

## Specialty Pharmacy

### Supplemental Information

#### **Partners HealthCare Specialty Pharmacy Patient Management Program – Patient Rights and Responsibilities**

- You have the right to know about the philosophy and characteristics of our Patient Management Program
- You have the right to have personal health information shared with the Patient Management Program only in accordance with state and federal law
- You have the right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- You have the right to speak to a health professional
- You have the right to receive information about our Patient Management Program
- You have the right to receive administrative information regarding changes in, or termination of, the Patient Management Program
- You have the right to decline participation, revoke consent, or disenroll at any point in time
- You have the responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
- You have the responsibility to give accurate clinical and contact information and to notify the Patient Management Program of changes in this information
- You have the responsibility to notify your treating provider of your participation in the Patient Management Program, if applicable

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### **Drug Substitution**

Except in cases where your practitioner has indicated "no substitution", PHSP shall dispense an interchangeable product if one exists; or, if none exists, a less expensive, interchangeable drug product as allowed. PHSP will also indicate on the prescription label the following in the event an interchange has been made:

"Interchange (name of exact drug product dispensed)"

In cases where your practitioner has instructed that no substitution be made, the pharmacist shall dispense the exact drug product as written by such practitioner.

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### In the Event of a Drug Recall

A recall is an action taken when a product is found to be in violation of laws and regulations administered by the FDA. Medications may be recalled for a variety of reasons including safety, mislabeling, contamination and deviations in strength or potency. Recalls may be conducted by a voluntary action by the manufacturer/supplier, by request from the FDA, or by a legally mandated order from the FDA.

Pharmacies are notified of recalled medications from a variety of sources including drug manufacturers, compounding pharmacies, outsourcing facilities, drug wholesalers and other vendors, and government agencies such as the FDA, state departments of health, and boards of pharmacy. The FDA has a Web site that lists all recalls:

([www.fda.gov/Safety/Recalls/default.htm](http://www.fda.gov/Safety/Recalls/default.htm)).

When a notification is received, our pharmacy staff will communicate the recall information to prescribers and staff who dispense or administer medications. We will review dispensing records to identify patients taking the recalled product and contact them as required.

To demonstrate compliance, we maintain appropriate records including copies of the recall notice and documents submitted to the supplier as well as documentation of recall activities. The following information will be documented for each recall:

- Date notified
- Date(s) action taken
- Action(s) taken including areas inspected; quantities removed; notification of shipment to wholesaler/manufacturer; notifications to prescribers and staff and other actions required by the recall notice, law or regulation, and organizational policy.

### Adverse Drug Reaction

If you believe you are experiencing an adverse drug reaction, please contact us at (877) 468-8717, your physician or poison control (1-800-222-1222) immediately; or if severe, dial 911

### Program Limitations

PHSP program limitations could include the need to participate in assessments, the need to continue with therapy, the need to continue to fill medications within our pharmacy, ability to follow directions and work with the tools provided.

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### Emergency Preparedness for Prescription Medications

**Here are tips to be prepared:**

**Make a medication list:** Keep an updated list of all medications, dosages and phone number for your doctors and pharmacies in a waterproof bag or container.

**Carry your prescription insurance card:** Keep your health insurance or prescription-drug benefit card with you at all times, as your pharmacy benefit provider or health plan can help you obtain an emergency supply of any lost or damaged medications

**Order early:** Reorder as soon as you are able.

**Keep your medications together:** Keep medications in original containers with original labels and place prescription bottles in a waterproof bag or container.

**Prepare for special needs:** If your medication requires refrigeration or electronic equipment, have a plan for temporary storage and administration.

**Make a plan:** Discuss your medication disaster plan with your doctor or pharmacist, especially if your medication has special shipping or electronic equipment requirements. Also, discuss plans for your child's medication with your child's daycare provider or school.

**Maintain an emergency healthcare kit:** Stock a supply kit with any nonprescription medications you may need such as pain relievers, cold medications and antacids. If you experience an emergency situation, it's important to consider the following:

**Medication safety:** Inspect your medication to see if the look or smell of it has changed, as excessive moisture or heat can contaminate the drugs. If you are unsure about its safety, contact a local pharmacist or healthcare provider.

**Skipping doses:** If you haven't been able to take your medication, contact us immediately (877-468-8717) even if you're not experiencing any negative health effects. Never take additional doses to make up for those you've missed before talking to a healthcare practitioner.

### Contact Information

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[www.partners.org/SpecialtyPharmacy](http://www.partners.org/SpecialtyPharmacy)