



Specialty Pharmacy

Patient Guide





Thank you for choosing St. Luke's.

We understand the challenges you may face when you need specialty medications for chronic or complex health problems. These medications can be difficult to obtain and require increased monitoring, special handling and administration.

It can be complicated and confusing, but our Specialty Pharmacy team is committed to making your pharmacy experience as clear and easy as possible. We're committed to helping you navigate any hurdles on your path to achieving the best possible outcomes. Our professional staff works closely with your health care team and insurance provider to make sure you can obtain your medication.

St. Luke's Specialty Pharmacy

11801 W. Executive Drive
Boise, Idaho 83713

Phone: 208-205-7779

Toll Free: 833-605-6600

Fax: 208-205-7780

Email: Available through St. Luke's MyChart

Online: stlukesonline.org

(search by specialty pharmacy)

Hours

Monday-Friday: 9 a.m.-5 p.m.

Closed Saturdays, Sundays and holidays

Pharmacist on call 24/7: 208-205-7779, toll free at 833-605-6600

*If you experience a
medical emergency,
please call 911 or
Poison Control at
1-800-222-1222.*

Specialty Pharmacy Benefits

- Specialized team available for questions and concerns.
- Refill coordination to prevent medication gaps.
- Access to specialty medications including limited-distribution medications.
- Personalized counseling for new medications.
- Skilled administration instructions.
- Safe and effective handling and disposal instructions.
- Side effect management tools and tips.
- Support for insurance approval and financial assistance programs.
- Therapy management support.
- Medication delivery to home or clinic, or pickup at retail pharmacy.
- Shared medical records.

How the Specialty Pharmacy Works

- St. Luke's pharmacists work with your health care providers to coordinate your optimal treatment plan.
- Your pharmacist will contact you to discuss your medications, your treatment plan and the specialty pharmacy process.
- The Specialty Pharmacy team will work with your insurance to get medication approved and help obtain assistance for you, if needed.
- Your Specialty Pharmacy will follow up with you during treatment and to coordinate refills.



Patient Rights and Responsibilities

- The right to know about the philosophy and characteristics of the therapy management program.
- The right to have personal health information shared with the therapy management program only in accordance with state and federal law.
- The right to identify the program's staff members, including their job titles, 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 therapy management program.
- The right to receive administrative information regarding changes in, or termination of, the therapy management program.
- The right to decline participation, revoke consent, or disenroll at any time.
- 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 therapy management program of changes in this information.
- The responsibility to notify your treating provider of your participation in the therapy management program, if applicable.

Patient Resources

Patient Support

- Complimentary, reliable delivery options if you're unable to obtain medications from the clinic or pharmacy.
- Skilled, courteous staff available for questions and concerns.

Financial Assistance

- Skilled billing staff work to ensure your medication is efficiently approved by your prescription or medical insurance.
- Dedicated patient financial assistance teams help you access financial resources, if needed.

Therapy Management Support

Our patient therapy management program offers personalized education and supportive care from pharmacists to improve your health. This service is provided to you at no cost.

Benefits of this program include:

- Information about safe and effective use and handling of your medication to maximize therapeutic outcomes.
- Assistance in learning how to take or inject your medications correctly in order to decrease the risk for adverse events.
- Advice to help prevent and manage side effects including injection site reactions.
- Refill reminder calls to ensure you always have enough medication on hand and improve your compliance to treatment.
- A team of dedicated staff always available to answer questions and help improve your quality of life.

Limitations to the program may include:

- Your willingness to follow directions and be compliant with your prescribed therapy.
- Your willingness to remain enrolled in the therapy management program.
- Your compliance with recommended interventions.
- Your listening skills.
- Your willingness to interact with clinical staff.

You have the right to opt-out of the Therapy Management Program at any given time by contacting the Specialty Pharmacy at 208-205-7779.

Cultural and Language Services

We offer free interpretation and translation services, as well as hearing and visual assistance for patients and families at our hospitals and clinics.

St. Luke's Website

Visit stlukesonline.org for information and resources for people with complex chronic conditions.



Frequently Asked Questions

How do I request a refill?

St. Luke's Specialty Pharmacy staff will call you to refill your medication every cycle, typically a week before you'll need your prescription. If you get down to a 5-day supply and have not heard from us, please call 208-205-7779.

Will my medication ever be substituted with another medication?

Your insurance may require that a generic or bio-similar drug be substituted for the brand name drug. If this happens, we will let you know.

What if I need my medication early for a vacation?

Our staff will work with your insurance to determine available options, including vacation overrides.

Will I be notified if there will be a delay in obtaining my medication?

We will work with your insurance, your health care provider and the medication supplier to help ensure you receive your medication in a timely manner. If there is an unexpected delay, you will be contacted.

What if St. Luke's Specialty Pharmacy is unable to fill my medication?

A pharmacy staff member will let you know if we're unable to fill your medication. We will work to determine who can fulfill the order and direct the prescription to the appropriate pharmacy.

What happens if my medication is recalled?

We closely monitor recalls to ensure patient safety. If a medication is recalled and you have received it, we will contact you to provide further information.

What do I do if I feel like I'm having a new side effect or adverse reaction to a new medication?

If you believe you're experiencing an adverse drug reaction, please call us at 208-205-7779, call your physician, or call poison control at 1-800-222-1222 immediately. Or, if severe, dial 911.

What do I do if I miss a dose of my medication?

We will provide methods to avoid missing doses when you begin a new medication. If you miss a dose, call 208-205-7779 to speak with a pharmacist to determine how you should proceed.

How do I get an order status on my medication?

We will contact you to refill your medication and coordinate a plan. If you need a reminder or if you have not received your medication, call 208-205-7779 to speak with a team member to confirm your order status.

What do I do if I start a new medication?

St. Luke's has a shared medical record system, so any new medication prescribed by a provider in the St. Luke's Health System will show up in your medical record. If you're seeing a new provider or have any concerns, call 208-205-7779 before taking the medication dose. You'll be able to speak with a pharmacist to determine how you should proceed. If you forget and begin a new prescription or over-the-counter medication, let the pharmacist know when they call you for the refill, to ensure your medication list is updated.

What do I do if I change insurance providers?

If you change insurance providers, call 208-205-7779 so we can add your new information to your profile to determine if a new prior authorization will be needed. The St. Luke's Specialty Pharmacy team will work to maintain a seamless transition and avoid any breaks in therapy.

What do I do if I lose my medication or leave a refrigerated medication out?

Call 208-205-7779 to speak with a pharmacist to determine how you should proceed.

What do I do if my package arrives damaged?

Call 208-205-7779 to speak with a pharmacist to determine how you should proceed.

Can I have my other medications filled by St. Luke's Specialty Pharmacy?

Call 208-205-7779 to speak with a pharmacist to determine how you should proceed. You can have your new prescriptions sent to St. Luke's Specialty Pharmacy and current prescriptions transferred from your current pharmacy.

What do I do if I stop treatment or change therapies and have leftover medication?

Call 208-205-7779 to speak with a pharmacist about how to dispose of your old medications.

What holidays will the pharmacy be closed?

We will be closed on six holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

How do I access medication during a disaster?

Certain types of disasters may cause delays in your medication. We will work within St. Luke's Health System's established emergency preparedness plan to help avoid any delays in therapy. We encourage you to have your own disaster plan in the event of an emergency.

What do I do if I have a complaint, grievance or error?

St. Luke's strives to always provide the highest quality, patient-centered care. If you feel you have not received the standard of service you should have, please call 208-205-7779.



About St. Luke's

As the only Idaho-based, not-for-profit health system, St. Luke's is a vital part of a healthy community, led by local physicians and boards to further our organization's mission *"To improve the health of people in the communities we serve."* Working together, we share resources, skills and knowledge to provide the best possible care at every St. Luke's facility.

St. Luke's Health System encompasses a network of eight full-service medical centers and the state's only children's hospital, along with more than 200 outpatient treatment centers and diagnostic clinics serving people throughout southern Idaho, eastern Oregon and northern Nevada.

St. Luke's is the region's leader in heart, cancer, women's and children's services. Each of our hospitals is nationally recognized for excellence in patient care with prestigious awards, accreditations and designations reflecting the exceptional care that is synonymous with the St. Luke's name. This includes recognition for the past six years as one of the Top 15 Health Systems in the U.S. as well as Magnet designation—the gold standard for nursing excellence.

As Idaho's largest health care organization, we have a responsibility to keep pace with our region's population growth as well as advancements in how health care is delivered. New technology, a shift to more outpatient options, medical advancements impacting patients' length of stay, and the importance of convenience for patients in choosing where they receive their care are all influencing the many ways St. Luke's is evolving to meet our patients' needs.

This means not only treating people when they're sick or hurt but supporting them as they work to achieve their health goals. It also means building partnerships with community organizations to help people be as healthy as possible in their daily lives.

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