

SPECIALTY PHARMACY

WELCOME PACKET



St. Peter's Health
PHARMACY
BROADWAY CLINIC



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WELCOME TO OUR SPECIALTY PHARMACY PROGRAM

We appreciate the opportunity to serve you and provide local and personalized care for all of your specialty pharmacy needs. Our specialty pharmacy team is comprised of in-house pharmacists and pharmacy technicians who are integrated within your care team to help you get the best results from your medication. We pride our program on being responsive, personable and adaptable to each patient's needs.

CONTACT INFORMATION

By Phone

Monday through Friday from 8:00 am - 4:30 pm



Megan McKay, PharmD, BCPS, CPP
Oncology Specialty Pharmacist



Tom Richardson, PharmD, BCIDP, FMPA
Rheumatology Specialty Pharmacist



Taylor Sandvick, PharmD, BCPS, CPP
Specialty Pharmacy Coordinator, Other Specialties
406-457-4244



Daniel Reed, CPhT
Specialty Pharmacy Technician
406-457-4243

Through MyChart

Send a message to your pharmacist via MyChart.

By Email

Oncology	ctcpharmacist@sphealth.org
Rheumatology	rheumatologypharmacist@sphealth.org
All other specialties	specialtypharmacy@sphealth.org

After Hours Support

- For medical emergencies, please call 911 or go to your nearest Emergency Room
- For non-emergent questions, please call 406-444-2350 to speak with a pharmacist

Picking Up Your Specialty Medication

St. Peter's Health Broadway Specialty Pharmacy

Monday through Friday, 8:00 am - 6:00 pm

We will notify you of holiday hours and unexpected closures

2550 Broadway St. | Helena, MT 59601

406-444-2200

WHEN TO CONTACT YOUR SPECIALTY PHARMACIST

- You have questions or concerns about your specialty medication (E.g. How to take your medication, questions about side effects, etc.)
- You experience an allergic reaction or side effect from your medication
 - **In case of an emergency, contact 911 or seek immediate medical attention at the Emergency Department**
- Your medication device malfunctions or you need a replacement product
- There is a change in how you are using your medication (E.g. You will be holding your medication for two weeks prior to an elective surgery)
- Your contact information has changed
- You have had a change in insurance
- You have questions about the storage of your medication
- You have any questions or concerns about the specialty pharmacy service
- You have a request to change the delivery address or need accommodations for a specific delivery

PATIENT MANAGEMENT PROGRAM

We currently have specialty pharmacists embedded in the following clinics: Oncology, Rheumatology and Gastroenterology. Patients that opt into our Specialty Pharmacy Program will be monitored under our Patient Management Program (PMP). This program has a disease-specific management approach. We will review all of your medications, manage any potential side effects, help you stay on track with your treatment plan, assess your response to therapy and improve your overall health and satisfaction. This monitoring program comes at no cost to you, and participation is voluntary. If at any point you wish to no longer participate, please contact your specialty pharmacist to opt-out.

SERVICES AND SUPPORT OFFERED

- Medication education
- Injection training
- Prior authorization submission and appeals
- Copayment and other financial assistance
- Clinical monitoring
- Medication question assistance
- Prescription refills
- Personalized care to help patients achieve quality of life goals
- Direct collaboration with your provider and healthcare team
- Local pickup and mail delivery

PATIENT BENEFITS

- Direct access to the pharmacist dispensing your medication
- Direct access to the clinical pharmacist working with your provider and care team
- Copayment assistance
- Close follow-up and individualized support
- 24/7 support

SPECIALTY PHARMACY PROCESS

Prescription

- Your prescriber sends the specialty medication prescription to St. Peter's Specialty Pharmacy.

Copayment and Financial Assistance

- St. Peter's Specialty Pharmacy will submit the prescription claim to your prescription insurance.
- The specialty pharmacy team will help with any insurance processes, such as prior authorizations or appeals.
- If needed, the pharmacy team will identify potential copayment cards, patient assistance programs or other financial assistance opportunities for you.

Education

- Your specialty pharmacist will provide education about your new medication.
- If this is not a new medication, the pharmacist is available to answer any medication questions.

Medication Pick-Up

- Medications will be filled at the St. Peter's Broadway Pharmacy and can be picked up Monday through Friday, 8 am - 6 pm. If you prefer, mail order delivery is also available and can be set up at any time.

Ongoing Support

- Our specialty pharmacy is a local resource that works directly with you and your care team to help achieve optimal outcomes and resolve barriers.
- You will have direct access to a St. Peter's pharmacist to help with any questions related to your specialty medication(s).

COPAYMENT AND FINANCIAL ASSISTANCE

Financial Transparency

You will be notified of your copayment at the time of your medication fill. If the copayment is not financially feasible, your specialty team will work with you to find copayment or financial assistance programs that you may qualify for based on financial need.

Copayment

Your specialty pharmacy team will inform you of your financial obligations. This information will be provided to you each time your medication is filled and/or if there is a change in your insurance coverage. Copayments, as determined by your insurance, must be paid at the time of pickup or medication shipment. We accept payment by cash, credit card and check.

Financial Assistance

The specialty pharmacy team will work with you if there is a financial barrier identified. We will present all financial assistance options available to you and assist you with the application process for programs. There are various options that may be available, including copay or coupon cards, patient assistance programs through the medication manufacturer, foundation or grant support, or St. Peter's Health Specialty Pharmacy Foundation.

REFILLS

Before each refill, your specialty pharmacy team will reach out to you to make sure you are doing well on your current therapy. They will ask you questions about how many doses you have missed, if you are experiencing any side effects, and if you have any questions or concerns. You will then coordinate to pick up your medication from St. Peter's Broadway Pharmacy or coordinate delivery to your home.



PATIENT SAFETY

Adverse Reaction Reporting and Management

Contact your specialty pharmacy team if you have questions about an adverse reaction.

If you are having a serious reaction, please contact 911 or go to the nearest Emergency Room for emergent treatment. Follow-up with your specialty pharmacy team after you are feeling better to discuss your treatment plan moving forward.



Order Status and Order Delay

Your specialty pharmacy team will reach out to you prior to your refill. They will coordinate order pickup or order delivery on a date that works for you. We will notify you:

- If there are any issues with your insurance
- When your medication has been approved or denied
- When your medication is available
- Anytime there may be a delay in your refill

Prescription Transfer

If we are unable to fill your medication at our pharmacy, we will work with your care team to send the prescription to another pharmacy. Please contact our pharmacy if you wish to have your prescription filled elsewhere. You will no longer be enrolled in our Specialty Pharmacy Program if you transfer your prescription to another pharmacy.



SAFE MEDICATION AND SHARPS DISPOSAL

Medication Disposal Locations

Unused medications can be safely disposed of at one of the following drop-boxes:

- Helena Police Department 221 Breckenridge, Helena, MT
- St. Peter’s Broadway Pharmacy 2550 Broadway, Helena, MT

Visit dphhs.mt.gov/BHDD/SubstanceAbuse/dropboxlocations to find more locations.

Medication Disposal at Home

- Do not flush your unused medications
- Take medication out of the original bottle and/or box
- Remove your information from the bottle and/or box (you can cover this with black marker or duct tape)
- Put the medication into a container with a lid, like an empty plastic food container
- Mix medication with cat litter or used coffee grounds
- Seal container and put it in the trash

Sharps Disposal

Used sharps should be disposed of in a container made out of strong plastic, such as an empty laundry detergent container. Let your specialty pharmacy team know if you would prefer a sharps container, and we can help you enroll in a sharps disposal program if available.

Visit fda.gov/medical-devices/safely-using-sharps-needles-and-syringes-home-work-and-travel/free-printable-visual-learning-guides-safe-sharps-disposal for free printable visual learning guides for safe sharps disposal.

Needle Stick Safety

If you or someone else is accidentally stuck by a needle that is not their own:

- Wash the area with soap and water, or use an antiseptic such as hand sanitizer right away
- Get medical attention by calling your healthcare provider or healthcare facility



Hand Hygiene

Washing your hands is one of the best ways to help prevent the spread of infections. Be sure to wash your hands prior to taking your medication.

There are two ways you can reliably clean your hands:

1. **Soap and water:** Wet, lather and scrub your hands for 20 seconds. Rinse your hands, then dry using a clean towel or air dry
2. **Alcohol-based hand sanitizer:** Use a sanitizer that contains at least 60 percent alcohol. Apply enough to cover all surfaces and rub hands together until they feel dry (about 20 seconds)

Note: If you are taking oral chemotherapy, you should also wash your hands after taking the medication.

Emergency and Disaster

If there is an emergency or disaster in your area, please call your specialty pharmacy team. We will help coordinate a plan so you can receive medication that may have been lost or damaged.

PATIENT RIGHTS AND RESPONSIBILITIES

Concerns with Suspected Errors and Service Complaint Issues

Our specialty pharmacy is committed to service and safety. If you suspect a medication error has occurred or are unhappy with the services we have provided, you may reach out to your specialty pharmacist or the specialty pharmacy coordinator with your feedback. Alternatively, you can contact the St. Peter's Health Office of Patient Relations to express your concerns.

Specialty Pharmacy Coordinator 406-457-4244

St. Peter's Health Office of Patient Relations 406-447-2566

PATIENT BILL OF RIGHTS AND PRIVACY POLICY

[View the St. Peter's Bill of Rights](#)

[View the St. Peter's Privacy Policy](#)



PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of St. Peter's Specialty Pharmacy, you have the *right to*:

- Know what participation in the Patient Management Program entails
- Have personal health information shared with the Patient Management Program in accordance with state and federal law
- Identify the specialty pharmacy team, including their job title, and to speak with a supervisor if requested
- Speak with a health professional
- Receive information about the Patient Management Program
- Receive administrative information regarding changes in the Patient Management Program
- Choose not to participate or un-enroll at any time

As a patient of St. Peter's Specialty Pharmacy, you have the *responsibility to*:

- Submit any forms that are necessary to participate in the Patient Management Program to the extent required by law
- Give correct clinical, contact and insurance information and notify the specialty team of any changes in this information
- Notify your treating provider of enrollment in the Patient Management Program
- Participate in the program, including responding to outreach by the specialty pharmacy team
- If you fail to respond to three outreach attempts by the specialty pharmacy team, we will accept this as your decision to opt-out and you will be automatically un-enrolled from the Patient Management Program
 - The three outreach attempts will occur, at minimum, a week apart and will include at least two modes of outreach (phone, MyChart, email or physical letters)
 1. We will notify your provider that you have been un-enrolled from the Patient Management Program
 2. You can still pick up your prescription, but will no longer have the benefits of the Patient Management Program
 3. We will accept patients back into the program on a case-by-case basis

FREQUENTLY ASKED QUESTIONS

What is a specialty pharmacy? Specialty medications?

Specialty medications are often high cost, high-risk medications used to treat complex medical conditions or rare medical disorders. Specialty pharmacies dispense specialty medications. Specialty pharmacies put emphasis on the support they provide patients.

What is the Patient Management Program (PMP)? How is this program beneficial?

The PMP is a program that includes individualized, local support. Enrolling in this program provides you with a direct contact to a clinical pharmacist who will guide you along every step of the journey, from obtaining to continuing your specialty medication. Clinical pharmacists work directly with your provider and are able to answer medication and therapy questions. The program comes at no extra cost.

How does the specialty pharmacy help with my financial needs?

The specialty pharmacy team will notify you of your copayment once the claim has been submitted. If the copayment is found to not be financially viable, the specialty team will provide you with options for financial assistance you may qualify for.

Does the specialty pharmacy charge me for services beyond my copay for specialty medications?

No, there are no additional charges to you beyond the costs associated with your medications. Access to pharmacists, participating in the Patient Management Program, and any other services provided by the Specialty Pharmacy Program come to you at no additional cost.

Does specialty pharmacy offer mail orders? How does delivery work?

When you enroll in the St. Peter's Specialty Pharmacy Program, let the pharmacist know that you prefer to get your medication in the mail. They will coordinate with the dispensing pharmacy to ensure the medication can be shipped to your home. For refills, one of the specialty pharmacy team members will determine a ship date for your medication.

What if I want to pick up medications while I'm in town but spend the winter elsewhere and need mail delivery?

Let your specialty pharmacist know prior to departing to your winter location. They will gather information from you, including shipping address, when and how to best reach you, and how long you will be at the new location. They will coordinate each monthly shipment so if there is a sudden change of plans, they can ensure your prescription goes to the correct place.

How do I submit a medication error or complaint? What can I expect for a resolution?

Let anyone on the specialty pharmacy team or the specialty pharmacy coordinator know your concern. Your satisfaction and safety are our top priorities, and we will address your concerns promptly.

What are the days/hours of specialty pharmacy operations?

Your clinical team is available Monday through Friday from 8:00 am to 4:30 pm. The Broadway Pharmacy, where you will pick up your medication, is open Monday through Friday from 8:00 am to 6:00 pm.

If I am an employee, can I pick up my prescription at the hospital?

Yes, just let your specialty pharmacy team know that you would like to pick up your prescription at the inpatient pharmacy (located on the second floor). They will ensure your prescription is available for you there.

Can you text me information about my prescription?

At this time, we do not have a secure way to send you a text. If you would prefer, we can send you a message via MyChart. We are also able to send your monthly refill survey via text message if you prefer that method of communication. Ask your specialty pharmacy team if you have more questions.

I accidentally missed a dose or was asked to skip a dose(s) of my medication. What should I do now?

If you accidentally missed a dose, reach out to your specialty pharmacist by calling their direct line. Typically, this is not a big concern, and the pharmacist will help you identify when to take your next dose and how to get back on schedule. If you are holding your medication prior to a procedure, please notify your specialty pharmacist, or let them know when they reach out to you for your monthly refill. We can adjust when your refill will be completed so you are not left with excess medication.

I need a replacement dose of my medication. How do I get this?

Please contact us if you need a replacement dose of medication.

If I no longer need my specialty medication, can I return it for a refund?

What do I do with unused/extra specialty medications?

Unfortunately, once your medication is dispensed to you, we cannot issue a refund. If you no longer need your medication and would like to dispose of it, contact the specialty pharmacy, as we can direct you to the nearest medication disposal receptacle.

How do I transfer my prescription to a different pharmacy?

If we are unable to fill your prescription or you prefer to switch pharmacies, reach out to your specialty pharmacist or the specialty pharmacy coordinator. If you are not satisfied with the services provided and wish to transfer your prescription, please let us know. We value your opinion and strive to provide gold standard care.





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www.sphealth.org/specialty-pharmacy-0