



Specialty Pharmacy Services Welcome Packet



ACCREDITED
Specialty Pharmacy
Expires 09/01/2027



Wood Street Pharmacy

840 South Wood Street, Suite 163
Chicago, Illinois 60612

312.996.5224

SPS.UIHealth.Care



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Welcome to Specialty Pharmacy Services

Dear Patient,

Welcome to UI Health Specialty Pharmacy Services!

Whether this is your first order, or you are a long-time patient, please read this booklet and the information for you about Specialty Pharmacy Services (SPS). Our goal is to deliver the highest level of care to you. SPS serves UI Health patients, UIC students, and UI Health employees in the Chicagoland area who are prescribed a specialty medication. Our pharmacists at SPS work closely with your doctor and care team to make sure that you get the best care. You can call us 365 days a year, 24 hours a day for any emergency or questions. Feel free to call us or visit our website for any questions or concerns you may have.

Welcome Letter



What We Do:

Our team manages high-cost specialty medicines used in the treatment of complex or chronic diseases. These medicines need special handling, monitoring, and training.

Our Services:

- 24/7 support available
- Insurance benefit verification/prior authorizations
- Medication and copay assistance programs
- Patient education and self-injection training
- Documentation within your electronic medical record
- Medication and disease state management
- Coordination with your healthcare team
- Prescription delivery service
- Review of your medication profile
- Prescription refill management

Our pharmacy is located at:

Wood Street Pharmacy
840 South Wood St, Suite 163
Chicago, IL 60612

Hours of Operation:

8 am – 5 pm, Monday – Friday

For REFILLS, CLAIMS, ORDER STATUS questions, information about our pharmacy and support services, comments and concerns we can be reached at:

Telephone **312.996.5224**

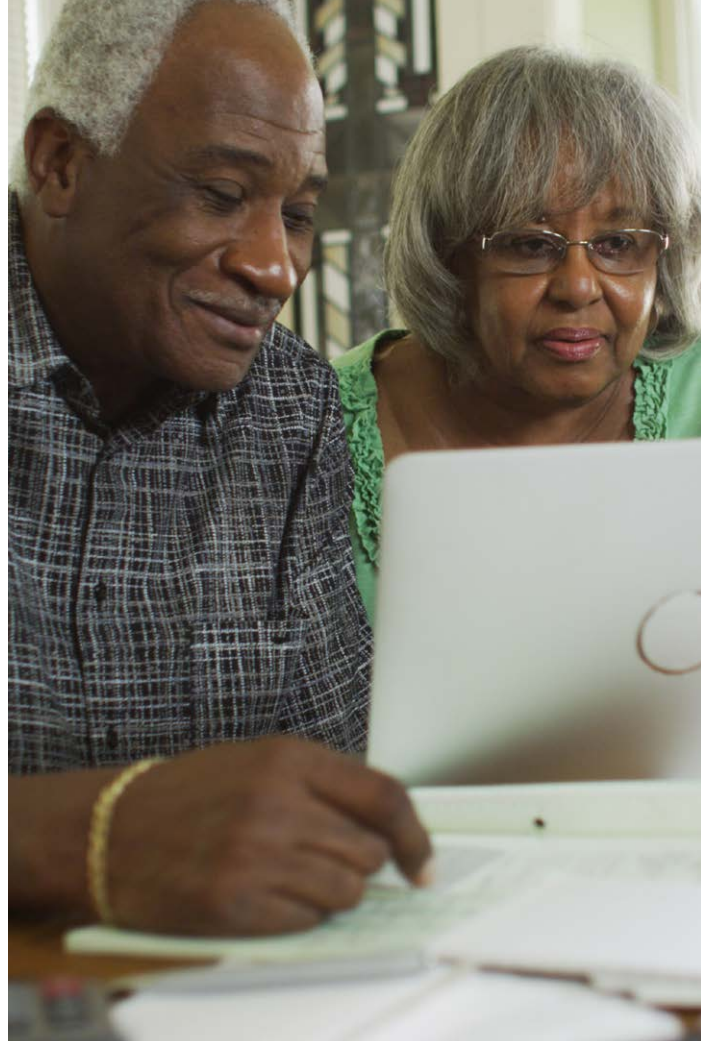
To learn more about your disease state, medications, or our services, go to our website at: **SPS.UIHealth.Care**



Refill Requests

Prescription refills are easy and SPS manages the refills with your doctor. We do not want you to miss taking your medications. Before each refill, a member of our staff will attempt to contact you to see if you have any medication remaining. They will ask if you are having any side effects or changes in your medical condition. Please tell us if the medications your doctor wants you to take have changed or if you are having any issues with your insurance.

Welcome Letter



Adverse Drug Reactions

If you think you are having a reaction or side effect from a medication, please contact the pharmacist at SPS and your doctor as soon as possible.

Medical Emergency

In case of a medical emergency, PLEASE CALL 911 or your local emergency service to get help quickly.

Shipping and Deliveries

SPS offers courier services and overnight shipping of your medications. SPS couriers medications (refrigerated and non-refrigerated) so you can get your medications on time. All packages need an adult to sign when they are delivered (unless consent for leaving package is on file). SPS packs and ships all medications in a way that makes sure they remain at the temperature they need to be at.

Most injectable medications need refrigeration. Make sure to open your package as soon as you get it and store the medication properly until you are ready to use it.

If the package looks damaged or if it is not in the correct temperature range, please let us know right away.



Emergency Preparedness

The SPS staff works hard to make sure you get your medications and related services as prescribed, 24 hours a day, 365 days a year.

If there is:

- An emergency for you: we can try to deliver the medication on the same day.
- A natural disaster or emergency in the Chicagoland Area that will not allow us to deliver your medication from our main location: SPS will deliver the medications from other locations to make sure you do not miss a single dose.
- An emergency in your area that will make it hard to deliver your medication: Contact SPS, your doctors or go to the local emergency room to get your medications.

Financial Responsibility and Financial Assistance

Before your care begins, the SPS staff will inform you of any cost which you will need to pay if any portion of your medication is not covered by insurance, Medicare, Medicaid or other third-party provider sources.

We will tell you of possible out-of-pocket costs, such as deductibles, co-pays, co-insurance, annual and lifetime co-insurance limits and changes that could happen during the enrollment period. If changes occur, the SPS staff will let you know as soon as possible.

Insurance Claims

SPS will automatically submit claims to your health insurance on the date your prescription is filled. You will be told verbally or in writing if you need to pay for any portion of the prescribed medication. Please tell SPS of any changes in your billing address or insurance information right away.

If the claim is rejected, the SPS staff will tell you so that we can work together to solve the issue. If we are not able to resolve the issue, our staff will give you information on how to file a claim.

Welcome Letter



Co-Payments

In most cases, SPS has to get all insurance co-payments before your medication is sent out for delivery. Co-payments can be paid by Visa, MasterCard, American Express, and Discover Card.

Co-pay Assistance Referral Program

SPS has a program to help you with your co-pay so that you do not miss taking your medication. SPS works directly with this program when we receive your prescription. We do not want you to go to the emergency room or be hospitalized if you can avoid it by taking your medications.

Returns

SPS does not take back any medications dispensed to you at this time. Please contact your SPS staff at 312.996.5224 for more information on options to return medications and read through the proper disposal of medication information in this packet.

Recalls

If a medication is recalled, the pharmacy will follow what the FDA or manufacturer says. If there is a patient level recall, you will be notified.

Transfers

If you feel SPS is not able to satisfy your prescription needs, we can transfer your prescriptions to your pharmacy of choice. Please call us at 312.996.5224.

If SPS cannot fill your medication for you, an SPS pharmacist will transfer your prescription to another specialty pharmacy that can and we will let you know of this transfer.



Order Delays

If SPS cannot fill your medication for you because of a problem with the order, an SPS pharmacist will contact you to discuss choices such as transferring your prescription to another specialty pharmacy if needed.

Benefits and Limitations of the Program

SPS works closely with your doctor and care team to make sure that you get the best possible care. This includes improving your health outcomes, managing side effects, and helping you take your medication as prescribed. Certain things may limit the success of the program. You must be willing to follow directions or participate in a plan of care. Please let us know whether you clearly understand your plan of care and what is expected of you. Please notify SPS of any changes in your care.

Concerns/Suspected Errors

If you need to tell us if you are unhappy or happy with our services, please use the Compliments and Complaints form in this packet. You can also call us at 312.996.5224 to be helped right away.

If you want to know more about our services or would like to speak to SPS staff, call us at 312.996.5224, or visit our website at SPS.UIHealth.Care

Thank you for selecting Specialty Pharmacy Services for all of your medication needs!

Sincerely,

SPS Staff



Proper Disposal Of Medications

To throw away unused or expired pills in the right way, follow these steps:

- Do NOT flush pills down the sink or toilet if the label or medication guide does not tell you to do that.
- Specific locations in your community can take your unused pills and throw them away in the right way for you. Call your city or county government's household trash and recycling service to see where you can go.
- If you cannot use the choice above, throw the pills in your house trashcan by doing this:
 1. Take your pills out of their original bottles.
 2. Mix the pills (do not crush or open) with cat litter or used coffee grounds.
 3. Put this mixture into a bottle with a lid or double bag the mixture in plastic storage bags.
 4. Remove or hide your personal information (your name, date of birth, address, prescription (Rx) number on the empty pill bottle. You can scratch it off or cover it with black permanent marker or duct tape.
 5. Put the sealed bottle with the mixture, and the empty pill bottles in the trash.
- If you are not sure about proper disposal, contact your pharmacist at UI Health Specialty Pharmacy Services at 312.996.5224.

The information presented above is a summary of the guidelines from the FDA and the White House Office of National Drug Control Policy.

Needle Disposal Tips For Home Health Care



You may use needles or syringes as part of your home medication care. Special care must be taken when throwing away these items in order to protect you and others from getting hurt and to make sure the environment is kept clean and safe. Here are some commonly asked questions:

What is home-generated biomedical waste?

Any type of syringe, lancet or needle used in the home to inject medication or give medication by intravenous infusion and to draw blood. These items are sometimes also called “sharps”.

What is a sharps container?

This is a hard plastic puncture proof container that can be used to throw away needles, lancets or syringes. You might have seen them at your doctor’s office or in the hospital; they are usually red in color. You can buy a sharps container for use in the home from a pharmacy or a medical supply store. Once it is $\frac{3}{4}$ filled you should close the container with the lid attached to it.

What do I do with my needles and syringes if I do not have a sharps container?

Put all needles, syringes, lancets and other sharp objects into a hard plastic container with a screw-on cover or other lid that can be closed tightly (such as an empty liquid detergent container). Make sure the container you use cannot break, drip or be poked.

Before throwing the container away, cover it with heavy-duty tape to make sure no one can open it. Do not use clear plastic or glass containers. When your container is $\frac{3}{4}$ full, seal it and throw it away.

How do I throw away (dispose of) my sharps once the container is full?

Each city has different laws for this so here are some guidelines:

- Check with your local waste collection service to see what you can do
- Check with your local health department for how to throw away sharps in your area the right way
- Ask at your doctor’s office if you can bring full containers of sharps to throw away at their office

Some needle-stick safety guidelines:

- Never recap used needles
- Place all used needles or other sharp items into an sharps container or other thick container right after you are finished using them
- Make sure you have a safe place to throw away used needles before using them
- Report all needles sticks or sharps related injuries right away to your doctor

www.fda.gov/safesharpsdisposal



How To Handrub With Alcohol-Based Formulation (20 - 30 seconds)

1



Apply a palm full of the product in the cupped hand and cover all surfaces

2



Rub hands palm to palm

3

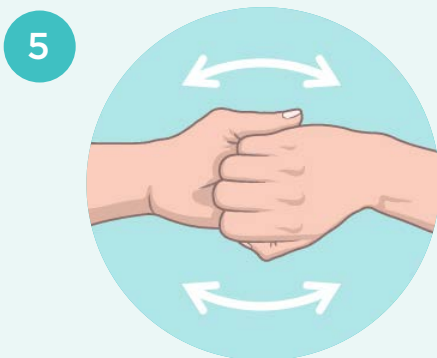


Right palm over left dorsum with interlaced fingers and vice versa

4



Palm to palm with fingers interlaced



5
Backs of fingers to opposing palms with fingers interlocked



6
Rotational rubbing of left thumb clasped in right palm and vice versa



7
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



8
Once dry, your hands are safe



How To Handwash With Soap And Water

(40 - 60 seconds)

1



Wet hands with water

2



Apply enough soap to cover all hand surfaces

3



Right palm over left dorsum with interlaced fingers and vice versa

4



Palm to palm with fingers interlaced

5



Backs of fingers to opposing palms with fingers interlocked

6



Rotational rubbing of left thumb clasped in right palm and vice versa

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa

8



Rinse hands with water

9



Dry thoroughly with a single use towel

10



Use a towel to turn off faucet

11



And your hands are safe



Patient Rights & Policies at UI Health

UI Health Patient Rights & Responsibilities

Our mission at the Hospital is to advance health for everyone through outstanding clinical care, education, research, and social responsibility. By understanding your rights and responsibilities as a patient, you help us accomplish our mission.



To view our Patient Rights and Responsibilities, please scan the QR code to the right or visit Rights.UIHealth.Care

Notice Of Privacy Practice

Our notice of privacy practice describes how medical information about you may be used and disclosed and how you can obtain access to this information.



The Notice of Privacy Practices (“Notice”) describes the privacy practices of the University of Illinois Hospital & Health Sciences System (UI Health). It applies to the healthcare services you receive at UI Health, including its physicians, nurses, staff, and volunteers. UI Health is an academic environment; therefore, residents, medical students, nursing students, and students of other health professions may also use or disclose your protected health information.

To view our Privacy Practices, please scan the QR code to the right or visit PrivacyPractice.UIHealth.Care

Specialty Pharmacy Services (SPS) Patient Rights and Responsibilities

As a patient of SPS you have the following additional rights and responsibilities:

- The right to have personal health information shared with the patient management program only in accordance with state and federal law
- The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- The right to speak to a health professional
- The right to receive information about the patient management program
- The right to decline participation, or disenroll at any point in time
- The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
- The responsibility to notify your treating provider of your participation in the patient management program

For additional guidance, patients may contact:

Illinois Department of Public Health

Central Complaint Registry
525 W. Jefferson Street
Springfield, IL 62761
Monday - Friday 8:30 am - 5 pm
Phone: 800.252.4343
TTY: 800.526.4372
E-mail: Dph.Ccr@illinois.gov

The Joint Commission Office of Quality Monitoring

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 800.994.6610
Fax: 630.792.5636

Corporate URAC Headquarters

1220 L Street NW, Suite 900
Washington, DC 20005
Phone: 202.216.9010
Website: www.urac.org/contact/file-a-grievance

Corporate ACHC Headquarters

Accreditation Commission
for Health Care
139 Weston Oaks Ct.,
Cary, NC 27513
Toll-Free: 855.937.2242
Local: 919.785.1214
Fax: 919.785.3011



New Patient Agreement Form

Please confirm that you have received the UI Health Specialty Pharmacy Services (SPS) Welcome Packet by giving verbal consent to a SPS staff member.

I understand that, by joining this program, I will get some or all of the following services from Specialty Pharmacy Services:

- Phone calls for medical updates or for refilling my prescription as prescribed by my provider
- Help with insurance issues and coordination of benefits
- Educational phone calls for my disease state
- Communication about my disease state between SPS pharmacists and my UI Health providers

I have been notified that I have the right to:

- Transfer my prescriptions to another pharmacy at any time
- Opt out of the program by calling the Specialty Pharmacy Services

I accept that I have read the following documents and agree to their terms:

- Notice of Privacy Practices
- Patient Rights and Responsibilities, including how they relate to the patient management program
- For home delivery, I authorize the package to be left at a prearranged location, if necessary

Patient or representative acknowledgment and consent documented within the medical record.

Patient Compliment/Complaint Form

Patient/Representative: _____ Date/Time: _____

Address: _____

Phone: _____ E-mail: _____

Type of Complaint: Medication-related Customer Service Delivery Other

Details of Compliment/Complaint:

Have you discussed this with the pharmacist? YES NO

Name of Staff Person Contacted: _____ Date Contacted: _____

Result of contact: _____

Thank you for filling in the information above. Please return the form to the pharmacy at the address on page 2 or return it with the courier service.

If you ever feel that patient care or safety is put at risk in any way and our SPS staff or your doctors have not been able to help you, please contact Hospital Administration at **312.996.3900** or Guest Services at **312.355.0101**. We want to help solve any such issues.





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[SPS.UIHealth.Care](https://www.sps.uihealth.care)