



Johns Hopkins Specialty Pharmacy
Welcome Packet



JOHNS HOPKINS
MEDICINE

Welcome Packet Contents

This packet provides important information about refilling your medication, who to contact with questions and more.

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SPECIALTY PHARMACY INTRODUCTION

The Johns Hopkins Specialty Pharmacy connects you with specialized pharmacists and technicians. Our pharmacists are experts on your medication plan and have health resources available to provide care for many different disease states.



Phone: 410-288-6000 or toll-free 888-264-0393



Website: www.hopkinsmedicine.org/care-at-home/community-pharmacy/services/specialty-pharmacy-services



Hours: Contact the pharmacy for hours of operation as they may change.

Refilling Your Medication

You can refill your medicine in one of three ways. Please let us know what is best for you.

By Phone

- Pharmacy staff may call you to set up your refill for delivery or pick up
- You may also call our pharmacy to request a refill

By Filling Out a MyChart* Form

- Pharmacy staff may send you a message in MyChart.
- A form will be attached to the message. Complete this with the information we need to refill your medication(s).

By Requesting a Refill in MyChart

- You may log in to MyChart and request a refill
- In the pharmacy comments section, about the medication, include:
 - medication request date,
 - if you request a signature, and
 - how you will pay the copay, if applicable

[*mychart.hopkinsmedicine.org/MyChart](http://mychart.hopkinsmedicine.org/MyChart)

Please give us a five (5) day advance notice so that we can make sure you get your medication in time.



Getting Status Updates on Your Refills

You may receive notification either by phone or messages sent by MyChart. You can also log in to MyChart to see if the medicine is pending, ready or shipped. If your package has shipped, you will also be able to track the package.

JOHNS HOPKINS COMMUNITY PHARMACY LOCATIONS

Contact the pharmacy or check the website for up-to-date hours:
www.hopkinsmedicine.org/care-at-home/community-pharmacy/locations

Pharmacy Name	Address
Johns Hopkins at the Arcade	1800 Orleans Street Zayed Bloomberg Building M2125 Baltimore, MD 21287
Johns Hopkins at Bartlett Specialty Practice	1717 E. Monument Street Park Building Room G105 Baltimore, MD 21287
Johns Hopkins at Bayview	4940 Eastern Avenue BMO Building Room 01-0154 Baltimore, MD 21224
Johns Hopkins at Green Spring Station	10755 Falls Road Pavilion I, Suite 140 Lutherville, MD 21093
Johns Hopkins at Holabird	5901 Holabird Avenue Suite A-2 Baltimore, MD 21224
Johns Hopkins Outpatient Center	601 N. Caroline Street Suite 1006 Baltimore, MD 21287
Johns Hopkins at Monument Street	1810 E. Monument Street Baltimore, MD 21205
Johns Hopkins at Weinberg	401 N. Broadway Suite 1001 Baltimore, MD 21231

FREQUENTLY ASKED QUESTIONS

General Information

What is a specialty pharmacy and why do I need one?

A specialty pharmacy provides injectable, oral, and infused medications. These medications often need special storage or handling and may not be available at your local pharmacy.

Sometimes these medications need monitoring by a specialty trained pharmacist. The Johns Hopkins Specialty Pharmacy works with your doctor to provide these medications. We are here to give high level customer service and clinical support to you and your caregivers.

What if I have questions about my medication?

The pharmacists at the Johns Hopkins Specialty Pharmacy are trained on the medications you are taking and your disease state. A pharmacist will talk to you about your medication, either during your clinic visit or over the telephone.

- If you call after hours, a pharmacist is available for urgent clinical questions and will call you back. To reach the on-call pharmacist, call **410-288-6000**.
- If it is an emergency, please call 911.



What if I need an interpreter?

We offer interpreter services if you are deaf, hearing impaired, or speak a non-English language.

- You may call the interpreter line directly at **410-614-4685** and then the interpreter will connect with the pharmacy.

To learn more: www.hopkinsmedicine.org/patient-care/patients-visitors/language-assistance-services.

- You may call the pharmacy directly at **410-288-6000**. One of our pharmacists or technicians will connect you with an interpreter.



Does the Johns Hopkins Specialty Pharmacy have access to all specialty medications?

The Johns Hopkins Specialty Pharmacy has access to most specialty medications. If we do not have access to your medication, we will transfer your prescription to a pharmacy that supplies it. We will connect you with that pharmacy.

What if Johns Hopkins Specialty Pharmacy is not able to fill my specialty medication?

Your insurance may need you to fill your medicine at a specific pharmacy. You and your provider will receive information about what pharmacy to use to get your medication.

What if my insurance requires authorization?

Our staff works directly with your doctor and insurance company to get coverage for your medication. A prior authorization is often needed. A prior authorization is extra paperwork your insurance plan needs from your doctor about your need for the medicine. We will work with your insurance company and doctor to gather the needed paperwork. Once the prior authorization is approved, a Specialty Pharmacy team member will contact you by phone or MyChart. If the prior authorization is denied, your doctor will talk to you about other options.

What if my copay is unaffordable?

When your prior authorization is approved, your copay amount will be shared with you. If you have difficulty with the copay amount, please inform our staff. Sometimes, there are coupons or grants to help. Not all patients qualify for these programs.

How am I included in the patient management program?

You are automatically enrolled in the patient management program. This is a free service that gives you support while you are taking your medication and includes benefits investigation, education about your medications and refill reminders.

Other Concerns

What should I do if I have an adverse reaction to the medication?

An adverse reaction is any unwanted, uncomfortable, or dangerous effect that a person has in response to a drug. An example is an allergic reaction.

If you have an adverse drug reaction, you should call the Johns Hopkins Specialty Pharmacy or your doctor right away.

- Signs of an allergic reaction are, but are not limited to: trouble breathing, chest tightness, a rash or hives, swelling of the mouth or throat.
- Call 911 or have someone drive you to a local emergency room if the reaction appears serious or life-threatening.

How do I throw away medicine that was not used?

It is important to follow your doctor's instructions and use all medications as directed. Do not flush or pour unused medications down a sink or drain.

- Pour medication into a sealable plastic bag. If medication is solid (pill, liquid capsule, etc.), add water to dissolve it.
- Add kitty litter, sawdust, or coffee grounds (any material that mixes with the medication and makes it less appealing to eat) to the plastic bag.
- Remove and destroy ALL identifying personal information (prescription label) from medication containers before recycling or throwing away.
- Seal the plastic bag and throw away in the trash.
- Throw away in a Drug Take-Back bin located at several of the Johns Hopkins Community Pharmacies. Some items cannot be put in these bins, read instructions before putting medicines in the box.
- Throw away at a Drug Take-Back Day event held at several Johns Hopkins Hospitals throughout the area. Go to www.jhtakeback.com for dates and locations.
- If you have any questions, please call your Johns Hopkins Specialty Pharmacy pharmacist.



Dispose of unwanted medications at Johns Hopkins Drug Take-back Day events. www.jhtakeback.com

When will the Johns Hopkins Specialty Pharmacy staff contact me?

We will call you or send you a MyChart message to:

- Confirm the status of your prescription and copay amount.
- Set up the first time you get your medications and refill your medications.

We may also contact you to:

- Check your prescription insurance information.
- Get documentation of your income to enroll you in a financial assistance program.
- Educate you on your medication.
- Make sure that your prescription has been transferred to another specialty pharmacy.
- Let you know of any Food and Drug Administration (FDA) recalls of your medication.
- Check to see how your medications are working for you.
- Give you reminders to get lab work done.

When should I contact the Johns Hopkins Specialty Pharmacy?

You should call the Johns Hopkins Specialty Pharmacy if:

- Your address, telephone number, or insurance information has changed.
- You have any questions about the status of your prescription.
- You have questions about your medication.
- You would like more information about your plan for therapy.
- You believe an error in shipping or filling your medication has happened.
- You believe the FDA has recalled your medication.

Services are based on your specific needs. If you would like to opt-out of the patient management program, you have two options:

- Give us a call at **410-288-6000**
- Notify us in writing and send to:
Johns Hopkins Specialty Pharmacy
5901 Holabird Ave. Suite A-2
Baltimore, MD 21224



PATIENT SAFETY

What is Biomedical Waste?

Biomedical waste is any type of:

- Syringe, lancet, or needle, also known as “sharps” that are used to inject medication through your skin or are used to draw blood.
- You must correctly and carefully throw away these items to protect yourself and your family from injury. This will also keep the environment safe.
- The Johns Hopkins Specialty Pharmacy or manufacturer will provide all patients who use “sharps” with a sharps container. This is so you can correctly throw these items away.

Sharps Safety

After using any needles, syringes, lancets, or other sharp objects, place them into a sharps container.

- Do not throw away any sharps in the trash unless they are in a sharps container.
- Do not flush any sharps down the toilet.
- If you do not have a sharps container:
 - A hard plastic or metal container with a screw-on top or other securable lid could be used (for example, an empty hard can or liquid detergent container).
- Before placing into the trash, seal the top with heavy-duty tape. Do not use clear plastic or glass containers. Do not fill sharps containers more than three-quarters full.

Sharps Disposal

Check with your local trash service or public health department to check where you can throw away sharps containers. You can also ask your doctor’s office about the possibility of disposing of these items in their office during your next office visit. Please visit [SafeNeedleDisposal.org](https://www.safeneedledisposal.org) for more information.

Needle-Stick Safety



- Never put the cap back onto needles.
- Throw away used needles right after use into a sharps container.
- Have a plan for where you can safely throw away your sharps container.
- If you or anyone else accidentally sticks themselves with a used needle, tell your doctor right away.

ADDITIONAL PATIENT INFORMATION

Patient Rights and Responsibilities*

As a patient of the Johns Hopkins Specialty Pharmacy, you have rights and responsibilities. For a full description please review below:



www.hopkinsmedicine.org/-/media/patient-care/documents/patient_rights/home-community-based-services-patient-rights-responsibilities.pdf

Notice of Privacy Practices*

Our Notice of Privacy Practices can be found here:

www.hopkinsmedicine.org/-/media/privacy/notice-of-privacy-practices-providers.pdf

Non-Discrimination Notice*

Our Non-Discrimination Notice can be found here:

www.hopkinsmedicine.org/patient-care/patients-visitors/non-discrimination-notice

Complete Our Patient Satisfaction Survey

We want to hear about your experience with our pharmacy services so that we may better serve you. We will send out a survey by email or text quarterly (about every four months).

Submit Your Concerns or Complaints

We want to give you the most satisfying care with your therapy. If you have any issues or concerns about your medications, care experiences, delivery, or any other topic about your therapy, please call our service center. Ask to speak with a manager at **410-288-6000** or toll-free at **888-264-0393**.

**Content from these links may be printed and provided to you, upon request.*

Thank you for choosing
Johns Hopkins Specialty Pharmacy

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