

# Commonly Asked Questions

1. How long does it take to receive medication for a new prescription?
  - a. For a new prescription, patient can expect at least 5-7 business days before their medication arrives in shipment. Benefits investigation and prior authorization for the medication will need to be conducted before pharmacy can ship out the medication or patient can pick up the medication.
2. Where do I pick up my medication (if I do not want it to be shipped to my house)?
  - a. Pharmacy is located at 251 East Huron Street, Galter Pavilion, Suite 12-130, Chicago, IL 60611
3. How do I pay for the service?
  - a. Copayment for the prescription maybe made by cash, check or credit cards.
4. Is there a charge for postage?
  - a. Patient will not be responsible for postage when the prescription is being delivered to the patient from the pharmacy.
5. What is the refill program?
  - a. Northwestern Medicine Specialty pharmacy staff will provide refill calls to patients. These refill calls will be placed at least 5-7 days before the next available refill for the prescription (due date for call will be calculated based on day supply of the prescription and last fill date of the prescription). However, patients are encouraged to always call the pharmacy to set up refill of their prescriptions if they are limited to a weeks' worth of drug supply.
6. How can a patient place a refill order for prescription?
  - a. Patient can always call the pharmacy at 312.926.9365 during their normal business hours and talk with staff to discuss details about delivery of the prescription. During after hours, patient can leave a detailed voicemail stating that they need refill of their prescription. Pharmacy staff member will reach out to the patient the next business day to confirm details on delivery. Patient should allow at least 2-3 business days for refill process before the shipment can arrive at their home.
7. How can I obtain my medication in case of an emergency or disaster, vacation or other delays?
  - a. If a patient calls NMSP to refill their prescription and NMSP receives a claim rejection due to benefit design; NMSP will contact the patient's insurance to receive appropriate override so that patient can stay adherent to their therapy.
8. How do I obtain status on my prescription?
  - a. You can always call our pharmacy at 312.926.9365 to get a status on your prescription update.
9. What if Northwestern Medicine Specialty Pharmacy cannot bill my insurance plan?
  - a. Pharmacy staff will perform benefits investigation and prior authorization for your medication(s) and will assist you in transferring out the prescription to the appropriate pharmacy once medication is approved through your insurance.
10. How does the pharmacy regulate medication substitution of prescriptions?
  - a. Pharmacy will follow FDA rules and guidelines to adjust medication substitution. Physician office will be contacted as needed.
11. What if my drug is recalled?
  - a. There are various classes of drug recalls. If you hear a drug recall about your medication, please contact our pharmacy and we will help you accordingly. When pharmacy is made aware of the recalls, pharmacy will call patients accordingly.
12. How to safely dispose of drugs?
  - a. You can look up information for proper disposal at:  
<https://illinoispoisoncenter.org/medication-disposal-guidelines>  
<https://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/HomeHealthandConsumer/ConsumerProducts/Sharps/default.htm>  
If your medication is not listed, you can call the pharmacy to talk to a pharmacist.
13. What if I have an adverse reaction to my medication?
  - a. If you experience any adverse reactions to your specialty medication, please contact our pharmacy or your doctor. If the reaction you are having is severe or life-threatening, seek emergency help and call 911 immediately.
14. How can myself or my caregiver communicate a complaint, concern, or compliment requiring resolution/attention?
  - a. If you have any concerns about your prescription or the service provided, please call us at 312-926-9365 to speak with a pharmacist or manager.