

Thank you for choosing Specialty Pharmacy!

The staff at Nationwide Children's Hospital Specialty Pharmacy understands your medical needs may be complex and require special knowledge when collaborating with your medical provider and insurance company. We are dedicated to providing you with the personal service necessary to ensure you achieve the most benefit from your therapy including:

- Training, education and counseling
- Refill reminders
- Free delivery of your medication
- Access to clinically-trained personnel 24 hours a day, 7 days a week (including holidays and weekends)
- Coordination of prior authorization with your insurance company

Specialty Pharmacy patients will be enrolled in the Patient Management Program. Benefits include managing side effects, increasing adherence to drug therapies and overall improvement of your health.

Nationwide Children's Hospital Specialty Pharmacy

555 S. 18th St, Columbus Ohio 43205

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

Phone: 1 (614) 722-2534

Toll-Free: 1 (877) 494-2343

Fax: 1 (614) 722-2710

** Closed on weekends and all major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Clinical staff are available by phone 24 hours a day, year-round.*

We look forward to providing you with the best service possible. We know you have many options and we thank you for choosing Nationwide Children's Hospital Specialty Pharmacy.

Please complete and return the Services Acknowledgement and Authorization form in the provided postage paid envelope or at your next clinic visit.

Sincerely,

The Nationwide Children's Hospital Specialty Pharmacy Team



When your child needs a hospital, everything matters.

Services

- **Personalized Patient Care**

Our specialty-trained staff members will work with you to discuss your treatment plan, and we will address any questions or concerns you may have.

- **Collaboration**

We work directly with your doctors and caregivers and are here to make sure any difficulties you may be having with your treatment are addressed immediately.

- **Regular Follow-up**

Getting your medications and medical supplies quickly and efficiently is important. We will reach out to you regularly to ensure that your treatment is going as planned. We will also update your medical and insurance records as necessary.

- **Benefits**

Our experienced team will provide you with information and explanations of your prescription and medical insurance benefits. We will also work to connect you with applicable copay assistance programs, foundations or other financial assistance programs.

- **Delivery**

We offer fast and convenient delivery to your home, workplace or any other preferred location. A staff member will contact you five to seven days prior to your refill due date to coordinate medication delivery. Nationwide Children's Hospital Specialty Pharmacy is able to offer delivery to patients residing in Ohio or West Virginia.

- **24/7 Support**

Our pharmacy staff is available 24 hours a day, 7 days a week.

When to Contact Us:

- You have any questions or concerns about your medication
- You suspect a reaction or allergy to your medication
- Changes have occurred in your medication use
- Your contact information or delivery address has changed
- Your insurance information or payment source has changed
- You need to check the status of your delivery
- You need to reschedule or change your delivery
- You have any questions or concerns about our specialty pharmacy service
- You have a question about an order delay



When your child needs a hospital, everything matters.

Payment Policy

Before your care begins, a staff member will inform you of your financial obligations that are not covered by your insurance or other third-party sources. These obligations include, but are not limited to, out-of-pocket costs such as deductibles, copays, co-insurance and annual out of pocket limits. If, based on your health benefit plan we are out of network, we will provide you with the cost of your medication in writing. We will also provide this information if there is a change in your insurance plan.

Insurance Claims

Nationwide Children's Hospital Specialty Pharmacy will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue.

Co-payments

You may be required to pay a part of your medication cost, called a copayment. If you have a copayment, it must be paid at the time of shipping or pick-up. We accept Visa®, MasterCard®, American Express® and Discover®. We can maintain your credit card information on file in a secured environment. We also have the option to send a bill to you for the medication cost. You will be responsible for working with patient accounts to coordinate payments.

Financial Assistance

We have access to financial assistance programs to help with copayments and ensure no financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you in enrollment into such programs.



Patient Bill Of Rights And Responsibilities

Nationwide Children's Hospital Specialty Pharmacy recognizes that patients have inherent rights. Patients who feel their rights have not been respected, or who have questions or concerns, should talk to the pharmacist on duty.

Patients and their families also have responsibilities while under the care of Nationwide Children's Hospital Specialty Pharmacy in order to facilitate the provision of safe, high-quality health care for themselves and others. The following patient rights and responsibilities shall be provided to, and expected from, patients or legally authorized individuals.

To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights and responsibilities involved in your own plan of care.

As our patient, you have the right:

- To 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
- To be informed, in advance of care/service being provided and their financial responsibility
- To receive information about the scope of services that the organization will provide and specific limitations on those services
- To participate in the development and periodic revision of the plan of care
- To refuse care or treatment after the consequences of refusing care or treatment are fully presented
- To be informed of the patient rights under state law to formulate an Advanced Directive, if applicable
- To have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- To be able to identify visiting personnel members through proper identification
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- To receive information about health plan transfers to a different facility or Pharmacy Benefit Management organization that includes how a prescription is transferred from one pharmacy service to another
- To receive information about an order delay, and assistance in obtaining the medication elsewhere, if necessary
- To 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
- To have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- To have confidentiality and privacy of all information contained in the patient record and of Protected Health Information
- To be advised on the agency's policies and procedures regarding the disclosure of clinical records

[(Continued) As our patient, you have the right:]

- To choose a healthcare provider, including an attending physician, if applicable
- To receive appropriate care without discrimination in accordance with physician's orders, if applicable
- To be informed of any financial benefits when referred to an organization
- To have personal health information shared with the Patient Management Program only, in accordance with state and federal law
- To receive pharmacy health and safety information to include consumers rights and responsibilities
- To identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- To speak to a health care professional
- To receive information about the Patient Management Program
- To decline participation, revoke consent or disenroll from the Patient Management Program at any point in time
- To be fully informed of one's responsibilities

Patients have the responsibility:

- To provide accurate and complete information regarding your past and present medical history, your contact information and any changes
- To agree to a schedule of services and report any cancellation of scheduled appointments and/or treatments
- To participate in the development and updating of a plan of care
- To communicate whether you clearly comprehend the course of treatment and plan of care
- To comply with the plan of care and clinical instructions
- To accept responsibility for your actions, if refusing treatment or not complying with the prescribed treatment and services
- To respect the rights of pharmacy personnel
- To notify Nationwide Children's Hospital Specialty Pharmacy via telephone when medication supply is running low so refill may be shipped to you promptly
- To submit any forms that are necessary to receive services
- To give accurate clinical and contact information and to notify the patient management program of changes in this information
- To notify your treating provider of your participation in the services provided by the pharmacy, such as the patient management program
- To maintain any equipment provided
- To notify Nationwide Children's Hospital Specialty Pharmacy of any concerns about the care or services provided



Important Information

Patient Management Program

- We monitor your medications and progress through a disease specific Patient Management Program. This program is designed to provide benefits such as managing side effects, increasing adherence to drug therapies and overall improvement of your health. Limitations of the program include willingness to follow the treatment plan and to adhere to your therapy. This service is provided to you at no cost and your participation is voluntary. If you no longer wish to participate in our Patient Management Program, you may contact our team by phone to opt-out.

Refills

- You will be contacted by a team member five to seven days prior to your refill date. If you would like to contact us for a refill, you can call and speak to a member of the specialty pharmacy team to process your refill requests. If needed, we will assist you with a process to refill a prescription which would otherwise be limited by your prescription benefit plan.

Prescription Transfers

- If you feel that our pharmacy is unable to meet your needs, please contact us. We can transfer your prescription to the appropriate pharmacy of your choice.
- If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.

Delivery and Storage of your Medication

- We deliver medication to your home, doctor's office or to an alternative location at no cost to you. We will also include other supplies, such as a sharps container, as requested. We coordinate all refills to make sure that you, or an adult family member, is available to receive the shipment. Please note: we require an individual 16 years of age or older to be home to accept the delivery.
- If your medication requires refrigeration, we will ship it in special packaging that will maintain the appropriate temperature throughout the shipping process. Once you receive the package, take the medication out of the box and place it in the refrigerator. Please ensure that all medications and supplies are received prior to discarding the packaging.
- If the package looks damaged or is not in the correct temperature range, please contact us.
- In the event of an order delay, we will contact you and will assist you in obtaining the medication elsewhere if necessary.

Adverse Drug Reactions

- If you experience adverse effects to any medication, please contact your doctor or our pharmacy as soon as possible.

Drug Substitution Protocols

- It is often necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a team member will contact you prior to shipping the medication to inform you of the substitution.

Proper Disposal of Sharps

- Place all needles, syringes and other sharp objects into a sharps container. This can be provided by our pharmacy if you are prescribed an injectable medication. There are also programs that are provided from several drug manufacturers that supply sharps containers. If applicable, the pharmacy staff will help you coordinate this service. For more information regarding sharps disposal please visit:

– http://www.epa.ohio.gov/static/Portals/34/document/guidance/gd_462.pdf

Proper Disposal of Unused Medications

- Nationwide Children's Hospital offers drug disposal bins so patients and families can safely dispose of leftover medications. These bins are available at the Orange, Blue and Yellow Outpatient Pharmacies. Please ask your pharmacist, nurse or doctor for more information.
- <https://www.NationwideChildrens.org/Specialties/Pharmacy-Services>
- For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following website for additional information:
 - <http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>

Drug Recalls

- If your medication is recalled, the Specialty Pharmacy will contact you with further instructions, as directed by the FDA or drug manufacturer.

Emergency Disaster Information

- In the event of a disaster in your area, clinically trained personnel will be available 24 hours a day, 7 days a week to provide support for your medication needs. Please contact our pharmacy so that we can work together to ensure that your therapy is not interrupted.

Concerns or Suspected Errors

- We want you to be completely satisfied with the care we provide. If you have any issues with your medication, the services rendered, or any other issues related to your order, please contact us directly and speak to one of our staff members.
- Patients and Caregivers have the right to voice complaints and/or recommendations to the pharmacy. Patients and caregivers can do so by phone, fax, and electronic communication. We will address concern within 5 business days.
- Phone numbers for patient complaints:
 - Nationwide Children's Hospital Specialty Pharmacy: (614) 722-2534
 - Nationwide Children's Hospital Patient Liaison: (614) 722-6593
 - URAC Accrediting Body: (202) 216-9010
 - ACHC Accrediting Body: (855) 937-2242
 - Ohio Department of Health: (800) 342-0553



Handwashing

The most important way prevent infections and keep yourself and others from getting sick is by washing hands. Make sure everyone who touches the patient washes their hands as well.

When to wash hands

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick
- Before and after treating a cut or wound
- After using the restroom, changing a diaper, or cleaning up someone who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal food or treats, or animal waste
- After touching garbage
- After touching hospital surfaces such as handrails, doorknobs, or tables

How to wash hands

- Wet your hands with clean, running water, turn off the tap, and apply soap
- Lather hands by rubbing soap on the front and back of hands, between fingers, and under nails
- Scrub your hands for at least 20 seconds – try singing “Happy Birthday” twice
- Rinse hands well under clean, running water
- Dry hands using a clean towel or allow them to air dry

Hand sanitizer

- Does not get rid of all types of germs
- May not be as effective on visibly dirty or greasy hands
- Might not remove harmful chemicals such as pesticides or heavy metals
- Apply the correct amount specified on the label to the palm of one hand
- Rub hand to spread over all surfaces of hands and fingers until dry

Source: CDC Hand Hygiene Guidelines



For Additional Information Regarding Your Condition Or Diagnosis, You Can Visit The Following Websites:

Cystic Fibrosis

Information about Diagnosis:

1. <https://www.cff.org>
2. <http://www.mayoclinic.org/diseases-conditions/cystic-fibrosis/home/ovc-20211890>
3. <https://ghr.nlm.nih.gov/condition/cystic-fibrosis>
4. <https://medlineplus.gov/cysticfibrosis.html>

Patient Support and Wellness Information:

1. <http://www.TipsForCFParents.com>
2. <https://www.cff.org>
3. <http://attainhealth.org/bloomingrosefoundation>
4. <http://CysticFibrosis.com>

Growth Hormone Deficiency

Information about Diagnosis:

1. <https://pedsendo.org/patient-resource/growth-hormone-deficiency>

Patient Support and Wellness Information:

1. <https://www.magicfoundation.org/>
2. <http://hgfound.org/resources/pediatric-growth-hormone/>

Juvenile Idiopathic Arthritis, Rheumatoid Arthritis, Autoimmune Conditions

Information about Diagnosis:

1. <http://www.arthritis.org>
2. http://www.rheumatology.org/practice/clinical/patients/diseases_and_conditions/
3. <http://kidshealth.org/en/parents/jra.html>

Patient Support and Wellness Information:

1. <http://www.kidsgetarthritis2too.org>
2. <https://pr-coin.org/>

Gastroenterology

Information about Diagnosis:

1. <https://www.crohnscolitisfoundation.org/>
2. <https://www.gikids.org>

Patient Support and Wellness Information:

1. <https://www.improvecarenow.org/>
2. <https://www.crohnscolitiscommunity.org/crohns-colitis-resource-center>
3. <https://www.nationwidechildrens.org/specialties/inflammatory-bowel-disease-clinic/ibd-resources-for-families>

Neurology

Information about Diagnosis:

1. <http://www.epilepsy-ohio.org/>
2. <https://www.epilepsy.com/>
3. <https://www.brainandlife.org/disorders-a-z/disorders/app/list>

Patient Support and Wellness Information:

1. <https://www.dravetfoundation.org/>
2. <https://www.lgsfoundation.org/>
3. <https://www.cdc.gov/epilepsy>
4. <https://www.epidiolex.com/engage-patient-support/assistance>

Dermatology

Information about Diagnosis:

1. <https://www.aad.org/public/diseases/eczema/atopic-dermatitis>

Patient Support and Wellness Information:

1. <https://nationaleczema.org/>
2. <https://pedsderm.net/for-patients-families/patient-handouts/#AtopicDerm>
3. <https://www.nationwidechildrens.org/conditions/eczema-atopic-dermatitis>

Solid Organ Transplant

Information about Diagnosis:

1. <https://www.osotc.org/>
2. <https://unos.org/>
3. <http://lifelineofohio.org/>
4. <https://cota.org/>

Patient Support and Wellness Information:

1. <https://transplantliving.org/community/support-groups/>
2. https://www.kidney.org/patients/resources_Transplant

Hepatitis C

Information about Diagnosis:

1. <https://www.cdc.gov/hepatitis/hcv/cfaq.htm#overview>
2. <https://liverfoundation.org/for-patients/about-the-liver/diseases-of-the-liver/hepatitis-c/>
3. <https://hepatitisfoundation.org/HEPATITIS/Hepatitis-C.html>

Patient Support and Wellness Information:

1. <https://liverfoundation.org/for-patients/about-the-liver/diseases-of-the-liver/hepatitis-c/support-for-patients-with-hepatitis-c/>
2. <https://hepeducation.org/learning-lab/hepatitis-c/>

Allergy/Immunology

Information about Diagnosis:

1. <https://www.aafa.org/asthma.aspx>
2. <https://www.cdc.gov/asthma/default.htm>

Patient Support and Wellness Information:

1. <https://www.aaaai.org/conditions-and-treatments/just-for-kids>
2. [https://www.nhlbi.nih.gov/health-topics/all-publications-and-resources?title=asthma&field_audience_target_id\[221\]=221&page=1](https://www.nhlbi.nih.gov/health-topics/all-publications-and-resources?title=asthma&field_audience_target_id[221]=221&page=1)
3. <https://www.worldallergy.org/UserFiles/file/2017WorldAllergyWeekInfographic.pdf>

