



# Outpatient Pharmacy

## Specialty Pharmacy

### Welcome Packet



# CHKD Specialty Pharmacy Services

## Therapy Management

- Education about how and when to take your specialty medication.
- Suggestions to manage potential side effects.
- Ongoing clinical evaluation and support.

## Pharmacist Services

- Training on the medication you are taking.
- Dedicated resource to answer your questions about your therapy and care plan, including:
  - Teaching you how to take your medicine correctly, consistently, and why it's important.
  - Ensuring you know how to use injectable medications.
  - Helping you understand and manage side effects and drug interactions.
  - Discussing any problems you may have - such as administration difficulties or cost concerns.
  - Working with your health care team to ensure your therapy is safe, effective, and appropriate.

Please call one of our pharmacists if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs related to your medication. After normal business hours, if you must leave a message, a pharmacist will promptly return your call within 30 minutes. In case of emergency, please call 911.

## Contact Information and Hours of Operation

### Contact Information

Address: 601 Children's Lane, Suite 101, Norfolk VA 23507

Phone: (757) 668-9803 • Toll-free Phone: (877) 409-9344

Email: [SpecialtyPharmacy@CHKD.org](mailto:SpecialtyPharmacy@CHKD.org) • Website: [CHKD.org/Pharmacy](http://CHKD.org/Pharmacy)

Please note that while our email account is monitored during regular business hours, it is not guaranteed secure to protect your personal health information and should never be used as a form of emergency communication.

### Specialty Pharmacy Team Hours of Operation

Monday through Friday, 8:00 a.m. to 4:30 p.m.

Closed on the following holidays: Memorial Day, Labor Day, Independence Day, Thanksgiving Day, Christmas Day, and New Year's Day.

### CHKD Outpatient Pharmacy Hours of Operation

Specialty Pharmacy medications may be picked up during the Outpatient Pharmacy's normal business hours.

Monday through Friday: 9 a.m. to 5 p.m.

Saturday: 10 a.m. to 6 p.m.

Sunday: Closed

## After-Hours and Medical Emergencies

### After-Hours

A licensed pharmacist is available to discuss urgent matters 24 hours a day, 7 days per week. Please contact us at (757) 668-9803 for instructions on how to reach our on-call pharmacist.

### Medical Emergencies

In the event of a medical emergency, please call 911 or contact your local emergency services.

# Filling your Prescription for the First Time

Typically when you fill your prescription the first time, your provider will send the prescription information directly to CHKD Outpatient Pharmacy. Our staff will then begin the process of enrolling you in our therapy management service and reach out to you to coordinate the filling and pickup or delivery of your medication.

Filling your prescription with us is optional. If you would like to use another specialty pharmacy, please call us and we will assist you with the transfer of your prescription to a location of your choice.

## Therapy Management

An individualized plan of care will be designed to help you get the most out of your specialty medication. This includes education about how and when to take your medication, how to manage potential side effects, and ongoing clinical evaluations and support.

Benefits of participation:

- Improved knowledge of medication use and administration.
- Improved compliance and ability to manage potential or difficult side effects.
- Greater self-management of medications and your medical condition.

CHKD Outpatient Pharmacy's therapy management program is a voluntary service provided to you at no additional cost. If you do not wish to participate in the program, please call us at (757) 668-9803.

## Insurance, Billing, and Financial Assistance

Our team works with your insurance company to help get your specialty prescription covered.

- You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay.

The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost.

- Our team will research various financial assistance programs available to possibly lower your drug therapy cost.
- We may ask you to fill out a patient medication assistance program authorization form to provide these services.

Some medicines need additional documentation for the costs to be covered (Prior Authorization).

- Our team has the expertise to process this paperwork, which may take a few business days to complete.
- We will keep you and your doctor informed throughout the process, especially if there are delays.
- If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

If your insurance plan considers CHKD Outpatient Pharmacy an "out-of-network" pharmacy, we will inform you of the cost to fill your medicine with us.

- If there can be a cost savings to you, our staff will transfer your prescription to an "in-network" pharmacy of your choice.

# Refilling Your Prescription

A provider from our pharmacy will call you one week before your medication is scheduled to run out to:

- Check your progress and verify your therapy status.
- Connect you with a clinical pharmacist if you have any questions or concerns about your therapy.
- Coordinate the shipment or delivery of your next refill, or obtain a new prescription if you do not have any refills left.

If you have not heard from our pharmacy and need a refill, you may request your prescription by:

- Calling us at (757) 668-9803.
- Emailing us at [SpecialtyPharmacy@CHKD.org](mailto:SpecialtyPharmacy@CHKD.org).
- Visiting us onsite at CHKD Outpatient Pharmacy.

After requesting your refill, please allow two business days for the pharmacy to process and complete your order for pickup or delivery. Should any unexpected delays arise, you will be contacted by the staff with an estimate of when your medicine will be ready.

# Prescription Pickup and Delivery

Medications may be picked up on-site at CHKD Outpatient Pharmacy. We are located in Norfolk on the first floor of CHKD's main hospital: 601 Children's Lane, Suite 101, Norfolk VA 23507.

- Pharmacy guests should use the visitor parking garage across from the front entrance to the hospital. The first hour is free.
- Curbside pick-up spots with a 15-minute limit may be available in front of the hospital.

Alternatively, our team can coordinate delivery to your home or approved alternative location\*\*

- Free delivery is available via courier service Monday through Friday.

CHKD Outpatient Pharmacy will include any necessary supplies (such as needles, syringes, sharps containers, and alcohol swabs) at no cost to you.

If your medication(s) require special handling or refrigeration, they will be packaged to maintain the manufacturer's suggested storage conditions during transit.

*\*To ensure accurate delivery, signature confirmation by an adult, 18 years or older, is preferred. Patients may request to waive this signature requirement, which will be assessed by the pharmacist based on the type of medication being delivered.*

*+We apologize for any inconvenience, but we are unable to ship or deliver to a PO box.*

# Medications Unavailable at the Pharmacy

CHKD Outpatient Pharmacy has access to most medicines, but if our specialty pharmacy is unable to provide your medication, our team will work with both you and an alternate in-network pharmacy of your choice to ensure you receive your prescription.

Please let us know if you want your prescription transferred to another pharmacy, and we will provide the transfer service on your behalf.

# Lost Medication? Traveling? Inclement Weather?

In the event you have lost your medication or supplies, or are in need of your prescription(s) in advance of travel, please call CHKD Outpatient Pharmacy. Our staff will work with you and your insurance company to ensure your medications are covered with no lapse in therapy.

With impending inclement weather or an adverse weather warning, we will make every effort to deliver your medication and supplies in advance.

- A CHKD Outpatient Pharmacy team member will attempt to call patients, in order of disaster priority, with any special instructions.
- If we are unable to deliver your medicines or supplies, we can transfer your prescription to another pharmacy.
- If there is a disaster in your area that requires you to relocate, please call us at (757) 668-9803 to inform us of your location and where to deliver your medicine.

To prevent lapses in therapy due to an emergency or delivery delay, please make sure we have your most up-to-date primary and secondary contact information on file.

## Patient Information

### Community Resources and Support

CHKD Outpatient Pharmacy staff will ensure that you have access to, and information from, community resources to help optimize your medication therapy and better manage your disease state. Visit our website at [CHKD.org/Pharmacy](http://CHKD.org/Pharmacy) for more information.

### Drug Recalls

CHKD Outpatient Pharmacy follows applicable drug recall guidelines by the FDA, drug manufacturers, and/or state and federal regulatory agencies. We will contact you and your provider in the event you are affected by a drug recall.

### Interpreter Services

If you are deaf, hearing impaired, or if English is not your primary language, an interpreter is available. Special services are also available for the visually impaired.

### Coordination of Care

While our dedicated specialty pharmacy team can help you maximize the benefits of your therapy, only your physician can diagnose your condition and prescribe medication.

- You should maintain your appointments with your physician and take your medication as prescribed to avoid complications and achieve the best results from your therapy.
- It is also important that you share with our clinicians accurate and up-to-date information about other medications you are taking; changes in food, environmental, and medication allergies; and any changes to your overall health. This information greatly impacts the care and coordination we can provide.

# Frequently Asked Questions

## What is a Specialty Pharmacy?

A specialty pharmacy provides complex and costly medications, usually requiring special storage and handling, that may not be available at your local pharmacy. The medications are typically injected, taken by mouth, or infused.

- Sometimes, these medications have side effects that require monitoring by a trained pharmacist. CHKD Outpatient Pharmacy focuses on supplying these medications while providing you with excellent customer service and clinical support.

## Will my insurance company let CHKD Outpatient Pharmacy dispense my medication?

CHKD Outpatient Pharmacy can process medications under most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription to the pharmacy of your choice and have the new pharmacy contact you.

## Will you ever substitute my medication with another?

According to the FDA, an approved generic drug is the same as a brand name-drug in dosage, safety, strength, quality, performance, and intended use and can be safely substituted.

- Unless your doctor indicates the brand product is medically necessary, our pharmacy may substitute for the generic alternative in accordance with state and federal pharmacy regulations. In circumstances where the brand medication is requested, your insurance may charge a higher copay.

## When should I contact the Specialty Pharmacy team?

You should call our Specialty Pharmacy team if you:

- Have changed your address, telephone number, or insurance information.
- Have any questions regarding the status of your prescription.
- Have concerns regarding how to take your medication.
- Need to reschedule or check the status of your delivery.
- Need to start or stop a medication or if your dose changes.
- Have a reaction or allergy to your medicine.
- Would like additional information regarding your plan for therapy.
- Need to report a suspected medication issue, or if you believe an error in shipping or dispensing has occurred.
- Notice your medication has been recalled by the FDA.

Our staff is happy to assist you with other questions or concerns regarding your specialty pharmacy needs, including:

- Working with another specialty pharmacy to get your medications delivered.
- Helping you get access to medications during an emergency or disaster.
- Providing you with tools to manage your therapy (including education materials and consumer advocacy support).

## What should I do if I have an adverse reaction to my medication?

- Call 911 or have someone drive you to a hospital emergency room if the reaction appears serious or life threatening.
- Contact CHKD Outpatient Pharmacy or your doctor who prescribed the medicine to report the reaction.

# Frequently Asked Questions [continued]

## Is it important to take all my medication?

Yes. Follow your doctor's instructions for both the amount and the length of time you should take your medication.

- We understand that some medications may have unpleasant side effects or be difficult to administer. Our pharmacists are available to offer practical advice on dealing with these issues and can help you to contact your prescriber regarding the medical management of these side effects.

## Can I return my prescription?

- Once your prescription is dispensed from the pharmacy, it cannot be returned.
- If you suspect your medication or device is defective, please call us and we will assess if a new medication or device needs to be sent to you.
- If you believe the medication you are taking has been recalled, please call our pharmacy and someone from our staff will assist you.

## How do I dispose of unused medications?

For instructions on how to properly dispose of unused medications, please contact our pharmacy or visit the FDA's website for information and instructions:

- [FDA.gov/forconsumers/consumerupdates/ucm101653.htm](https://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)
- [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)

Additionally, CHKD Outpatient Pharmacy is a DEA authorized collection location.

- To help prevent medication abuse, accidental ingestion by children, and to limit surface and groundwater contaminants, we offer a free, year-round drug take-back program. Return your unused or expired medications in the big green bin inside our pharmacy labeled "Safe Drug Disposal".

# 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 call 911.

## Handwashing Instructions

Infections are serious — the best way to prevent an infection is to properly wash your hands often. Remember to always wash your hands before and after you prepare or handle any medication

- Collect the supplies (soap, paper towels, or a clean cloth towel).
- Wet your hands with warm water.
- Place small amount of soap on your hands.
- Rub your hands briskly together for at least 30 seconds (remember to wash in between fingers).
- Rinse your hands with warm water.
- Dry your hands with a paper towel or clean cloth towel.
- Turn the faucet off with the towel.

If you re-touch anything (such as your hair), sneeze into your hands, or feel that your hands may no longer be clean, wash your hands again before continuing with care. If no water supply is available, an alcohol-based antibacterial hand cleanser may be used.

# Patient Safety [continued]

## Sharps and Sharps Disposal

After using an injectable medication, place all needles, syringes, lancets, and other sharp objects into a sharps container.

- Do not dispose of sharps in the trash unless they are contained within a sharps container.
- Do not flush sharps down the toilet.
- If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid may 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 three-quarters full.
- Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit [SafeNeedleDisposal.org](http://SafeNeedleDisposal.org).

## Needlestick Safety

- Plan for the safe handling and disposal of needles before using them.
- Never replace the cap on needles.
- Immediately after use, throw used needles away directly into a sharps disposal container.
- Report all needle sticks and/or sharps-related injuries to your physician promptly.

# General Safety

Because we want you and your family to live in a safe environment, we have provided some suggestions to help you prevent an injury within your home. Be sure to use these tips to make every room in your home safer.

## Falling (most injuries in the home are due to falls)

- Keep the floor clean. Promptly clean up spills.
- If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of slipping or tripping.
- Use a non-slip mat or install adhesive strips in your tub or shower.
- Tuck telephone, computer, and electronic cords away and out of walkways.
- Ensure all stairs and steps have handrails. Use baby gates at the top and bottom of stairs, when applicable.
- Have all walkways well-lit. Use night lights as needed.

## Poisoning

- Keep all hazardous materials and liquids out of the reach of children.
- Keep all medications out of the reach of children.
- Know your local poison control number, or dial **(800) 222-1222** if a suspected poisoning occurs.

## Fire and Burn Prevention

- Have smoke detectors in the home and replace batteries at least once a year.
- Test each smoke detector once a month.
- Have a fire plan and be sure all family members know what to do in the event of a fire.
- Place covers over electrical outlets.
- Verify your water heater is set no higher than 120 degrees Fahrenheit.
- Keep children away from the stove, and never leave the stove unattended while cooking.
- Keep matches and lighters out of the reach of children.

# General Safety [continued]

## In the event of a fire:

- Rescue anyone from immediate danger.
- If you are safe, alert the fire department; otherwise, evacuate the area.
- Turn off oxygen (if applicable) and try to contain the fire by closing off any access (such as doors).
- Attempt to extinguish the fire only if it is in a small and localized area; otherwise, evacuate the building and notify the fire department once you are safe.
- If relocation is necessary, please call our pharmacy to inform us of your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

## Natural Disasters (floods, hurricanes, earthquakes, tornadoes)

- In disaster-prone areas, store food and extra bottled water.
- Have a battery-operated radio, flashlights, and extra batteries.
- Check for injuries.
- Check your home for any gas or water leaks, and turn off appropriate valves.
- Stay away from windows or broken glass, and wear shoes at all times.
- Evacuate the area if necessary.
  - If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.
- Please call CHKD Outpatient Pharmacy to inform us of your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.

## Power Outage

- Notify your electric and gas companies if there is a loss of power.
  - If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs, as they may be able to prioritize the restoration of your electricity.
- Have a battery-operated radio, flashlights, extra batteries, and/or candles available.
  - If you are on oxygen, turn it off before lighting candles.

## Winter Storm

- Prepare an emergency kit that includes water, nonperishable food, a battery-operated radio, flashlights and fresh batteries, and a first-aid kit which includes prescription medications.
- Keep your cell phone fully charged.
- Do NOT use your stove for heat. If the power goes out, use extra blankets, sleeping bags, warm winter coats, gloves, and hats. A wood-burning fireplace may also be used as a heat source.
- Never use a charcoal grill or portable gas camp stove inside the home, as both of these items can produce deadly fumes.
- Avoid use of candles as they may lead to house fires. If you do use candles, never leave lit candles unattended.

# Rights and Responsibilities of the Therapy Management Program

## **Patients have the right to:**

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, in advance of care/service being provided and their financial responsibility.
- Receive information about the scope of services that the organization will provide, including the Therapy Management Program and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- 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 Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Be able to identify personnel members through proper identification.
- Be able to speak to a staff member's supervisor, if requested.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- Speak to a health professional and voice grievances/complaints regarding treatment, care, lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints investigated regarding treatment or care that is (or fails to be) furnished, or lack of respect of property.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI), in accordance with state and federal law.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Decline participation, or disenroll, from the Therapy Management Program at any point in time.

## **Patients have the responsibility to:**

- Give accurate clinical and contact information and provide notification of any changes.
- Notify the treating prescriber of their participation in the Therapy Management Program.
- Submit forms that are necessary to receive services.
- Maintain any equipment provided.
- Notify the organization of any concerns about the care or services provided.

# Concerns and Complaints

You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns:

- Email us at [SpecialtyPharmacy@CHKD.org](mailto:SpecialtyPharmacy@CHKD.org).
- Share the concern with the staff involved or the manager in charge, either by phone at (757) 668-9803, or in person.

CHKD Outpatient Pharmacy has a formal complaint process that ensures your concerns, complaints, and suggestions are reviewed and investigated within five business days of receipt.

- You will be notified, by phone or in writing, of our resolution.
- There is no retaliation for filing a complaint.

CHKD also has a patient relations team of specialists whose specific job is to ensure your needs are met. If you would like to speak to a patient relations specialist, please call (757) 668-9744.

If CHKD Outpatient Pharmacy cannot resolve your patient care or safety concern, you may contact:

- Virginia Department of Health Professions  
9960 Mayland Dr. Suite 300, Henrico, VA 23233  
Email: [enfcomplaints@dhp.virginia.gov](mailto:enfcomplaints@dhp.virginia.gov)  
Phone: (804) 367-4691
- Virginia Secretary of Health and Human Services  
P.O. Box 1475, Richmond, VA 23218  
Email: [healthandhumanresources@governor.virginia.gov](mailto:healthandhumanresources@governor.virginia.gov)  
Phone: (804) 786-7765
- CHKD Outpatient Pharmacy is an accredited specialty pharmacy. You may contact the Accreditation Commission for Healthcare (ACHC) at:  
139 Weston Oaks Ct., Cary, NC 27513  
Email: [customerservice@achc.org](mailto:customerservice@achc.org)  
Toll-free phone: (855) 937-2242

## We'd love to hear from you!

CHKD is committed to providing the best specialty pharmacy care for your family. Let us know how we're doing by sharing your experiences through our survey. To participate, scan or click the QR code.



**ACCREDITED**  
Specialty Pharmacy  
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[CHKD.org/Pharmacy](http://CHKD.org/Pharmacy)

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