



Johns Hopkins Medicine Johns Hopkins Specialty Pharmacy

WELCOME PACKET



ACCREDITED
Specialty Pharmacy
Expires 03/01/2025



Welcome Packet Contents

This booklet includes information important to you. Please keep it in a safe place.

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Specialty Pharmacy Contact Information

The Johns Hopkins Specialty Pharmacy connects you with specialized pharmacists and technicians. Our pharmacists are experts on your medication plan and have health resources available to provide care for many different disease states.

Johns Hopkins Specialty Pharmacy

Phone: 410-288-6000 or toll-free 888-264-0393

Website: www.hopkinsmedicine.org/patient_care/outpatient_pharmacy

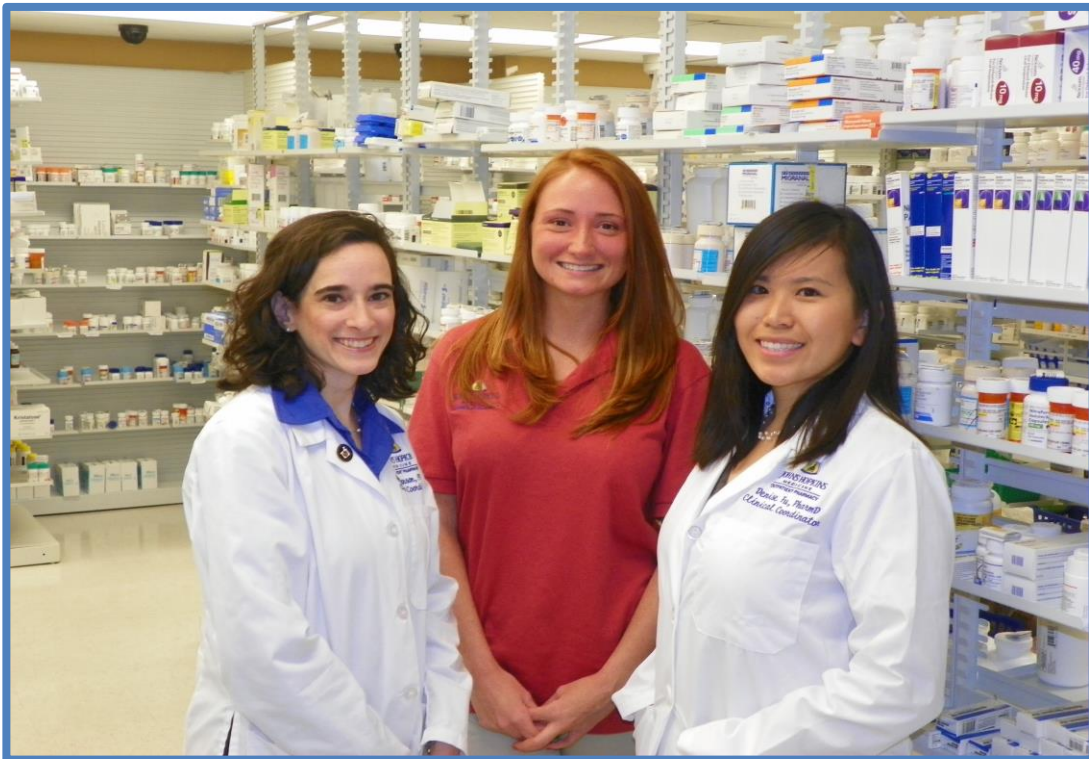
Hours: Monday through Thursday, 8:00 am – 8:00 pm, Friday, 8:00 am – 6:00 pm

Getting Your Medications

- You may pick up your medications or have them delivered to your home, or other location. We can fill specialty medications and non-specialty medications.

Pharmacist Advice

- We have pharmacist support available for any questions about your medication or disease state. If you call after hours, a pharmacist is available for urgent clinical questions and will call you back.
- Hours of operation for each pharmacy are listed on page 4.



Pharmacy Hours and Locations

Please check with the pharmacy to see whether they are open on a particular holiday or if there are special hours.
 Contact pharmacy or check the website for most updated hours:
<https://www.hopkinsmedicine.org/home-care-group/pharmacy/locations.html>

Pharmacy Name	Hours of Operation	Address
Johns Hopkins Outpatient Pharmacy at the Arcade	Monday-Friday 8 am to 8 pm Saturday-Sunday 8 am to 6 pm	1800 Orleans Street Zayed Bloomberg Bldg. M2125 Baltimore, MD 21287
Johns Hopkins Outpatient Pharmacy at Bartlett Specialty Practice	Monday-Friday 8 am to 5 pm	1717 E. Monument Street Park Bldg., Room G105 Baltimore, MD 21287
Johns Hopkins Outpatient Pharmacy at Bayview	Monday-Friday 8 am to 7 pm Saturday 9 am to 5:30 pm	4940 Eastern Avenue BMO Bldg., Room 01-0154 Baltimore, MD 21224
Johns Hopkins Outpatient Pharmacy at Green Spring Station	Monday-Friday 8 am to 4:30 pm	10755 Falls Road Suite 140 Lutherville, MD 21093
Johns Hopkins Outpatient Pharmacy at Holabird	Monday-Friday 8 am to 4:30 pm	5901 Holabird Avenue Suite A-2 Baltimore, MD 21224
Johns Hopkins Outpatient Pharmacy at JHOC	Monday-Friday 9 am to 5 pm	601 N. Caroline Street Suite 1006 Baltimore, MD 21287
Johns Hopkins Outpatient Pharmacy at Monument Street	Monday-Friday 9 am to 5 pm	1810 E. Monument Street Baltimore, MD 21205
Johns Hopkins Outpatient Pharmacy at Weinberg	Monday-Friday 9 am to 6 pm Saturday 10 am to 6 pm	401 N. Broadway Suite 1001 Baltimore, MD 21231

Frequently Asked Questions

General Information

What is a specialty pharmacy and why do I need one?

A specialty pharmacy provides injectable, oral, and infused medications. These medications often need special storage or handling and may not be available at your local pharmacy. Sometimes these medications need monitoring by a specialty trained pharmacist. The Johns Hopkins Specialty Pharmacy works with your doctor to provide these medications while offering superior customer service and clinical support to you and your caregivers

How can I contact the Johns Hopkins Specialty Pharmacy?

You may:

- Call us at 410-288-6000 or toll-free at 888-264-0393.
- Stop by one of our pharmacies during operating hours.
- Ask to speak to a specialty pharmacy employee during your next clinic visit.

What if I need an interpreter?

We offer interpreter services if you are deaf, hearing impaired, or speak a non-English language.

- You may call the interpreter line directly at 410-614-4685 and then the interpreter will connect with the pharmacy
- You may call the pharmacy directly at 410-288-6000 and one of our pharmacists or technicians will connect with an interpreter

What if I have questions about my medication?

The pharmacists at the Johns Hopkins Specialty Pharmacy are trained on the medications you are taking and your disease state. A pharmacist will talk to you about your medication, either during your clinic visit or over the telephone.

- If you call after hours, a pharmacist is available for urgent clinical questions and will call you back.
 - ✦ 410-288-6000
- If it is an emergency, please call 911.

Does the Johns Hopkins Specialty Pharmacy have access to all specialty medications?

The Johns Hopkins Specialty Pharmacy has access to most specialty medications. If we do not have access to your medication, we will transfer your prescription to a pharmacy that supplies it and connect you with that pharmacy.

Frequently Asked Questions

Getting your Medicine

How do I fill my first prescription?

You or your doctor will send the prescription to the Johns Hopkins Pharmacy. Our staff will begin to enroll you in our personal specialty pharmacy program.

- Enrollment is optional and you may call us at any time to be removed.

We will contact you to find out how you would like to receive your medication. Options include:

- Pickup at one of the Johns Hopkins pharmacy locations
- Free mail delivery

How do I refill my medication?

Your medication may need to be monitored by a specialty trained pharmacist. For this reason, we will contact you to authorize and schedule each refill of your medication.

- We will call you with refill reminders or send you a message via MyChart several days before you should need a refill.
- You may also call our specialty pharmacy at any time to request a refill. Please give us a 5-day advance notice so that we can make sure you get your medication.
- You may receive your medication by pickup at one of the Johns Hopkins pharmacy locations or by delivery.

What if I need to refill my prescription before my plan allows because I lost my medication or I am going on vacation?

If you need to refill your prescription early, call us and we will discuss your options.

Insurance and Payment

What do I need to do with my insurance?

Provide your most updated insurance information to the pharmacy staff.

How much will my medication cost?

The price for your specialty pharmacy medication will be based on your insurance plan. We will tell you your out of pocket cost (copay) after we process your prescription.

- We welcome Visa, MasterCard, American Express, and Discover. We also accept personal checks, money orders, and most flexible spending accounts.

What if I can't afford my medication?

You may be able to get help paying for your medications through drug companies or charities. We will review all options with you and help you enroll in a program you are eligible for.

What if my insurance plan doesn't cover my medication?

Our staff works directly with your doctor and insurance company to get coverage for your medication. If it is denied, your doctor will talk to you about other options.

Frequently Asked Questions

What if my medication needs something called a Prior Authorization?

A Prior Authorization is extra paperwork your insurance plan needs from your doctor. We will work with your insurance company and doctor to gather the needed paperwork.

Will you ever substitute my medication with another medication?

Your insurance company may ask that you try a different medication. If that is the case, your doctor will have to decide if it is appropriate and will need to write a new prescription for you.

Can I get access to my specialty medication if I do not have prescription insurance?

Some drug companies offer a free drug program. If you qualify, we will help you enroll in the program.

Delivery Concerns

What should I do if severe weather is expected or a weather warning is in place?

The Johns Hopkins Specialty Pharmacy will make every effort to deliver your supplies early if a weather warning is in place.

- Please make sure your contact information is on file and up to date to avoid a break in your therapy.

What if my ice packs seem soft or melted?

Many different types of ice packs are used to make sure the temperature stays correct based on the expected weather conditions.

Can I return my medication?

Most medications cannot be returned to the pharmacy.

- Please call us and we can tell you if your medication may be returned.
If you believe something is wrong with your medication, please call us.

Other Concerns

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

An adverse reaction is any unwanted, uncomfortable, or dangerous effect that a person has in response to a drug. An example is an allergic reaction.

If you experience an adverse drug reaction, you should call the Johns Hopkins Specialty Pharmacy or your doctor right away.

- Signs of an allergic reaction are, but are not limited to: trouble breathing, chest tightness, a rash or hives, swelling of the mouth or throat.
- Call 911 or have someone drive you to a local emergency room if the reaction appears serious or life-threatening.

Frequently Asked Questions

How do I dispose of unused medications?

It is important to follow your doctor's instructions and use all medications as directed.

Do not flush or pour unused medications down a sink or drain.

- Pour medication into a sealable plastic bag. If medication is solid (pill, liquid capsule, etc.), add water to dissolve it.
- Add kitty litter, sawdust, or coffee grounds (any material that mixes with the medication and makes it less appealing to eat) to the plastic bag.
- Remove and destroy ALL identifying personal information (prescription label) from medication containers before recycling or throwing away.
- Seal the plastic bag and dispose in the trash.
- Dispose in a Drug Take-Back Program bin located at several of the Johns Hopkins Outpatient Pharmacies. Some items cannot be disposed in these bins, read instructions before disposing.
- Dispose at a Drug Take-Back Day event held at several Johns Hopkins Hospitals throughout the area. Go to jhtakeback.com for dates and locations.

If you have any questions, please call your Johns Hopkins Specialty Pharmacy pharmacist.

Will the Johns Hopkins Specialty Pharmacy staff ever call me?

We will call you to:

- Confirm the status of your prescription and copay amount.
- Set up the first time you get your medications and refill your medications.

We may also call you to:

- Check your prescription insurance information.
- Obtain documentation of your income to enroll you in a financial assistance program.
- Educate you on your medication.
- Make sure that your prescription has been transferred to another specialty pharmacy.
- Let you know of any FDA recalls of your medication.
- Check to see how your medications are working for you.
- Give you reminders to get lab work done.

When should I contact the Johns Hopkins Specialty Pharmacy?

You should call the Johns Hopkins Specialty Pharmacy if:

- Your address, telephone number, or insurance information has changed.
- You have any questions about the status of your prescription.
- You have questions about your medication.
- You would like more information about your plan for therapy.
- You believe an error in shipping or filling your medication has occurred.
- You believe the FDA has recalled your medication.

Frequently Asked Questions

How am I included in the patient management program?

You are automatically enrolled in the patient management program. This is a free service which provides support while you are taking your medication and includes:

- Benefits investigation
- Education about your medications
- Refill reminders.

Services are customized to your needs. If you would like to opt-out of the patient management program, you have two options:

- Give us a call at 410-288-6000
- Notify us in writing and send to:

Johns Hopkins Specialty Pharmacy
5901 Holabird Ave. Suite A-2
Baltimore, MD 21224

What are the benefits of the patient management program?

Your enrollment in the Johns Hopkins specialty pharmacy patient management program offers a comprehensive service that provides many health benefits. Patients that participate in the program receive the following benefits:

- Education prior to starting specialty medicine, including how to take and store the medicine
- Side effect monitoring (and tips if you experience side effects)
- Adherence support
- Lab monitoring (if applicable)
- Review of your symptoms to see how the medication is working for you

All of these benefits help to make sure your medicine is safe and effective for you. Participating in the program does not guarantee the medication will cure the condition or put the condition into remission, but we will work with you to make sure your medication plan has the best chance of success. The benefits of this program may be limited if you are not available and actively involved in sharing information about your condition, medications and attending necessary medical visits (e.g. getting requested labs, follow up with doctor).

Tips for Success

At the Johns Hopkins Specialty Pharmacy, we want to help you get the most out of your medication.

Our team is available to answer your questions and provide you with the support you need. Below are a few tips to help you achieve the best results.

1. Follow Your Doctor's Directions.

It is very important that you follow the directions given by your doctor for your medication. For example, taking the right amount at the right time and for the correct length of time.

2. Ask Questions.

It is very important that you educate yourself on the medications you are taking and the disease for which you are being treated. Ask your doctor or pharmacist about other educational resources available that are specific to your condition.

3. Call Us!

If you have any unanswered questions or need more information, contact our specialty pharmacy. Our pharmacists are here to help you!

Please call the Johns Hopkins Specialty Pharmacy at 410-288-6000 for more details.

Here are Some Helpful Questions to Ask Your Pharmacist:

- What is my medication supposed to do?
- How and when do I take it?
- For how long should I take it?
- Does this medication contain anything that can cause an allergic reaction?
- Should I avoid alcohol, any foods, or sunlight?
- Can I take other drugs with my medication?
- Should I expect any side effects?
- What should I do if I forget to take my medication or if I take it incorrectly?
- Is it safe to become pregnant or breast-feed while taking this medication?
- How should I store my medications and how long can I keep them?



Patient Safety

What is Biomedical Waste?

Biomedical waste is any type of:

- Syringe, lancet, or needle, also known as “sharps” that are used to inject medication through your skin or are used to draw blood.
- You must correctly and carefully throw away these items to protect yourself and your family from injury and keep the environment safe.
- The Johns Hopkins Specialty Pharmacy or manufacturer will provide all patients who use “sharps” with a sharps container to correctly throw these items away.

Sharps Safety

After using any needles, syringes, lancets, or other sharp objects, place them into a sharps container.

- Do not throw away any sharps in the trash unless they are in a sharps container.
- Do not flush any sharps down the toilet.
- If you do not have a sharps container:
 - A hard plastic or metal container with a screw-on top or other securable lid could be used (for example, an empty hard can or liquid detergent container).
- Before placing into the trash, seal the top with heavy-duty tape. Do not use clear plastic or glass containers. Do not fill sharps containers more than three-quarters full.

Sharps Disposal

Check with your local trash service or public health department to check where you can throw away sharps containers. You can also ask your doctor’s office about the possibility of disposing these items in their office during your next office visit. Please visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle disposal website at <http://www.cdc.gov/needledisposal/> for more information.

Needle-Stick Safety

- Never put the cap back onto needles.
- Throw away used needles right after use into a sharps container.
- Have a plan for where you can safely throw away your sharps container.
- If you or anyone else accidentally sticks themselves with a used needle, tell your doctor right away.

Patient Rights

As a patient of the Johns Hopkins Specialty Pharmacy, you have the right to:

- Speak to a health professional.
- Get information about your rights and responsibilities and to acknowledge this in writing before receiving pharmacy services.
- Know how to call the pharmacy staff 24 hours a day, 7 days a week and what to do if an emergency situation happens.
- Actively join in planning your care, treatment, and services.
- Get the information needed to be part of your care, including the correct use, handling, and storage of your medications, and know about any side effects.
- Information given to you about your therapy will be evidence-based information. Call your doctor or pharmacist with questions about this information.
- To know about any changes in your plan of care before the change is made. Whenever possible, be part of making decisions about your care.
- Know about the care you will be getting, name(s) and responsibilities of staff members who are treating you or offering services.
- Have your family be part of making decisions when you allow it and when it is allowed by law.
- Have verbal and written explanations of the services, care, and medication given to you by the Johns Hopkins Specialty Pharmacy and have your medication questions answered by a pharmacist.
- Get timely and high-quality care.
- Be treated with dignity, courtesy, and respect.
- Get appropriate and professional pharmacy care without discrimination against your race, sex, color, religion, sexual preference, physical limitation, age, or any other basis prohibited by law.
- Take part in deciding on other ways of communicating in different situations, for example: if you speak and/or read languages other than English, if you struggle with reading any language, if you struggle with seeing or hearing, or if you have trouble understanding.
- Get our policy on uncompensated care upon request.
- Be able to see billing statements upon asking, including dates of services and unit charges, whether or not bills have been paid out of pocket or by another party.
- Be completely informed, before or at the time of getting care, about changes and costs related to your care, including any costs not covered by Medicare or other payers. Know in advance if you will be financially responsible for paying any changes.
- Refuse treatment at any time and know of potential consequences of refusing treatment.
- Know of any financial benefit we receive if we recommend another organization, service, or individual.

Patient Rights

- Voice your complaints and/or suggest changes about your pharmacy services without affecting your care or having any consequences. To have any complaint investigated right away and be notified of the findings and/or corrective action taken.
- Speak to a staff member's supervisor and know their job title.
- Take part in or refuse to participate in research, investigational, or experimental studies or clinical trials. Your access to care, treatment, and services will not be affected if you do not want to be in research studies or decide to stop taking part in research studies.
- Confidentiality/privacy of written, verbal, and electronic information meaning your medical records, information about your health, social, and financial information.
- Access and get information about your own health information as permitted by law.
- Ask us to give information written about you only as required by law or with your written permission. Our Notice of Privacy Practices explains your rights in detail. Please carefully look at the handout that you were given with this welcome packet.



Patient Responsibilities

As a patient of the Johns Hopkins Specialty Pharmacy, you have the responsibility to:

- Provide complete and accurate information to the best of your ability about your current complaints, medical history (including hospitalizations), pain medication use, allergies, and other things relating to your health.
- Continue under a physician's care while receiving skilled agency services.
- Let us know of changes in your condition, like unexpected symptoms, pain, or change of doctor.
- Follow the plan of care and instructions.
- Inform your doctor that you are participating in this specialty pharmacy patient management program.
- Accept responsibility for the outcomes if you do not follow the care, treatment or service plan.
- Ask questions about your care, treatment, and services, or other instructions when you do not understand what you are expected to do.
- Let us know if you have concerns about your care or cannot follow the plan.
- Let us know if your delivery or visit schedule needs to be changed because of medical appointments, family emergencies, or something else.
- Let us know if your insurance coverage changes.
- Promptly meet your financial obligations and responsibilities agreed upon with the agency.
- Tell us of any problems or dissatisfaction with the services provided.
- Show respect and consideration for agency staff and equipment.
- Correctly throw away of any medical waste from home.
- Know that there may be consequences if you refuse treatment or fail to follow your therapy plan, which may mean changes in reimbursement eligibility and ending services.

Medication List

Complete Our Patient Satisfaction Survey

We want to hear about your experience with our pharmacy services so that we may better serve you. We will send out a survey by email quarterly.

Notice of Privacy Practices

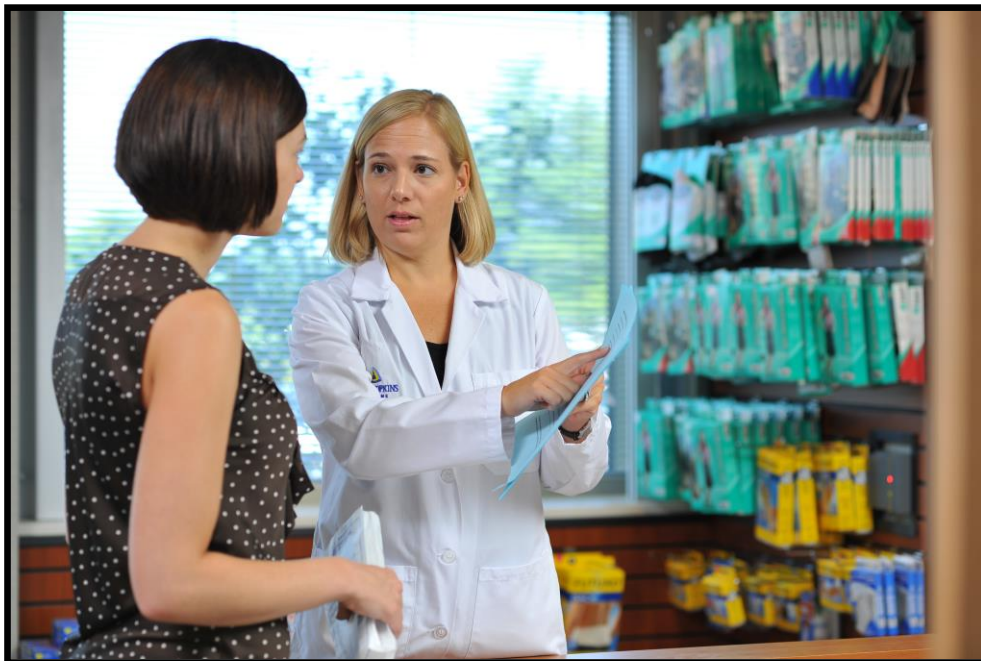
Please read the Notice of Privacy Practices that you got with this welcome packet and then fill out the acknowledgement form located on the page 17. Once you have completed the form, please send it in the pre-paid envelope included to the Johns Hopkins Specialty Pharmacy.

Submit Your Concerns or Complaints

We want to give you the most satisfying care with your therapy. If you have any issues or concerns about your medications, care experiences, delivery, or any other topic about your therapy, please call our service center and ask to speak with a manager at 410-288-6000 or toll-free at 888-264-0393.

Please fill out a list of all the medications that you take on the form below.




- Also list medications that you buy without a prescription, like vitamins or herbal products.
- As your medications are stopped or changed, make sure to update your medication list.
- You should carry this document with you at all times, especially to doctor or clinic visits.
- Your doctors may use this information to make decisions about your treatment plan.



Medication Form

Your Name:

Date:

Name of Medication	What is this for?	How do I take it?	Morning 	Afternoon 	Evening 	Comments

Notes:

Receipt of Notice of Privacy Practices Acknowledgement



EP-00001

JOHNS HOPKINS INSTITUTIONS

ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES

I acknowledge that I have received a copy of the Johns Hopkins Notice of Privacy Practices.

Patient Name: _____ **Birth Date:** _____
(first) (m. initial) (last)

Address: _____ **Phone #:** _____
(street address)

_____ **Medical Record #:** _____
(city) (state) (zip code) (if known)

Signature of Patient Only: _____ **Date:** ____/____/____
(Required)

If you are NOT the patient but are signing on behalf of the patient complete the following:

I, _____, confirm that I am the representative for the patient based
(insert your name)
on the following relationship to the patient:

(state relationship, for example – parent, spouse, guardian)

Representative's Signature: _____ **Date:** ____/____/____
(Required)

Address: _____ **Phone #:** _____
(street address)

_____ (city) (state) (zip code)

A.1.1.b

Copy – Medical Records

Copy – Patient / Representative

Standard Register HIPAA-01N
Effec. Date 12/1/12

Thank you for choosing
Johns Hopkins
Specialty Pharmacy

