



Saint Luke's Advanced Care Pharmacy Welcome Packet

◆ Saint Luke's Health System



Welcome

Welcome to Saint Luke's Advanced Care Pharmacy. We are pleased to have the opportunity to serve your specialty and/or infusion pharmacy needs. Our staff understands your medical needs are complex and require special knowledge. The Advanced Care Pharmacy team is specially trained to meet these needs, including working with your care team and insurance company. We will provide you with personal service to ensure you achieve the full benefit of your therapy.

What to expect

Personalized patient care

Our specialty-trained staff will work directly with you to discuss your treatment plan and address any questions or concerns you have. All patients are automatically enrolled in our Patient Management Program, which includes training, education, proactive refill management, and counseling throughout your medication therapy.

Collaboration with your doctor

We work directly with your doctor and caregivers. We are here to ensure any issues you may have with your treatment are addressed immediately by your care team.

Regular follow up

Receiving your medications and medical supplies is important. We will be in close contact with you throughout your treatment, providing refill reminders and acting as your health care advocate.

Insurance and financial assistance

Specialty medications can be expensive. We will help you with any financial hurdles by explaining your prescription and medical insurance benefits; working with your provider and insurance company to coordinate prior authorization when needed; and exhausting all options to ensure you receive your medications.

Delivery

We offer delivery to your home, workplace, or other preferred location. Our staff will contact you approximately one week prior to your refill date to coordinate a delivery date, time, and location for the medication and supplies you need. We will also update your profile with any new information.

In-store pickup

In addition to our Saint Luke's Advanced Care Pharmacy location, we can arrange to have your medication available for pickup at the following Saint Luke's pharmacy locations if applicable:

Saint Luke's Hospital

4320 Wornall Road, Suite 128
Kansas City, MO 64111

Saint Luke's North Hospital

5844 NW Barry Road, Suite 20
Lee's Summit, MO 64086

Saint Luke's East Hospital

100 NE Saint Luke's Blvd.
Kansas City, MO 64154

Saint Luke's South Hospital

12300 Metcalf Ave.
Overland Park, KS 66213

Saint Luke's Multispecialty Clinic- Mission Farms

4061 Indian Creek Pkwy.
Overland Park, KS 66207

24/7 support

Pharmacists are available 24 hours a day, seven days a week, including holidays and weekends, to answer any questions or concerns you may have. When calling after hours, please inform the on-call service that you are a specialty or home infusion pharmacy patient, and provide them with your name, contact information, and the name of the medication you are taking.

Contact information

Specialty Pharmacy: 816-986-5510

Home Infusion: 816-532-7750

Toll Free: 844-986-5510

Fax: 816-532-7754

DL_advancedcarepharma@
saintlukeskc.org

Our Services

Patient Management Program

The Patient Management Program provides benefits such as managing side effects, ensuring you are following the medication plan, and overall improvement of health.

Once enrolled in our pharmacy program, we monitor your medications and progress through our program.

Your success in the program requires accurate self-reporting and active participation. If you wish to opt out of the program, please speak to our pharmacy staff.

Adverse drug reactions

If you experience an adverse reaction to your medication, please contact your doctor or Saint Luke's Advanced Care Pharmacy as soon as possible. If it is an emergency, dial 911 or go to the nearest emergency room.

Refills

Approximately one week prior to your scheduled refill date we will call you to discuss refilling your medication. We will ask if you are taking the medication as prescribed, how many doses are remaining, and coordinate your next refill. If you would like to request a refill or check the status of your order ahead of time, please call and speak to a pharmacy staff member.

In the event there is a delay in providing you with your medication, for any reason, you will be contacted by telephone. We will discuss the delay cause, how long it will be delayed, and alternatives for obtaining medication. This may include sending your prescription to another pharmacy to avoid therapy delay.

Paying copay and coinsurance

Before enrollment, our team will provide you an estimate of costs that are not covered by your insurance or other third-party sources.

These obligations include but are not limited to deductibles, copays, coinsurance, annual and lifetime coinsurance limits, and changes that occur during your enrollment period. We are required to collect all copayments. We accept Visa®, MasterCard®, and Discover®. We can securely keep your credit card information on file for routine billing purposes.

If needed, we will pursue financial assistance programs on your behalf to help you pay for your medication therapy. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will also assist you in enrolling in such programs.

Insurance claims

We 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 we can work together to resolve the issue.

There may be additional costs if the medication is not covered by insurance, or the pharmacy is not in network with your health plan. If this occurs, you will be informed in writing or by phone of any out of pocket expense that you owe.

Prescription transfer

If our pharmacy can no longer obtain your medication or if at any time you feel that we are unable to meet your needs, we can transfer your prescription to the pharmacy of your choice.

Drug substitution protocol

We will use the most cost-efficient option for you. Therefore, we may substitute generic drugs for brand name drugs. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to filling the medication to inform you of the substitution. We will use brand name medication at you or your prescriber's request.

Proper disposal of sharps

For safety, we ask that you place all needles, syringes, and other sharp objects into a sharps container. We will provide the container if you are prescribed an injectable medication.

Proper disposal of unused medication

For instructions on how to properly dispose of unused medications, check with your local waste collection service. The US Food and Drug Administration website also has helpful information.

Drug recalls

We monitor all drug recalls and warnings and will communicate those to you if necessary. If your medication is recalled, our team will contact you with further instructions.

Concerns or suspected errors

We want you to be completely satisfied with your care. If you or your caregiver have any concerns, please contact us directly and speak to one of our staff members. Patients and caregivers can contact our team by phone, fax, writing, or email.

Saint Luke's Advanced Care Pharmacy has a formal grievance/complaint procedure that ensures your concerns are reviewed and investigated. You will be contacted within seven business days to acknowledge receipt or resolution

of the complaint. Every attempt shall be made to resolve all grievances within 30 days; if the investigation takes longer than 30 days, you will be notified in writing. You will also be informed in writing of the resolution of the complaint/grievance.

URAC Complaint Information

urac.org/complaint/grievances@urac.org
202-216-9010

Missouri Board of Pharmacy

pr.mo.gov/pharmacists.asp
compliance@pr.mo.gov
573-522-1448

Kansas Board of Pharmacy

pharmacy.ks.gov/
pharmacy@ks.gov
785-296-4056

Medication Safety

The National Safety Council® provides helpful information about medication safety. Key safety topics are covered below, but more information can be found at nsc.org.

Prescription drug overdoses

Acute opioid poisonings, also known as opioid overdoses, are at an all-time high. An average of 130 people died from opioid overdoses each day in 2017. More than half of people who misuse opioid pain relievers get them from a friend or family member.

In addition, children are misusing prescription drugs at an alarming rate, and even over-the-counter medications, like cold medicines and sleeping aids, can be dangerous. Store medications in a locked medicine cabinet or a lock box. Discard expired or unused medications.

Never mix your medications

Mixing alcohol and other drugs with opioid painkillers can intensify the effects:

- Never mix opioid medications with alcohol, sleep aids, anti-anxiety drugs, or other pain relievers

- Do not take extended-release opioids “as needed” for pain or more frequently than prescribed by your doctor
- Talk to your prescriber and pharmacist to ensure you won’t have drug interactions from other medications

Safely dispose of your medications

Most prescriptions should not be flushed down the toilet or poured in a drain because they can pollute water supplies. In some states, it is illegal to flush any medications. Your community may have a drug take-back program and events that allow you to bring unused drugs to a central location for proper disposal.

In addition to take-back programs, many pharmacies offer mail-back programs where you can pick up a drug disposal envelope at their nearest store. Most pharmacies charge a small fee for a postage paid envelope.

If your community does not offer a drug take-back or mail-back program, you can visit nsc.org/disposalresources to learn how to safely dispose of unused medications.

Reduce your fall risk

Some medications can raise your risk of falling. While falls can occur anywhere, they most often occur at home. Use these tips to make your home safer:

- Clear your floor by removing clutter, small furniture, pet gear, electrical cords, throw rugs, and anything else that might cause you to trip
- Arrange or remove furniture so there is plenty of room for walking
- Put essential items where they are easy to reach
- Add grab bars inside and outside of your bathtub or shower and next to the toilet
- Put railings on both sides of the stairs, and make sure stairs and hallways have good lighting
- Make sure outdoor areas are well lit and walkways are smooth and free of puddles and ice
- Use a cane or walker if necessary

Emergency and Disaster Preparedness Plan

Saint Luke's Advanced Care Pharmacy has an emergency preparedness plan to ensure we can continue to serve your prescription care needs in the case of a disaster.

When there is a threat of disaster or inclement weather in the local area, we will contact you to ensure you have enough medication. We will coordinate with other health care providers and pharmacies as necessary to ensure you receive your medication therapy.

If you have a personal emergency and you need your medication, please contact us at your convenience and we will assist you.

Preparing for an emergency

When you face a natural or man-made emergency, try to stay informed through radio, TV, or the internet. In some cases, however, cable, electric, and cell phone service will be disabled, making communication nearly impossible. The National Safety Council recommends the following general

precautions that apply to many disaster situations:

- Download the FEMA app for resources, weather alerts, and safety tips
- Make sure to have a family communication plan in place; all members of the family should review and practice the plan
- Have all family members' and other important phone numbers written down or memorized
- Have an emergency kit in your car and at least three days of food and water at home
- Be sure to store all important documents—birth certificates, insurance policies, etc.—in a fire-proof safe or safety deposit box
- Assign one family member the responsibility of learning first aid and CPR
- Know how to shut off utilities in your home

We look forward to providing you with the best service possible. We know you have many options for your health care, and we thank you for choosing Saint Luke's Advanced Care Pharmacy.

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◆ **Contact us**

Saint Luke's Advanced Care Pharmacy

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Home Infusion: 816-532-7750

Toll Free: 844-986-5510

Fax: 816-532-7754

DL_advancedcarepharma@saintlukeskc.org

10920 Elm Ave.
Kansas City, MO 64134

Business hours

Monday - Friday, 8 a.m. - 5 p.m.

saintlukeskc.org/pharmacy



Download the [SaintLukesKC app](#)



Specialty Pharmacy
Expires 08/01/2023