecialtyPharmacy for more information about our services.

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

Sincerely,

The Deaconess Specialty Pharmacy Team



IMPORTANT INFORMATION

Patient Management Program

Specialty pharmacy patients are automatically enrolled in our therapy-specific patient management program. Our team of trained clinicians will provide you with continuous clinical evaluation, ongoing health monitoring, assessment of patient-specific needs to ensure each patient's needs are met, assessment of educational needs and management of your medication use.

This program is provided to you at no additional cost, and your participation is completely voluntary. If you wish to opt out of the program, please call and speak to a specialty pharmacy team member.

The patient management program provides benefits such as managing side effects, increasing compliance with drug therapies, and overall improvement of health when you are willing to follow your treatment plan. We tailor your care to meet your specific needs.

Financial Information

Before your care begins, a staff member will inform you of your out-of-pocket costs such as deductibles, copays and coinsurance.

We will submit claims to your health insurance carrier, and if your claim is denied, a staff member will notify you so we can work together to resolve the issue.

We will notify you if we are an out-of-network pharmacy and will provide you with the cash price of a medication upon request.

Our team has access to financial assistance programs through our Medication Assistance Program to address financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We'll help you with connection to our Medication Assistance Program.

Filling a Prescription

Your physician can send us your prescription, or you can provide it to us in person or through the mail.

You'll be contacted by a team member 5-7 days prior to your refill date. If you would like to contact us for a refill, you can call us and speak to a pharmacy team member to process your refill request.

Checking Prescription Status

To check the status of your prescription, you can call the pharmacy and speak with a member of the pharmacy staff.

Prescription Transfers

We'll notify you if our pharmacy is out of network. If our pharmacy can no longer provide your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.

Please call us if you'd like to receive your medications from another pharmacy. We'll help you transfer your prescription to the appropriate pharmacy of your choice.

Drug Substitution

Our pharmacy strives to find the most cost-efficient option for you. From time to time it may be necessary to substitute brand-name drugs with a generic drug option. This could occur due to insurance carrier preference or to reduce your copay. If a substitution will be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication if you or your prescriber request us to do so.

Infection Control

According to the Centers for Disease Control (CDC), the most important step to prevent the spread of germs and infections is hand washing. You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing or sneezing
- After touching an animal, animal feed or animal waste
- After handling pet food or pet treats
- After touching garbage

Follow these five steps every time you wash your hands:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel, or air dry them.

How to use hand sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Proper Disposal of Sharps

Place all needles, syringes and other sharp objects into a sharps container or alternate container as recommended by the FDA. We suggest an empty laundry detergent container if the manufacturer does not have a sharps disposal program.

Proper Disposal of Unused Medications

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:

- [fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines](https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines)
- [fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know)
- [RXdrugdropbox.org](https://www.rxdrugdropbox.org)

You may also use the green medication disposal bins located in the lobby of Deaconess Family Pharmacy if the medication meets the requirements listed on the green bin labeling.

Drug Recalls

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

Accessing Medications During an Emergency or Disaster

In the event of an emergency or disaster in your area, NEVER place yourself in danger to recover your medications. Please contact our pharmacy, and we'll help you get your medication(s) replaced.

If the pharmacy may be affected by an emergency or disaster, you will be contacted to discuss possible transfer of your medications to ensure your therapy is not interrupted.

Medication Issues and Concerns

Please contact the pharmacy as soon as possible to report medication issues such as adverse effects to your medication or suspected errors.

We want you to be completely satisfied with the care we provide. If you or your caregiver have concerns, please contact us by phone or in writing to discuss your concerns.

If your concerns are not promptly addressed, you may request a supervisor at 812-450-6338.

If you wish to seek further review of your concern, you may contact:

- Deaconess Patient Relations
 - 812-450-3334
 - patient.advocate@deaconess.com
- Indiana Board of Pharmacy
 - 1-800-382-5516
 - <https://indianaattorneygeneral.secure.force.com/ConsumerComplaintForm>
- URAC
 - Website: urac.org/complaint
 - Email: grievances@urac.org
- ACHC
 - 1-855 937-2242 or achc.org/contact

PATIENT RIGHTS AND RESPONSIBILITIES

As our patient, you have the RIGHT to:

- Have personal health information shared with the patient management program only in accordance with state and federal law.
- 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.
- Receive information about the patient management program.
- Decline participation or disenroll at any point in time.
- Be fully informed of one's responsibilities and any financial benefits when referred to an organization.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality

As our patient, you have the RESPONSIBILITY to:

- Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the services provided by the pharmacy, such as the patient management program.
- Submit forms that are necessary to receive services
- Maintain any equipment provided, if applicable
- Notify the organization of any concerns about the care or services provided

More Information about Your Medication, Condition/Diagnosis and Community and Financial Resources Can Be Found on the Websites Below

Alopecia	www.niams.nih.gov/health-topics/alopecia-areata
Ankylosing Spondylitis	www.hopkinsarthritis.org/arthritis-info/ankylosing-spondylitis/ankylosing-spondylitis-101
Asthma	www.aafa.org/asthma.aspx
Atopic Dermatitis	https://nationaleczema.org/eczema/patient-fact-sheets
Bullous Pemphigoid	www.mayoclinic.org/diseases-conditions/bullous-pemphigoid/symptoms-causes/syc-20350414
Clostridioides difficile	www.mayoclinic.org/diseases-conditions/c-difficile/symptoms-causes/syc-20351691
COPD	www.mayoclinic.org/diseases-conditions/copd/symptoms-causes/syc-20353679
Crohn's Disease	www.cdfa.org/science-and-professionals/programs-materials/patient-brochures www.crohnonline.com www.crohnsforum.com
Cystic Fibrosis	www.cff.org/
Eosinophilic esophagitis	https://patient.gastro.org/eosinophilic-esophagitis
Food Allergy	https://acaai.org/allergies/allergic-conditions/food/
Growth Hormone Deficiency	www.hgfound.org
Hemophilia	www.cdc.gov/hemophilia/about/?CDC_AAref_Val=https://www.cdc.gov/ncbddd/hemophilia/facts.html
Hepatitis B and C	www.liverfoundation.org www.hepatitis-central.com www.hepb.org/resources/printable_information.htm
Hereditary Angioedema	https://my.clevelandclinic.org/health/diseases/hereditary-angioedema
Hidradenitis Suppurativa	www.mayoclinic.org/diseases-conditions/hidradenitis-suppurativa/symptoms-causes/syc-20352306
HIV	www.hiv.gov www.cdc.gov/hiv/basics/livingwithhiv/resources
HIV Pre-Exposure Prophylaxis	https://hivinfo.nih.gov/understanding-hiv/fact-sheets/pre-exposure-prophylaxis-prep
IBD	www.crohnscolitisfoundation.org
Infertility	https://resolve.org
Interstitial Lung Disease	www.lung.org/lung-health-diseases/lung-disease-lookup/interstitial-lung-disease
Lipid Disorders	www.lipid.org/foundations
Metabolic Dysfunction-Associated Steatohepatitis	https://my.clevelandclinic.org/health/diseases/22988-nonalcoholic-steatohepatitis
Migraine	www.aafp.org/pubs/afp/issues/2018/0215/p243.pdf
Multiple Sclerosis	www.mysaa.org www.msfocus.org www.nationalmssociety.org
Nasal Polyps	www.aaaai.org/tools-for-the-public/conditions-library/allergies/nasal-polyps
Oncology	www.cancer.org www.livestrong.org/we-can-help
Osteoporosis	www.bonehealthandosteoporosis.org/patients
Primary Biliary Cholangitis	https://my.clevelandclinic.org/health/diseases/17715-primary-biliary-cholangitis-pbc
Prurigo Nodularis	https://jamanetwork.com/journals/jamadermatology/fullarticle/2788623
Psoriasis	www.psoriasis.org
Psoriatic Arthritis	https://rheumatology.org/patients/psoriatic-arthritis
Pulmonary Hypertension	https://phassociation.org/patients/aboutph
Respiratory Syncytial Virus (RSV)	www.thoracic.org/patients/patient-resources/resources/respiratory-syncytial-virus-rsv.pdf
Rheumatoid Arthritis	www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis www.rheumatoidarthritis.com www.arthritis.org
Solid Organ Transplant	https://transplantliving.org
Stem Cell Transplant	www.mskcc.org/cancer-care/patient-education/allogeneic-stem-cell-transplantation
Systemic Lupus Erythematosus	www.rheumatology.org/Portals/0/Files/Lupus-Fact-Sheet.pdf
Ulcerative Colitis	https://journals.lww.com/ajg/fulltext/2019/03000/acg_clinical_guideline_ulcerative_colitis_in.10.aspx
Urticaria	https://acaai.org/allergies/allergic-conditions/skin-allergy/hives
Uveitis	https://uveitis.org/patients/education/patient-guides