



Specialty and Outpatient Pharmacy
6701 N. Charles Street Suite 3292
Towson, Maryland 21204

Your Specialty Pharmacy Welcome Packet

Welcome to GBMC Specialty Pharmacy; we are pleased to be your specialty pharmacy provider.

Enclosed is your patient welcome packet containing important information regarding the GBMC Specialty Pharmacy, with information and tips to assist you. Please read through this information and keep this packet for future reference.

The GBMC Specialty Pharmacy strives to provide excellence in patient care resulting in exceptional therapeutic outcomes. We can be reached by calling 443-849-6809.

Our dedicated pharmacy team will ensure that you fully understand and follow your medication therapy. You will be provided with educational materials regarding your medication. As a specialty pharmacy, we are here to be an advocate for you and help you navigate the healthcare system including out-of-pocket expenses like deductibles, co-pays, and co-insurance. The GBMC Specialty Pharmacy will also ensure the timely delivery of your monthly refills.

Our website is <https://www.gbmc.org/specialty-pharmacy>

If you require information in a different language, please contact The GBMC Specialty Pharmacy at 443-849-6809.

Sincerely,
Yuliya Klopouh, PharmD
Executive Director of Pharmacy Services
Greater Baltimore Medical Center

Jenora L. Parker, BS, PharmD
Manager of Specialty and Outpatient Pharmacy Services
Greater Baltimore Medical Center

The GBMC Specialty Pharmacy Overview

The GBMC Specialty Pharmacy assists patients who are taking complicated, high-cost medications called specialty medications. Many of these medications require monitoring by highly trained pharmacists, special storage, and handling, and may not be readily available at local pharmacies.

We know that success with specialty medications requires prescribers, patients, and the pharmacy to work together. That's why our goal is to provide access to the most up-to-date information while offering the proper channels to communicate with one another.

The GBMC Specialty Pharmacy also knows that patients using specialty medications require attention above and beyond users of standard medications. Our Pharmacy has a long history of providing excellent patient care and compassion throughout diverse populations. This experience of thorough oversight and individual attention enables us to provide unprecedented access, outcomes, and personalized care to all patients.

Mission

The mission of GBMC is to provide medical care and service of the highest quality to each patient and to educate the next generation of clinicians leading to health, healing, and hope for the community.

Vision Phrase

"To every patient, every time, we will provide the care that we would want for our own loved ones."

Values

Respect: I will treat everyone with courtesy. I will foster a healing environment.

Excellence: I will strive for superior performance in every aspect of my work. I will recognize and celebrate the accomplishments of others.

Accountability: I will be professional in the way I act, look, and speak. I will take ownership to solve problems.

Teamwork: I will be engaged and collaborative. I will keep people informed.

Ethical Behavior: I will always act with honesty and integrity. I will protect the patient.

Results: I will set goals and measure outcomes that support organizational goals. I will give and accept help to achieve goals.

Hours of Operation

Monday through Friday, 8:00 a.m. to 5:00 p.m. (Eastern Time) and is closed on major holidays.

Holidays

The GBMC Specialty Pharmacy is closed on the following holidays:

- New Year's Day (January 1).
- Memorial Day (the last Monday in May).
- Independence Day (July 4).
- Labor Day (the first Monday in September).
- Thanksgiving (the fourth Thursday in November).
- Christmas (December 25).

Emergency and Disaster Information

If there is a disaster in your area, please call 443-849-6809 to instruct us where to deliver your medication. This will ensure that your therapy is not interrupted. Be sure to also let us know when you have returned to your residence.

Specialty Medications and Pharmacy Services

Insurance

- **Reimbursement Assistance:** The GBMC Specialty Pharmacy will work with your physician and your prescription insurance company to help with the prior authorization process that is often required by many plans for coverage of specialty medications. This process can often take a few business days to complete. Our specialty pharmacy team will ensure that you and the prescriber are informed of each step of the process.
- **Appeals:** If your prescription plan denies coverage for your medications, or if you disagree with the benefits or coverage of your medications, you may have the right to file an appeal with your health plan. Contact your health plan for more information.
- **Financial Assistance:** If you do not have prescription drug coverage or if you cannot afford your copay amount, a specially trained member of our team will work with you to find assistance for help paying for your medication. The GBMC Specialty Pharmacy works directly with several foundations and manufacturer programs that provide financial assistance for all the medications dispensed by GBMC Specialty Pharmacy.

Delivery of Your Specialty Medications

We coordinate delivery of your specialty medications to your home. We also offer pickup at our pharmacy located at 6701 N. Charles Street, Suite 3292, Baltimore, MD 21204-6808.

If your medications require special handling or refrigeration, they will be packaged and shipped accordingly. If you cannot be there to accept the package, it will be returned to the pharmacy and an alternate date will be arranged, or you can pick it up at the pharmacy within our business hours. If your medication is to remain cold and you receive your medication and feel that it is no longer at the manufacturer recommended temperature, please contact The GBMC Specialty Pharmacy immediately upon opening medication.

How to Fill a New Prescription

The GBMC Specialty Pharmacy will work with your prescriber when you need a new prescription medication. In many cases, your prescriber will fax a new medication order directly to The GBMC Specialty Pharmacy. However, you may also call The GBMC Specialty Pharmacy and request that we contact your prescriber to obtain a new specialty prescription. Most specialty pharmacy prescriptions require a prior authorization from your insurance plan. We will begin working on your new prescription immediately; however, this prior authorization process can take several days. Once your medication has been approved and we have confirmed that you are available to receive the shipment, your medication will be shipped by the next business day.

Drug Claims and Payment Policy

The GBMC 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.

Ordering Refills

A patient care coordinator will call you before your medication is scheduled to run out to check your progress and determine the shipment of your next refill. Please call 443-849-6809 during our normal business hours five (5) days before you run out of medication, or if you have any questions or need help.

Medications Not Available at The GBMC Specialty Pharmacy

If you cannot obtain a medication at The GBMC Specialty Pharmacy, our specialty pharmacy staff will work with you and another pharmacy to ensure you receive your prescribed medication. If you want your prescription transferred to another pharmacy, please contact your patient care coordinator and we will transfer your

prescription on your behalf.

Patient Advocacy

Pharmacist Assistance

The GBMC Specialty Pharmacy clinical pharmacists are specially trained on the medication you are taking, and they are here to answer your questions about your care plan. Please call The GBMC Specialty Pharmacy clinical pharmacist if you have any questions regarding your treatment. In the case of an emergency, call 911.

A licensed pharmacist is available from 7:30am to 3:30pm. After normal business hours, please leave your contact information on the pharmacy voicemail, and the pharmacist will promptly return your call during the next business day. For more urgent needs, please call your prescribing provider and for emergencies, please call 911.

Consumer Advocacy Support

The GBMC Specialty Pharmacy is here to serve you and assist you in any way we can to help you manage your health and compliance with your medication therapy. If you have any questions or problems, please contact us immediately and let us try to resolve this situation.

Patient Issues and Concerns

If you have any concerns about your medications, services received, delivery or other issues, please call a member of our specialty pharmacy team at 443-849-6809. We would be glad to assist you.

Returned Goods Policy

Maryland State Board of Pharmacy Regulations forbids the resale or reuse of a prescription item that was previously dispensed. As a result, no credit can be issued for any unused or excess products.

Disposal of Medication, Supplies, and Equipment

Once medication has been opened and supplies have been delivered to your home, The GBMC Specialty Pharmacy cannot reuse them. Please dispose of all medication after it has expired in accordance with instructions at this website:

https://mde.maryland.gov/PublicHealth/Pages/drug_disposal.aspx.

You may keep any supplies that you may be able to use in the home and dispose of the rest. If you have questions about disposal, please call 443-849-6809. We will be happy to assist you.

Medication Substitution Protocols

Whenever possible, The GBMC Specialty Pharmacy will substitute a lower-cost

generic medication for a brand-name medication unless you or your prescriber has asked for a specific brand-name drug. This may occur for new prescriptions, refills, therapeutic changes, and prescription transfers.

Medication Order Status and Delays

You can call The GBMC Specialty Pharmacy regarding the current status of your prescription. If your medication is delayed, a GBMC Specialty Pharmacy staff member will call you to provide assistance.

Drug Recalls

The GBMC Specialty Pharmacy follows the drug recall guidelines created by the FDA, drug manufacturers, drug distributors, and/or state and federal regulatory agencies. The GBMC Specialty Pharmacy will contact you and your prescriber in the event of an FDA Class I recall. For lesser recalls, The GBMC Specialty Pharmacy will contact your prescriber or your health plan.

Regulatory Changes

If state or federal regulations change the way we provide your care, The GBMC Specialty Pharmacy will notify you of the change and our plan of care.

Emergency Phone Numbers

The GBMC Specialty Pharmacy: 443-849-6809

Poison control: 1-800-222-1222

If you are unable to contact The GBMC Specialty Pharmacy in an emergency, please call 911 and ask for assistance.

Frequently Asked Questions

Q. What is a specialty pharmacy?

A. A specialty pharmacy provides injectable, oral, and infused medications. These complex and costly medications usually require special storage and handling, and may not be readily available at your local pharmacy. Sometimes, these medications have side effects that require monitoring by a trained pharmacist or nurse. The GBMC Specialty Pharmacy focuses on providing these medications while offering excellent customer service and clinical support to you and your caregivers.

Q. How important is it to take all my medication?

A. Following your prescriber's instructions for both the amount of the medication you should take (for example, 20ml once a day) and the length of time you should take it (for example, every day for 3 months) is the best thing you can do to ensure a successful course of treatment. We understand that some medications may have unpleasant side effects or may be difficult to administer. Therefore, our

pharmacists and nurses are available to offer practical advice about dealing with these issues or to contact your prescriber about the medical management of these side effects.

Q. How do I order a refill?

A. A GBMC Specialty Pharmacy representative will call you when your refill is ready, and to schedule delivery.

Q. How long does it take to receive my medication?

A. Medications are usually shipped with expedited delivery within 24 to 48 hours after we receive your completed and approved prescription.

Q. What if I have questions about my medications and want to access a GBMC Specialty Pharmacy program representative?

A. At the GBMC Specialty Pharmacy, we have a team to answer your specialty pharmacy program questions. He or she can help you if you have an urgent need relating to your medication. Please leave your contact information on the pharmacy voicemail, and the pharmacist will promptly return your call during open pharmacy hours.

Rights and Responsibilities

The GBMC Specialty Pharmacy patients participating in specialty pharmacy programs have the following rights and responsibilities.

Patient's Rights:

- The right to know about philosophy and characteristics of the patient management program.
- 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 receive administrative information regarding changes in, or termination of, the patient management program.
- The right to decline participation, revoke consent, or disenroll at any point in time.

Patient's Responsibilities:

- The responsibility to submit any forms that are necessary to participate in

the program, to the extent required by law.

- The responsibility to give accurate clinical and contact information and to notify The GBMC Specialty Pharmacy program of changes in this information; and
- The responsibility to notify their treating provider of their participation in The GBMC Specialty Pharmacy program, if applicable.

Disclosure and Confidentiality Policy

The GBMC Specialty Pharmacy's top priority is protecting the confidentiality of the information you, your health plan and your health care providers share with us. We promise to use this information only to deliver the services your health plan has contracted with us to provide. Please carefully read, sign, and return the Notice of Privacy Practices enclosed in this packet in the self-addressed envelope to The GBMC Specialty Pharmacy.

Other Helpful Expectations

As a GBMC Specialty Pharmacy patient, you also have the right to:

- Receive information about your rights and responsibilities and to acknowledge this in writing before receiving pharmacy services.
- Choose your pharmacy service providers.
- Know how to contact the staff, and what to do if an emergency situation arises.
- Take part in developing and/or changing your plan of care and receive the needed information to take part in your care. This includes the proper use, handling and storage of your medications, and knowledge of their effects.
- Assist in making decisions regarding your care.
- Receive verbal and written explanations of the services, care, and medication to be provided by The GBMC Specialty Pharmacy, and to have your medication questions answered by a pharmacist.
- Participate in determining alternative communication methods for varying circumstances, such as, but not limited to: if you speak and/or read languages other than English, if you have limited literacy in any language, if you have visual or hearing impairments, if you are on a ventilator, if you have cognitive impairments, or if you are a child.
- Be completely informed, before or at the time of receiving services, about changes and costs related to your care, including any costs not covered by Medicare or other payers. To be informed, in advance, if you will be

responsible for any charges. To receive prior notice of any changes in covered costs verbally and in writing within 30 calendar days from the date The GBMC Specialty Pharmacy becomes aware of the change(s).

- Receive timely care.
- Receive proper and professional pharmacy care without discrimination against your race, sex, color, religion, sexual preference, physical limitation, age, or any other basis prohibited by law.
- Receive therapy with consideration and respect for your person and property.
- Be treated with dignity and individuality, including respect for your autonomy and right to confidentiality in treatment.
- Refuse treatment at any time and to be informed of potential consequences of refusing treatment.
- Be aware that The GBMC Specialty Pharmacy professionals are qualified to provide the services and care for which they are responsible.
- Be aware that if your health care needs cannot be met by The GBMC Specialty Pharmacy, you will be referred to a health care provider appropriate for your needs.
- Be aware of any additional health care needs at the end of your treatment.
- At Greater Baltimore Medical Center, we strive to deliver the best possible care for our patients. If you are dissatisfied, you may contact The GBMC Specialty Pharmacy management team and/or your state's Board of Pharmacy. To contact the Quality and Patient Safety Department, please call our main number at 443-849-2000 and ask for extension 2960. This department will work with the clinical team or department manager to resolve your concerns. Alternatively, you may complete this online form to communicate with the quality/patient safety department.
https://gbmchealthcare.formstack.com/forms/patient_safety_and_quality
- Confidentiality of your personal and medical records, and to approve or refuse release of the records to any individual outside The GBMC Specialty Pharmacy organization, except when transferring care or services to another health facility, or as contractually required by the payer of the services you receive, or as required by law.
- In accordance with the law, designate another individual as a surrogate decision-maker on your behalf, and the circumstances under which he or she is authorized to make decisions about the care and services you

receive, including refusal of care and services.

- As permitted by law, involve family members and friends to participate in your care.
- Discuss treatment options, regardless of cost or benefit coverage.
- Privacy of your health care needs and information, as required by law.
- Look at and get a copy of your medical records, as permitted by law.
- File for a hearing with your state's Department for Medicaid Services.
- Make suggestions about your rights and responsibilities.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.

Ways to Help Us

As a GBMC Specialty Pharmacy patient, you have the responsibility to:

- Give accurate and complete health information about your past medical history, including hospitalizations, medications, allergies, and other important health-related information.
- Help in creating a safe home environment.
- Inform The GBMC Specialty Pharmacy immediately if scheduled prescription dispensing requires cancellation. Assist in developing your pharmacy plan of care.
- Follow your pharmacy plan of care and remain under a physician's care while receiving GBMC Specialty Pharmacy services.
- Request further information and clarification if there is something you do not understand.
- Notify The GBMC Specialty Pharmacy if you have any concerns that have not been addressed.
- Notify your physician and pharmacist if you choose to end therapy.
- Be responsible for costs related to your care that are not covered by Medicaid, Medicare, or other payers.

Patient Safety

Adverse Drug Reactions

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

or 911.

How to Throw Away Home-Generated Biomedical Waste

Home-generated biomedical waste is any type of syringe, lancet, or needle (“sharps”) used in the home to either inject medication or draw blood. Special care must be taken with the disposal of these items to protect you and others from injury, and to keep the environment clean and safe.

Sharps

After using injectable medications, place all needles, syringes, lancets, and other sharp objects into a sharp’s 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 or liquid detergent container) could be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than $\frac{3}{4}$ full.

Disposal

Check with your local waste collection service to verify the disposal procedures for sharps containers in your area. You can ask your prescriber’s office about the possibility of disposing of items in the prescriber’s office during your next office visit. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at <http://www.cdc.gov/needledisposal/>.

Needle-Stick Safety:

- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharp’s 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. If your therapy does not involve the use of needles or sharp items, you do not need a sharps container. You should place all used supplies (i.e. syringes or tubing) in a bag you can’t see through. Put this bag inside a second bag and put this in your garbage with your other trash.

Hand-Washing Instructions

Infections are serious issues. The best way to make sure you do not get an infection is to wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication.

1. Collect the supplies:
 - Soap.
 - Paper towels or a clean cloth towel.
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands briskly together for at least 30 seconds.
5. Don't forget in-between of your fingers.
6. Rinse your hands with warm water.
7. Dry your hands with a paper towel or clean cloth towel.
8. Turn off your faucet with the towel.
9. If you touch anything (your hair, for example), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with your care.
10. If no water supply is available, use an alcohol-based antibacterial hand cleanser.

Patient Information on Emergency Preparedness

General Home Safety

Each year nearly 21 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.)

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skidbacks to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer, and electrical cords out of walkways.
5. 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.
6. Have all walkways well-lit and use night lights as needed.

7. Have a flashlight that works.

Poisoning

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

Fire and Burn Prevention:

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

Fire:

1. Rescue anyone from immediate danger:
 - If bedridden, tie a knot at the head and foot of the sheet.
 - Using the sheet, pull the person to safety. If two people are available, make a chair from the rescuers' arms and carry the patient to safety.
 - If safe, alert the fire department. Otherwise evacuate area.
2. Turn off oxygen (if applicable) and try to contain the fire by closing off any access, such as doors.
3. 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):

1. 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 the electric and gas companies.
2. Check for injuries.

3. Check your home for any gas or water leaks and turn off appropriate valves.
4. Stay away from windows or broken glass. Wear shoes.
5. Evacuate area if necessary.
6. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.

Power outage:

1. Notify your gas and electric companies if there is a loss of power. Report special needs for a backup generator to the electric and gas companies.
2. Have a transistor radio, flashlights, batteries and/or candles available. (If on oxygen, turn the oxygen off before lighting candles.)

Flood:

1. In flood-prone areas, store extra food and extra bottled water and have a transistor radio, flashlights, and batteries available. Use 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.
2. Unplug your infusion pump unless the IV pole is touching water.
3. Evacuate the area.
4. Contact your local law enforcement, civil defense, and/or emergency response organizations, i.e., American Red Cross, FEMA, etc.

Patient Concerns and Complaints

We want to provide your therapy to your complete satisfaction. If you are not happy with the care or services we have provided, we want to know about it. If you have any concerns or problems with your medications or services, you have the right to call our The GBMC Specialty Pharmacy at 443-849-6809. We will be glad to help you with any concerns. If you wish to file a written complaint you may do so using this form. We take all concerns very seriously and view them as opportunities to improve our services. You can also access our online patient complaint from https://gbmchealthcare.formstack.com/forms/patient_safety_and_quality

Patient Compliant Form

Patient name: _____ Phone Number: _____

Address: _____ City: _____

State: _____ Zip Code: _____ E-mail Address: _____

Date: _____ Employee involved (if applicable): _____

Summary of the Situation

Nature of problem:

Please mail form to:

6701 N. Charles Street

Specialty and Outpatient Pharmacy Department

Baltimore, MD 21204-6808

Or fax 833-311-0920

Patient Satisfaction Survey

We would like to know your thoughts. Please use this page to voice your concerns or your compliments. You can also access our online patient survey at <https://www.gbmc.org/specialty-pharmacy>

Patient name: _____ Phone Number: _____

Address: _____ City: _____

State: _____ Zip Code: _____ E-mail Address: _____

Date: _____

Please circle your response to the following statements.

1. The written drug information provided by the pharmacy was:

Very good	Good	Average	Below Average
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Comments: _____

2. The initial admission, intake process and customer service provided were:

Very good	Good	Average	Below Average
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Comments: _____

3. Ability of billing staff to provide prompt and accurate answers to questions:

Very good	Good	Average	Below Average
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Comments: _____

4. The service from the delivery personnel was:

Very good	Good	Average	Below Average
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Comments: _____

5. Overall impression of services provided by The GBMC Specialty Pharmacy:

Very good	Good	Average	Below Average
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Comments: _____