



Johns Hopkins All Children's
Specialty Pharmacy
Welcome Packet

Welcome Packet Contents

This packet provides important information about refilling your child's medication, who to contact with questions and more.

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Pharmacy Location:

Johns Hopkins All Children's Hospital Retail Pharmacy
501 6th Avenue South
St. Petersburg, FL 33701

Conveniently located on the first floor of
Johns Hopkins All Children's Hospital, near the gift shop.

SPECIALTY PHARMACY INTRODUCTION

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



Phone: 727-767-8999



Website: <https://www.hopkinsmedicine.org/all-childrens-hospital/services/retail-pharmacy/specialty-pharmacy>



Hours: Contact the pharmacy for hours of operation as they may change.

Refilling Your Child's Medication

You can refill your child's medicine in one of two ways. Please let us know what is best for you.

By Phone

- Pharmacy staff may call you to set up your child's refill for delivery or pick up
- You may also call our pharmacy to request a refill

By Filling Out a MyChart* Form

- Pharmacy staff may send you a message in MyChart.
- A form will be attached to the message. Complete this with the information we need to refill your child's medication(s)

[*mychart.hopkinsmedicine.org/MyChart](https://mychart.hopkinsmedicine.org/MyChart)

Please give us a five (5) day advance notice so that we can make sure you get your medication in time.



Getting Status Updates on Your Child's Refills

You may receive notification either by phone or messages sent by MyChart. You can also log in to MyChart to see if the medicine is pending, ready or shipped. If the package has shipped, you will also be able to track the package.

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. Johns Hopkins All Children's Specialty Pharmacy works with your child's doctor to provide these medications. We are here to give high-level customer service and clinical support to your family.

What if I have questions about my medication?

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

- If you call after hours, a pharmacist is available for urgent clinical questions and will call you back. To reach the on-call pharmacist, call **727-767-8999**.
- If it is an emergency, please call 911.



What if I need an interpreter?

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

- For Spanish, you may call the Spanish interpreter line directly at **844-765-9930** and then the interpreter will connect with the pharmacy. ATENCIÓN: Para personas de habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-765-9930**.
- You may call the pharmacy directly at **727-767-8999** and then the pharmacy will connect you with an interpreter.



To learn more: <https://www.hopkinsmedicine.org/all-childrens-hospital/patient-families/patient-family-resources/language-interpretation>

Does the Johns Hopkins All Children's Specialty Pharmacy have access to all specialty medications?

The Johns Hopkins All Children's Specialty Pharmacy has access to most specialty medications. If we do not have access to the medication, we will transfer your child's prescription to a pharmacy that supplies it. We will connect you with that pharmacy.

What if Johns Hopkins All Children's Specialty Pharmacy is not able to fill my child's specialty medication?

Your child's insurance may need you to fill your child's medicine at a specific pharmacy. You and your child's provider will receive information about what pharmacy to use to get the medication.

What if my insurance requires authorization?

Our staff works directly with your child's doctor and insurance company to get coverage for your child's medication. A prior authorization is often needed. A prior authorization is extra paperwork the insurance plan needs from your child's doctor about their need for the medicine. We will work with the insurance company and doctor to gather the needed paperwork. Once the prior authorization is approved, a Specialty Pharmacy team member will contact you by phone or MyChart. If the prior authorization is denied, your child's doctor will talk to you about other options.

What if my copay is unaffordable?

When your child's prior authorization is approved, their copay amount will be shared with you. If you have difficulty with the copay amount, please inform our staff. Sometimes, there are coupons or grants to help. Not all patients qualify for these programs.

How is my child included in the patient management program?

Your child is automatically enrolled in the patient management program. This is a free service that gives you support while they are taking their medication and includes benefits investigation, education about your child's medications and refill reminders.

Other Concerns

What should I do if my child has 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 your child experiences an adverse drug reaction, you should call the Johns Hopkins All Children's Specialty Pharmacy or your child's 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 drive to a local emergency room if the reaction appears serious or life-threatening.

How do I throw away medicine that was not used?

It is important to follow your child's 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 throw away in the trash.
- Throw away at a Drug Take-Back Day event held at Johns Hopkins All Children's Hospital twice per year. Go to www.jhtakeback.com for dates and drop off instructions.
- If you have any questions, please call the Johns Hopkins All Children's Specialty Pharmacy.

When will the Johns Hopkins All Children's Specialty Pharmacy staff contact me?

We will call you or send you a MyChart message to:

- Confirm the status of your child's prescription and copay amount.

- Set up the first time you get your medications and refill your medications.

We may also contact you to:

- Check your child's prescription insurance information.
- Get documentation of your income to enroll you in a financial assistance program.
- Educate you on your child's medication.
- Make sure that your child's prescription has been transferred to another specialty pharmacy.
- Let you know of any Food and Drug Administration (FDA) recalls of your child's medication.
- Check to see how the medications are working for your child.
- Give you reminders to get lab work done.

When should I contact the Johns Hopkins All Children's Specialty Pharmacy?

You should call the Johns Hopkins All Children's Specialty Pharmacy if:

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

Services are based on your child's specific needs. If you would like to opt-out of the patient management program, you have two options:

- Give us a call at **727-767-8999**
- Notify us in writing and send to:

Johns Hopkins All Children's Specialty Pharmacy
501 6th Avenue S.
St. Petersburg, FL 33701



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. This will also keep the environment safe.
- Johns Hopkins All Children’s Specialty Pharmacy or manufacturer will provide all patients who use “sharps” with a sharps container. This is so you can 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 of these items in their office during your next office visit. Please visit SafeNeedleDisposal.org for more information.



ADDITIONAL PATIENT 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 and Responsibilities*

As a patient of the Johns Hopkins All Children's Specialty Pharmacy, you have rights and responsibilities. For a full description please review below:



https://www.hopkinsmedicine.org/-/media/patient-care/documents/patient_rights/jhach_85x11_2sided.pdf

Notice of Privacy Practices*

Our Notice of Privacy Practices can be found here:

www.hopkinsmedicine.org/-/media/privacy/notice-of-privacy-practices-providers.pdf

Non-Discrimination Notice*

Our Non-Discrimination Notice can be found here:

www.hopkinsmedicine.org/patient-care/patients-visitors/non-discrimination-notice

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 or text quarterly (about every four months).

Submit Your Concerns or Complaints

We want to give you the most satisfying care with your child's therapy. If you have any issues or concerns about your child's medications, care experiences, delivery, or any other topic about their therapy, please call us and ask to speak with a manager at **727-767-8999**.

**Content from these links may be printed and provided to you, upon request.*

Thank you for choosing
Johns Hopkins All Children's
Specialty Pharmacy

all we do.
all for kids.™

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