



**UNIVERSITY OF MICHIGAN  
HEALTH-SPARROW**  
MICHIGAN MEDICINE

SPECIALTY PHARMACY

---

# PATIENT HANDBOOK

# Contents

Welcome.....	1	General Information and Tips for Success .....	8
About Us .....	2	Disposing of Your Medications and Supplies....	8
How to Use Our Services .....	5	Emergency Preparedness.....	10
Patient Rights and Responsibilities.....	6	Additional Helpful Tips .....	11
The Billing Process .....	7	What to Know to Stay Well .....	12



## COMMITMENT TO EXCELLENCE.

UM Health-Sparrow Specialty Pharmacy is accredited by Accreditation Commission for Health Care (ACHC) for compliance with a comprehensive set of national standards. By choosing a health care 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 UM Health-Sparrow Specialty Pharmacy, you may contact ACHC directly at **855-937-2242**.



**ACCREDITED**  
Specialty Pharmacy Accreditation

Expires: 03/01/2027

UM Health-Sparrow Specialty Pharmacy is URAC accredited for Specialty Pharmacy.

# Welcome

## Thank you for being a patient of the University of Michigan Health-Sparrow Specialty Pharmacy.

The Specialty Pharmacy at UM Health-Sparrow is designed to help patients and caregivers in Mid-Michigan get the care they need to succeed with their specialty medicines and treatment. You can count on us to help you through the length of your therapy.

### A specialty medicine is one that:

- Requires extra care from your health care team
- May treat a rare, serious or chronic condition
- May be cost a lot
- May be given by mouth, injection, infusion or applied topically

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

- Clinical support 24 hours a day, 365 days a year
- Assisting your health care team to create an experience tailored to meet your needs
- One-on-one counseling with our pharmacy team, which can be done either in-person or over-the-phone. We will also give you printed handouts to help you understand your medicines
- Help with your insurance authorization process and enrollment in financial support programs

- Refill reminders that meet your needs
- Free home delivery and pick-up options that work for you

### What to expect:

- Members of the pharmacy team will call you to make sure you have access to your medicine without any gaps in treatment.
- We will work with you and your provider to reach treatment goals.
- We will conduct a review of your medicines. This will include your current prescriptions and over-the-counter products.
- We will screen for interactions with other drugs and disease states.

### A UM Health-Sparrow Specialty Pharmacy team member is always available to answer your questions. Contact us at 833-485-0222 if you need help with:

- How to have a prescription filled or transferred to our pharmacy
- How to order a refill
- How to transfer a prescription to another pharmacy
- Order status and order delays
- Insurance coverage and prescription cost
- Questions about your medicine
- Filing a complaint

# About Us

## Location

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

Phone: **517-364-2720 | 833-485-0222**

Hours: **Monday-Friday | 9 a.m. - 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 you may 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 or complaints about the services you have received. We will strive to resolve any issues you experience as quickly as possible. If we cannot resolve your complaint promptly or your complaint requires more research, we will contact you with our findings, either via phone or in writing, as soon as we

can. If the pharmacy team is unable to help resolve your complaint to your expectation, you may contact the pharmacy supervisor.

**UM Health-Sparrow Specialty Pharmacy:  
517-364-2720**

If you are still not satisfied, you may contact our accrediting body Accreditation Commission for Health Care (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 UM Health-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 UM Health-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 help you achieve a positive outcome and reduce any negative effects from your specialty medicine by improving compliance to therapy and reducing side effects and potential problems. Specialty medicines are often considered high-risk. This is due to their high cost, risk for side effects and sometimes difficult administration methods. By participating in the PMP, our team will be able to closely monitor your response to treatment. We will also be able to quickly notice any side effects or concerns. We will work with your prescriber to address any issues. Also, your participation allows our team to better help with access to assistance programs. The PMP is one of the many services we offer. It is free of charge.

## Our Personalized Approach

- Side-effect help through regular phone calls from our team
- Refill call reminders to make sure you never run out of medicine
- Prompt communication with your health care team when there are issues
- Help with financial assistance
- The PMP does not replace your regular clinic visits

## Opting Out of the Patient Management Program

Your participation in the PMP is highly encouraged. However, you may choose to opt out at any point. You may also choose to opt back in if you have opted out. To opt out or back into the PMP, just tell any Specialty Pharmacy team member.

## Patient Management Program Rights and Responsibilities

As a participant of the PMP, you have the following rights and responsibilities. Some of these will overlap with your general patient rights and responsibilities stated later in this packet.

1. The right to have personal health information shared with the PMP only in accordance with state and federal law
2. The right to identify the program's team members, including their job title, and to speak with a team 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 PMP, if applicable

## Clinical Support

A specialty pharmacist will explain your medicine. This will occur either at your clinic visit or over the phone. We are also here to answer questions, teach you how to give yourself your medicine and connect with your provider as needed. We have pharmacists available 24 hours a day to help with any medicine questions.

## Refill Reminders

We will call you about your refill 5-7 days before you are due to run out of medicine. You can also call the Specialty Pharmacy to request a refill.

## Convenient Pickup and Delivery Options

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

- Pick-up in person at the UM Health-Sparrow Specialty Pharmacy
- Home delivery (must be home to sign for receipt)

All specialty medicines will be delivered free of charge. We will arrange delivery to your home or other approved location. If it requires special handling or storage, we will package and ship it accordingly. If you cannot be there to accept the package, we will work with you to find another option to receive your medication. If you miss your delivery, please call us and we will help you reschedule your delivery.

UM Health-Sparrow Specialty Pharmacy will make every effort to deliver your medicines early if bad weather is expected. A member of our team will call

you with any special instructions. Please make sure you have a second contact on file so there is no gap in treatment.

## Support Tools and Products

Our team will provide the tools you need to succeed. These may include teaching materials and handouts. We can also provide disposal containers and other supplies you may need.

# How to Use Our Services

## Filling a New Prescription

Most of the time, your provider will send an electronic prescription to our pharmacy. We can also contact your provider to get a new prescription when you need refills. Once the prescription is received, reviewed and reimbursement is arranged, we will fill your prescription.

## Ordering Refills

A Specialty Pharmacy team member will contact you before your medicine is due to run out. We will check on your progress, ask about side effects and verify your dose. Then we will schedule your next shipment or pick-up time. Payment is required before your medicine can be shipped. You can also pick up your medicine at the pharmacy during business hours. Please call us with any questions.

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

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

- Check our supply and records to see if we have the medicine in stock.
- Remove and quarantine any stock of the medicine in the pharmacy.

- Follow the steps given by the manufacturer. Contact anyone who may have received the recalled medicine. If you have taken the medicine, we will contact your prescriber.

## **What to Do if You Are Having an Adverse Reaction to Your Medicine**

If you feel you are having an adverse reaction with symptoms that require urgent attention such as shortness of breath, skin rash, hives, fever, swelling or wheezing, call 911 or go to a local emergency room. Please call the next day and inform our team of the reaction and any actions that were taken.

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

Medication errors are serious. They need to be addressed as soon as possible. If you think there has been an error with your medicine, please contact the UM Health-Sparrow Specialty Pharmacy 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. We can provide trained, qualified medical interpreters at no cost to our patients for those who are:

- Limited-English Proficient (LEP)
- Deaf/Hard of Hearing (HOH)
- In need of help with other communication challenges

Please tell us if you prefer a language or mode of communication other than English. Also notify us if you have any other communication or cultural needs. We try to meet your needs if we can.

## **Medicines Not Available at UM Health-Sparrow Specialty Pharmacy**

UM Health-Sparrow Specialty Pharmacy has access to and stocks many specialty medicines. Sometimes we are not able to get your medicines due to manufacturer limits, back orders or other issues. If that happens, we will work with you and another pharmacy so you get your medicine.

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

If we cannot fill your prescription, we will transfer it to a pharmacy of your choice.

## **Medicine Substitution**

We will substitute a generic equivalent for the drug ordered when the price is lower. We will not substitute if the provider orders the drug as “dispense as written.”

# Patient Rights and Responsibilities

As a patient of UM Health-Sparrow Specialty Pharmacy, you have the following rights and responsibilities. If you feel any of these rights have not been provided, please contact our UM Health-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 health care 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 medicines are often costly and need extra steps to be approved by insurance. These steps are called a “prior authorization.” This requires extra documentation from your prescriber to be approved. Our pharmacy team will work with your insurance and your provider to get the prescription approved. If your insurance copay is not affordable, we will work with financial support resources to try to lower the cost.

## **Insurance**

UM Health-Sparrow Specialty Pharmacy accepts and bills most insurance. If your insurance requires you to use another pharmacy, we will work with you to transfer your prescription and make sure you can get your medicine.

## **Copays and Financial Assistance**

UM Health-Sparrow Specialty Pharmacy will bill your insurance for you. However, you may still owe a part of the cost. This is called a copayment or coinsurance. You will be responsible for paying your copayment when you order your medicine 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 you cannot afford your copayment, we will work with you and available support resources to try to lower your out-of-pocket cost. You will always be informed of the exact amount that you are responsible to pay for your medicine.

## Payment Options

If you are responsible for a copayment or any balance after financial assistance, we accept most 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 medicine, let us know if you:

- Have any drug allergies, unusual reactions to medicine, 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 medicines
- 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 medicine:

- The name of your medicine and what it is for
- How to take it, what time of day and for how long
- How long it will take 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 medicines and if there are any specific storage requirements
- How to dispose of your medicine and supplies
- Whether it can be taken with or without food

# Disposing of Medicines and Supplies

## How to Discard Unused Medicines

Unused medicines can be disposed of in a medicine take-back bin. There is one located in the lobby of UM Health-Sparrow Lansing. You can also mix unused medicines into cat litter or used coffee grounds and place them in a sealed container. The container can then be put in your household trash.

## How to Discard Chemotherapy or Hazardous Drugs

- DO NOT throw chemotherapy or hazardous drugs in the trash. Also do not flush them down the toilet.
- These drugs can be returned to the medicine take-back bin in the lobby of UM Health-Sparrow Lansing.
- You can also call your local health department or waste collection service for disposal instructions.

## How to Dispose of Home-Generated Biomedical Waste

Special care needs to be taken with the disposal of syringes, lancets or needles used to inject medicine. This is to protect you and others from injury, and to keep the environment clean. If your treatment involves the use of these items, we will provide a sharps container.

## Needle-Stick Safety

- Never put the cap back on a needle once removed.
- Throw away used needles right away in a sharps 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 provider.

## Sharps Containers

After injecting your medicine, place all needles, syringes, lancets and other sharp objects into a sharps container. Do not place these objects into the trash unless they are contained within a sharps container. Do not flush them down the toilet. If you do not have a sharps container, you can use a hard plastic or metal container with a screw-on top or other tightly secured lid. An example would be an empty hard can or liquid detergent container.

## Disposal

Check with your local waste collection service or public health department to verify disposal procedures for sharps containers in your area. You can also learn more at [safeneedledisposal.org](http://safeneedledisposal.org).



# 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 leave, remember to take your medicines with you. Don't forget ice bricks and a cooler if your medicine needs to stay refrigerated. Let us know where you have gone so we can avoid gaps

in your treatment. If you miss your medicine delivery for any reason, please call the pharmacy as soon as you can. We will do our best to help you.

## Know Where to Go

One of the most important things 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. They 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 team and other important information on our voicemail message.

## Unexpected Emergency

We will try to locate you using the numbers you provided to determine your safety and location. If travel is restricted due to the disaster, we will try to alert you through the 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. We will try to send you the supplies you need ahead of time. 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 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 provider has instructed you to go to a hospital, which one is it?

# Additional Helpful Tips

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

- An accurate medicine list
- A small supply of any over-the-counter medicines that you often use
- A list of the phone numbers of your provider, our pharmacy and any other emergency services or contacts. The internet may not be working.
- 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 provider
- 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#hipaa/index.html](https://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html#hipaa/index.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: UM Health-Sparrow Specialty Pharmacy, 1215 E. Michigan Ave., 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.



**UNIVERSITY OF MICHIGAN  
HEALTH-SPARROW**  
MICHIGAN MEDICINE

[UofMHealthSparrow.org](http://UofMHealthSparrow.org)