

THE OHIO STATE UNIVERSITY

OUTPATIENT PHARMACY

New Patient Welcome Kit



Enclosed you will find information about our pharmacy services. Please keep a copy of this packet in your files for future reference or refer to our website at go.osu.edu/retailpharmacy.



Welcome!

Thank you for choosing The Ohio State University Outpatient Pharmacy. We are a full-service pharmacy with specialty expertise available to patients of The Ohio State University Wexner Medical Center (OSUWMC) and The Ohio State University Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute (OSUCCC – James) and employees of The Ohio State University. We provide personalized service and are dedicated to improving patient care by easing the challenges of managing medications.

Benefits available to you as a specialty pharmacy patient:

Personalized Patient Care

Our Patient Management Program will help you manage your pharmacy needs through personalized disease-state and specialty-drug management.

Collaboration With Your Doctors

We work directly with your doctors and care team and are here to help with any difficulties you may be having with your treatment.

Coordination of Benefits

Our coordination of prior authorization with your insurance company will allow faster access to your prescription medications. In addition, our relationships with insurers will help provide you with information and explanations of your prescription insurance benefits.

Medication Assistance Programs

Treatment can be costly, and our medication assistance programs can help lower the cost of therapy. We will help you navigate the complexities of the healthcare system to explore every option available to you.

Education and Counseling

Our highly trained pharmacists and staff members will work with you to discuss your treatment plan, and we will address any questions or concerns you may have at any time during your treatment.

Refill Reminders

Getting your medications quickly and efficiently is important. As your healthcare advocate, we will be in close contact with you during your treatment.

Delivery

We offer fast and convenient delivery to your home or workplace. A staff member will contact you 5-7 days prior to your specialty medication refill due date to coordinate the medications you need, update your medical and insurance records, and set up and confirm a delivery date and address.

24/7 Support

We offer access to clinically trained personnel 24 hours a day, seven days a week, including holidays and weekends.

Within this packet, you will find important information about our pharmacy, including how to contact us, safety and emergency preparedness, medication assistance programs, and your rights and responsibilities as a patient. We encourage you to visit our website at go.osu.edu/retailpharmacy or contact us at **614-685-1672** (Toll-Free: **844-511-5891**).

Sincerely,
The Ohio State University Outpatient Pharmacy Team



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Visit us online at go.osu.edu/retailpharmacy

Key Information At-A-Glance

For refill orders, order status, questions, comments or concerns, please contact us at:

Phone: 614-685-1672 (Toll-Free: 844-511-5891)

Fax: 614-293-7822

To learn more about The Ohio State University Outpatient Pharmacy, visit go.osu.edu/retailpharmacy.

Hours of Operation:

Monday-Friday
8 a.m.-9 p.m.

Saturday-Sunday
9 a.m.-6 p.m.

The Ohio State University Outpatient Pharmacy Walk-in Location

James Cancer Hospital and Solove Research Institute
460 W. 10th Ave., Suite L012, Columbus, OH 43210

On the Conference Level of The James, directly under the lobby

As we are always looking to improve the patient experience, please feel free to provide feedback using any of the following resources:

Call the Pharmacy: 614-685-1672 (Toll-Free: 844-511-5891)

Visit the Pharmacy: 460 W. 10th Ave., Suite L012, Columbus, OH 43210

Urgent Questions or Needs: If you have an urgent medication question or need, please call the pharmacy at **614-685-1672** (Toll-Free: **844-511-5891**) during the times listed above. For urgent medication matters after hours that can't wait until the next business day, please call **614-293-8000** and ask for the specialty pharmacist on call to be paged. For all life-threatening emergencies, please call 911.



Specialty Medication Services

The Ohio State University Outpatient Pharmacy has expertise in specialty medications. Patients prescribed a specialty medication will receive individualized care that includes regular follow-up from our staff of highly trained employees.

The Ohio State University Outpatient Pharmacy's Patient Management Program

We monitor our enrolled patients' medications and progress through a disease-specific Patient Management Program. This program is designed to provide benefits such as managing side effects, increasing adherence to drug therapies and overall improvement of your health, as long as you are willing to follow the treatment plan determined by you, your doctor and pharmacist. This service is provided to you at no cost, and your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt out.

How to Fill a New Prescription

The Ohio State University Outpatient Pharmacy is a full-service pharmacy that can fill all of your medications, including specialty medications. It is our mission to ease the challenges of managing medications and to provide the highest standard of patient care. If you would like to fill your medications with us, have your doctor send your prescription to The Ohio State University Outpatient Pharmacy or call us at **614-685-1672** (Toll-Free: **844-511-5891**) to transfer your prescriptions from another pharmacy.

Ordering Refills

You will be contacted by a team member 5-7 days prior to your refill date on your specialty medications. If you would like to contact us, you can reach The Ohio State University Outpatient Pharmacy at **614-685-1672** (Toll-Free: **844-511-5891**). A pharmacy staff member will speak with you to confirm which medication you need and to coordinate your refill.

Shipping and Delivery

The Ohio State University Outpatient Pharmacy staff coordinates delivery to your home or other approved location. This includes any special handling or refrigeration that your medications may need throughout delivery. Local home delivery is free either through a pharmacy driver or a package carrier to locations in Ohio and some contiguous states. Please check with us to make sure that we can deliver to you if you reside outside Ohio.

If We Are Unable to Service Your Prescription

Some medications cannot be filled at all pharmacies, due to insurance plan requirements or medication availability. If The Ohio State University Outpatient Pharmacy is unable to fill a prescription, we will transfer the prescription to another pharmacy of your choice.

Pharmacist Assistance

The pharmacists at The Ohio State University Outpatient Pharmacy work closely with your doctor and care team to make sure that you get the best care possible. We are available to offer support, education and assistance in managing your medications, including reactions or side effects. You may speak with a pharmacist at any time.

If you have an urgent medication question or need, please call the pharmacy at **614-685-1672** (Toll-Free: **844-511-5891**) during business hours. For urgent medication matters after hours that can't wait until the next business day, please call **614-293-8000** and ask for the specialty pharmacist on call to be paged. For all life-threatening emergencies, please call 911.

Payment

The Ohio State University Outpatient Pharmacy accepts all major credit cards (Visa, MasterCard, Discover and American Express) as well as checks and money orders. Cash is accepted in person only at our James Cancer Hospital and Solove Research Institute location.

Satisfaction Surveys

Periodically, The Ohio State University Wexner Medical Center will reach out to you to collect your comments and thoughts about the services you are receiving from The Ohio State University Outpatient Pharmacy.

If you have any questions, comments or concerns, please call the pharmacy at **614-685-1672** (Toll-Free: **844-511-5891**).



Health Tips

Medication Disposal

- If you have excess medication that you no longer need, visit www.disposemy meds.org or contact your local police or fire department for available dates, times and locations for medication disposal.
- If you are unable to travel to a medication disposal site, do not flush medication down the toilet.
- You can mix tablets and capsules with undesirable materials like used coffee grounds or cat litter, then seal the mixture in a plastic bag or container and throw it into the garbage.
- Before throwing out your empty pill bottle or other empty medicine packaging, remember to scratch out all personal information on any prescription labels to make them unreadable.
- When you use an injectable medicine like a syringe or pen, you need a safe, simple way to dispose of your used pens and syringes. Please contact your local waste management company for options in your area for safe disposal. You can also contact The Ohio State University Outpatient Pharmacy, and we will help you locate resources for safe disposal.

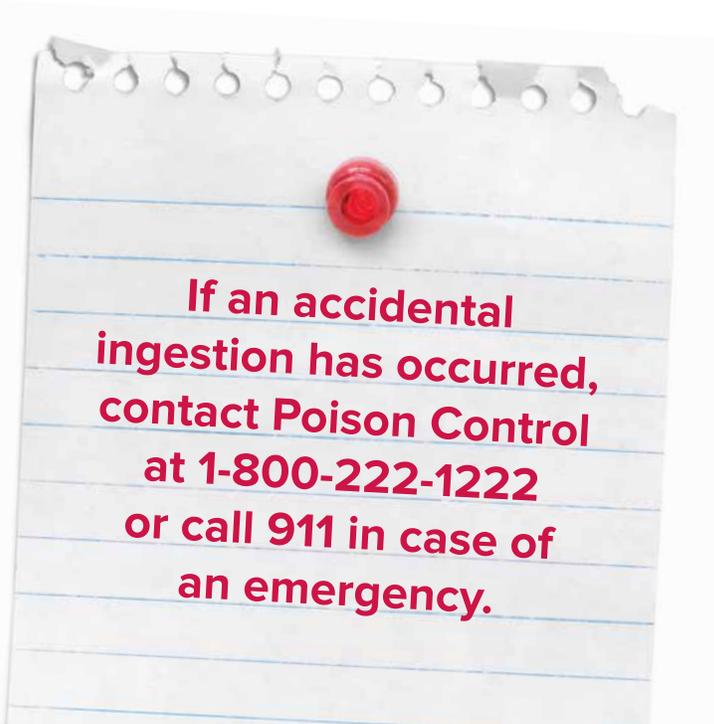
Emergency Preparedness

In the event of a natural disaster, clinically trained personnel will be available 24 hours a day, seven days a week to provide support for your medication needs. During non-business hours, if your concern is of an urgent medication matter that can't wait until the next business day, please call **614-293-8000** and ask for the specialty pharmacist on call to be paged. In case of a life-threatening emergency, please call 911.

Poison Control

Ensure that all of the following are stored up, away and out of sight of children, and in their original containers:

- All medications and pharmaceuticals, including over-the-counter medicines, vitamins and supplements
- Tobacco and e-cigarette products, especially liquid nicotine
- Alcohol
- Laundry and cleaning supplies
- Pesticides and insect repellents
- Button batteries, such as those found in musical greeting cards, key fobs, etc.
- Any type of oil or lubricant, including fragrance oils, tiki torch oil, engine oil, etc.
- Personal care products, especially contact lens disinfectants and hand sanitizers



**If an accidental
ingestion has occurred,
contact Poison Control
at 1-800-222-1222
or call 911 in case of
an emergency.**

Hand Washing

The single most important thing you can do to help prevent infections is to clean your hands and make sure that everyone who touches the patient—including doctors and nurses—cleans his or her hands, too.

When you should wash your hands:

- Before preparing or eating food
- Before touching your eyes, nose or mouth
- Before and after changing wound dressings or bandages
- After using the restroom
- After blowing your nose, coughing or sneezing
- After touching hospital surfaces such as bed rails, bedside tables, doorknobs, remote controls or phones

How you should wash your hands:

- Wet your hands with warm water. Use liquid soap if possible. Apply a nickel- or quarter-sized amount of soap to your hands.
- Rub your hands together until the soap forms a lather, and then rub all over the top of your hands, in between your fingers and the area around and under the fingernails.
- Continue rubbing your hands for at least 15 seconds. Need a timer? Imagine singing the “Happy Birthday” song twice.
- Rinse your hands well under running water.
- Dry your hands using a paper towel if possible. Then use your paper towel to turn off the faucet and to open the door if needed.

Source: CDC Hand Hygiene Guidelines

For more information, including medication-specific information, visit wexnermedical.osu.edu or cancer.osu.edu. For patient education information and resources, including printable materials and videos, visit patienteducation.osumc.edu.



Medication Assistance Program

What is the Medication Assistance Program (MAP)?

The MAP is a need-based service that provides Ohio State University Wexner Medical Center patients with medications at reduced or no cost. Additionally, MAP coordinators will assist patients with applications to various grants, manufacturer support and other assistance programs.

Who is eligible for the program?

Patients who are without prescription benefits or whose financial situation makes it a challenge to obtain prescription medications may be eligible for the program. This includes patients who:

- are uninsured and are not eligible for any public health programs
- pay outright for their prescriptions
- are Medicare patients with or without prescription benefits
- have applied for public health assistance and are waiting for approval
- cannot afford co-pays and co-insurance

Other applicants will be reviewed on a case-by-case basis upon referral by a healthcare professional.

How are patients referred to MAP?

A patient may be referred by physicians, clinic staff, nurses, social workers, patient care resource managers or other OSUWMC staff when a patient's ability to pay for prescriptions is a concern.

Once the referral is made, the MAP staff will determine eligibility and attempt to help the patient access necessary medications. The staff is available from 8:30 a.m.-4:30 p.m. Monday through Friday, excluding holidays.

What information will be required to determine eligibility?

MAP staff may require patient financial information, including: all household incomes and any assets; diagnosis; name(s) of medication(s); duration of therapy; and any extenuating circumstances, such as exhaustion of prescription benefits that may justify providing assistance. Staff will review this information to determine the type of aid to be offered.

What if I have questions about these services?

If you have any questions, please call **614-293-8000** and ask to speak with someone in the Medication Assistance Program.

MAP Information: 614-293-8000

Your Concern is Our Concern

We encourage you to reach out to The Ohio State University Outpatient Pharmacy with any questions or concerns you may have. Examples may include:

Adverse Drug Reactions

- Our highly trained pharmacists check your medications for interactions and provide counseling to help prevent and treat side effects.
- If you are experiencing adverse effects to any medication, please contact your doctor or our pharmacy as soon as possible.
- In a medical emergency, please dial 911.

Drug Substitution

From time to time it is necessary to substitute generic drugs for brand-name drugs. This could occur due to your insurance company preferring to dispense the generic format or to reduce your co-pay. If a substitution needs to be made, we will always consult your prescriber first, and then a team member will contact you prior to shipping the medication to inform you of the substitution.

Drug Recalls

If for any reason your medication doesn't meet our standards or has been recalled by the manufacturer or the FDA, the specialty pharmacy will contact you with further instructions, as directed by the FDA or drug manufacturer.

Order Delays

- If an order is delayed, we will inform you and assist you in obtaining the medication elsewhere, if necessary.
- Please contact us if you have questions about an order delay.

Prescription Transfers

If you feel that our pharmacy is unable to meet your needs, we can transfer your prescription to the appropriate pharmacy of your choice. Please speak to a pharmacy team member.



Pharmacy Patient Rights and Responsibilities

As a patient, you have many rights and responsibilities. If you have any questions about these rights and responsibilities, please call The Ohio State University Outpatient Pharmacy at 614-685-1672 (Toll-Free: 844-511-5891). If you are unable to ask about your rights, your guardian or other legally responsible person may do so on your behalf.

We support your right to:

- Select healthcare providers, including an attending physician, and those who provide you with pharmacy services
- Speak to a healthcare professional
- Receive the appropriate care or prescribed services in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference, or physical or mental handicap in accordance with physician orders, if applicable
- Be treated with courtesy and respect by each individual representing our pharmacy who provided treatment or services for you
- Be free from mistreatment, neglect and verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- Assist in the development, preparation and periodic revision of your plan of care that is designed to best satisfy your current needs
- Be provided adequate information from which you can give your informed consent for commencement of services, the continuation of services, the transfer of services to another healthcare provider or the termination of services
- Express concerns and grievances or recommend modifications to your pharmacy in regard to services or care, without fear of discrimination or reprisal
- Request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans
- Receive treatment and services within the scope of your plan of care, promptly and professionally, while being fully informed as to our pharmacy's policies, procedures and charges
- Request and receive data regarding treatment, services or costs thereof, privately and with confidentiality
- Be provided information as it relates to the uses and disclosure of your plan of care
- Have your plan of care remain private and confidential, except as required and permitted by law
- Receive instructions on handling drug recalls
- Maintain confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- Receive information on how to access support from consumer advocate groups and pharmacy health and safety information, such as consumer rights and responsibilities
- Know about the philosophy and characteristics of the Patient Management Program
- Have PHI shared with the Patient Management Program only in accordance with state and federal law
- Identify the Patient Management Program's staff members, including their job title, and speak with a staff member's supervisor if requested
- Receive information about the Patient Management Program
- Receive administrative information regarding changes in or termination of the Patient Management Program
- Decline participation, revoke consent or disenroll from the Patient Management Program at any time
- Be fully informed in advance about care/services to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care

Your Rights (continued)

- Be informed, both verbally and in writing, in advance of care being provided and of the charges, including payment for care/services expected from third parties and any charges for which the client/patient will be responsible
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of client/patient rights under state law to formulate an Advance Directive, if applicable
- Have your property and person treated with respect, consideration and recognition of client/patient dignity and individuality
- Be able to identify visiting staff members through proper identification
- Voice grievances/complaints regarding treatment or care or lack of respect of property, and to recommend changes in policy, personnel or care/services without restraint, interference, coercion, discrimination or reprisal
- Have a proper investigation of grievances/complaints regarding treatment or care
- Confidentiality and privacy of all information contained in the patient record and PHI
- Be advised on the Outpatient Pharmacy's policies and procedures regarding the disclosure of clinical records
- Be informed of any financial benefits to the Outpatient Pharmacy when referred to an organization

Patients have the responsibility to:

- Be fully informed of your responsibilities
- Provide accurate and complete information regarding your past and present medical history, insurance information and contact information, and notify the specialty pharmacy team with any changes, including delivery address and payment information
- Pay at the time of service
- Agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments
- Participate in the development and updating of a plan of care
- Communicate whether you clearly comprehend the course of treatment and plan of care
- Comply with the plan of care and clinical instructions
- Accept responsibility for your actions if you refuse treatment or do not comply with the prescribed treatment and services
- Respect the rights of Outpatient Pharmacy personnel
- Notify your physician and the pharmacy of any potential side effects and/or complications
- Notify the Outpatient Pharmacy team via telephone when medication supply is running low so refills may be shipped to you promptly
- Submit any Patient Management Program forms that are necessary to participate in the program to the extent required by law
- Give accurate clinical and contact information, and notify the Outpatient Pharmacy of changes in this information
- Notify your treating provider of your participation in the Patient Management Program, if applicable
- Maintain any equipment provided

For additional rights and responsibilities, please visit wexnermedical.osu.edu or cancer.osu.edu or call Patient Experience at 614-293-8609.





Additional Patient Resources

The following websites may offer additional information regarding your medications, your condition/diagnosis and consumer advocacy support resources in your area:

hepc.liverfoundation.org
hcvadocate.org
gastro.org

rheumatology.org
arthritis.org
psoriasis.org
crohnscolitisfoundation.org

aidsinfo.nih.gov
aidsinfonet.org

patienteducation.osumc.edu
cancer.osu.edu
cancer.gov
chemocare.com

donatelifefohio.org
lifelineofohio.org
transplantliving.org



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