



**Specialty Pharmacy**  
Patient Packet



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## COMMITMENT TO EXCELLENCE.

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



**ACCREDITED**

Specialty Pharmacy  
Expires 03/01/2024

Sparrow Specialty Pharmacy is URAC accredited for Specialty Pharmacy.

# Welcome

## Thank you for being a patient of the Sparrow Specialty Pharmacy.

The Specialty Pharmacy at Sparrow is designed to ensure patients and caregivers in the Mid-Michigan area receive the attention and support they need to be successful with their specialty medications and treatment. You can count on our guidance, compassion, and education throughout the length of your therapy.

### A specialty medication is one that:

- » Requires extra attention from your healthcare team.
- » May treat a rare, serious, or chronic condition.
- » May be expensive.
- » May be given by mouth, injection, infusion, or applied topically.

### As a Sparrow Specialty Pharmacy patient, you have access to our specialized pharmacy services:

- » Clinical support for specialty medications 24 hours a day, 365 days a year
- » Assisting your healthcare providers to create a medication journey tailored to your specific condition.
- » One-on-one counseling with our pharmacy caregivers either in-office, over-the-phone, or both. In addition, we provide you with educational materials to ensure you understand the medications you are taking.
- » Assistance with your insurance authorization process and enrollment in qualifying financial support programs
- » Refill reminders tailored to your preference
- » Free home delivery services and pick-up options that are convenient for you and your schedule

### What to expect:

- » You will be contacted by members of the pharmacy team to ensure you have access to your medication without experiencing any gaps in therapy.
- » We will partner with you and your provider to achieve therapy treatment goals.



- » We will conduct a thorough review of your medications that includes an accurate listing of your current prescriptions, as well as over-the-counter, herbal or homeopathic medications.
- » We will conduct screenings for drug interactions and disease states.

**A Sparrow Specialty Pharmacy caregiver is always available to answer your questions and to provide support. Contact us at 833.485.0222 if you have questions about:**

- » How to have a prescription filled or transferred to our pharmacy
- » How to refill your medication
- » How to transfer a prescription to another pharmacy
- » Order status and order delays
- » Insurance coverage and prescription cost
- » Medication questions or concerns
- » Filing a complaint



# About Us

## Location

Sparrow Specialty Pharmacy is located on the first floor of Sparrow Hospital at 1215 E. Michigan Avenue in Lansing, Michigan.

## Contact Information and Hours of Operation

We offer 24-hour Pharmacist support for any after-hours clinical questions.

You may contact us at any time:

Phone: **517.364.2720 | 833.485.0222**

Hours: **Monday-Friday | 9 a.m. to 5 p.m.**

**We are closed on the following holidays, but offer on-call/after-hours services:**

- » New Year's Day
- » Memorial Day
- » Independence Day
- » Labor Day
- » Thanksgiving Day
- » Christmas Day

## After-Hours Services

For non-urgent matters that occur outside our normal business hours, call **517.364.2720** or **833.485.0222** and select option 1 to leave a message. Someone from the Specialty Pharmacy will return your call during the next business day.

For urgent matters, you can reach a pharmacist after hours, on weekends, or on holidays by calling **517.364.2720** or **833.485.0222**. Select option 2 and you will be transferred to the Inpatient Pharmacy. Then select option 2 and ask to speak to a pharmacist.

## Patient Complaints, Concerns or Issues

You have the right and responsibility to express concerns, complaints or dissatisfaction about the services you have received without fear of repercussions or an unreasonable interruption of services. We will strive to resolve any concerns or issues you experience as quickly as possible. If we cannot resolve your complaint promptly, or your complaint requires additional research, we will contact you with the results of our investigation, either via telephone or in writing, as soon as possible. If the pharmacy caregiver is unable to help resolve your complaint to your expectation, you may contact the pharmacy supervisor.

**Sparrow Specialty Pharmacy: 517.364.2720**

If you are still not satisfied you may contact our accrediting body, Accreditation Commission for Healthcare (ACHC) at **855.937.2242** or the Michigan Board of Pharmacy at **517.241.0199**.

## We Value Your Feedback

Patient satisfaction is important to us and your opinion matters! We want to know what we can do to better serve you. A member of our pharmacy team may contact you to ask for your feedback about the quality of care you have received from Sparrow Specialty Pharmacy. Feedback is important for us to improve, so please share.

## Patient Management Program

The Patient Management Program (PMP) helps you get the most from your medication. Upon admission to Sparrow Specialty Pharmacy you will be automatically enrolled into our Patient Management Program, which is customized to your disease and therapy. The program is designed to maximize your opportunity for a positive outcome and minimize any negative effects from your specialty therapy by improving compliance to therapy and reducing adverse events and potential complications in patients who participate. Specialty medications are often considered high-risk medications because of their high cost, high frequency for side effects, and, in some cases, difficult administration processes. By participating in the Patient Management Program, our clinicians will be able to more closely monitor your response to therapy, more quickly identify any side effects or other areas of concern, and work with your prescriber to address these areas of concern. Also, your participation in the Patient Management Program allows our reimbursement team to better assist in ensuring you are

provided access to all patient assistance programs that are available to you. The PMP is one of the many services we offer and is free of charge to you.

## Our Personalized Approach

- » Side-effect management through regular check-in phone calls from our staff
- » Proactive refill call reminders to ensure you never run out of medication
- » Prompt communication with your healthcare team should issues arise
- » Proven clinical guidelines utilization
- » Financial assistance facilitation
- » Participation does not replace going to your regularly scheduled physician or nurse practitioner clinic visits or your routine refill calls to schedule your delivery.

## Opting-out of the Patient Management Program

Ongoing participation in the program is highly encouraged. However, you may choose to opt-out of the Patient Management Program (PMP) at any point in your therapy. You may also choose to opt back into the program at any point if you have opted-out. To opt out or opt back into the PMP, simply tell any Specialty Pharmacy caregiver and they will connect you with the pharmacist to make the appropriate notifications in your patient record.

## Patient Management Program Rights and Responsibilities

As a participant of the Patient Management Program, you have the following rights and responsibilities. Some of these will overlap with your general Patient rights and responsibilities reported elsewhere in this packet.

1. The right to have personal health information shared with the Patient management program only in accordance with state and federal law
2. The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
3. The right to speak to a health professional
4. The right to receive information about the Patient Management Program
5. The right to decline participation, revoke consent, or opt-out at any point in time

6. The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
7. The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
8. The responsibility to notify your treating provider of their participation in the Patient Management Program, if applicable.

## Clinical Support

A trained specialty pharmacist will explain your medication, either during your clinic visit or over the phone. We are also available to answer questions, provide education on self-administration, and communicate with your provider as needed. We have pharmacists available 24 hours a day to address any medication issues after hours.

## Refill Reminders

We will call you with refill reminders 5-7 days before you are scheduled to run out of medication. You can also contact the Specialty Pharmacy at any time to request a refill.

## Convenient Pickup and Delivery Options

**Once your prescription is ready, we offer several delivery options for your convenience:**

- » Pick-up in person at the Sparrow Specialty Pharmacy
- » Home delivery (must be home to receive to sign for prescription)

All specialty medications will be delivered free of charge. We will coordinate delivery of your specialty medications to your home or an approved alternate location. If your medication requires special handling or refrigeration, we will package and ship it accordingly. If you cannot be there to accept the package, we will work with you to provide an alternate option to receive your medication. If you miss your delivery, please let us know and we will work with you to reschedule your delivery.

Sparrow Specialty Pharmacy will make every effort to deliver your medications early if a weather warning is in place. A member of our pharmacy team will attempt to contact you, in order of disaster priority, with any special instructions. Please make sure you have a secondary contact on file to ensure there is no gap in therapy





## Support Tools and Products

Our team will provide the tools and products you need to succeed in your treatment. These may include patient education sheets, teaching materials provided by manufacturers, and disposal containers and other supplies associated with the administration of your medication.

# How to Use Our Services

## Filling a New Prescription

In most instances, your provider will electronically send a prescription to our pharmacy when your treatment is prescribed in the office or clinic. We can also fill prescriptions written on a paper prescription and those phoned or faxed to the pharmacy by your provider's office. We can also contact your provider to obtain a new prescription at your request or when you are out of refills. Once the prescription is received, reviewed, and reimbursement is arranged, we will fill your prescription.

## Ordering Refills

A Specialty Pharmacy caregiver will contact you before your medication is scheduled to run out. We will check on your progress, ask about any side effects, verify dosage and determine the shipment or pick-up time of your next refill. Payment is required before your medication can be shipped. You can also pick up your prescription at the pharmacy at your convenience. Please call Sparrow Specialty Pharmacy during our normal business hours if you have questions or need assistance.

## What to Do in the Event of a Medication Recall

**If there is a recall of one of your medications, we will follow these steps:**

- » Review our inventory and records to see if we have the medication in stock.
- » Remove and quarantine any stock of the medication in the dispensary.
- » Follow the steps recommended by the manufacturer and document the steps with the date completed and the signature of the person completing the form.
- » Contact any patient by phone or certified letter who may have potentially received the recalled medication. If you have taken the medication, we will contact your prescriber.

## What to Do if You May Be Having an Adverse Reaction to Your Medication

If you feel you are experiencing an adverse drug reaction with medical symptoms such as shortness of breath, skin rash, hives, fever, swelling, or wheezing that require urgent attention, call 911 or go to a local emergency room. Please contact the pharmacy the next business day

and inform our staff of the reaction and any actions that may have been taken.

## **What to Do If You Suspect a Medication Error**

Medication errors are serious matters that need to be addressed as soon as they are discovered. If you suspect there has been an error with your medication, please contact the Sparrow Specialty Pharmacy immediately and ask to speak with the pharmacist or pharmacy supervisor.

## **Language and Cultural Services**

We are committed to welcoming diversity and complying with standards for Language & Cultural Services. Sparrow Specialty Pharmacy can provide trained, qualified medical interpreters at no cost to our Patients/families in order to ensure effective communication for those who are:

- » Limited-English Proficient (LEP),
- » Deaf/Hard of Hearing (HOH),
- » Other communication challenges.

We are also focused on providing resources and education that support the practice of culturally competent care within our organization to diverse patient populations. Please notify a pharmacy caregiver if you have a preferred language or mode of communication other than English, or for any additional communication or cultural needs.

## **Medications Not Available at Sparrow Specialty Pharmacy**

Sparrow Specialty Pharmacy has access to and stocks a wide range of specialty medications. If we are not able to obtain your medications due to manufacturer restrictions, back order, or other limitations, we will work with you and another pharmacy to ensure you receive your prescription medication.

## **Prescriptions that Must Be Transferred to Another Specialty Pharmacy**

If we cannot fill your prescription for any reason, we will transfer it to a pharmacy of your choice that can provide the medication.



## Medication Substitution

The Pharmacist will substitute a generic and therapeutically equivalent drug for the drug specified on the prescription as long as the price of the substituted drug does not exceed the price of the drug specified by the practitioner. We will not substitute if the practitioner has handwritten on the signed prescription form “dispense as written,” “DAW,” “brand,” “brand necessary,” or “brand medically necessary,” unless otherwise stipulated by state regulations.



# Patient Rights and Responsibilities

As a patient of Sparrow Specialty Pharmacy, you have the following rights and responsibilities. If you feel any of these rights have not been provided, please contact our Sparrow Specialty Pharmacy supervisor at **517.364.2720**.

## Patient Rights

- » Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- » Be informed, in advance both orally and in writing, of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
- » Receive information about the scope of services that the organization will provide and specific limitations on those services
- » Participate in the development and periodic revision of the plan of care
- » Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- » Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
- » Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
- » Be able to identify visiting personnel members through proper identification
- » Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- » Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- » Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated



- » Be assured of confidentiality and privacy of all information contained in the client/ patient record and of Protected Health Information (PHI)
- » Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- » Choose a healthcare provider, including an attending physician, if applicable
- » Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- » Be informed of any financial benefits when referred to an organization
- » Be fully informed of one's responsibilities

#### **Patient Responsibilities**

- » Submit forms that are necessary to receive services
- » Provide accurate medical and contact information and any changes
- » Notify the treating provider of participation in the services provided by the organization
- » Notify the organization of any concerns about the care or services provided

# The Billing Process

## Insurance Navigation and Financial Support

Specialty medications are often expensive and require additional steps to be approved by insurance. These additional steps are called a “prior authorization” and may require supporting documentation from your prescriber to be approved. Our pharmacy team will work with your insurance company and your provider to get the prescription authorized. If your insurance copay is unaffordable, we will work with the financial support resources to possibly lower your out-of-pocket expense.

## Insurance

Sparrow Specialty Pharmacy accepts and bills most insurance companies. If your insurance requires you to use another pharmacy, we will work with you to ensure your prescription is transferred and you have access to your medication.

## Copays and Financial Assistance

Sparrow Specialty Pharmacy will bill your insurance company for you. However, you may still owe a portion of the cost, which is called a copayment or coinsurance. You will be responsible for paying your copayment when you order your medication or refills. We will inform you of the exact amount you need to pay. If you are out-of-network with our pharmacy, we will provide you with the out-of-network cost.

If your copayment is not affordable, we will work with you and available financial support resources to attempt to lower your out-of-pocket expense. You will always be informed of the exact amount that you are responsible to pay for your prescription.

## Payment Options

If you are responsible for a copayment, or any balance after financial assistance, we accept all major credit cards. We also accept cash, personal checks, and flexible spending or health savings accounts. If for any reason you still owe a balance, the balance will need to be paid before your next refill.

# General Information and Tips for Success

## Before taking your medication, let us know if you:

- » Have any drug allergies, unusual reactions to medication, food or other substances such as latex.
- » Are taking any over-the-counter medications or herbal products such as vitamins, supplements or dietary aids.
- » Are taking any prescription medications.
- » Are, may be, or trying to become pregnant.
- » Are breastfeeding.
- » Have any diagnosed medical problems.
- » Are on a special diet.

## What you should know about your medication:

- » The name of your medication and what it is used for
- » How to take it, what time of day and for how long
- » How long it will take your medication to start working
- » What kind of side effects to look for and what to do if you experience them
- » What to do if you miss a dose
- » How to store your medications and if there are any specific storage requirements
- » How to dispose of your medication and supplies
- » Whether the medication can be taken with or without food

# Disposing of Your Medications and Supplies

## How to Dispose of Your Unused Medications

Should you need to dispose of unused medications, there is a medication take-back bin located in the lobby of Sparrow Hospital. Alternatively, the unused medications can be mixed into cat litter or used coffee grounds and then placed in a sealed container. The sealed container can then be disposed of in your household trash.

## How to Dispose of Chemotherapy or Hazardous Drugs

- » DO NOT throw chemotherapy or hazardous drugs in the trash or flush them down the toilet
- » Unused chemotherapy or hazardous drugs can be returned to the medication take-back bin in the lobby of the Sparrow Hospital.
- » You can also contact your local health department or waste collection service for disposal instructions.

## How to Dispose of Home-Generated Biomedical Waste

Home-generated biomedical waste is defined as any type of syringe, lancet, or needle used in the home to inject medication or draw blood. Special care needs to be taken with the disposal of these items to protect you and others from injury, and to keep the environment safe and clean. If your therapy involves the use of needles, an appropriately sized sharps container will be provided.

## Needle-Stick Safety

- » Never put the cap back on a needle once removing.
- » Throw away used needles immediately after use in a sharps disposal container.
- » Plan for safe handling and disposal before use.
- » Keep out of the reach of children and pets.
- » Report any needle sticks or sharps-related injuries to your physician

## Sharps Containers

After using your injectable medication, place all needles, syringes, lancets, and other sharp objects into a sharps container. Do not place sharp objects such as needles or syringes into 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 tightly securable lid (for example, an empty hard can or liquid detergent container) could be used.

## Disposal

Check with your local waste management collection service or public health department to verify disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at [cdc.gov/needledisposal](https://www.cdc.gov/needledisposal).





# EMERGENCY PREPAREDNESS INFORMATION

## Know What to Expect and What to Do

Know what the most common emergencies are in your area and what you should do if one occurs. If the emergency requires you to evacuate, please remember to take your medications with you (with ice bricks and a cooler if your medication requires refrigeration) and let us know where you have evacuated to so we can ensure there are no gaps in your therapy. If you miss your medication delivery for any reason (not available, cannot get to your home, or any other reason), please call the pharmacy as soon as possible and we will do our best to assist you.

## Know Where to Go

One of the most important pieces of information you should know is the location of the closest special needs shelter. These shelters are opened to the public during voluntary and mandatory evacuation times and specialize in caring for patients with special medical needs. They are usually the safest place to go if you cannot get to a friend or family member's home.

## Reaching Us

If the pharmacy must close due to a disaster, we will provide instructions on contacting our caregivers and other important information on our answering machine message

## Unexpected Emergency

We will try to locate you using the numbers you provided in order to determine your safety and location. If travel is restricted due to damage from the disaster, we will attempt to alert you through the alternative phone numbers you provide.

Your local Red Cross, law enforcement agencies, local news and radio stations usually provide excellent information and tips for planning.

## An Ounce of Prevention...

We would much rather prepare you for an emergency ahead of time than wait until it has happened and then send you the supplies you need. To do this, we need for you to give us as much information as possible before the emergency. We may ask you for the name and phone number of a close family member, a close friend, or a neighbor. We may ask you where you will go if an emergency occurs. Will you go to a shelter or a relative's home? If your prescriber has instructed you to go to a hospital, which one is it?

## Additional Helpful Tips

**Make a personal disaster kit. Include in your kit:**

- » Include an accurate medication list
- » A small supply of any over-the-counter medications that you frequently use
- » The phone numbers of your prescriber, our pharmacy, and any other emergency services or contacts written down. The internet may not be available.
- » Bottled water
- » Hand sanitizer, soap, and paper towels
- » Any non-perishable snacks that you may need
- » Flashlight

**For More information:** Visit the FEMA website at [fema.gov](https://www.fema.gov).

# What to Know to Stay Well

## Handwashing:

Keeping hands clean is one of the most important steps to staying well. Basic hand washing with soap and water will reduce the spread of germs significantly. If the water is unclean, hand sanitizer should be used.

### When should you wash your hands?

- » Before, during, and after preparing food
- » Before eating food
- » Before and after caring for someone who is sick
- » Before and after treating a cut or wound
- » After using the toilet
- » After changing diapers or cleaning up a child who has used the toilet
- » After blowing your nose, coughing, or sneezing
- » After touching an animal, animal feed, or animal waste
- » After handling pet food or pet treats
- » After touching garbage

### How should you wash your hands?

- » **Wet** your hands with clean, running water (warm or cold) and apply soap.
- » **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- » **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- » **Rinse** your hands well under clean, running water.
- » **Dry** your hands using a clean towel or air dry them.

# The Flu

The flu affects millions of people every year. More than 250,000 people are admitted to the hospital and more than 18,000 deaths occur annually.

## Prevention

- » Get a flu shot after checking with your prescriber
- » Cover your cough
- » Try to stay away from others who are sick
- » Stay home
- » Avoid touching your eyes, nose, and mouth
- » Clean and disinfect areas that could be contaminated

## Resources:

- » [cdc.gov/flu](https://www.cdc.gov/flu)
- » [cdc.gov/handhygiene](https://www.cdc.gov/handhygiene)

## Our Responsibilities

- » We are required by law to maintain the privacy and security of your protected health information.
- » We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- » We must follow the duties and privacy practices described in this notice and give you a copy of it.
- » We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information regarding your privacy rights, contact the Privacy Officer or go to:

[hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](https://hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html)

To report a complaint or grievance regarding the care you received, you may contact the customer service representative at **517.364.2720**. The customer service representative will document your concerns and an investigation will take place. You may also contact the customer service representative via mail to: Sparrow Specialty Pharmacy, 1215 East Michigan Avenue, Lansing, MI 48912.

## Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request.





1.800.Sparrow | [Sparrow.org](https://Sparrow.org)

Sparrow complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services are free of charge and available to you. Call **517.364.3935**.

ATENCIÓN: Si habla un idioma distinto del inglés, hay servicios gratuitos de asistencia con el idioma, disponibles para usted. Llame al **517.253.2405**.

تنبيه: إذا كنت تتحدث لغة بخلاف الإنجليزية، فإن خدمات المساعدة اللغوية مجانية ومتاحة لك. اتصل برقم **517.253.2406**.