WELCOME PACKET

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

Johns Hopkins Medicine
Johns Hopkins Specialty Pharmacy
Welcome to the Johns Hopkins Specialty Pharmacy. Our service is designed to assist patients who are taking high-cost and complicated medications, called specialty medications. We will work closely with you and your doctor to help you succeed on your medication. This welcome packet describes many of the services we offer and explains your rights as a patient.

As a specialty pharmacy patient, you have access to many different services. Here are a few things you should know about the Johns Hopkins Specialty Pharmacy:

- The Johns Hopkins Specialty Pharmacy offers support 24 hours a day, 365 days a year, including national holidays.
- You will be treated as an individual, and we will work closely with your health care providers to develop a program tailored to your specific condition.
- We want to make sure you understand your medication(s) and medical conditions. We will provide you with ongoing education regarding your medication(s) in clinic or over the phone to help you. In addition, we will give you patient education materials including medication education handouts.
- Our specialty pharmacy team will ensure the delivery of your monthly refills.
- We will handle the details for shipping and delivering your specialty medication.
- We are medication experts who can help you get the most from your medication.

So that we may provide you with the best care possible, we ask that you complete the following: (For detailed directions please turn to page 22)

- Carefully read the Notice of Privacy Practices pamphlet that you received with this welcome packet.
- Sign and date the acknowledgement form on page 23.
- Return the form in the pre-paid envelope to the Johns Hopkins Specialty Pharmacy.
- Complete our online patient satisfaction survey.

If you have any questions, please do not hesitate to call us toll-free at 888-264-0393.

Sincerely,
The Johns Hopkins Specialty Pharmacy Team
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Specialty Pharmacy Contact Information

You can pick up your specialty medication at any Johns Hopkins Outpatient Pharmacy or have it delivered to your home. We can also fill prescriptions for any non-specialty medications that you might be taking. Hours of operation for each pharmacy are listed on page 5. We also offer 24-hour pharmacist support for any after-hours clinical questions. For all clinical questions, contact the service center at the number listed below to speak with the specialty pharmacist for your disease state. If a specialty pharmacist is not immediately available, your call will be returned within 30 minutes. You may also use the service center to address general prescription questions, such as the status of your prescription or your co-pay amount.

**Johns Hopkins Specialty Pharmacy**

**Service Center:** 888-264-0393  
**Website:** www.hopkinsmedicine.org/patient_care/outpatient_pharmacy  
**Email:** JH_OUTPT_PHARM_SPEC@jhmi.edu  
**Hours:** Monday through Friday 8am – 8pm

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<th>Hours of Operation</th>
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<td>Monday-Friday 8 am to 10 pm Saturday-Sunday 8 am to 6 pm</td>
<td>1800 Orleans Street Zayed Bloomberg Bldg. M2125 Baltimore, MD 21287</td>
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<td>Johns Hopkins Outpatient Pharmacy at Bayview</td>
<td>Monday-Friday 8 am to 7 pm Saturday 10 am to 4 pm Sunday 10 am to 2 pm</td>
<td>4940 Eastern Avenue BMO Bldg., Room 01-0154 Baltimore, MD 21224</td>
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<tr>
<td>Johns Hopkins Outpatient Pharmacy at Green Spring Station</td>
<td>Monday-Friday 8 am to 6 pm Saturday 9 am – 1 pm</td>
<td>10755 Falls Road Suite 140 Lutherville, MD 21093</td>
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<td>Johns Hopkins Outpatient Pharmacy at Howard County</td>
<td>Monday-Friday 9 am to 5:30 pm</td>
<td>10710 Charter Drive Suite 150 Columbia, MD 21044</td>
</tr>
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<td>Johns Hopkins Outpatient Pharmacy at JHOC</td>
<td>Monday-Friday 8 am to 6:30 pm</td>
<td>601 N. Caroline Street Suite 1006 Baltimore, MD 21287</td>
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<td>Johns Hopkins Outpatient Pharmacy at Monument Street</td>
<td>Monday-Friday 8 am to 7 pm Saturday 9 am to 4 pm</td>
<td>1810 E. Monument Street Baltimore, MD 21205</td>
</tr>
<tr>
<td>Johns Hopkins Outpatient Pharmacy at Moore Clinic</td>
<td>Monday-Friday 8:30 am to 5:30 pm</td>
<td>600 N. Wolfe Street Carnegie Bldg., Room 224 Baltimore, MD 21287</td>
</tr>
<tr>
<td>Johns Hopkins Outpatient Pharmacy at Weinberg</td>
<td>Monday-Friday 9 am to 7 pm Saturday-Sunday 10 am to 6 pm</td>
<td>401 N. Broadway Suite 1001 Baltimore, MD 21231</td>
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The Johns Hopkins Specialty Pharmacy provides access to specialized pharmacists and technicians. Our pharmacists are experts on your medication plan and have clinical resources available to provide care for many different disease states.

Getting Started
You or your doctor will send the prescription to the Johns Hopkins Specialty Pharmacy. Our staff will begin the process of enrolling you in our personal specialty pharmacy program. Enrollment is optional, and you may call us at any time to be removed.

Insurance Navigation
Our team will contact your insurance company to check the coverage of your medication. If your insurance plan requires a prior authorization from your doctor, we will assist with the necessary paperwork.

Financial assistance
Despite having your insurance company pay for most of the cost, your price for a specialty pharmacy medication may still be high. Our patient assistance team will research various financial assistance programs available that may lower your drug therapy cost. They may ask you to fill out a patient medication assistance program authorization form in order to provide these services.

Clinical support
A clinical pharmacist will educate you about your medication, either during your clinic visit or over the telephone. We will also provide a variety of clinical pharmacy services to assure that you remain as healthy as possible. A pharmacist will be available by telephone 24 hours a day to answer your medication questions.

Prescription Delivery
We will contact you to determine how you would like to receive your medication. Options include: pickup at one of The Johns Hopkins Outpatient pharmacies, free mail delivery, or delivery to you in clinic.

Refill reminders
We will call you with refill reminders several days before you should need a refill. You may also contact our service center to request a refill.

Tools for success
We provide medication-specific tools for success, including patient education sheets, pillboxes, sharps containers and other items to help you succeed on therapy.
Obtaining Medications and Services

Delivery of your specialty medication
If you would like your prescription delivered, we will coordinate delivery of specialty medications to your home or an approved alternative location. We will also include any necessary supplies, such as needles, syringes and alcohol swabs as required by your therapy. If your medications need special handling or refrigeration, they will be packaged and shipped accordingly. Some medications require a signature when delivered. Our specialty pharmacy team will inform you if a signature is required. In the event of a delivery delay, our pharmacists will make every effort to contact you in advance to prevent interruptions in therapy. Please contact our service center with any concerns or questions about your delivery.

Ordering refills
A member of our team will call you before your medication is scheduled to run out to assist with education, questions, and determine the shipment of your next refill. Please contact our service center with your prescription number handy if you have any questions or need assistance.

Pharmacist assistance
The pharmacists at the Johns Hopkins Specialty Pharmacy are specifically trained on the medications you are taking and are available to answer questions about your care plan. Please call us if you have any questions regarding your treatment. A licensed pharmacist is available 24 hours a day, seven days a week for any urgent needs relating to your medication. In case of an emergency, call 911.

Patient management programs
The Johns Hopkins Specialty Pharmacy offers several patient management programs for specific medical conditions. These services include education about how and when to take your medication, how to manage potential side effects and ongoing health monitoring and support. This is provided to you at no additional cost and your participation is completely voluntary.

Interpreter Services
You may ask for an interpreter if you are deaf or hearing impaired, or if English is not your primary language.

Incllement weather delivery policy
The Johns Hopkins Specialty Pharmacy will make every effort to deliver your supplies early if a weather warning is in place. We will attempt to contact our patients - in order of disaster priority - with any special instructions. Please make sure your contact information is on file and up to date to avoid disruption in your therapy.

How to fill a new prescription
The Johns Hopkins Specialty Pharmacy will work with your prescriber when you need a new prescription drug. In many cases, your prescriber will electronically send a new copy of your prescription to the Johns Hopkins Specialty Pharmacy. However, you may also call us and request that we contact your prescriber to obtain a new specialty prescription.
Drug Claims
The Johns Hopkins Specialty Pharmacy will bill your insurance company for you. However, your insurance company may still have you pay a portion of the cost. When you order medication or refills, you will be responsible for paying what the insurance company states. We will inform you of the exact amount you need to pay. For your convenience, we can add a credit card to your pharmacy account.

Outstanding Balances
If for any reason you owe a balance, the balance will need to be paid before your next refill. For your convenience, we welcome Visa, MasterCard, American Express and Discover. We also accept personal checks, money orders and most flexible spending accounts.

Payment Plan
If you need help arranging a payment plan for outstanding balances, please contact us to determine the best plan for your needs.
What is a specialty pharmacy and why do I need one?
A specialty pharmacy provides injectable, oral and infused medications that are complex. These medications often require special storage or handling and may not be readily available at your local pharmacy. Sometimes these medications have side effects that require monitoring by a trained pharmacist. The Johns Hopkins Specialty Pharmacy provides these medications while also offering excellent customer service and clinical support to you and your caregivers.

How can I contact the Johns Hopkins Specialty Pharmacy?
You may:
- Call us at 888-264-0393
- Email us at JH_OUTPT_PHARM_SPEC@jhmi.edu
- Stop by one of our pharmacies during operating hours
- Ask to speak to a specialty pharmacy employee during your next clinic visit

How do I refill my medications?
We will call you with refill reminders several days before you should need a refill. However, you may also contact our service center at any time to request a refill. Please give us a five-day advance notice so that we may address any issues that may have occurred since we last filled your medication.

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 explain your options.

How much will my medications cost?
The price for your specialty pharmacy medication will vary based on your insurance plan. We will inform you of the cost after we have processed your prescription.

What if I can’t afford my medications?
You may be eligible for financial assistance through drug companies or charities. We will perform a full review of available options, communicate those options to you and enroll you in the program if you meet the eligibility requirements.

What if my insurance company doesn’t cover my medication?
Our staff works directly with your doctor and insurance company to obtain coverage for your therapy. If it is denied, your doctor will discuss other options with 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.

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, we will transfer your prescription to a pharmacy that does and have that pharmacy contact you.

Will my insurance company let the Johns Hopkins Specialty Pharmacy dispense the drug?
The Johns Hopkins Specialty Pharmacy can dispense for most insurance companies. Occasionally your insurance company will require the use of another pharmacy. If this occurs, we will transfer your prescription to that pharmacy and have them contact you.

Will you ever substitute my medication with another medication?
Your insurance company may require that a generic drug be substituted for a brand-name drug. Generic drugs have the same dosage, safety, strength, and are taken the same way as the brand-name drugs. However, not every brand-name drug has a generic drug.

Will the Johns Hopkins Specialty Pharmacy ever call me?
We will call you to:
- Confirm the initial status of your prescription and copay amount.
- Set up the initial dispense and refills.

We may also call you to:
- Verify prescription insurance information.
- Obtain documentation of your income to enroll you in a financial assistance program.
- Counsel you on your medication, if this was not completed during your doctor visit.
- Confirm that your prescription has been transferred to another specialty pharmacy.
- Notify you of any FDA recalls of your medication.

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 regarding the status of your prescription.
- You have concerns regarding how to take your medication.
- You would like additional information regarding your plan for therapy.
- You suspect an error in shipping or dispensing has occurred.
- You suspect the FDA has recalled your medication.
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 drug may have. If you experience an adverse drug reaction, you should contact the Johns Hopkins Specialty Pharmacy or your doctor right away. Call 911 or have someone drive you to a local emergency room if the reaction appears serious or life threatening.

Can I return my prescriptions?
Most prescription medications cannot be returned to the pharmacy. Please call us and we can tell you if your medication may be returned. If you suspect your medication is defective, please call us and we will see if a new medication can be sent to you.

How do I dispose of unused medications?
While it is important to follow your doctor’s instructions and use all medications as instructed, sometimes a change of therapy may result in unused medication. Unused medications must be disposed of properly to avoid harm to people, pets and wildlife. Do not flush or pour unused medications down a sink or drain. When discarding unused medications, protect children and pets by doing the following:

- 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.
- Seal the plastic bag and dispose in the trash.
- Remove and destroy ALL identifying personal information (prescription label) from medication containers before recycling or throwing away.
- If you have any questions, please consult your Johns Hopkins Specialty Pharmacy pharmacist.
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 24 hours a day, seven days a week 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. That includes taking the right dosage at the right time and for the prescribed length of therapy.

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 additional support, contact our service center any time, day or night. Our pharmacists are here to help you!

Please call the Johns Hopkins Specialty Pharmacy at 888-264-0393 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 or any foods?
- 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 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?
Maintain a list of current medications

Please fill out a list of all the medications that you take, including medications that you buy without a prescription. As your medications are stopped or changed, make sure to update your medication list. You should carry it with you at all times, especially to doctor or clinic visits. Your health care providers may use this information to make decisions about your treatment plan.

Importance of maintaining an accurate medication list

It is important to maintain the most current medication list so that your providers may suggest the best treatment plan. Many medications interact with other drugs, food or herbal products. All of your doctors should know all of the medications you are taking. In order to prevent unwanted interactions, show your medication list to your health care provider at each office visit.

Strategies to remember your medication

- **Use a weekly pillbox.** Fill your pillbox at the beginning of each week with all of your medications.
- **Create a daily ritual.** Keep your medication visible by placing it near something you use every morning, like your coffee maker.
- **Set an alarm.** Use a daily alarm, especially if your medications have strict timing requirements.
- **Set up electronic reminders.** Create email or text alerts to signal it’s time to take your medication.
- **Get help from a loved one.** Ask your family members for help remembering to take your medications.
Hand-washing instructions

Infections are serious, and the best way to avoid getting an infection is to wash your hands often. Germs can be found in all areas of the home. They are also found on the body, especially the hands. It is very important to always wash your hands before and after you prepare or handle any medication.

Always wash your hands before:
- Tending to a sick person
- Treating a cut or wound
- Touching or eating food

Follow these simple steps when washing your hands:
1. Collect the supplies:
   - Soap
   - Paper towels or a clean cloth towel
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands.
4. Rub your hands briskly together for at least 30 seconds. Don’t forget to clean between your fingers and under your nails.
5. Rinse your hands under warm, running water.
6. Dry hands with a paper towel or clean cloth towel.
7. Use a paper towel to turn off the faucet and open the door.
8. If you touch anything (for example, your hair), sneeze into your hands or feel that your hands may no longer be clean, wash your hands again before continuing with care.

Hand Sanitizers

Washing hands with soap and water is the best way to reduce the number of germs on them. However, alcohol-based hand sanitizers can quickly reduce the number of germs when running water is not available. Hand sanitizers are not effective when hands are visibly dirty.

How to use hand sanitizers properly:
- Apply the product to the palm of one hand
- Rub your hands together
- Rub the product over all surfaces of your hands and fingers until your hands are dry

Adverse Drug Reactions

Patients experiencing adverse drug reactions, acute medical symptoms or other problems should contact their doctor or local emergency room, or call 911.
What to do with Home-Generated Biomedical Waste

Home-generated biomedical waste is any type of syringe, lancet or needle ("sharps") used in the home to either inject medication or draw blood. Special care must be taken with the disposal of these items to protect you and your family from injury, and to keep the environment clean and safe.

The Johns Hopkins Specialty Pharmacy provides all patients who use needles and syringes with an appropriate sized sharps container for disposal. Please follow these simple rules to ensure your safety during your therapy:

**Sharps**

After using your 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 them down the toilet. If a sharps container is not available, 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 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.

**Disposal**

Check with your local waste collection service or public health department to confirm that these disposal procedures for sharps containers are acceptable in your area. 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 replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle stick or sharps-related injuries promptly to your doctor.
Our homes can be full of hidden safety hazards. Each year thousands of people suffer from preventable injuries and deaths in the home. We have provided some suggestions to help you prevent injuries within your home. Check every room in your house to make sure your home is safe.

**Falling**

Falling is the most common way that people get hurt at home. The symptoms of certain medical conditions and side effects from some medications may increase the chance for falls. Follow the precautionary steps listed below to reduce the chance of falling in your home.

- Keep the floor clean and promptly clean up spills.
- If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs.
- Use a non-slip mat or install adhesive strips in your tub or shower.
- Tuck away telephone, computer and electrical cords out of walkways.
- All stairs and steps need handrails. If you have stairs in your home and have children, place baby gates at the top and bottom of the stairs.
- Have all walkways well lit and use night-lights as needed.
- Always have a working flashlight available.

**Poisoning**

When medications are not taken as directed, they can be dangerous. Medications should only be taken by the person named on the prescription. Here are some tips to avoid poisoning accidents:

- Store medications in their original containers.
- Keep all hazardous materials and liquids out of reach of children.
- Use child-resistant packaging; replace container caps tightly.
- Never refer to medication as “candy” in front of children.
- Know your local poison control number or dial 800-222-1222 if a poisoning is suspected.
- Store the poison control number on or near your phone.

**Emergency Preparedness**

It is very important to be prepared for an emergency. Planning ahead involves such steps as:

- Knowing the evacuation routes in your area
- Having emergency kits available in your home and in your car
- Keeping extra water and food on hand
- Maintaining an up-to-date emergency contact list
- Keeping your medication stocked and having a safe place to store your medications
- Storing important documents in a safe place

You can find more information about emergency preparedness at www.redcross.org

**In the event of an emergency, contact the police or call 911.**
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 case of a fire.
- Place covers over electrical outlets.
- Make sure your water heater is not set higher than 120°F.
- Keep children away from the stove and never leave the stove unattended while cooking.
- Keep matches and lighters out of reach of children.

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 shutting doors.
- Attempt to extinguish the fire only if it is in a small, localized area, otherwise evacuate the building and notify the fire department once you are safe.
- If relocation is necessary, please contact the Johns Hopkins Specialty Pharmacy to provide your updated contact information and new medication delivery location to ensure there is no lapse in therapy.
Natural Disasters (Flood, Earthquake, or Tornado)
- In disaster-prone areas, store away food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries available. 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 for a backup generator.
- Check for injuries.
- Check your home for any gas or water leaks and turn off appropriate valves.
- Stay away from windows or broken glass. Wear shoes at all times.
- Evacuate the area, if necessary.
- If relocation is necessary, please contact the Johns Hopkins Specialty Pharmacy to provide your updated contact information and new medication delivery location to make sure there is no lapse in therapy.

Power Outage
Notify your gas and electric companies if there is a loss of power. Report any special needs for a backup generator to the electric and gas companies. Have battery-operated radio, flashlights, and batteries available. If you are on oxygen, turn it off before lighting candles.

Winter Storm
1. Prepare an emergency kit with:
   - Water
   - Nonperishable food
   - Battery-operated radio
   - Flashlights and fresh batteries
   - First-aid kit, including prescription medication
2. Keep your cell phone fully charged.
3. Do NOT use your stove for heat. If your power goes out, use these items for warmth:
   - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
   - A wood-burning fireplace. Keep a supply of dry firewood during winter months.
4. Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
5. Avoid using candles since they can lead to house fires. Never leave lit candles unattended.

Information for patients receiving infusion therapy
The Johns Hopkins Specialty Pharmacy will make every effort to deliver your supplies early if a weather warning is in place. A Johns Hopkins Specialty Pharmacy representative will attempt to call you - in order of disaster priority - with any special instructions. Go to the nearest hospital for assistance if the power fails (electricity is required to operate your pump) and you cannot reach your home health nurse or a Johns Hopkins Specialty Pharmacy representative for infusion supplies or medication.
Patient Rights

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

- Receive information about your rights and responsibilities and to acknowledge this in writing before receiving pharmacy services.
- Know how to contact the pharmacy staff seven days a week, and what to do if an emergency situation arises.
- Actively participate in planning your care, treatment and services.
- Receive the information needed to take part in your care, including the proper use, handling and storage of your medications, and knowledge of their effects. Information provided to you regarding your therapy will be evidence-based information. Contact your clinical coordinator with additional questions regarding this information.
- To be informed of any changes in your plan of care before the change is made. Whenever possible, assist in making decisions regarding your care.
- Be informed about the care that is provided, name(s) and responsibilities of staff members who are providing treatment or services.
- Have your family involved in decision making when approved by you and when allowed by law.
- Receive verbal and written explanations of the services, care and medication to be provided by the Johns Hopkins Specialty Pharmacy, and to have your medication questions answered by a pharmacist.
- Receive timely and high quality care.
- Be treated with dignity, courtesy, and respect.
- Receive proper and professional pharmacy care without discrimination against your race, sex, color, religion, sexual preference, physical limitation, age or any other basis prohibited by law.
- Participate in determining alternative communication methods for varying circumstances, such as, but not limited to: if you speak and/or read languages other than English, if you have limited literacy in any language, if you have visual or hearing impairments, or if you have cognitive impairments.
- Receive our policy on uncompensated care upon request.
- Have access to fully itemized billing statements upon request, including dates of services and unit charges, regardless of whether the bills have been paid out of pocket or by another party.
- Be completely informed - before or at the time of receiving services - about changes and costs related to your care, including any costs not covered by Medicare or other payers. To be informed in advance if you will be financially responsible for any changes.
- Refuse treatment at any time and to be informed of potential consequences of refusing treatment.
- Be informed of any financial benefit we receive if we refer you to another organization, service, or individual.
Patient Rights

- Voice your complaints and/or suggest changes regarding your pharmacy services without compromising your care or causing repercussions. To have any complaint promptly investigated and be notified of the findings and/or corrective action taken.
- Participate 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 refuse or discontinue participation in research.
- Confidentiality of written, verbal, and electronic information including your medical records, information about your health, social and financial circumstances.
- Access and receive disclosures regarding your own health information as permitted by law.
- Request us to release information written about you only as required by law or with your written consent. Our Notice of Privacy Practices describes your rights in detail. Please carefully review this handout that you received 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 present complaints, medical history (including hospitalizations), pain medication use, allergies and other matters relating to your health.
- Remain under a physician’s care while receiving skilled agency services.
- Notify us of changes in your condition, such as unexpected symptoms, pain or change of doctor.
- Follow the plan of care and instructions.
- Accept responsibility for the outcomes if you do not follow the care, treatment or service plan.
- Ask questions about your care, treatment and service 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 comply with the plan.
- Notify us if your delivery or visit schedule needs to be changed due to medical appointments, family emergencies, etc.
- Notify us 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.
- Properly dispose of any home-generated medical waste.
- Recognize there may be consequences if you refuse treatment or fail to adhere to your therapy, which may include changes in reimbursement eligibility and discharge from services.
Complete Our Patient Satisfaction Survey
We want to hear about your experience with our pharmacy services so that we may better serve you. Please use the following link to complete our patient satisfaction survey www.jhopsurvey.com.

Notice of Privacy Practices
Please read the Notice of Privacy Practices that you received with this welcome packet, and then fill out the acknowledgement form located on the page 23. Once you have completed the form, please send it in the enclosed pre-paid envelope to the Johns Hopkins Specialty Pharmacy.

Submit Your Concerns or Complaints
We want to provide the most satisfying assistance with your therapy. If you have any issues or concerns about your medications, services received, delivery or any other topic related to your therapy, please contact our service center at 888-264-0393 or email us at JH_OUTPT_PHARM_SPEC@jhmi.edu.

Complete Your Medication List
Please list your current medications in the table below. Keep this form for your reference during your calls with your specialty pharmacy team members and your doctor.

<table>
<thead>
<tr>
<th>Medications</th>
<th>Dosage/Frequency</th>
<th>Comments</th>
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<tbody>
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**ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES**

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

<table>
<thead>
<tr>
<th>Patient Name:</th>
<th>Birth Date:</th>
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<table>
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<tr>
<th>Address:</th>
<th>Phone #:</th>
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<table>
<thead>
<tr>
<th>Medical Record #:</th>
<th>(if known)</th>
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<table>
<thead>
<tr>
<th>Signature of Patient Only:</th>
<th>Date:</th>
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</table>

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 on the following relationship to the patient:

<table>
<thead>
<tr>
<th>(state relationship, for example – parent, spouse, guardian)</th>
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<table>
<thead>
<tr>
<th>Representative’s Signature:</th>
<th>Date:</th>
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<th>(state)</th>
<th>(zip code)</th>
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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