

Welcome to Northwestern Medicine Specialty Pharmacy Services

Dear Patient,

Welcome to Northwestern Medicine Specialty Pharmacy Services!

Our goal is to provide the highest level of care to you. Our pharmacists at Northwestern Medicine Specialty Pharmacy (NMSP) work closely with your doctor and care team to make sure that you get the best care. You can call us at any time of the day for any questions or concerns. We have pharmacists on call 24 hours a day, 7 days a week! Feel free to call us or visit our website for any concerns or questions you may have about your medication.

Our pharmacy is located at:

Northwestern Medicine Specialty Pharmacy
251 East Huron Street
Galter Pavilion, Suite 12-130
Chicago, IL, 60611

Hours of Operation:

Monday through Friday
7:30 AM – 5:00 PM

For **REFILLS** or **ORDER STATUS**, questions, comments and concerns we can be reached at:

Telephone: 312.926.9365
Toll Free: 855.NMH.SPRX (664.7779)
TTY: 312.926.6363
Fax: 312.694.0108
Web: specialtypharmacy.nm.org

Refill Requests

Prescription refills are easy with NMSP and our therapy management program. We don't want you to miss a dose of your medication. Before each refill, a patient care advocates will contact you to see if you have any medication remaining. We will do a quick assessment and note any changes or concerns communicated. Please tell us if you have any changes in medication or any issues with your insurance.

If you need a medication refill before the refill time, please contact NMSP for help **at least one week** before you need it.

Adverse Drug Reactions

If you think you are having a reaction or side effect from a medication, please contact a pharmacist at NMSP and your provider as soon as possible. In case of a medical emergency, **PLEASE CALL 911** or your local emergency department to get help quickly.

If you want to know more about our services or would like to speak to NMSP staff, call us at 312.926.9365, or visit our website at specialtypharmacy.nm.org.

Thank you for choosing Northwestern Medicine Specialty Pharmacy for all your medication needs!