



# Northwestern Medicine **Specialty Pharmacy**



## Northwestern Medicine Specialty Pharmacy

676 North St. Clair Street  
Arkes Family Pavilion, Suite 560  
Chicago, Illinois 60611  
312.926.9365

TTY for those who are deaf or hard of hearing: 711

[nm.org/SpecialtyPharmacy](https://nm.org/SpecialtyPharmacy)



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# 01

## Welcome to Northwestern Medicine Specialty Pharmacy

Northwestern Medicine Specialty Pharmacy offers convenient access to your specialty medications. Our pharmacists and patient care advocates work closely with your medical team to optimize your care.

Specialty medications are prescription medications that treat complex or rare conditions and may need special handling. Others may be hard to make and find. They may cost more than other medications. If you are taking specialty medications, you may need special care and attention from your care team.

### Medication services

The Specialty Pharmacy offers many services to assist you, and our pharmacists are available 24/7 for clinical questions.





## Communication with your healthcare team

Our team of pharmacists and patient care advocates communicates directly with the rest of your care team and monitors your treatment through your electronic medical record. We monitor your responses to treatment, laboratory results and progress notes to make your medication therapy better. We review all of your medications to help avoid negative medication interactions. We will talk to you and your healthcare team about any issues.

## Help with obtaining your medication

Obtaining specialty medications is not always easy. Our patient care advocates will help you every step of the way. Our pharmacy can work with your private insurance, Medicare or Medicaid to help make sure you have your medications when you need them.

Our pharmacy can deliver medications to your home if you live in Illinois, Indiana or Wisconsin. If you need your medication shipped to a location outside of these areas, we will send your prescription to another pharmacy that can provide your medication.

Patient care advocates help take care of the billing process for your specialty medications. They will work closely with your private insurance, Medicare or Medicaid.

## Help with medication costs

Specialty medications can be costly and are not always completely covered by your prescription drug plan. We can work with you to help you navigate these costs.

If you have co-pays you cannot afford or are prescribed medications that are not covered by your private insurance, our patient care advocates can help. We are able to enroll qualifying patients in co-pay or patient assistance programs to help you afford your medications.

## Medication counseling and education

Our pharmacists work closely with your Northwestern Medicine specialty clinics. We are here to teach and counsel you about your medication. We will monitor your progress and help you follow your treatment plan.

When you start a new medication, one of our pharmacists will counsel you in person or over the phone. We provide regular follow-up with you to monitor your treatment.

We have many educational materials to help you learn about your medications.

Our goal is to help you follow your medication treatment plan so that you can improve your overall health.



## Refill requests

We do not want you to miss a dose of your medication. Prescription refills are simplified through the Specialty Pharmacy and our patient management program. Before each refill, a patient care advocate will contact you to see if you have any medication remaining. We will do a quick assessment and note any changes or concerns that you have.

Please tell us if you have any changes in medication or issues with your insurance. If you need a medication refill before a refill is due, please contact us for help at least 1 week before you need it.

## Adverse reactions

If you think you are having a reaction or side effect from a medication, please contact a pharmacist at the Specialty Pharmacy and your clinician as soon as possible. If the reaction you are having is severe or life-threatening, go to the nearest emergency department or call 911 right away.

If you or someone else accidentally swallows or is exposed to your medication, please call **Poison Control** at **800.222.1222**.

If immediate medical attention is required, please call **911** right away.

## Location

**Northwestern Medicine Specialty Pharmacy**  
676 North St. Clair Street  
Arkes Family Pavilion, Suite 560  
Chicago, Illinois 60611

## Hours

Monday–Friday  
7:30 am–5:00 pm

**For refills or order status,  
questions, comments and  
concerns, we can be reached at:**

Phone.....312.926.9365 (TTY: 711)  
Toll free ..... 855.NMH.SPRX (664.7779)  
Fax ..... 312.694.0108

# 02

## Your rights and responsibilities

As a patient enrolled in the Northwestern Medicine Specialty Pharmacy patient management program, you have several rights and responsibilities.

### You have the right to:

- › Receive information about the patient management program.
- › Know about the philosophy and characteristics of the patient management program.
- › Have your personal health information shared with the patient management program only in accordance with state and federal law.
- › Identify the program's staff members, including their job title, and speak with a staff member's supervisor if requested.
- › Speak with a health professional.
- › Receive administrative information regarding changes in, or termination of, the patient management program.
- › Decline participation, revoke consent, or unenroll at any time.

### You have the responsibility to:

- › Submit any forms needed to participate in the program, to the extent required by law.
- › Give your accurate clinical and contact information, and notify the patient management program of changes in this information.
- › Notify your treating physician or advanced practice provider of your participation in the patient management program, if applicable.
- › Meet all financial obligations you have agreed to with our pharmacy, including out-of-pocket costs such as deductibles, co-pays and coinsurance.

For a full version of the Patient Bill of Rights, please scan the QR code with your smartphone camera.



In keeping with our mission to always put patients first and in accordance with the law, Northwestern Medicine provides the opportunity for all patients to express their concerns about the quality of care, availability of language assistance services, or other issues through a grievance process. We have established a process for the prompt investigation and resolution of patient grievances. You are encouraged to share any concerns with your providers so that they can be addressed directly.

You or your representative may contact Patient Relations at **312.926.3112** to file a grievance.

# 03

## How to dispose of your medication and supplies

Properly disposing of medication and supplies protects public safety and the environment. The following information is a summary of the guidelines from the U.S. Food and Drug Administration (FDA) and the White House Office of National Drug Control Policy.

### To get rid of unused or expired medication:

- › Do not flush medication down the sink or toilet.
- › Specific locations in your community can take your unused medication and throw them away properly for you. Check with your city or county government for more information.

### If you cannot find a medication disposal program in your community, follow these steps:

- 1 Take your medication out of the original bottles.
- 2 Mix the medication (do not crush tablets or capsules) with dirt, cat litter or used coffee grounds.

- 3 Put this mixture into a sealable container.
- 4 Remove or hide your personal information (your name, date of birth, address and prescription [Rx] number on the empty pill bottles). You can scratch it off or cover it with black permanent marker or duct tape.
- 5 Put the sealed container with the medication mixture and the empty pill bottles in the trash.

If you are not sure about proper disposal, contact a pharmacist at 312.926.9365 or visit [specialtypharmacy.nm.org](https://specialtypharmacy.nm.org) or [fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](https://fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know).

### To get rid of sharps:

- 1 Place all needles and other sharps in a sharps disposal container immediately after using them.
- 2 Discard the sharps disposal container according to your community guidelines.

You can request a sharps disposal container when refilling your prescription. For more information, visit [fda.gov/medical-devices/safely-using-sharpsneedles-and-syringes-home-work-and-travel/best-way-get-rid-used-needles-and-other-sharps](https://fda.gov/medical-devices/safely-using-sharpsneedles-and-syringes-home-work-and-travel/best-way-get-rid-used-needles-and-other-sharps).

For more information, please visit [fda.gov/drugs/resourcesforyou/consumers](https://fda.gov/drugs/resourcesforyou/consumers).





## Northwestern Medicine is URAC accredited for Specialty Pharmacy

Founded in 1990, URAC is the independent leader in promoting healthcare quality through accreditation, certification and measurement. URAC is a nonprofit organization that develops evidence-based measures and standards through inclusive engagement with stakeholders that are committed to improving the quality of health care. URAC accreditation is a symbol of excellence for organizations to showcase their validated commitment to quality and accountability.

## Northwestern Medicine is ACHC accredited for Specialty Pharmacy

Northwestern Medicine Specialty Pharmacy is accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a healthcare organization with ACHC accreditation, you can take comfort in knowing that you will receive high-quality care. If you have any concerns about the product or service that you receive from Northwestern Medicine Specialty Pharmacy, you may contact ACHC directly at 855.937.2242.

# 04

## Frequently asked questions about Specialty Pharmacy

### How long does it take to receive medication for a new prescription?

For a new prescription, you can expect your medication to arrive in 5 to 7 business days. We will verify your insurance coverage and physician's authorization for the medication. Once it is approved, we will contact you. We can ship the medication to you or you can pick it up.

### If I want to pick up my medication instead of having it delivered, where do I go?

You can pick up your medication at the Specialty Pharmacy located at Arkes Family Pavilion, 676 North St. Clair Street, Suite 560, in Chicago. We are open Monday through Friday, 7:30 am to 5:00 pm.

### How do I get a prescription transfer?

Please call 312.926.9365 (TTY: 711). A pharmacist can help you transfer your prescription to the Specialty Pharmacy. They can also help you transfer your prescription to a pharmacy you prefer or one that your insurance requires you to use.

### What are the payment options for the prescription co-pay?

When your prescription is approved, we will contact you. Your payment for the prescription may be made by cash, check or credit card before it is shipped or when you pick it up. If the co-pay is not affordable, a Specialty Pharmacy team member can help you with the next steps.

### Do I have to pay for shipping?

You will not be charged for postage if we ship your prescription from the pharmacy.

### What is the refill program?

If you choose to use the Specialty Pharmacy refill program, we will attempt to contact you when it is time to refill your prescription, generally about 1 week before the next available refill. Refill availability is based on the date of your last refill and the amount of medication you received. You can always contact us via telephone or MyNM to set up a refill of your prescription, and we encourage you to do so if you have less than 1 week left of medication.



## How can I or my caregiver place refill orders for prescriptions?

To place a refill order, call the Specialty Pharmacy at 312.926.9365 during normal business hours. You can talk with a staff member about delivery or pickup of your prescription. After normal business hours, you may leave a detailed voicemail message to request a refill of your prescription. A pharmacy staff member will call you the next business day to confirm details of the delivery before sending out your prescription. You should allow at least 2 to 3 business days for the refill process and shipping. You may receive your delivery as soon as the next business day.

## How can I get medication in case of an emergency, disaster, vacation or other delays?

Call the Specialty Pharmacy to refill your prescription. If the insurance claim is rejected, we will request an override from your insurance to avoid missed doses.

## How can I find out the status of my prescription?

You can call the Specialty Pharmacy during business hours (Monday through Friday, 7:30 am to 5:00 pm) at 312.926.9365 to get a prescription status update.

## What if the Specialty Pharmacy cannot bill my insurance company?

We will perform a benefits investigation and seek prior authorization for your medication. We will transfer the prescription to the appropriate pharmacy once the medication is approved through insurance.

## What if my medication is not available at the pharmacy?

We will work with your clinician's office to send the prescriptions to another pharmacy that can fill your medication.

## How does the pharmacy regulate medication substitution of prescriptions?

If your prescription medication is not available, the Specialty Pharmacy follows FDA rules and guidelines to find a medication substitution. Your physician's office will be contacted as needed.

## What if my medication is recalled?

If the Specialty Pharmacy becomes aware of a recall for your medication, we will promptly call you and resolve the situation. If you hear that your medication has been recalled and you have not heard from us, contact the Specialty Pharmacy. We will help you with next steps.

## Where can I find information about proper disposal of syringes, needles and medications?

If you are not sure about proper disposal, contact a pharmacist at 312.926.9365, visit [specialtypharmacy.nm.org](http://specialtypharmacy.nm.org) or go to [fda.gov](http://fda.gov) and search for "safe drug disposal."

## What if I have an adverse reaction to my medication?

If you have any adverse reactions to your medication, please contact the Specialty Pharmacy or your physician. If the reaction you are having is severe or life-threatening, go to the nearest emergency department or call 911 right away.

## How can my caregiver or I voice a complaint or concern that needs attention?

Our goal is to deliver excellent care and service. If you have any concerns about your prescription or the service provided, please call us at 312.926.9365 and ask to speak with a pharmacist or manager so they can address the situation.

If we cannot resolve your complaint or if you prefer not to be contacted by us, you may contact these organizations:

### **Illinois Department of Financial and Professional Regulation**

312.814.6910

[idfpr.illinois.gov/admin/complaints](http://idfpr.illinois.gov/admin/complaints)

### **National Associations of Boards of Pharmacy**

[nabp.pharmacy/about/boards-of-pharmacy](http://nabp.pharmacy/about/boards-of-pharmacy)

## What should I do if there is an emergency?

Keep a supply of your medication in an emergency preparedness kit. Go to [redcross.org](http://redcross.org) and search for “survival kit” for a list of basic supplies to include in your kit.

For medication guidance in the event of a natural disaster, such as a tornado, flooding or winter storm, go to [fda.gov](http://fda.gov) and search for “Safe Drug Use After a Natural Disaster.” Use quotations in your search for the most accurate results.

In an emergency event, we will try to contact you, coordinate delivery of medication, and give you any special instructions. Clinically trained personnel are available 24/7 to support your medication needs, including a missed treatment or delivery. You can reach them by calling the Specialty Pharmacy at 312.926.9365.



If you have a medical emergency, go to the nearest emergency department or call 911 right away.